

January 14, 2010 Citizens Advisory Board Meeting Minutes

Recorded by: Molly O'Hare and Brad Chase

Attendance: 18 of 20 members present. (See attached)

General Manager's Report - Joe Calabrese

- Thank CAB for support and attendance at public hearings
- Fundtransitohio.org and fundtransitnow.org
- Next steps: management is going through information gathered; board did not pass the budget, instead passed a temporary budget
- Sales tax in January was up 2% from last January; RTA will end 2009 with a \$1.5 million to \$3 million surplus
- Management is meeting with a fact finder as part of continuing labor negotiations
- Staff budget and trends roadshow is being presented to all employees. If current trends continue, there could be 47% less service in 2015.
- For the new budget, RTA is assuming no change in labor costs
- NOACA has a new board with mayors from the five largest cities in the county: Cleveland, Parma, Lakewood, Euclid and Shaker
- Question asked about affect of Internet sales on the sales tax – will be looked into
- Report: highways produce half the jobs that transit does in terms of money spent
- Recommends paratransit map remain the same
- No solid prospects for any other short-term funding
- Lorain restarting two routes with a bus running every two hours on weekdays

CAB Chair Report - Brad Chase

- Update on Save Transit Now, Move Ohio Forward
- Motion to Board of Trustees to officially sign on to Save Transit Now, Move Forward Ohio! Coalition. Moved by G. Zeller, second by V. Reddy. Motion passed unanimously by members present.
- Discussion of 2010 priorities
 - ◆ Getting comments from the public meetings
 - ◆ Improving ease of use, wheelchair boarding, informing operators of procedures/needs for disabled riders, engineering of ADA accommodations at new stations
 - ◆ Advocacy and safety
 - ◆ Customer service, communication when service is disrupted
 - ◆ Working with drivers and improving interactions with riders
 - ◆ TIAC priorities: making better use of the committee to discuss specific issues; improving access to information; educating and being visible to riders; bringing stakeholders together and raising issues with political candidates; real-time locations for buses
 - ◆ Simplifying the application process for senior/disabled passes

New Business - Telephone Information Report

- Presentation by Sherldean Davis, highlighting improvements in answer time, abandoned calls and personal time lost among staff (available as PDF on CAB website)

