



Minutes

CAC ADA Subcommittee

December 12, 2025

9:00 am

- I. Call to Order.
 - A. Meeting called to order at 9:05 AM by Alcia Howerton (AH).
- II. Roll Call.
 - A. CAC Members present: Alicia Howerton, Dr. Joseph Sopko, Loh
 - B. GCRTA Staff Members Present: Chanel Steiner, Kelly Smith, Amy Bailey, Shawnee Hubbard
 - C. Quorum not achieved by membership; no voting was permitted.
- III. Certification regarding notice of committee meeting.
 - A. Notice was posted more than 24 hours in advance. Requirements of Ohio Revised Code, GCRTA rules, and CAC operating guidelines were met.
- IV. Approval of Minutes from prior meeting – Could not be done because quorum was not achieved.
- V. New business.
 - A. Paratransit Discussion: Membership posed questions surrounding service cuts (adjustments). Chanel was able to confirm to members present there are no plans at the present time to cut Paratransit service. Loh asked how many people are working as dispatchers at Paratransit (9) and schedulers/agents (15). Amy Bailey confirmed these numbers. 9-11 agents work per day on average. Membership questioned the numbers of contractors and GCRTA employees for Paratransit. In 2025, through November, GCRTA employees did 240,000 Paratransit trips; contractors completed 303,000 trips. This is roughly 40%/60% split between GCRTA personnel and contractors for Paratransit trips. Amy Bailey indicated on a month-to-month basis, the percentage is closer to 44% of the rides are completed by GCRTA personnel. Dr. Sopko inquired about the a financial study to determine the pros and cons of having all rides done by a contractor or all rides done by RTA. Amy indicated Nick Davidson had participated in a comprehensive financial review but could not speak to the outcome of that study.
Loh mentioned the high cost of health insurance premiums for employees everywhere, not only at RTA. Dr. Sopko indicated more information about the budget and healthcare costs could be find in the Board of Trustees minutes available on the website. Chanel impressed upon the CAC ADA Subcommittee membership that the staff present at this meeting has the same information the

CAC membership has at this time. Chanel expressed appreciation for the CAC's concerns about personnel cuts.

Loh mentioned the possibility that cuts to fixed route service may increase the demand for Paratransit because Paratransit customers will have to utilize Paratransit for every trip. Loh also mentioned budget cuts at the ADHAMS Board of Cuyahoga County and HHS as well.

Nick Davidson appeared before the body to discuss contractor training for Paratransit. Dr. Sopko indicated the concern of the group is the disparity between the quality of service provided by contractors v. GCRTA employees from a customer experience perspective. Nick indicated the contract specifies the contractors provide training to their employees at their expense. Training includes, but is not limited to, defensive driving, sensitivity training, aiding the visually impaired, geographic familiarization, vehicle familiarization, ADA familiarization, and contractor procedure familiarization.

Alicia shared the drivers do not identify themselves which is difficult for a visually impaired person. Drivers should also be wearing nametags. Loh indicated few have the identifying placard on their vehicle. Nick indicated they should identify themselves as "from Paratransit."

As far as providing feedback to the contacting companies, Nick indicates his leadership has set meetings and he will relay the feedback to them. He is happy to provide updates to the CAC or this subcommittee at any time.

Further Paratransit updates included new vehicles in service. There are no significant changes beyond an additional exterior camera and improvements to the lift. There will be 19 total new Paratransit vehicles coming into service over the next month.

The CAC membership reiterated how much better the service is by a RTA employee compared to a contractor.

Nick indicated the actual cost of a Paratransit ride is approximately \$60.00.

VI. Adjourn

Meeting adjourned at 10:01am.

VII. Next scheduled ADA Subcommittee Meeting:
Friday, April 24, 2026