

Rider's Digest



A PUBLICATION OF THE GREATER CLEVELAND
REGIONAL TRANSIT AUTHORITY

New fares effective Jan. 7

New RTA fares take effect Monday, Jan. 7, 2008. This is the second phase of fare modifications approved in May 2006. The first phase took effect July 1, 2006, after an extensive round of public hearings.

After the hearings, the Board agreed to split the increase into two parts to lessen the impact on customers. The action was RTA's first across-the-board increase in 13 years, and can largely be attributed to the rising cost of fuel.

The new fares:

All-Day Pass, unlimited rides

Individual, \$4.00

Senior/disabled/child, \$1.75

Bus/Rapid

Cash, \$ 1.75

5-trip farecard, \$8.75

7-Day Pass, \$ 17.50

Monthly Pass, \$63.00

Trolley/Loop/Circulator

Cash \$1.00

(trolleys free because of sponsorship)

5-trip farecard, \$5.00

Park-N-Ride Bus

Cash, \$ 2.00

5-trip farecard, \$10.00

7-Day Pass, \$ 20.00

Monthly Pass, \$70.00

Senior/disabled

Cash, \$.75

5-trip farecard, \$3.75

7-Day Pass, \$ 7.50

Monthly Pass, \$29.00

Student

5-trips farecard, \$7.50

Other cash fares

Paratransit \$1.75

Out-of-county \$3.00

Nominations sought for General Manager's award

Nominations for the RTA General Manager's 2007 Customer Service Award will be accepted until Jan. 4, 2008.

The award recognizes employees or employee groups for exceptional customer service. The award is given annually to a small number of recipients.

All employees or employee groups are eligible for the award. An employee group could be a task force, team, or any combination of employees who work together on a project.

External or internal customers (no self-nominations) must nominate employees. Nominators should complete the nomination form and submit it to CEO/General Manager Joe Calabrese. Nomination forms are available at riderta.com, or call 216-566-5283. Calabrese will then review all nominations for compliance with criteria and make the final selection of award recipients.

Recipients must meet one or more of the following:

- Solving an extraordinary problem, achieving or exceeding a significantly difficult goal that serves internal and/or external customers.
- Successful implementation of an innovative customer service idea or concept where the result is identifiable and measurable.
- Outstanding act of customer service that brings positive recognition to the Authority or results in a delighted customer.

The accomplishments should have been achieved within the calendar year for which the award is being given.



Greater Cleveland Regional Transit Authority
rideRTA.com

Expanded North Olmsted Park-n-Ride opens this month

This is RTA's holiday gift to commuters – the much-needed and long-awaited expansion of the North Olmsted Park-n-Ride lot opens this month.

The lot, which has been filled to capacity for several years, will grow from 320 spaces to 489 spaces. Some of the new spaces will be for the disabled. The lot, 5575 Great Northern Blvd. (Columbia Road) at I-480, opened in 2002.

December Route Changes *details inside*

State funds are paying for about 80 percent of the \$1.45 million project, which included the purchase of two acres of land.

To help ease congestion from the upcoming Innerbelt project, the Ohio Department of Transportation gave RTA \$3.5 million to expand Park-n-Ride lots in Strongsville, North Olmsted and Westlake.

The \$700,000 Strongsville expansion opened Dec. 13, 2006, and the lot grew from 370 to 556 spaces. The \$2.2 million Westlake expansion will be built in 2008. It will add 200 spaces to the current 550 spaces.

New bus and rail timetables needed for Dec. 16 service changes

Effective Sunday, Dec. 16, new timetables will be needed for a number of RTA bus and rail routes.

Please pick up new timetables if you ride any of these routes:

#1, #4 (pick up #4/#38), #5, #8, #10, #14 (pick up #14 and #24), #15F (pick up #15), #17, #19, #20A, (pick up #20A and #35) #22 (pick up #22 and #52), #25 (pick up #12, #13 and #25), #28, #35 (pick up #11 and #35), #38 (pick up #4/#38), #39X/BX (pick up #39/#39F), #39F (pick up #39/#39F), #40, #45Y/R, #47, #49, #49F (pick up #49), #51F/#251/#451, #55X, #66X (Red Line), #67X/AX (Blue and Green Lines), #77F (pick up #17 and #77F), #79A/B, #86, #86F (pick up #86), #135, #239, #326 (pick up #3, #4/#38 and #26), #801, #823 (pick up #48/#48A and #821).

Major changes

There will be significant changes to several routes.

- All #14 trips will operate between downtown and the Warrensville-Van Aken Blue Line Station. A new route, the #24 Van Aken/Tri-C, will provide service between Van Aken and the Cuyahoga Community College Eastern Campus.
- All #22 trips (except late-night) will operate between downtown and the West Park Red Line Station. A new route, the #52 Westgate-West Park, will provide service between the West Park Station, Fairview Hospital and the Westgate Transit Center. Late-night #22 trips will continue to serve Fairview Hospital, the Brookpark Red Line Station and Hopkins International Airport.
- The #25B/W will be separated into three routes. The #25 Madison will operate between downtown and the Westgate Transit Center.

The #12 Woodland will operate between downtown and Shaker Square (via Woodland Avenue). The #13 Buckeye will operate between downtown and Shaker Square (via Buckeye Road).

- The #35 will be separated into the #35 West 25th-Broadview -- operating between downtown and Broadview Heights -- and the #11 Quincy, operating between downtown and Shaker Boulevard-Martin Luther King Boulevard.
- The #326 will be separated into two routes. The #3 Superior route will operate between downtown and the Stokes-Windermere Red Line Station. The #26 Detroit route will operate between downtown and the Westgate Transit Center. The portion of the current #326 on East 123rd Street, Arlington Avenue, East 125th Street and St. Clair Avenue will be served by the #4 and #38 (see details below).

Other significant changes

- #20A/#35 late-night service will be reversed. Southbound trips will operate via State Road (route #20A). Northbound trips will operate via Broadview Road (route #35).
- The section of the #4 Wade Park, east of East 123rd Street, will be realigned to operate via East 123rd Street, Arlington Avenue and East 125th Street to the St. Clair-East 129th Loop, instead of the Superior Red Line Station.
- The section of the #38 Hough east of the Veterans Administration Hospital will be realigned to operate via East Boulevard, Ford Road, Euclid Avenue, Lakeview Avenue, East 123rd Street, Arlington Avenue and East 125th Street to the St. Clair-East 129th Loop, instead of operating to the University Red Line Station.
- The #39X/BX Lake Shore will be simplified as the #39 Lake Shore, with all trips operating via Bratenahl Road and Grovewood Avenue.
- The #77F reverse commute service to Rockside

Road, Lombardo Centre, Oaktree Boulevard, Pleasant Valley Road and Minoff Industrial Parkway will be provided by the #17 East 49th-Canal-Rockside, instead of the #77F.

- #55X eastbound trips will travel via Edgewater only during the AM rush hour. #55X westbound trips will travel via Edgewater only during the PM rush hour. Alternative service is available via the #804 circulator.

Consolidated or discontinued routes

- Three low-ridership routes – #15F, #49F and #86F – will be consolidated with other services (#15, #49 and #86). All areas currently served will continue to be served by public transit.
- The #823 Community Circulator, implemented last December as a one-year trial route between Shaker Square and Coventry Village, will be discontinued because of extremely low ridership.

Need a timetable?

New timetables are being posted on rideRTA.com. They are also available at:

- RTA's Main Office, 1240 W. Sixth St.
- Customer Service Center at Tower City

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