

## **RTA CUSTOMER ADVOCACY GROUP MEETING MINUTES**

June 14, 2018

8:00am - 9:30am

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

12 members attended this meeting from many different divisions and departments from Montgomery Co., City of Dayton and other business is dealing with transportation.

Bruce Barcelo (Public Health), Tonya Mathis (W.S.U. School of Medicine), Melony Barba (ACIL),

Wanda Sloan (ACIL & NFB-M/V Chapter), Mama-Retired Social Worker),

Kjirsten Frank Hoppe, AICP (MVPC), Cornell Williams, (Public Housing), Eric Sower, (Five Rivers Park),  
Patrice Gentry, (RTA),

Randal Penrod, (RTA Trainer & Manager ), Nathan Owens (RTA –Marketing Dept.), Guest from Green  
CATS - Shannon Webster.

### **OLD BUSINESS**

#### **Up Dates and Reports:**

##### **RTA Buss Operation and Training Program**

Information was passed out from the training manager at this meeting. He gave us an overview of how the drivers are trained.

Week One: The drivers attend the first two days On Boarding from Human Resources.

Training from the Access Center, Road Worthy are taught a course from the ,Police Dept. on how to handle stressful and difficult situations, Vehicle Familiarization, Pre-Trip Inspections, Smith System Training, Collision Prevention, Collision Avoidance Training, and ADA Training.

Week Two: Map Reading, learning destinations, Clever System is the radio system, Wheel Chair Securement, and Lift Bench, Fare Structures, manifest and working tools.

In the next weeks, they are learning Web Instruction, and traveling around to the different schools hospitals and other work sites.

The driver students have a daily evaluation because if they didn't learn enough, the issues can be immediately corrected.

It was commented that in the late 80's and Strategic Offensive Course was developed and taught by a James Barber, former Civil Engineer for the State of Ohio.

This course consisted of the use of Time, Distance, and Space which equals Kinetic Energy. It is the mathematical principal of motion and Police Departments and tell from the rubber skid marks on the road and the measurement of hash marks, the speed of a vehicle after a collision.

It was explained and agreed upon that this is being taught as part of the Smith System called, Collision Avoidance.

Another explanation was given of what training the utilization of restraints, and other wheelchair functions was mentioned.

The drivers are being taught on Wheelchair Security.

The discussion continued about drivers do not understand individual disability needs.

The staff present said that she understands which the means that the drivers will certainly be taught how to handle individual issues.

Within the last year, there has been a lot of management reconstruction and hopefully those changes will improve negative issues and consumer situations.

#### New Business

The next discussion dealt with unconscious biases.

This is a topic that is being addressed and presented to business and organizations as an a Wariness educational campaign. This issue is thought and motivated on all levels, not just with race but also disabilities in all walks of life. Everyone has these thoughts and it's very important to have discussions among the populous to upgrade situational thinking and the life treatment of human beings as changes occur.

This is especially important with our bus drivers and how they better be knowledgeable of their thinking before they deal with a situation. Drivers are now aware of not allowing riders that are not disabled to sit in those seats d designated for the disabled, seats because this is an ADA violation.

RTA is now investing time in Diversity Training which is teaching staff with a detailed structured Presentation.

Many positive and suggested comments were made about how to approach individuals with diversity issues. The Access Center for Independent Living, (ACIL), is part of the hands on situational training that the new drivers are taught.

Staff in this meeting gave impressive positive comments on the training that they received from this program.

#### Mental Health First Aid

This is another program that needs to be utilized because of situational and life-style Changes.

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This is a very important topic for the First Aid of maintaining balanced mental health issues.

Kjirsten announced that she just received her State Re-Certification as a Drive Trainer and is qualified to fill in situations as needed.

It was also mentioned that retired Psychologist and Professor from Wright State University Dr. Mike Williams, PHD, is now working and promoting Mental Health First Aid seminars for groups that would be interested in taking them for general knowledge and educational purposes.

The discussion continued with the possibility of incorporating this course as part of the new drivers training curriculum.

(See information on separate page)

Staff was just trained in Elevation Skills as situations can sometimes rise out of control.

#### Green Co. Mobility Manager

This area is managed in cooperation with the total transportation

System in the area with the different county, Green, Mont. Co. to supply area residence needing to travel to work and school, shopping& medical appointments without a lot of issues. His is called Green-Cats., which will assist the public in getting to places all over Green Co.

We cover the areas of Fairborn, Yellow-Springs, Xenia and Wilberforce to Montgomery Co. especially to those going to the State

Universities. Several busses may have to be traveled to get to your destination and time is needed but you will get to where you need to be going. Information was passed out so we will have ideas of how

this system operates. If your bus is not a straight ride, it may take more travel times which could be to b longer from 1 to two hrs. round trip. All of our information can be found on our web sight.

### Help and Equality Transportation Training

This is a 4 hr. training and these hours are accepted a Edu and transportation needs. Hours also. This course

This is a choice for seniors and the disabled to stay active which is good for some health issues on a daily basis.

There were two questions asked. Should we begin the workshop at 8am to 12 pm. Or and hour later?

The consensus was to begin at 8 am to 12:00 pm.

Many organizations and businesses are asked to participate in the program and if we know of any other area communities that might be interested please let us know.

It was recommended to inform Dr. Carolyn Peters, President of the Miami Valley Chapter of the National Federation of the Blind. This is the largest cultural diverse organization in the nation and the information learned from this seminar can assist all involved within the group.

We were made aware from a reported incident of a driver witnessing an accident behind their bus. There was a vehicle collision which caused a person to become ejected out of their car. The bus driver saw this person flying into the air and landing into the street. The driver had never witnessed anything like this before and it was noticed that they were very disturbed and shaken up. The report indicated that the driver should not have had to return back to work the same day. It was said that the supervisor was not trained well enough to handle this type of situation and, the question was raised and asked if this supervisor response of not properly handling the emotional upset could have been unconscious Biases. It was discussed that future consideration for more effective training with these kind of situations would be more progressive in the RTA training program.

### Announcements

By the time you read these minutes, several dates were given for upcoming events.

The price for Project Connect Bus Pass, formally Project Mobility is announced at \$115.00 per month and when a bus pass is shown to the driver on the Big Busses, the ride is free.

End of Report

Respectfully Submitted By:

W.M. Sloan, CAG Secretary