

RTA CUSTOMER ADVOCACY GROUP
MEETING MINUTES
February 12, 2014
8am - 9:30am
Wright Stop Board Room
4 South Main St., Dayton, OH 45402

ATTENDING: Bruce Barcelo , Allison Ledford, Nathan Owens, Sabrina Pritchett, Wanda Slone, Peg Spencer, and Keith Steeber,

ABSENT: Melody Burba, Jean Denney, Kjirsten Frank, Nozipo Glenn, Laura Heitz, Shari Hignite, Anna Horton, Mary Kosik, Tonya Mathis, and Sandra Speed

WELCOME

- Bruce welcomed everyone to our February RTA CAG meeting. The first meeting of 2014.

RTA UPDATES

- **Bus Stop Numbering Project:**
Nathan presented to the group four different bus stop numbering designs for a future RTA project. RTA crews will affix an identification number to every bus stop within the RTA system. This will immediately help the RTA Call Center to identify stops that RTA customers are at. RTA asked the group for any feedback they may have about the designs. The members in attendance all liked the forth option, the reflective number outlined with a Kelly Green oval.
- **Beavercreek Bus Stop Video Presentation:**
Sabrina presented a video that documented the first bus trip out to the new stops along Pentagon Blvd in Beavercreek. The video can be found on RTA's YouTube channel (<http://www.youtube.com/watch?v=kIVvoxOHjq0>).

2014 INITIATIVES

Bruce discussed how the CAG leadership team met with RTA staff in January to discuss potential initiatives that CAG could take on in 2014. Subcommittees could be developed from the following initiatives.

- **New member recruitment & nominate a members:**
Bruce talked about the CAG members to make a concerted effort in growing the membership of CAG. The original goal for RTA was to have 19 – 20 CAG members. A new member nomination form was created and presented to the group.
- **Community Outreach:**
 - Adopt A Stop
CAG members will solicit community groups, businesses, or organizations to adopt RTA bus stops. The program is similar to Adopt-a-Highway program. RTA will provide the volunteer groups with cleaning

materials and a sign that showcases their name. Bruce has already lined up Beaver Creek Church of the Nazareth to adopt all three new Beaver Creek stops along Pentagon Blvd.

- Faith Based Partnerships
- Positive Advocates

- **Safety & Health**

Alison asked the members of CAG if there are any safety issues that they would like RTA to take on with CAG's help in 2014.

Peg brought up that the senior population may need to help in making them feel safe enough to ride public transit. Travel Training came up as a way that may help seniors to be more willing to ride RTA.

Keith brought up the issue of lighting at bus stops. He said that the City of Dayton is always open to potential lighting project within the city limits. He also mentioned that MVRPC has community grants available for communities to apply for dollars to help with sidewalk projects near RTA bus stops.

- **Tobacco Free Stops**

Bruce discussed how he presented to RTA's senior staff a proposal for RTA stops to become smoke/tobacco free. He indicated that Mark Donaghy, ED, would like the decision and proposal to come from the CAG members. Peg asked how this policy would be enforced. Bruce said that over time this would become a new social norm. That people begin to police themselves on the matter. Signage and messaging go a long way in helping. The CAG members in attendance voted unanimously for this policy. It was suggested to get group members not in attendance to give their feedback as well.

- **Other ideas & initiatives**

None mentioned today. However, members suggested keeping this topic on future agendas.

- **New name other than RTA CAG – suggestions?**

It was suggested that CAG members look into coming up with a new name for the group. Not necessarily another acronym, but a name that has a little more action and excitement. . This is something that could be done via email suggestions within a group email.

COMMITTEES

Having a small turnout to the meeting, members in attendance suggested that the discussion should be done at a later time or emailed out to all members regarding 2014 committee members and meeting times.

Please share any corrections/changes/updates with Jean at jean.denney@wright.edu