

**RTA CUSTOMER ADVOCACY GROUP  
MEETING MINUTES**

February 8, 2018

8:00am - 9:30am

Wright Stop Plaza – 2<sup>nd</sup> Floor Multipurpose Room  
4 South Main St., Dayton, OH 45402

The meeting was called to order with 9 persons present from different professional organizations in Montgomery Co. and The City of Dayton.

**OLD BUSINESS**

**Up Dated and follow-up Information:**

Last time we discussed travel training programs offered to our drivers and the programs that are available. As a community group we need to reach out to other consumer organizations, such as, churches, senior groups, facilities that have senior groups meetings and etc. We need to pass on the information about the availability of what R.T.A. training is offered. We can provide group or one on one training's

One on one is offered especially for those patrons that use the disability buses. A person needing service will be met at a designated point and the trainer will instruct them on significant procedures dealing with safety and navigational protocol. Melony introjected with her concerns. She has referred customers and she is told that their training is never completed. She suggest That R.T.A. needs to establish better response to their clients. They have reported to her that the follow-up is very poor. These clients are applicants from the A.C.I.L. Center. Nathan indicated that in order to investigate these complaints, he would need clients name and dates of the training activity so he can discuss these incidents with the trainer. .

Nathan asked Melony to advocate that information to him.

Melody also stated that some of her clients that are not allowed to ride R.T.A. Connect service probably need to inform the Dr. for written documentation so the mobility testers will be informed of their problem. She said some disabilities are not always visually noticed and when the clients try's to ride the main bus service it is obvious that they should be using the mobility transportation. R.T.A. Connect.

Nathan continued to explain that the other training program addresses groups such as educational systems, senior citizens centers, churches, civic organization and or businesses.

Group session are held with printed information and the patrons enjoy learning because they are riding the buses with their peers.

Wanda introjected by introducing the Vision Center from Goodwill. They train clients with sight loss to ride the main transit and she suggested that perhaps this program can be instituted into R.T.A.'s training program.

Tonya questioned about the group training procedures and how this works with each individual group. Nathan explained that the flexibility is open and each group can be different.

#### New-Old Business

Melody commented about a non-profit called (Generation On line). This Web Site teaches senior populations in becoming more comfortable with technology. There are applications that can be downloaded on to Tablets, Eye Pads or even computers.

It is like a tutorial program that teaches technology devices.

#### VISITORS SERVICES

The training programs are part of the Safe Routs to parks program. Visitors Service employees are pleased to be cooperating with our training entities which is assisting them in reaching their goals. Bruce said that that visitor's service are involved in taking the training so they can educate the public more efficiently. Bruce continued by saying that it is amazing with all the conversations and meetings about public transportation how, the level of public awareness has increased.

Because the C.A.G. conversations are important to mass transit. Training the trainers is the first step in reaching our goals.

#### Bay Area Rapid Transit (B.A.R.T.)

Last meeting Wanda mentioned some information about the B.A.R.T. System which is, considered a very sufficient and effecting transit system in the United States. Tonya confirmed this statement by looking up some information on this system on line. She said that they are very detailed in helping the consumer in finding their point of destination weather they ride a bus or not. The area points out how long it takes to walk or, ride there and how the distance the bus stop is and so on. She suggested that perhaps our transit system can coordinate some of their plans for our customers. Here in our city.

Wanda added, that at the time she saw the video on B.A.R.T.'s transit system, a citizen could make contact with a dispatcher by using a phone system connected on to a pole and the customer would receive same day service within 20 mins. Or so. She was not sure if they still utilized this operation or not.

Keeping this thought in mind, Melony mentioned that it would be nice if a customer could call a dispatcher or customer service representative and inquire if at the point of destination had Side Walks

or Cross Walks for their safety. This detailed information would certainly give the consumer a better feeling of confidence especially if there is an issue of having a disability. Pierson commented that R.T.A. is already working on these issues of putting Side Walks where there was none before. There is a Side Walk inventory that is being developed. This information is not readily accessible but will be very soon. The City of Dayton has this information also, and, more tools will also be utilized in the future and will be found on the Web Site (Mapping Gallery).

This will be very useful for future changes with R.T.A.

More comments was given about A.D.A. compliance. All buildings where there is construction in this city must meet A.D.A specific building codes regulated by Civil Engineering. Keith from M.V.R. P.

Commented that they are pushing businesses to follow these regulations. R.T.A.'s concern is how the consumers will receive all this new information and changes, especially those that ride the Connect Buses for the disabled citizens. Some of these changes already exist and some more changes are yet to come.

And, how will the disabled citizen adjust with Metro Parks. If utilizing the internet, the information is already available to them. Tonya questioned, if they don't have a computer or know how to work the internet, what or how will the information be learned by the consumer?

She feels that the transit system needs to develop plans for those needing to receive those messages.

More discussion continued by saying this is where the Travel Training comes more into focus. All units or departments will learn all the same information and will be able to teach and inform the bus riding consumer even if they are not computer savvy.

## Service Changes

Pierson reiterated about the bus routing changes. Most will affect the weekend riders. The fares have increased and it is best to use the Day Pass rather than paying cash. The price will still be the same, \$4.00. All this information appears on our Web site and on the Home Page.

Tokens are being eliminated. They can still be used until the end of the year but they will no longer be sold to the public. The Token processing fees are too expensive for continued usage.

The sales tax revenue is down by 10% and were hoping with the changes and elimination of business concerns, it will be helpful in balancing out our financial obligations, fares have not been increased in 10 years.

It was mentioned that the public needs to prioritize their bus fare issues. If they would stop the buying of lottery tickets and cigarettes there would certainly be a savings for the transportation fares.

Children can now ride for free if they are 50 inches and 12 years of age. An adult with a pass can ride with their kids that meet this new demand. . This less complicates our structure. Our office received over 400 public opinions about these changes. We understand how this hurts our riders. Riders that travel on busses that are being cut will still get transportation but with a different RTA vehicle.

Para-transit fares did not increase. All actions and changes were made based on other public comments and impressions from our web page. R.T.A. is trying to be innovated which is making us ahead of most other transportation services in the state of Ohio.

Regional Transit Authority is not waiting for other transit operations to upgrade their transit organizations. We are futuristic and for a system on such the smaller level that we are, we need to not wait for others to get busy. We are taking charge now

New Business:

Additional Comments:

Mr. Willie Walker Jr. is a new member of our C.A.G. He is a member of several professional organizations including The Human Relations Council, (C.O.D.).Mr. Walker is the C.O.O of his firm, First Advance Securities Investigations. They maintain crowd control and security for many large functions that his business is contracted to do.

Bruce Barcelo passed out a model of what other CAG's are doing around the country. With the uncertainty of the political structure, as you look over this model, you will see that Ohio is not one of the states that is allotted funds to manage a more proficient operation.

Another comment ensued with the lack of sale taxes really makes it difficult to manage any transit operation especially from county to county.

It was questioned that as group why we couldn't we write and send a letter of concern to the Gubernatorial candidates' so they would be aware of our needs and transit issues?

Finally A few more comments were made consisting of the lack of infrastructure. Basically, because, the current State Governor turning down the opportunity of Ohio having passenger trains. He chose not to allow 20% of funds which could have made a better upgraded transit system in the State of Ohio.

Meeting adjourned.

Respectfully submitted by:

W. M. Sloan, Secretary

Next Meeting: April 11, 2018 8:00 am