

RTA CUSTOMER ADVOCACY GROUP
MEETING MINUTES
Thurs, June 11, 2015
8am - 9:30am
Wright Stop Board Room
4 South Main St., Dayton, OH 45402

ATTENDING: Brenda Alexander, Jean Denney, Kjirsten Frank, Nozipo Glenn, Laura Heitz, Tracey Hanlin-Rohr, Nathan Owens, Wanda Slone

UNABLE TO ATTEND TODAY:

Bruce Barcelo, Melody Burba, Shari Hignite, Tonya Mathis, Sandra Speed, Ted Sampson, Peg Spencer, and Keith Steeber

HANDOUTS: Meeting agenda and CAG Member Nomination Form

WELCOME

- Bruce and Tonya were unable to attend. Nathan Owens ran the meeting in their absence.

- Nathan welcomed everyone to our June RTA CAG meeting and everyone introduced themselves.

UPDATES & REPORTS

- New Member Recruitment – Nathan asked group if there were any new potential member suggestions or recruits. The group did not have any new suggestions at this time. Nathan reminded the group of the available recruitment forms.

- Adopt a Stop – No new updates from CAG members on suggested stops to be adopted and/or groups to adopt stops.

- CAG By-Laws – Keith was unable to attend meeting to provide update. By-Law subcommittee member, Kjirsten, said that the By-Law suggested edits were completed and ready for the group to view. Copy of By-Laws to be provided at next meeting.

RTA STAFF UPDATES

- Customer Complaints & Comments (Website) – Nathan reminded group of the Customer Comment section on the website and suggested they inform those they work with to use the website to register customer comments or complaints. He also reminded them of the Write to the Top portion of the website that gives RTA customers direct access to RTA directors.

- RTA Strategic Plan Survey – Nathan informed the group that RTA is in the process of updating their Strategic Plan for 2016-2018. They are looking for feedback from customers and staff on how they could improve their service. There will be an online survey for customers to take in order to provide RTA with their feedback and thoughts. Nathan asked the members of CAG to not only take the survey, but to ask their fellow riders or those they represent to take the survey as well.
- Upcoming Events:
 - Dump the Pump – Nathan reminded group of RTA’s participation of the annual Dump the Pump celebration. He invited group to attend Dump the Pump Day at Courthouse Square on June 18th. He also asked the group to help spread the word that RTA will be providing free rides on Dump the Pump Day (system wide).
 - Dayton Air Show – RTA will once again be providing shuttle transportation to show to those interested in using the Park and Ride location at AF Museum.
- Read on RTA – Tracey provided an update on the ongoing, successful partnership with Dayton Metro Library. Between books donated and secured by RTA, RTA will be distributing over 10,000 books at Read on RTA events and via the five RTA Transit Centers. Books will be provided at RTA Transit Centers until at least the beginning of Aug.

NEW BUSINESS

- The group had asked RTA staff if RTA would host another Health Fair once again this fall. Tracey said they hope to, but they have not set a date as of yet.
- CAG members were very interested in how the new Link Bike Share was going and how one would go about using the program. Kjirsten gave an update on how the program had over 1,300 trips taken in its first week. She also informed the group how to use the bikes and how to check them out. She also taught the group on the \$2 additional fee when you go over the allotted time.
- Laura asked RTA if they could look into adding a Pass & Token outlet at the new 5th Third Bank at Towne & Country in Kettering. She said several of her students would love to purchase passes there rather than traveling or transferring routes to buy passes down in Oakwood. Nathan said he would talk to the RTA Accounting Manager who oversees the pass & token outlets to see if the Towne & Country location could be added to the list of outlets.
- Wanda invited the group to the White Cane Walk in October.

ACTION STEPS

- As always, 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

8-9:30am on Thursday, August 13, 2015

Please share any corrections/changes/updates with the RTA CAG Communications Coordinator