

Moving People

WINTER

11/12

rideRTA.com

Welcome to Moving People



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Greater Cleveland Regional Transit Authority
1240 West 6th Street
Cleveland, Ohio 44113-1331

How 20 years of ADA has changed transit

On July 26, 1990, President George H.W. Bush signed the Americans with Disabilities Act (ADA), and it changed the face of public transit forever.

RTA has come a long way since then. Serving the disabled community has been woven into the fabric of everything we do.

Board of Trustees

Our Board of Trustees is sensitive to the needs of the disabled. Trustee Jesse O. Anderson, a national advocate for the rights of the disabled, has been a Board member since 1990.

Paratransit

In 1990, RTA had no Paratransit. Today, Michael Hargrove, a veteran with 34 years of transit experience, including 20 years of Paratransit work, leads our Paratransit Department with:

- 185 employees and 117 total vehicles
- A \$17.5 million budget in 2011
- 570,000 rides in 2011
- Zero denials for more than 3 years
- 24/7 service delivery
- Call center open seven days a week

Main Office staff

Four employees at RTA's Main Office Building, 1240 W. Sixth St., administer the ADA Eligibility and Registration Department (40-50 applications a day) and the Senior and Discount Fare program (50-75 walk-ins a day). Their work is supervised by Hilda Perez, a 31-year transit veteran.



*A Message from
Joe Calabrese
RTA General Manager*

Citizens Advisory Board

A 20-member volunteer body, the Citizens Advisory Board, meets monthly. The ADA Committee reviews all facility plans and service and policy changes, and gives valuable feedback. We especially salute the work of two members of the ADA Committee: Chairman Ron Jackson, and Donna Prease, who works for Linking Employees, Abilities and Potential (LEAP). Their work has made a difference for so many people.

Other areas

RTA's goal is to give all customers 100 percent access to public transit.

Plans for a new facility are not approved until they are ADA compliant and user-friendly. RTA's Web site, www.rideRTA.com, has a section devoted to Paratransit service, as well as every map and timetable for the system. Information is updated daily.

RTA offers 1-on-1 travel training, so persons with disabilities can ride fixed-route service more easily.

All this comes with a hefty price tag. Each time a you pay \$2.25 for a trip, RTA chips in the other \$40 that it costs to provide a ride.

Yes, that is a lot of money, but when I see the smile of a satisfied Paratransit customer, I know it is worth it.

Two new rail stations are ADA compliant

RTA's two newest Rapid stations are both ADA compliant. The new stations are:

- **West Side:** Puritas-W. 150th Street, which connects to the #78 bus route.
- **East Side:** East 55th Street, which connects to the #2 and #16 bus routes.

Each Rapid station offers:

- State-of-the-art, heavy-duty elevators that should be more reliable.
- Well-lit parking lots with well-marked, easy-to-use handicapped spaces.
- Sidewalk ramps.
- Tactile warning strips on platform edges.
- Video cameras for increased security.
- Accessible paths, with slopes that are easy to navigate.

The Puritas Station has three elevators at the front entrance, platform, and at a rear entrance at the kiss-and-ride loop on the north side of the facility.

The East 55th Street Station has been relocated to the east side of East 55th Street, near the entrance to I-490. Its visibility and accessibility has vastly improved.

ADA upgrades to other Rapid stations

RTA is following a federally-approved plan to make sure all key rail stations are ADA compliant. Here is an update to help you choose an ADA-compliant station near you.

Red Line, West Side

- All stations are ADA compliant. A more modern facility at 18010 Brookpark Road is being designed. It should be open by 2015.



Puritas Rapid Station

Red Line, East Side

- ADA compliant stations are: Tower City, East 55th Street, East 105th Street, University Circle, Superior, and Louis Stokes / Windermere.
- East 34-Campus Station, 2733 E. 34th St.: There is no elevator and no parking. Ridership at this station is low. An ADA compliant station should be in place by 2020.
- East 79th Street Station, 2700 E. 79th St.: There are no elevators and no parking. Design of a new station begins in 2012. Work should be complete by 2018 or sooner, as part of the work on the Opportunity Corridor.
- East 120th Street Station, 12000 Euclid Ave.: This facility has no elevator and no parking. A new ADA-compliant station will be built at a nearby site on Mayfield Road. Design work continues.

Light-Rail system

All stations on the Waterfront Line are ADA compliant. Most RTA stations on the Blue and Green lines are at ground-level. The status of the stations that are not ground-level will be discussed in the next issue.

Ask for help

If you find too much of a gap between the platform and the rail car, or a difference in height, let us know. The operator has a sturdy metal bridge plate that can help you board or exit the rail car. Ron Jackson (right) uses the bridge plate to board the Red Line at Tower City. Jackson is Chair of the ADA Committee of the Citizens Advisory Board. Their members worked with RTA to develop this idea.

We want to hear from you!

Do you have suggestions on improving Paratransit service? We want to hear from you. There are many ways you can do that.

1. Go to rideRTA.com > customer service > on-line feedback form
2. Call the complaint line, 216-566-5227. From 7 a.m.-6 p.m., Monday-Friday, a staff member will assist you.
3. Call the RTAanswerline, 216-621-9550. Select option 3 for ADA and Paratransit information. Select option 4 for customer service. From 7 a.m.-6 p.m., Monday-Friday, a staff member will assist you.
4. Participate in Citizens Advisory Board Meetings.

The 20-volunteer Citizens Advisory Board meets from 8:30-10 a.m. on the second Thursday each month. The ADA Committee meets from 9:30-11 a.m. on the third Thursday each month. Meetings are held at the RTA Main Office, 1240 West Sixth St., which is served by both trolley routes. For more info, visit riderta.com/CAB/.



Rail car bridge plate in use

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Moving People is produced quarterly by RTA's Marketing Department for Paratransit customers, their families, and caregivers.

If you prefer receiving the newsletter in a different format – such as Braille, audio, larger type or electronically – please let us know. Mail your preference to:

RTA Marketing Department
1240 W. Sixth St.
Cleveland, OH 44113

or send e-mail to: jmasek@gcrtta.org

We appreciate your comments and suggestions.