

New hours at Tower City

The Tower City Customer Service Center and booth for pass and farecard sales is now open Monday-Friday 7 a.m.-6 p.m.

More hockey, less money

RTA and WMMS have teamed up with the Lake Erie Monsters to offer you more hockey for less money.

Say hello to *Thirsty Thursday* home games on Dec. 29, Jan. 26, Feb. 23 and March 22. Just show a valid RTA farecard at the Arena Box Office and buy your ticket for \$5. Several beverage specials are offered at those games.

For more information about the promotion, follow RTA and the Monsters on Facebook and Twitter.

RTA farecards include discount to Snow Days

If you are headed to Snow Days this month at Progressive Field, don't forget this money-saving tip:

Show your RTA farecard at the Progressive Field Box Office, and purchase an all-day discounted Combo Pass for just \$22.

Information about Snow Days can be found at indians.com/snowdays, and at Indians Team Shops.

RTA is again a partner in this winter wonderland, sponsoring the Batterhorn, a 10-lane snow tubing hill, with eight adult lanes stretching more than 200 feet into the field.

Hours vary, but are usually 10 a.m.-10 p.m. The Walkway will be open for all Snow Days, giving riders easy access from RTA's Tower City Rapid Station.

RTA holiday service set

Friday, Dec. 23

- Regular weekday service
- Offices closed
- Telephone Information Center open 7 a.m. - 6 p.m.

Saturday, Dec. 24, Christmas Eve

- Regular Saturday service
- Telephone Information Center closed

Sunday, Dec. 25, Christmas Day

- Sunday/Holiday schedule
- Telephone Information Center closed

Monday, Dec. 26, Legal observance

- Sunday/Holiday schedule
- Offices and Telephone Information Center closed

Saturday, Dec. 31, New Year's Eve

- Regular Saturday schedule
- Telephone Information Center open 8 a.m. - 4:30 p.m.

Sunday, Jan. 1, New Year's Day

- Sunday/Holiday schedule
- Telephone Information Center closed

Monday, Jan. 2, Legal observance

- Sunday/Holiday schedule
- Offices and Telephone Information Center closed

Want service info 24/7?

For RTA service information 24/7, visit rideRTA.com, or call the automated attendant at the RTA Answerline, 216-621-9500. Operators are available during the hours listed above.

RTA service information is also sent out via Facebook, Twitter and Commuter Alerts. That will continue during the holidays.

Rider's Digest



A PUBLICATION OF THE GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY

Happy Holidays!

More bus service begins Jan. 8 on 21 existing routes

Because of a brighter financial picture, RTA will improve service in 2012.

When additional service starts Sunday, Jan. 8, on 21 existing bus routes, CEO and General Manager Joe Calabrese says RTA should be able to address increasing ridership and improve on-time performance.

Ridership is up this year, and county sales tax revenue has improved steadily, he said.

"This is a great way to start the New Year," Calabrese says. "It's our holiday gift to our loyal riders, who stayed with us through some turbulent years. We are also looking forward to adding several new services in March."

For instance: From 1:30-3 p.m., when student loads are high, the HealthLine will offer service every 8 minutes instead of every 10 minutes. Rush-hour service will increase for #3 and #26. Service improves from every 60 minutes to every 45 minutes on the #30 and #90F weekdays at mid-day, and on the #30 Saturday.

New timetables set for changes Jan. 8

Winter service changes take effect on Sunday, Jan. 8. New timetables will be needed for some routes.

All changes are minor ones, but a few deserve special mention.

#16 East 55th: Buses will layover at the new East 55th Street Rapid Station. RTA will service the same area, but some times, and the route destination on the bus may change.

#35 West 25-Broadview: Buses will no longer serve the Broadview Heights Community Center. When buses reach Royalton Road (State Route 82), they will turn east, and end their run at Market Plaza West, near the U.S. Post Office.

#81 Tremont-Storer: Buses will remain on Storer Avenue and Fulton Road, west of Fulton Road.

Bus riders need to pick up new timetables for the #1, #3, #7, #8, #9, #10, #11, #14, #15, #16, #19, #20, #22, #26, #28, #30, #32, #35, #39, #41, #45/45A, #46, #48, #49, #55, #55F, #58, #75, #76, #77F, #81, #83, #90F, #94.

There are also minor changes to the timetables for the #65 HealthLine.

Where to obtain new timetables

- Go to the Maps and Schedules Page at rideRTA.com/schedules. New timetables are posted as they become available. All routes should be completed during the week of Dec. 12.
- Google Transit info will be updated around Dec. 19.
- Stop by RTA's Main Office, 1240 W. Sixth St.
- Visit RTA's Customer Service Center at the Tower City Station. Printed timetables should be ready one week before the changes begin.

For more information, or to receive a new timetable by mail, call the RTAanswerline, 216-621-9500.

Holiday Greetings from the General Manager

The holidays are a time of the year when we are reminded of our blessings.

At RTA, our number one blessing is YOU.

We are fortunate to have so many supportive riders.

You trust us with your daily commute, and we will continue to do whatever we can to safeguard that trust.

On behalf of everyone at RTA, we wish you and your family a safe, happy and healthy holiday season.


RTA CEO & General Manager

New policy in effect for RTA fare violators

It's a fact of life – there is no such thing as a free ride. Customers are expected to pay for each ride. So remember, a new policy is in effect for fare evasion on the HealthLine and Red Line. Studies show that 99 percent of customers pay their fares before they board.

Adults who receive a citation must pay a \$25 administrative fee. If it is not paid within 72 business hours, it will be referred to the Clerk of Courts for criminal prosecution. The fee can be paid on-line or in person at the Tower City Customer Service Center.

Juveniles receive a written warning on their first offense, with a copy sent to parents or guardians at home.

If there are further violations, the juvenile must pay a \$25 fee within 30 days, in person, on-line or by U.S. mail.

After 30 days, the record is forwarded to the Cuyahoga County Prosecutor's office, Juvenile Division, for referral to the county's Community Diversion program.

For more details, go to violations.shopRTA.com.

How you can (legally) speed up your RTA bus trip

1. Use pre-paid farecards and passes. These can be purchased on-line at shopRTA.com, at Tower City, or at many vendors, including 25 Giant Eagle stores. For a list of vendors, go to rideRTA.com>riding options>vendor locations.
2. Have your fare ready before the bus doors open.
3. If you plan to buy an adult All-Day Pass, use a \$5 bill.
4. Move all the way to the rear of the bus, even if there is room in front. Don't wait until the aisle is crowded before moving – by then, it's too difficult.
5. Don't stand in the aisle when there are plenty of seats.
6. Exit through the rear bus door.