



Greater Cleveland  
Regional Transit Authority

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[riderta.com](http://riderta.com)

## **AGENDA**

### **COMMUNITY ADVISORY ADA SUBCOMMITTEE**

**December 12, 2025**

**9:00 A.M**

Subcommittee Members: Johnny Brewington  
Brooklyn Burmeister  
Alicia Howerton  
Nichole Laird  
Loh  
Paul Meissner  
Jonathan Sieck  
Dr. Joseph Sopko  
Cole Ware

GCRTA Staff Liaison: Chanel Steiner

- I. Call to Order
- II. Roll Call
- III. Certification regarding notice of subcommittee
- IV. Approval of Meeting Minutes – 8/14/25 (attached)
- V. New Business
  - i. Amy Bailey & Shawnee Hubbard Paratransit Contractor Update
  - ii. Secret Shopper Discussion and ideas
  - iii. What does success look like? Discussion
  - iv. Sub-committee overlap conversation
  - v. GCRTA Operations followup
- VI. Open Discussion
- VII. Adjourn



## Minutes

### CAC ADA Subcommittee

August 14, 2025

9:03 a.m. – 10:35 a.m.

- I. Call to Order.
  - I. Meeting called to order at 9:03 AM by Alicia Howerton (AH). Chanel Steiner (CS), GCRTA Staff Liason confirmed attendance.
- II. Roll Call.
  - I. CAC Members present: Alicia Howerton (Chair), Loh, Dr. Joseph Sopko, Jonathan Sieck, Ron Jackson (Emeritus Member, CAC)
  - II. Members Absent: Nicole Laird, Paul Meisner, Cole Ware
  - III. GCRTA Staff Members Present: Dr. Natoya Walker-Minor, Chanel Steiner, Joy Wilson
  - IV. Guest Present: Anastasia Elder (GCRTA Board of Trustees)
  - V. Quorum not achieved. Discussion held; no formal votes taken.
- III. Certification regarding notice of committee meeting.
  - I. Notice was posted more than 24 hours in advance. Requirements of Ohio Revised Code, GCRTA rules, and CAC operating guidelines were met.
- IV. New business.
  - I. Priority Setting Exercise (Follow-up from August 1, 2025, CAC Meeting)  
Key priorities identified:
    1. Site Visits – to observe operations at GCRTA facilities, paratransit contractors, vehicles, and rail stations.  
Site Visits Definition: Clarified that “site visits” may include:
      - Transit stations, shelters, and vehicles.
      - GCRTA facilities (maintenance, garages).
      - Contractor headquarters (dispatch, training facilities).  
Recommendation: Develop formal definition to measure success.  
  
Past examples included field trips to stations and Paratransit HQ.
    2. Customer Experience & Accessibility – focus on barriers for partially mobile riders (seniors, injured, etc.), bus/rail boarding challenges, snow removal, platform gaps, and vehicle step height.



3. Paratransit Contractors - Customer Service— varying performance among Paratransit contractors. Positive feedback for Senior Transportation Connection; concerns raised about GC Logistics.

## V. Key Discussion Points

### I. Hardware & Accessibility:

1. Paratransit buses provide portable step platforms.
2. Fixed-route buses equipped with ramps and kneeling features; underused or inconsistently applied by operators.
3. Need to assess new rail car designs (step heights, platform gaps).

### II. Operator Training & Rider Advocacy:

1. Operators should proactively offer assistance to ADA customers.
2. Riders must be encouraged to self-advocate without stigma.
3. Proposal: Disability simulation training for staff to build empathy.

### III. Contractor Accountability:

1. Interest in reviewing rider survey results by contractor.
2. Proposal: Meet with Paratransit leadership directly to discuss contractors.
3. Suggestion: Implement “secret shopper” audits of Paratransit Services.

### IV. Surveys & Feedback:

1. Current surveys lack adequate disability-specific questions.
2. Opportunity to shape new survey scope (contract cycle begins July 2026).

### V. Action Items:

1. Follow-up with GCRTA Operations (Dr. Caver or designee) on:
  - Operator compliance with ramp/kneeling use.
  - Standards for new rail vehicle step/platform heights.
  - Request contractor performance data (surveys and internal metrics) from Paratransit Contract Manager (Nick Davison).
  - Develop questions for contractor leadership in preparation for future meetings.



- Consider simulation/disability empathy training and integrate into operator/contractor programs.
- Clarify definition of “site visits” and prepare a draft schedule.
- Explore the possibility of special meetings between quarterly sessions to maintain momentum.

2. Next Steps

- Carry forward “What does success look like?” discussion to next meeting.
- Invite Nick Davison (Paratransit Contract Manager) to the next subcommittee session.
- Share ideas with Customer Experience team regarding “secret shopper” program.

VI. Closing Remarks.

I. NONE

VII. Adjourn.

Meeting adjourned at approximately 10:35 a.m.

VIII. Next scheduled ADA Subcommittee Meeting:  
Friday, December 12, 11:00 am - 12:00 pm.