

Rider's Digest



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REGIONAL TRANSIT AUTHORITY

RTA's 2010 budget process begins

As Ohio's depressed economy moves into the New Year, so do the financial challenges at RTA.

Discussions on the 2010 budget start this month, and public comment is being sought. RTA officials are considering action to convert the temporary fuel surcharge to a permanent fare, to help offset a portion of the drop in sales tax. Riders would **not** see an increase in the amount they pay.

The fares must remain constant if RTA is to preserve as much service as possible. The bulk of operating money comes from a one percent county-wide sales tax. Receipts are projected to be down more than \$18 million in 2009, and the economy is not expected to recover significantly in 2010.

Four public hearings will be held on a proposal to convert the temporary fuel surcharge to a permanent fare for 2010.

Monday, Nov. 23:

- Noon, Auditorium, Louis Stokes Wing, Cleveland Public Library, 525 Superior Ave. East. The site is served by several transit routes, including the B-Line trolley.
- 6 p.m., Cleveland Heights Community Center, One Monticello Blvd. at Mayfield Road. The site is served by the #7 and the #9 bus routes.

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Ride RTA to holiday fun

The holiday season officially begins on Thanksgiving Day. Here are some tips to help you enjoy events in style that weekend.

Thanksgiving, Thursday, November 26

All RTA offices are closed on Thanksgiving Day. RTA will operate a Sunday/holiday schedule, on Thanksgiving.

Friday, Nov. 27

RTA will operate a regular weekday service schedule.

Saturday, Nov. 28

Thousands of persons are expected to come downtown for the traditional Public Square lighting. Events start at noon at the Old Arcade, Cleveland Public Library, Old Stone Church and other downtown landmarks.

RTA will offer increased rail service for the event. Park free at many rail stations, and ride any rail line into Tower City.

At 3 p.m., musical entertainment begins, and there will be movies on a large screen on Public Square.

The actual lighting ceremony starts at 6 p.m., and ends with fireworks around 7 p.m.

For details, visit Cleveland.com/winterfest

Shaker Square

This unique neighborhood shopping area is conveniently served by all Green Line and Blue Line trains. The square will be bathed in holiday lights that can be enjoyed from the train, or by stopping there and visiting the many shops.

Nominations sought for GM award

Nominations for the RTA General Manager's 2009 Customer Service Award will be accepted until Jan. 8, 2010.

The award recognizes employees for exceptional customer service. The award is given annually.

All employees or employee groups are eligible for the award.

Customers or employees may make nominations (no self-nominations). Nominators should complete the nomination form and submit it to CEO/General Manager Joe Calabrese.

Nomination forms are available on the Web site, or call 216-566-5283. Calabrese will then review all nominations for compliance with criteria and make the final selection of award recipients.

Nominees 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.

All award recipients are to have continued excellence in overall job performance (good work record).

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



Greater Cleveland Regional Transit Authority
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Budget From Front

Tuesday, Nov. 24:

- Noon, East Mt. Zion Baptist Church, 9990 Euclid Ave. The site is served by several transit routes, including the HealthLine.
- 6 p.m., North Olmsted Public Library, 27403 Lorain Road. The site is served by #75 bus route, which connects to the Red Line at the West Park Rapid Station.

If you would like to comment on the proposal and cannot attend a public hearing, send e-mails to public-comment@gcrta.org.

Trustees will vote on the budget on Dec. 15. The budget takes effect on Jan. 1, 2010.

For more information on RTA budget issues, visit rideRTA.com/budgetchallenges.

Nominate a top volunteer today

RTA officials and the Citizens Advisory Board are seeking nominations for the F. Robert Wiesenberg Community Volunteer Award.

The award honors the late Mr. Wiesenberg, who served on RTA's Advisory Board for more than 25 years. He was also active in Rocky River city government, and served on committees throughout the county.

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.

Nominations will be accepted from individuals and organizations until April 1. The winner will be announced at an RTA Board meeting. Nomination forms are available at rideRTA.com. If you have questions, call 216-566-5251.

Send the nomination form to: Volunteer Award Committee, Marketing & Communications Department, RTA, 1240 W. Sixth St., Cleveland, Ohio 44113.

Schedule of Public Meetings

Here are the scheduled public discussions by the RTA Board of Trustees on the proposed 2010 budgets.

All meetings begin at 9 a.m. at the RTA Main Office, 1240 W. Sixth St. The site is served by the E-Line and B-Line trolleys.

Nov. 17:

Present the 2010 service plan.

Dec. 1:

Present the 2010 capital improvement plan, and hold a public hearing.

Dec. 15:

Trustees will hold a public hearing and vote on the budget, which takes effect Jan. 1.

After each meeting, you are invited to visit the newsroom at rideRTA.com. There, you will be able to access a press release and any PowerPoint presentations that were given.

More service changes eyed

Due to the continuing impact of the recession, in order to balance the 2010 operating budget, as required by law, RTA will likely be forced to make significant service changes.

Public hearings may be held in early January, with the changes taking effect on March 1.

To keep up-to-date on all RTA issues, go to rideRTA.com, select "important information," and subscribe to the e-newsletter.

You can also visit a special Web page at rideRTA.com/budgetchallenges.

Browns play Nov. 16

RTA is your best ticket when the Cleveland Browns host the Baltimore Ravens at 8:30 p.m. Monday, Nov. 16, in a nationally televised game on ESPN.

Just park free at most Rapid Transit stations. Buy a \$5 All-Day Pass. Ride any rail line into Tower City, and ride the Waterfront Line to the West Third Street Station across the street from Browns Stadium.

3 special events coming

You can ride RTA to 3 special events this month at Quicken Loans Arena – Scott Hamilton and ice skating at 5 p.m. Nov. 7, Bruce Springsteen at 7:30 p.m. Nov. 10 and Miley Cyrus at 7 p.m. Nov. 15.

Just park free at most Rapid Transit stations. Ride any rail line into Tower City, and keep warm and dry by using the Walkway to reach the Q. Buy a \$5 All-Day Pass to keep the crowds moving after the event ends.

Q hosts 14 games

The Cavaliers and Lake Erie Monsters play 14 games in November at Quicken Loans Arena, and RTA is the most convenient way to see every game.

Just park free at most Rapid Transit stations. Ride any rail line into Tower City, and keep warm and dry by using the Walkway to reach the Q. Buy a \$5 All-Day Pass to keep the crowds moving after the game ends.

The Cavs' run for the NBA title continues with games on Nov. 3, 5, 14, 17, 21 and 28. The Lake Erie Monsters skate in the American Hockey League on Nov. 1, 6, 8, 13, 14, 20, 27 and 28.