

February 11, 2010 Citizens Advisory Board Meeting Minutes

Recorded by: Molly O'Hare

- I. Call to Order
- II. Roll Call
- III. Approval of Agenda and January 2010 Minutes
- IV. General Manager's Report: Joe Calabrese
 - RTA board met the previous Tuesday and received a budget presentation. The board had been waiting on three issues before approving the 2010 budget: the economic recovery, the public hearings and any new information on labor costs. Sales tax was up 2% from the previous year, suggesting recovery had begun, and for purposes of approving the budget the board assumed labor costs would remain the same.
 - Joe was meeting with city council and also spoke with Carmen Gray of the Poor People's Economic Union, who expressed interest in having RTA meet with members of that organization to offer more options in light of the upcoming service cuts.
 - George Zeller commented on the meeting he attended in Columbus and the need to develop a measure that will pass in the legislature to deal with the issues surrounding funding of public transit.
- V. New Business: Joel Freilich, 2010 Service Plan Presentation; and Stephen Bitto and Beth Castelucci, Secret Shopper Program
 - Service plan was presented to the board on February 9
 - RTA held 11 meetings and received more than 1,000 comments on the proposed service changes. Comments from those living in and desiring to go to affected areas were given top consideration.
 - Joel then went over in detail the updates to the service changes set to occur April 4 (see attached).
 - Also highlighted was the Work Access Program, in which cans link existing RTA routes to riders' workplaces that are more than 1 miles from transit. NOACA is supporting additional van trips to accommodate people who are affected by the service cuts.
 - Steve and Beth talked about the research that the marketing department has done and has planned for this year.
 - A survey of Healthline riders was conducted in May. The surveys were distributed to a random sample of riders via onboard intercepts. The surveys were completed onboard and returned to RTA personnel (see attached).
 - A survey of Park 'n' Ride riders was conducted in November via a morning blitz (see attached).
 - The Secret Shopping program will send customers to give an objective view of RTA and provide a measure of performance.
 - A Red Line survey is currently underway.

- The findings of these surveys are recorded, reported to districts, and used to develop training and recognition programs.
- CAB members expressed the need for questions pertaining to disabled riders to be added to future surveys.

VI. CAB Chair Report: Brad Chase

- Brad thanked Vince Reddy for his service as Transit Improvement Advisory Committee chairman and introduced John McGovern as the new chairman.
- The ticket vending machine vendor was in meetings with RTA staff, and significant changes are on the way for the machines. A presentation about the changes at the next CAB meeting is possible.

VII. ADA Committee Report: Steve Albro

- The ADA Committee did not meet in January, so there was no new business to report.

VIII. Transit Improvement Advisory Committee: John McGovern

- Invitations will be going out to directors of staff at RTA to join in the dialogue at TIAC meetings.
- Joe Schaefer, director of engineering, is scheduled to attend the March meeting.

IX. Public Comments

- Other issues raised by CAB members were procedures for communication to riders in the event of a breakdown or service disruption on the light rail, as well as status updates on changes to the station platforms and a report on the auditors' findings.

X. Adjourn

