

## CITIZENS ADVISORY BOARD

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8:30AM THURSDAY, March 14, 2013  
RTA Board Room  
1240 West 6<sup>th</sup> Street, Cleveland, OH 44113.

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### MINUTES

#### SYNOPSIS:

- Ridership up in February
- Joe Calabrese had numerous meetings in Washington DC
- April & May Board meetings
- April 21 schedule changes
- Real Time information at the airport
- Megabus getting the attention it deserves
- Screen flow testing updates
- Convention Center updates
- Steve Bitto unveils a new sign design
- HopStop, Google and Plotter Maps with new apps and data
- Citizens Advisory Board priorities
- New task Force created within the Citizens Advisory Board
- Secretary nominated for another term
- Membership open for two
- ADA Committee report
- TIAC Committee report

I. CALL TO ORDER: Meeting called to order at 8:33am

CHAIR – John McGovern (interim Chair)                      Recording Secretary - Marjorie Sutton

II. ROLL CALL – read by Marjorie Sutton (see attached) – quorum established

III. READING & APPROVAL OF MINUTES: Marjorie Sutton - Secretary  
January, February & March will be presented in April meeting

IV. GENERAL MANAGER’S REPORT: Joseph A. Calabrese, General Manager and CEO

1. April & May combined Board meetings
2. Ridership up about 5%
3. Funds received to begin a rail apprenticeship training program
4. 50% to develop program for rail signals programs
5. all programs based on industry standards
6. Met w/ Bud Schuster – new national Transportation chair
7. Getting America to Work – coalition; way to get all voices together – CAB should become a member
8. PA system being updated
9. April 21 scheduled service change
10. Real time info to be up at airport before summer – 3 next connect signs to be installed at baggage claim
11. APTA silver status on sustainability
12. April 16 after Board meeting – event on silver line
13. Mtg today re: Megabus – concerns on convenience for riders – working w/ the city to possibility make room at the Stephanie Tubbs Jones center & Amtrak station – 14 trips daily
14. Screen flow – no update – units still being tested – CAB testers “big improvement”
15. Pick up/drop off for convention center – Lakeside Rd

- V. NEW BUSINESS: Steve Bitto - Executive Director of Marketing
1. redesign of bus stop signs, objective: to get more info at stops - (see attached)
  2. long discussion/comments on the design and contents

- VI. CAB CHAIR REPORT: John McGovern, Interim CAB Chairman
- HOP STOP app available to show schedule data
- GOOGLE now shows aggregate data
- Recess Creative – Plotter Maps app – allows users to create their own maps
- Continued focus on the Citizens Advisory Board priorities:
- 1) safety & security,
  - 2) ease of use,
  - 3) partnerships

CAB NOMINATIONS FOR OFFICERS & CHAIRS John McGovern

Task force created to meet one time to interview candidates for membership: task Force members: Andre White, Steve Albro, Johnny Brewington, Donna Prease, John McGovern

- CAB Secretary – Marjorie Sutton was nominated by John McGovern
- CAB has 2 recommendations to make to the Board for membership

- VII. ADA COMMITTEE REPORT: Ron Jackson, Committee Chairman
1. Still developing list of operator concerns
  2. Requested to view Shaker/Lee Rd drawings
  3. Next meeting 03/21/13 (3<sup>rd</sup> Thursday)

- VIII. TIAC COMMITTEE REPORT: John McGovern, Committee Chairman
1. Signage presentation
  2. Next meeting 04/05/13 (1st Friday)

IX PUBLIC COMMENTS

Major difference in improved signage – design and info is great

ADDITIONAL COMMENTS:

- AECOM: FTA grant received on how to improve service east of East Cleveland
- Steve Albro's comments
- Reminder of website testing today w/ Mike Cermak

- X. ADJOURN: Meeting adjourned at 10:00am

John Gower

12/16/2013

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Citizens Advisory Board Chair

DATE