

RTA CUSTOMER ADVOCACY GROUP

MEETING MINUTES

December 8th, 2016

8am - 9:30am

Wright Stop Plaza (Cooper Building) – 2nd Floor Meeting Room
4 South Main St., Dayton, OH 45402

ATTENDING: Bruce Barceló, Sally Brown (RTA), Melody Burba, Jean Denney, Nozipo Glenn, Pat Kelly (RTA), Tonya Mathis, Nikol Miller (RTA), Jessica Olson (RTA), Nathan Owens (RTA), Brandon Policicchio (RTA), Eric Sauer, Wanda Slone, Sandra Speed, and Keith Steeber, Cordell Williams, and Michelle Zaremba

UNABLE TO ATTEND TODAY:

Brenda Alexander, Kjirsten Frank, Abir Hagar, Laura Heitz, Shari Hignite, and Ted Sampson

HANDOUTS: October 2016 CAG Minutes, December 8th CAG Agenda, and RTA RideTime brochures

WELCOME

- CAG President welcomed the group to the December CAG meeting.

UPDATES & REPORTS

- RTA RideTime Training – The Customer Advocacy Group (CAG) members were introduced and trained on the newest RTA real time product, RideTime. RTA RideTime allows customers to find out when their next bus is coming in real time. Customers will also be able to plan their future trips by using this technology. Customers can receive real time updates via desktop, text, phone, or the Transit app.

Nathan Owens, RTA, went over the new RTA real time products. Mr. Owens showed a how to video for each product. The how to videos can be viewed by the public on the RTA RideTime website at www.iriderta.org/ridetime.

- Rebranding of RTA's Project Mobility – RTA's Director of Customer & Business Development, Brandon Policicchio, updated the group on upcoming changes occurring for Project Mobility.

One new development for Project Mobility is in the area of an upgrade to the current fleet. As the new paratransit vehicles come in, the old vehicles will be retired. Once this is complete, the new fleet size will be downsized from the current number of paratransit vehicles. CAG member, Melody Burba, is concerned that this downsize of vehicles will affect capacity issues and lead to trip denials. Mr. Policicchio said that RTA currently has 55 paratransit vehicles go out daily basis and that RTA will still have plenty of vehicles within the new fleet. He assured Ms. Burba that this will not affect trip denials. Mr. Policicchio went on to say that the new paratransit vehicles have new spacial

configurations that opens up availability on the vehicle which allows for improved scheduling options. Jessica Olson of the RTA Communications department added that the new paratransit vehicles will be much more reliable, therefore having fewer vehicles in the garage for maintenance repairs.

Mr. Policicchio informed the group that Project Mobility would be rebranded under a new name, RTA Connect. He said the name shows how the service connects customers to jobs, services, medical appointments, and shopping trips. He said that he would appreciate any feedback regarding the name change from the CAG members. No opposition to the name was raised by CAG members.

RTA Connect: upcoming features for customers – Mr. Policicchio informed the CAG members that the paratransit service would feature a new call ahead feature which will allow customers to receive a call when their scheduled vehicle is 5 – 10 minutes away from the pick-up location. Customers will also receive a reminder call before the scheduled pick-up date, allowing for the customer to keep or cancel the scheduled trip. Customers will soon be able to make reservations online. CAG member, Melody Burba, asked if these new features included a text alert that informs customers of their arriving trip. CAG member, Wanda Slone, said that a text feature will be helpful to the visually impaired customers. Mr. Policicchio said that they would look into this.

RTA Connect: new vehicle features – the new vehicles will feature on board systems that will include turn-by-turn navigation. This system will inform drivers about the customers and the pick-up locations. The system will give routing directions in such a way that when the vehicle arrives at the pick-up location, the vehicle will arrive so the ramp is on the proper pick-up side.

CAG member, Wanda Slone, thanked everyone for the information and said the new features seemed like they would benefit the customers. She asked that a document that lists the new features could be sent to her so that she can pass it along to the National Federation for the Blind president.

RTA STAFF UPDATES

- RTA Health Fair- Jessica Olson, RTA Communications Manager, updated the CAG members on the upcoming Health Fair being held at Wright Stop Plaza on December 13th, from 10 am – noon. With help from RTA's partners, CareSource, Public Health, and others, the Health Fair will allow RTA customers to get access to a variety of health care screenings that they may not normally be able to. Customers that visit all the Health Fair vendors will receive an RTA Healthy Snack Pack.
- Potential ATU Strike- Brandon Policicchio informed the CAG members that RTA has not received an official strike notice from the ATU. The State Employee Board would have to notify RTA of a strike. If RTA receives such a notice, RTA would then inform the public that a strike is happening.

RTA informed the group that they do have a strike plan in place. A part of this plan is how they will address all medically necessary trips, i.e. Dialysis appointments. All such

trips will be scheduled and honored. RTA will make sure these trips will happen by trained staff. Businesses that would be affected will be informed of the ATU strike. For example, Monco. The RTA Call Center has been prepared for a potential ATU strike. RTA has also prepared a FAQ section for its website that will help answer customer questions and concerns. The website will also list resources that may be helpful to RTA customers during a work stoppage.

Mr. Policicchio assured the members that RTA continues to meet with the ATU representatives and will continue with business as usual. He said that RTA is still hiring, training new employees, and scheduling Project Mobility trips.

NEW BUSINESS

- RTA Passes – longevity of ink imprint on RTA monthly passes was questioned by CAG member, Nozipo Glenn. Ms. Glenn had some issues with her monthly pass ink imprint. The ink seems to be wearing off. Jessica Olson with the RTA Communications department said that she would look into this.
 - *UPDATE: Jessica Olson followed up with the RTA Finance department regarding the issue. They asked that Ms. Glenn exchange the pass so that the finance department could send the pass to their pass manufacturer as an example. Robert Thomas, Manager of Finance at RTA, informed Ms. Olson that there has been a few complaints in the past, but the ink fading is an infrequent problem. He hopes by sending the pass to the manufacturer that they can find any possible solutions to the fading issue. Ms. Olson followed up with Ms. Glenn about the pass exchange.*

ACTION STEPS

- Please email Bruce at BBarcelo@phdmc.org to share contact information of other nominations that you have for individuals to invite to join RTA CAG.

NEXT MEETING DATE

8:00 am - 9:30am on Thursday, February 9th, 2017

Please share any corrections/changes/updates with the RTA CAG representative, Nathan Owens, in the absence of RTA CAG Communications Coordinator, Sandra Speed.