

Five RTA employees win customer service award

RTA General Manager Joe Calabrese has awarded the GM Customer Service Award to five employees for their exemplary customer service skills.

Transit Police detectives Ronald Darden and Timothy Lloyd were saluted for their “exemplary attention to detail”. They’ve solved many robbery and assault cases as part of their duties.

Trolley Operator David Montgomery is noted for his friendly character and “always greeting each passenger with a smile.” He was nominated by several customers, who say he always goes out of his way for his passengers, and helps them to smile

Bus Operator Cyril Thompson was recognized by several passengers for being a defensive driver and for being willing to go out of his way to please the customer. He was called, “a real professional, a public servant.”

Compassionate” was used to describe Bus Operator Johanna Isom-Smart. When a sight-impaired passenger was faced with a street barrier in the middle of traffic, Isom-Smart quickly parked the bus, stepped out, and helped the person cross safely. Her passengers applauded when she returned to her driver’s seat.

Both RTA rail schedules change Sunday, Sept. 18

As of Sunday, Sept. 18, you will need new timetables for RTA’s Red Line (#66) and RTA’s Blue/Green lines (#67/67A).

As soon as they are available, timetables will be posted on the Maps and Schedules Page at rideRTA.com, and at Google Transit.

After Sept. 12, they can be picked up at the RTA Main Office, 1240 W. Sixth St., or the Tower City Customer Service Center. If you have questions, call the RTA Answerline, 216-621-9500

New Rapid Station opens at East 55th Street site

A new \$8.5 million Rapid Transit station on East 55th Street at the east end of I-490 is now open.

The new station replaces the existing station, which was built in 1955 at 2890 E. 55th St. The new station will continue to serve both light rail (RTA’s Green and Blue lines) and heavy rail (RTA’s Red Line).

“This station gives neighborhood residents a gateway to the rest of the world,” says RTA CEO Joe Calabrese. “Every RTA train, from 5 a.m. to well after midnight, stops here, and gives residents easy transportation to downtown jobs, cultural facilities at University Circle, and flight service to other cities from Hopkins International Airport. It provides an anchor and a centerpiece for this community, and encourages further economic development.”

About 87 percent of the work is being paid with federal funds, including money from the American Recovery and Reinvestment Act of 2009.

The station

The new station offers more convenient access, and is ADA-compliant. It includes:

- A new canopy.
- A stair and elevator tower at track level.
- An enclosed pedestrian bridge to link the station to the platform.
- Easier connection to the #2 and #16 bus routes.
- A parking lot.

The main contractor was the Albert M. Higley Company of Cleveland. About 20 percent of the work, or \$1.9 million, was shared by seven Disadvantaged Business Enterprises (DBEs).

There are several pieces of public art in the station.



Greater Cleveland Regional Transit Authority
rideRTA.com

Rider's Digest



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Drivers saluted for 555 years of safety

At RTA, safety is always our top priority.

That’s why I am delighted to salute people who practice safety, day in and day out.

Each year, RTA provides special recognition to bus and rail operators who have driven 20 or 25 years without an accident. This year, we are saluting 3 operators for 25 years each of safe driving, and 24 operators for 20 years each of safe driving.

That accounts for 555 years of driving without an accident. That’s incredible.

When you realize what that means, the achievement really grows. That’s 555 years of:

- Driving a 40-foot vehicle on crowded streets downtown, fast freeways and city streets.
- Driving day and night in rain, snow and sleet.
- Dodging orange barrels and potholes.
- Avoiding pedestrians and bicyclists.
- Working around cars that are parked illegally.

You can’t let your attention drift, even for a moment. You’re always “on”.

Some operators go far beyond delivering the service, such as parking their vehicles to help disabled people across the street.

One thing is clear – our bus and rail operators are special people. Please join me in saluting them.

September is a busy month, let RTA take you to these events

Sept. 2-5, Cleveland National Air Show

Burke Lakefront Airport hosts this event. RTA's Waterfront Line operates from 9 a.m.- 6 p.m. each day. Ride the HealthLine to Public Square, or ride any rail line into Tower City. Transfer to the Waterfront Line, exit at the North Coast Station and walk to Burke.

Sept. 10, College football

At noon, Central State University plays North Carolina Central University at Browns Stadium. Ride the HealthLine to Public Square, or ride any rail line into Tower City. Transfer to the Waterfront Line, and exit at the West Third Street Station, which is next to Browns Stadium.

Sept. 16-18, Ingenuity Festival

This event will be held on the lower level of the Veterans Memorial (Detroit-Superior) Bridge,

from 5 p.m.-1 a.m. Friday, noon-1 a.m. Saturday and noon- 5 p.m. Sunday. The bridge has three entrances.

On the east side of the bridge is the first entrance, on the Flats East Bank, on an extension of Superior Avenue just north of the Veterans Memorial Bridge. The road connects West Ninth Street with Old River Road. It is close to the Waterfront Line's Settler's Landing Station. The Waterfront Line operates from 9 a.m.- 6 p.m. Saturday and Sunday.

Two other entrances are near the intersection of West 25th Street and Detroit Avenue. One is at the Bridge Garage of the County Engineer's Office, 2433 Superior Viaduct. To reach the other entrance, go inside the entrance to Massimo da Milano Restaurant, 1400 West 25th St., then walk downstairs.

Bus routes that provide service to the two west side entrances are the #20, #22, #26, #35, #45/45A, #79AB, and #81.

Sept. 25, Browns football

At 1 p.m. on Sunday, Sept. 25, the Miami Dolphins play at Browns Stadium, which is conveniently served by the West Third Street Station on the Waterfront Line. At 10 a.m., RTA starts a tailgate party near the South Harbor Station, in the Municipal Parking Lot. Enjoy entertainment, hot dogs and soft drinks with RTA and ESPN Radio, 850 AM.

Sept. 10-11, Garlic Festival

The North Union Farmers Market will host the Garlic Festival at Shaker Square from 1-9 p.m. on Saturday, Sept. 10, and noon-6 p.m. on Sunday, Sept. 11. RTA Blue and Green line trains serve the nearby Shaker Square Station.

Enjoy 25 kinds of garlic and garlic-themed food, including oysters and ice cream. Events include a celebrity chef grill off, cooking demonstrations, wine and beer tasting, and children's activities.

Lots to do on Sunday, Sept. 11 — the 10th anniversary of the attacks

Sunday, Sept. 11, is the 10th anniversary of the terrorist attacks. There is lots to do that day in downtown Cleveland, and RTA will operate extra rail service to make your trip safe, affordable and convenient.

RTA encourages the use of a \$5 All-Day Pass. It includes all transfers, helps crowd flow after an event ends, and is quite a savings from the \$25 fee charged at some downtown lots.

NOTE: Some roads will be closed around Public Square. That will affect several bus routes, including the HealthLine. Before you leave home, be sure to visit rideRTA.com, and click on "Important Information."

Browns football

At 1 p.m., the Cincinnati Bengals play at Browns Stadium. Ride the HealthLine, or any rail line, to

Tower City, where you can transfer to the Waterfront Line. Ride the Waterfront Line to the West Third Street Station, directly across the street from Browns Stadium. Or, you can ride the Waterfront Line to the South Harbor Station, where RTA's tailgate party begins at 10 a.m. in the Municipal (Muni) Parking Lot. At all regular-season Browns home games, RTA riders will be treated to entertainment, hot dogs and soft drinks, as RTA teams up with ESPN Radio, 850 AM.

Orchestra concert

This year, the world-famous Cleveland Orchestra moved its concert from July 4 to Sept. 11, to commemorate the 10th anniversary of the attacks. Pre-show festivities start at 2:30 p.m. with the Cleveland Orchestra Youth Chorus, and the Cleveland Firefighters Memorial Pipes and Drums. The concert

starts at 5 p.m. with the theme: Dedication, Remembrance, Hope. Admission is free, no tickets are required. Please bring your own chairs.

Just ride the HealthLine to Public Square, or ride any rail line into Tower City. The concert is just a few steps away from the Terminal Tower.

Praisefest

From 6-9 p.m., more than 20,000 persons are expected to attend a non-denominational praise and worship service at Quicken Loans Arena. Some nationally known leaders will speak. Admission is free, but tickets are required. Contact the Arena box office.

Ride any rail line into Tower City, and use the Walkway to reach Quicken Loans Arena. Doors open at 5 p.m.