

**RTA CUSTOMER ADVOCACY GROUP  
MEETING MINUTES**

December 14, 2017

8:00am - 9:30am

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

The meeting opened up with nine members present.

We made introductions but it was difficult to clearly hear everyone's name mentioned, so I did not include their names in all of this portion of the minutes.

**OLD BUSINESS**

Safe Routes to Project

All of the informational data collected is in the process of being researched. Hopefully all of the collected data will give us opportunities to make positive changes for all those involved in this program especially R.T.A.

**Experience Strategy**

Signs were put up to assist the public in finding where they needed to proceed.

A Wright State student was involved in the collection of the data and assisting the analyzation of the results for the Public Health Department.

Dayton Public Schools houses the coordinator for Safe Routes to Schools Program.

Within this last year, they have hired a new person that is more into servicing this position. Audrey Logan is beginning her second year as their coordinator.

The Safe Routs for Public Schools is funded by O.DO.T.

Their plan should be adopted sometime this spring of 2018.

## NEW BUSINESS

### Customer Etiquette

Nathan gave out our potential goals agenda for this next year. It's great if you have some ideas. Bruce copied off what some other Customer Advocacy groups are proposing to do around the country.

A question was asked about if the B.A.R.T. (Bay Area Rapid Transportation) in San Francisco, had been observed.

Bruce said no, only because this organization was not included on his fact finding research. Wanda mentioned that B.A.R.T. was considered at one time as the most efficient and effected public transportation system in the United States.

### Customer Service Experience:

The information passed out focuses on customer advocacy and two surveys are issued each year. Bench Marketing Surveys are usually done in May. This survey ask questions about the customer's services and about 504 persons participated this past year. The channel six survey goes over the federal requirements, the demographics and accessibility. The survey that is done by R.T.A. is initiated on our web line.

Positive marketing ideas were given from the information found on the web site. There was much interest shown about what other C.A.G. are doing.

### Equity & Diversity Training:

The Office of Equal Opportunity which is something similar to our C.A.G. had a nine page minutes report. Bruce thinks this meeting was in Texas. We want to make sure that we know the answer of our policy and procedures of diversity and equitable staff training. What is the training for all R.T.A. staff? As C.A.G. members, the knowledge is very important for us to know this information. A.C.I.L. (Access Center for Independent Living) is contracted to do diversity and disability training with the new drivers. Written documentation is needed for us to learn what initiatives. Is being taught to staff members.

We all agreed that this training is essential.

It was stated that the N.F.B (National Federation of the Blind) fully utilizes cultural diversity however the major focus is about the blind's sight loss. The diversity in this organization is largely accepted because of the membership being over 200,000 persons internationally.

Nathan stated that several blind students from Wright State University had issues with number pads. Wanda explained that as long as a mark or dot is on the number 5 the kiosks can be read and

understood and this is partially essential for a visual impaired person's independence. And, there is also other computerized implementation and equipment that comes under this N.F. B. Program.

Nathan was not certain if these students were Braille educated.

Our C.A.G. wants to see the initial outline of what or who does the diversity for R.T.A in Montgomery Co.

As previously mentioned, A.C.I.L. trains new drivers but who trains the other staff members? Hopefully this information can be supplied to us by our next meeting in February, 2018.

The next item is Central Florida's Shelter Program, which is in Orlando. This group is involved in advocacy. Their paragraph indicates legislative priorities with their program. Melody suggested that our C.A.G. definitely needs to do more legislative activity because we need that voice. It's noted that due to the lack of funding, Ohio has one of the worse transit systems in the country.

Orlando's transit system is very large with the population of close to 300,000.

Wanda's had experience calling their line to order a mobility bus. This phone line is very busy and it does take patience to stay on that line before a person can complete their transportation appointment.

We agreed that a power point presentation would be appropriate.

As the discussion continued more members suggested the different activities found. Bruce said that we need to study this information to see if we can develop a program that could assist R. T. A.'s operation better.

#### RTA Paratransit staff Training:

We questioned the source of the funding budget for training. Are staff members sent out of town to different Transportation for observation? What money is available and is there a program to send staff for out-source training?

Our C.A.G. board is encouraged to continue observing the documentation for further suggestions. We are asked to look at the web Transit Customer advocacy.com and see if anything can give us more ideas.

#### Travel Training – help RTA expand its travel training program

Tonya commented that the Fair Haven Church, where she attends, is having problems with not having enough parking space during Sunday's services. She stated that the administration is trying to correct the situation. At this moment in time there is not a bus that can assist on a regular rout with this church's Faith based issue. However, a near-by school is allowing parishioners to park on their lot on Sundays and a church bus does provide transportation to Fair Haven.

It was commented that perhaps the marketing department can devise a brochure for bus routes in the area that would provide service destinations stops closest to area churches.

(Emphasis on the senior population):

The next point of discussion dealt with drivers becoming senior citizens across the state.

It has been discussed how these drivers need to be transitioned into other driving options. One of the best opportunities for them would be to offer travel training. There is some travel training in this area, but, it's uncertain that this committee would like any involvement in assisting to increase a better program, by out reaching to the area's senior's centers, or civic organizations. It was commented that this C.A.G. should definitely get involved in this program. Since this process is already being utilized our involvement would just be an expansion of what is already being done.

Commented that over half of the counties in Ohio do have travel training programs for their older drivers.

Nathan has already spoken to some senior groups which hopefully can expand the program that RTA already has. Meloney told us about some issues that she is having with RTA Connect and that she wants to continue riding the larger buses which is more at tentative to her disability.

She continue to say that as our population becomes aged they are riding the disability buses more because of memory and or sight loss, it's more difficult for them to circumvent the system.

It was introjected that the Area on Aging does refer seniors to independent operation that provide transportation even to those that are in need of wheelchair assistance.

There is a question about the age of seniors getting assistance. 62 is the age for them to begin getting some services, such as, housing and transportation from independent and governmental operations. Kjirsten continued her objectives with information from meetings with Sally Brown, from Alternate Transportations Dept. would certainly be

Supportive in this arena.

If our C.A.G. wants to pursue this objective, this program could serve as a leadership role and assist the transitioning of the older drivers into this program.

The Regional Transportation Authority sees themselves in a leadership role working with many other agencies dealing with this transits solution.

Brandon spoke on, as the aged population increases and some seniors are denied service on R.T.A.'s Connect, there seems to be a big turnaround in those needing to ride the busses. Meloney explained that if they receive travel training this certification from lack of visual disability, such as, a brain injury or non-visual dysfunction and after becoming aged they fear not being accepted on mobility buses.

She stated that she is currently working with a client that has experienced this denial of riding the Connect bus. So rather than address the fear, they just find alternative ways for their transportation issues. As she continued, Meloney indicated that folks don't want to learn how to switch back and forth

from the Connect busses to the Fixed Routs to get to their destination. She has tried to explain to them how this system works for her but they refuse to try to accept this solution to their issue.

#### Transportation Coordination efforts in the community:

Brandon continued to explain the total transportation picture with other agencies, O.D.O.T...Over some \$500,000,000.00 is utilized for medical mobility agencies and there is virtually no connection of conversation between these agencies of this funding source.

R.T.A. is interested in getting involved in medical transportation and is Medicaid eligible for this transition. Our goal is to communicate with all the agencies to satisfy tax payers in making sure of the legitimate funding sources. We want to utilize all options that are available to us. The coordination of all mobility agencies can create a problem and we don't want to see this happening. It was mentioned that it already is happening with an organization owned by an international business and that their dispatchers have a difficult time communicating with the American public, speaking English in their native tongue.

Brandon said, that there two schools of thought. One is to put the information altogether and let one organization operate it and the other is to coordination comes through O.D.O.T. and all would work under their umbrella. Our goal is to unlock all resources se we can work together.

It was suggested that we study the CAG examples over the next month so we can come to more initiatives.

#### Other Information:

Bruce wanted to announce that the age limit for the purchase of tobacco products is being raised to 21 years of age.

After leaving her purse on a R.T.A. bus, it was noted by one of our CAG members that RTA has a very effective and efficient security dept. in their lost and found area.

Meeting Adjourned

Respectfully Submitted by:

W. M. Sloan, Secretary