

# Rider's Digest



A PUBLICATION OF THE GREATER CLEVELAND  
REGIONAL TRANSIT AUTHORITY

## Warm weather is here

Spring is back in Cleveland, and that means more customers taking bikes on RTA, and more pedestrians walking along Euclid Avenue.

### Rack and roll

Each year, thousands of persons carry their bicycle on RTA trains and buses. RTA fully supports this effort for more "green" transportation, and asks you to follow a few simple rules.

- Be sure to thoroughly read all the bike safety rules on [rideRTA.com](http://rideRTA.com).
- Make sure the bus is fully stopped before placing your bike in a bike rack.
- Notify the operator before you leave the bus to remove your bike.
- The rail operator is responsible for ensuring the safety of all customers. If a rail car is already full, the operator may ask you to wait for the next train. Your cooperation is appreciated.

### Using the HealthLine

Since the HealthLine replaced the #6 bus service on Euclid Avenue in October, ridership has dramatically increased. For instance, in March 2009, ridership was up more than 70 percent over March 2008.

That also means that more people may be exiting the median stations improperly and jaywalking across the street.

At the least, this action hinders the smooth flow of traffic, and a jaywalker could be ticketed. At its worst, this action could result in severe injury to the pedestrian, or cause a traffic accident, as cars and buses swerve to avoid the walker.

RTA strongly urges all persons to use the crosswalk to enter and exit the center median station. Yes, it may take a few seconds longer to wait for the light to change, but isn't it worth that much to save a life?

For complete HealthLine safety rules, visit [rideRTA.com/safety/ectp.asp](http://rideRTA.com/safety/ectp.asp).

## Track work affects RTA rails

Needed track work will affect parts of all rail lines this in May. Each shutdown lasts from 8 p.m. Friday until 3 a.m. Monday.

### Light rail, Blue and Green lines

RTA needs to complete \$1.6 million of heavy maintenance work on its Blue and Green lines during weekend shutdowns. Shuttle buses will replace Blue and Green line trains on May 1-3, May 8-10 and May 15-17.

Shuttle buses will operate the entire length of the Blue and Green Rapid lines, between Tower City and Green Road and Warrensville-Van Aken. The buses will stop at all Rapid stations, and operate on a schedule approximately the same as light rail. Because shuttle buses operate on streets with signals and additional traffic, RTA officials urge riders to allow extra time to reach their destinations.

At Public Square, shuttle buses will use the existing trolley stop in front of Tower City, at Euclid Avenue and Ontario Street.

Waterfront Line trains will continue to provide service from Tower City to the South Harbor Station.

### Heavy rail, Red Line

Bridge repair work will cause RTA to shut down Red Line rail service between the Euclid- E. 120th and Stokes/Windermere stations on May 1-3 and May 8-10.

Trains will continue to operate from Euclid- E. 120th to Hopkins International Airport.

After leaving the Red Line, customers can use the HealthLine on Euclid Avenue to travel to stations at Superior and Stokes/Windermere.

## Red Line upgrades fare collection system

Red Line customers will see a new fare collection system this month.

New signs and new machines are now being installed in Red Line rail stations. When the proof-of-payment system is ready for use, staff will be on hand to help customers.

The new system is already in service in many other transit systems around the country. Customers on RTA's HealthLine on Euclid Avenue have been using this new fare collection system since February.

### A faster ride

Proof-of-payment offers many benefits:

- A faster ride, because there is no more on-board fare collection. With an active farecard or pass, you simply get on and go. This speeds up the boarding process and eliminates backups.
- The ability to use personal credit cards (Visa, MasterCard, American Express or Discover) to pay for your fare.
- More Transit Police to enforce fare collection and ensure your safety.
- Improved revenue flow, so RTA can more fully capture revenue and provide service.



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

See "Proof" Inside

*Proof (continued from front)*

## How the system works

Whatever you currently buy from the operator or booth attendant, you will be able to buy before you enter a “fare paid zone.”

You can buy your All-Day Pass, or 1-ride or 2-ride farecard, from a ticket vending machine in each station. Look for a sign that reads “Pay fares here”. These machines also activate farecards and passes. Some stations are also equipped with stand-alone activation scanners.

A ticket or pass purchased using the TVM will already be activated.

In addition, busier stations will have a customer service kiosk that offers a full range of RTA fare media. Look for a sign that reads “Passes and farecards”.

You must retain your fare media when you enter a “fare-paid zone” and at all times while riding the train. The “fare-paid zone” will be clearly marked with new signs at all stations.

Fare collection officers from Transit Police will be on trains regularly, asking you to show a proof-of-payment. You must retain your fare media until you have exited the rail system.

- You can use a fare purchased earlier (such as a weekly or monthly pass).
- If you are a student at a college that offers a U-Pass program, keep your college ID card with you at all times.

If you do not have a valid pass or farecard, you will be required to pay a violation fare of \$76 within 14 days, or be issued a criminal citation.

## A ticket vending machine...

- Offers Braille and audio features for sight-impaired customers.
- Accepts coins and bills, but does not give change.
- Accepts debit and credit cards from Visa, MasterCard and Discover.
- Issues magnetic tickets for any kind of All-Day Pass and receipts for one-way cash fares. In other words, it simulates an on-board farebox.

## What needs to be activated (validated) before you board

- 7-Day Flex Passes must be activated before first use only.
- All-Day Passes must be activated.
- On 5-Trip Farecards, each trip needs to be activated. Monthly Passes are already activated for the month they were purchased for.

Passes and farecards can be activated at any ticket vending machine. Some platforms also offer a smaller unit for activation only.

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## 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. This includes bicycles left on buses as part of RTA’s “Rack-N-Roll” program.

Lost & Found is located in RTA’s Tower City Station. If you think you may have lost something on RTA, just ask a Customer Service Representative for assistance. You have nothing to lose.

## May transit events

All RTA meetings are at 1240 W. Sixth St.

**May 12** – 9 a.m., RTA Board Committees meet to discuss various topics.

**May 14** – 8:30-10 a.m., Citizens Advisory Board meets to discuss various topics.

**May 19** – 9 a.m., RTA Board meets to approve resolutions.

On May 25, RTA offices will close for Memorial Day. Service will operate on a Sunday/holiday schedule.

## MAY CALENDAR

Ride RTA to these events. Visit the automated trip planner at [rideRTA.com](http://rideRTA.com) or call the RTAanswerline at 216-621-9500.

### Tribe at Progressive Field

**May 8-9**, 7:05 p.m., Detroit  
**May 10**, 1:05 p.m., Detroit  
**May 11-12**, 7:05 p.m., Chicago  
**May 13**, 12:05 p.m., Chicago  
**May 25**, 6:05 p.m., Tampa Bay  
**May 26-27**, 7:05 p.m., Tampa Bay  
**May 28**, 12:05 p.m., Tampa Bay  
**May 29-30**, 7:05 p.m., New York  
**May 31**, 12:40 p.m., New York

### At Quicken Loans Arena

Cavaliers playoff action, exact dates to be set  
**May 14**, 8 p.m., Dane Cook  
**May 16**, 8 p.m., Andre Rieu  
**May 23**, 7:30 p.m., Billy Joel & Elton John

### At Cleveland Botanical Gardens, 11030 East Blvd., University Circle

Community Free Days  
**Saturday, May 23**, 10 a.m.-5 p.m.  
**Sunday, May 24**, Noon-5 p.m.  
**Monday, May 25**, 10 a.m.-5 p.m.

### TWC Amphitheater at Tower City

**May 22-25**, Marc’s Great American Rib Cook-off and Music Festival. 11 a.m.-11 p.m. Friday. Noon-11 p.m. Saturday-Sunday. Noon-8 p.m. Monday.

### At Shaker Square

**Saturdays**, 8 a.m.-noon, North Union Farmers Market