

RTA salutes employees

Every month, RTA salutes a special driver for providing outstanding customer service. When you see an driver who does something exceptional, tell us about it at: www.riderta.com/feedback.

In December, Paratransit driver Paris Barnett was saluted for giving help to a diabetic woman passenger suffering from low blood sugar.

RTA also salutes employees who work in support positions.

In January, RTA saluted track maintainers Yahya Muti and Ronald Campbell. They came to the aid of two catering employees who were working until 1 a.m. at the Rock-n-Roll Hall of Fame. The caterers found their parking garage locked, and could not reach their cell phones or personal items. The RTA employees let them use their phone, and then found a security guard to unlock the garage.

The caterers wrote: *"There are not too many people who would go out of their way for a stranger these days. It is comforting to know that the notion still exists."*

On March 17, dozens of RTA employees helped more than 20,000 additional customers get to and from the downtown parade — safe and sound — on St. Patrick's Day.

2011 Holiday service

RTA will operate a weekday schedule on:

- Oct. 10, Columbus Day
- Nov. 11, Veterans Day

RTA will operate a Saturday schedule on:

- Dec. 24, Christmas Eve
- Dec. 31, New Year's Eve

RTA will operate a Sunday schedule on:

- May 30, Memorial Day
- July 4, Independence Day
- Sept. 5, Labor Day
- Nov. 24, Thanksgiving Day
- Dec. 25, Christmas Day

For Your Safety

Attention, Mom & Dad, do your children know these bus rules?

Here are some safety rules your children need to know, whether they are using a yellow school bus or an RTA bus.

- Always wait at a bus stop or bus shelter, and stand well back from the curb.
- When you get off the bus, you need to take 10 steps on the sidewalk, off the street.
- Know that there are danger zones near every bus where the driver cannot see you.
- When a school bus stops with its red flashing lights on, car drivers on **both** sides of the road must stop. The school bus driver will wait for you to cross the street in front of the bus before pulling away.
- When an RTA bus stops to pick you up and drop you off, **no car** has to stop. The bus pulls away as soon as you have gotten on or off. **Never cross the street in front of an RTA bus.**
- Most RTA buses stop at intersections. As soon as you step off the bus, be alert.
- Wait for the bus to pull away, so you have a clear view of the street. Cross at the crosswalk or street corner, and wait for the light to turn green, so you can see the WALK crossing signal.
- Before you cross the street, look carefully to the left, right and left again.
- If you must walk through parked traffic, stop and look carefully before stepping out from between vehicles.



Greater Cleveland Regional Transit Authority
rideRTA.com

Rider's Digest



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Play Ball!

Tribe opens season at home

Riding the Rapid downtown for the Indians home opener is a Cleveland tradition, and in just a few days, the tradition will continue.

The Indians open their season at 3:05 p.m. Friday, April 1, when they host Chicago at Progressive Field. To catch all the Opening Day events, plan to be in your seat by 2 p.m.

RTA will offer extra rail service on Opening Day. RTA rail service is the best way to go to all 81 home games this season. Parking is free at many Rapid stations, and all rail lines serve Tower City.

The Walkway from Tower City opens two hours before every game. RTA guarantees service for at



least 90 minutes after the game ends – even when those extra-inning battles continue well after midnight.

The home opener is usually a sellout, so more than 43,500 fans will converge on the ballpark. Please obey all posted signs. Cars that are parked illegally in RTA parking lots will be towed. Because this is a normal workday, parking lots at Rapid stations are expected to fill up quickly.

Ride RTA to Earthfest at Metroparks Zoo on April 17

On Sunday, April 17, RTA will provide free bus service from Public Square to a major EarthFest celebration at the Metroparks Zoo.

Pay the usual fare to ride any RTA bus or train to Public Square. Then go to the West Roadway, north of Superior Avenue, and look for a special EarthFest bus stop sign. The destination signs on the front of the bus will say "Metroparks Zoo." Ride free on RTA clean-diesel buses from Public Square to the Zoo's parking lot on Fulton Road.

All RTA buses are equipped with bike racks. Environmentally friendly fuels – electric rail cars, and clean diesel and hybrid-electric buses -- power 100 percent of RTA's fleet.

Before you leave the special Zoo bus – or any RTA bus that serves the Zoo that day -- be sure to ask the operator for a proof of your ride. This proof can be exchanged for a Zoo ticket at the box office. Without this proof, you must pay regular Zoo admission.



The Metroparks Zoo is open 10 a.m.-5 p.m. Shuttles run every 15-30 minutes. The first bus leaves Public Square at 9 a.m. The last trip leaves the Zoo at 5:30 p.m.

RTA will have the educational community bus on display, staffed with RTA employees.

This year marks the 41st anniversary of Earth Day. RTA is a sponsor of EarthFest, Ohio's largest educational environmental event. The event is organized by the Earth Day Coalition, a Cleveland-based non-profit environment organization. Earth Day is the longest running Earth Day celebration in the nation. Last year, more than 6,000 persons viewed 175 "go green" exhibits.

For more info, visit earthdaycoalition.org, or call 216-281-6468.

New farecards offer an arrow for swiping

New RTA farecards are being introduced. They offer a black directional arrow to help customers as they swipe the card.

Remember these rules:

Monthly Pass

Always swipe.

7-Day Pass

On the first use, dip the 7-Day Pass to activate it and print the expiration date and time. After the first use, swipe.

All-Day Pass

If you purchased the All-Day Pass on-board, it has already been activated. Use the swipe reader each time you use it.

If you purchased the All-Day Pass off-board, dip the pass into the slot to activate it and print the expiration date and time.

After the first use, swipe.

Multi-trip farecards

Dip the farecard on the first ride of each trip. If you transfer within the allowed time, use the swipe reader for your transfer ride(s).

Even if the farecard you are using does not have an arrow, these rules are still in effect.

April action keeps downtown rocking

Sports and theater action will keep downtown rocking in April, with 29 events in 30 days.

RTA Rapid service to Tower City, combined with a stroll down the Walkway, is your best bet for a stress-free ride to Progressive Field, Quicken Loans Arena, or the Tower City Cinemas.

April includes 14 Tribe games, 3 Monster games, 3 nights of the Cleveland International Film Festival, 3 Gladiator football games, 3 Cavalier games, 2 concerts and an ice skating show.

And, there are 8 days when several facilities will be used at the same time. Downtown parking will be tight, another reason to ride the Rapid.

Dates that look especially busy:

- April 1, Tribe opener, Monsters, Film Festival
- April 2, Tribe, Gladiators, Film Festival
- April 3, Tribe, Smuckers Stars on Ice
- April 5, Tribe, Cavaliers
- April 6, Tribe, Monsters
- April 15, Tribe, Rush Time Machine concert
- April 16, Tribe, Gladiators
- April 27, Tribe, Lady Gaga concert
- April 29, Tribe, Gladiators

Construction begins at Buckeye - Woodhill Rapid Station

A \$3.3 million construction project has begun to re-shape RTA's Buckeye-Woodhill Station, 9528 Buckeye Road at Woodhill, on the light rail Blue and Green lines.

The contract was awarded to Great Lakes Crushing on Feb. 15. Work should take about 15 months.

To make the station ADA-compliant, RTA will use a series of ramps, rather than elevators. The station features access to both Buckeye and Woodhill roads, and 33 parking places.

Riders will also enjoy the station's modern architecture. Each platform is accessed from the street level by a series of stairs, ramps and landings covered by translucent fiberglass sandwich panels.

Special lights will give the station a "halo" effect in the evening, and promote greater safety.

"This station has an attractive, high-quality design that is passenger-friendly and universally accessible," says RTA CEO Joe Calabrese.

Public art in the form of a large stainless steel 1940s-style microphone, highlighting the jazz theme of the "heart and soul of Buckeye", will be placed at the platform level of the station. Local artist Stephen Manka created this concept.

RTA is working with several area stakeholders, including the Buckeye Area Development Corp. (BADCO), NOACA and St. Luke's Foundation to develop a plan for the station's immediate area.