

RESOLUTION NO. 2001-15

**AUTHORIZING "RIDE HAPPY OR RIDE FREE"
CUSTOMER SATISFACTION INITIATIVE**

WHEREAS, it is the goal of the Greater Cleveland Regional Transit Authority to be a source of public pride and a visible positive contributor to the quality of life in the community; and

WHEREAS, RTA customers deserve assurance that they will receive high quality service every time they ride RTA in the form of a fare reimbursement if not satisfied; and

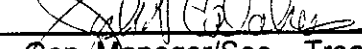
WHEREAS, RTA employees can renew their commitment to quality service for every customer every day, aware that customers will be evaluating RTA's performance on every RTA trip;

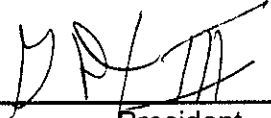
NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority:

Section 1. That the General Manager is authorized to initiate a "Ride Happy or Ride Free Program" beginning in February 2001. The General Manager is also authorized to terminate the program if he deems it to be ineffective.

Section 2. That this resolution shall become effective immediately upon its adoption.

Adopted: January 23, 2001

Attest: 
Gen. Manager/Sec. - Treasurer


President