



A PUBLICATION OF THE GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY

## THANK YOU! Ridership up for 5<sup>th</sup> year

For the fifth straight year, RTA saw a jump in its ridership numbers.

The last time RTA saw this kind of increase was 1976-1980, just after RTA was created.

"This is a historic milestone for us, and it can be attributed to the quality service that we are able to provide to our customers," says RTA CEO & General Manager Joe Calabrese.

"Be it the financial savings or the fact that taking public transit is good for the environment, our riders recognize that RTA is a viable means of transportation. Thank you, Cleveland."

RTA's continued ridership growth keeps with the national trend. In 2006, ridership topped out at 10.1 billion trips nationwide, the most in 49 years.

### Local ridership growth:

- 52.7 million in 2002
- 53.5 million in 2003
- 55.5 million in 2004
- 57.1 million in 2005
- 57.2 million in 2006
- 57.3 million in 2007

In 2007, rail ridership was up nearly 9 percent. Trolley ridership reached 4,000 customers at times.

"Our goal is to offer the highest quality service possible. I assure you that we will do our best to continue to do so," Calabrese says.

## Six MCIs added to fleet

RTA is adding six new MCI over-the-road coaches to its fleet. The 45-foot coaches are among the largest in Ohio. They are primarily used for premium service to Park-n-Ride lots.

With the rising cost of gas, much of RTA's ridership increase has been in the Park-N-Ride lots. With the help of state funding, RTA recently expanded the capacity of Park-n-Ride lots in Strongsville and North Olmsted.

Work is continuing on the expansion of the Westlake Park-n-Ride lot.

With this purchase, RTA now has 32 MCI buses in its fleet. Each one seats 57 passengers. RTA started its MCI fleet in 2001.

The coaches feature airline-style high-back reclining seats, drop-down tray tables and reading lights for each seat.

Each bus is air-conditioned and can accommodate two wheelchairs. The ride is smoother and quieter than a convention bus, RTA says.

"With these buses, customers with long commutes can ride in style," says CEO Joe Calabrese.

### Other new vehicles

Later this year, RTA will purchase eight new Circulator vehicles. Delivered in 2009, they will replace current vehicles that need to be retired.

RTA has ordered 20 Rapid Transit Vehicles (RTVs) to use on the Euclid Corridor Project. These hybrid-electric vehicles will be delivered in 2008. They are 63 feet long and articulated in the middle for easy turning.

## New Web site

RTA recently unveiled a new Web site – [jointheride.com](http://jointheride.com) -- to help commuters make the switch from driving to public transit. There are some things you just won't miss when you stop driving. Visit the site to view video clips from other people, or submit your own reasons for why you switched.

## Important RTA phone numbers

### RTAnswerline

- (automated 24/7) ..... 216-621-9500
- TDD for hearing impaired ..... 216-781-4271
- Customer Service..... 216-566-5227

- Paratransit..... 216-621-9500
- TDD for hearing impaired ..... 216-781-6148

### Transit Police Dispatch

- (on duty 24/7) ..... 216-566-5163

- Elevator Status Hotline ..... 216-566-5170

- Main Office Building..... 216-566-5100
- follow menu options

## Questions?

If you have questions about any items mentioned this issue, here is where you can go for help.

- [rideRTA.com](http://rideRTA.com) contains all timetables, press releases and links to the automated trip planner
- 216-621-9500, the RTAnswerline
- [euclidtransit.org](http://euclidtransit.org), Euclid Corridor Transportation Project
- [riderta.com/safety/ectp.asp](http://riderta.com/safety/ectp.asp), Euclid Corridor safety tips
- [theqarena.com](http://theqarena.com), for all events at Quicken Loans Arena
- [rockhall.com](http://rockhall.com), Rock-n-Roll Hall of Fame and Museum
- [glsc.org](http://glsc.org), Great Lakes Science Center



Greater Cleveland Regional Transit Authority  
[rideRTA.com](http://rideRTA.com)

## Visit [rideRTA.com](http://rideRTA.com) – Your transit home in cyberspace

RTA has added something for everyone to its home in cyberspace – [rideRTA.com](http://rideRTA.com).

Here is a sample of just some of the things you can do there.

1. Sign up to receive RTA's twice-a-month e-mail newsletter – delivered right to your inbox.
2. Plan a trip with RTA's automated trip planner.
3. Check the current route and timetable of any rail, bus or Circulator route, and check the list of current Rider's Alerts, to see if any construction re-routes may affect your trip.
4. Buy your RTA pass or farecard on-line.
5. Visit the "how-to-ride" section, which is written for those not familiar with the system.
6. Find out why RTA won the award as "the best transit system in North America in 2007."
7. Learn more about RTA's Paratransit service. If you are already a certified user, you can schedule a trip on-line, or change a trip you have already scheduled.
8. Give us your comments on a special feedback form.
9. Visit the newsroom to read the most current RTA news, or browse through an eight-year archive of press releases.
10. Check out the results of a quarterly report card, to see how RTA is doing in ridership, on-time performance, safety and other critical areas.
11. Click on a link to go directly to the Web site for the Euclid Corridor Project.
12. Check the "major projects" section to see renderings of rail stations still in the design stage.
13. Learn about RTA's "one-pass trips" and discover some of Cleveland's most unique neighborhoods with your RTA pass or farecard.
14. Review any RTA publication, including the annual report.

## RTA news briefs

### President's Day service

On Monday, Feb. 19, RTA will operate regular weekday service. For more information, log on to the automated trip planner at [rideRTA.com](http://rideRTA.com), or call the RTAnswerline, 216-621-9500.

### Meetings open

Board meetings are open to the public. They are held at RTA Main Office Building, 1240 W. 6th St.

- **Tuesday, Feb. 5**, 9 a.m., Committees meet.

- **Tuesday, Feb. 19**, 9 a.m., full Board meets.

The 20-member volunteer Citizens Advisory Board meets at 8:30 a.m. Feb. 14.

### Vote!

Ohio's primary election is Tuesday, March 4. The ballot will include important issues and candidates. Please learn as much as you can, then be sure to vote on March 4.

### Forgetting something?

If you think you might have left an item on a bus or train, call the RTA Lost & Found, 216-566-5272. Describe what you're missing and our staff will check for your lost item. Lost & Found is located in RTA's Tower City Station. Just ask a Customer Service Representative for assistance.

### Nominate a volunteer

March 31 is the deadline to nominate candidates for the F. Robert Wiesenerger Community Volunteer Award. Nomination forms are available at [rideRTA.com/cab/cvaward.asp](http://rideRTA.com/cab/cvaward.asp).

Nominees should be residents of Cuyahoga County and perform volunteer work in this region. They should have demonstrated a willingness to get involved, an unselfish giving of oneself, an ability to lead others and a desire to enhance the quality of life in the community.

## Let RTA take you to Quicken Loans Arena

It may be cold outside, but inside Quicken Loans Arena, the action is always hot.

Hot rods, the rodeo and a concert join professional basketball and ice hockey at the Q in February.

It's easy to get there. Free parking is available at most RTA rail stations. Just ride any Rapid line to Tower City, take the Walkway to Gateway, and find your seat.

Here's the action at the Q this month.

### Cavaliers basketball

Feb. 2 at 7:30 p.m.

Feb. 5, 10, 13 and 19 at 7 p.m.

Feb. 22 at 8 p.m.

Feb. 24 at 6 p.m.

Feb. 29 at 7:30 p.m.

### Lake Erie Monsters ice hockey

Feb. 1, 8, 9 at 7:30 p.m.

Feb. 14 and 27 at 7 p.m.

### Other events

Matchbox Twenty concert

Feb. 7 at 7 p.m.

U.S. Hot Rod Monster Jam

Feb 15 at 7:30 p.m.

Feb 16 at 2 and 7:30 p.m.,

World's Toughest Rodeo

Feb 23 at 7:30 p.m.

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## February Lakefront events

Ride RTA's Waterfront Line to the North Coast Station for easy access to two great museums.

A special exhibit on chocolate starts Feb. 9 at the Great Lakes Science Center.

The Rock-n-Roll Hall of Fame and Museum celebrates Black History Month in February. The Museum is also offering an on-going exhibit, *The Legacy of the Doors*.