MEETING MINUTES

Community Advisory Committee

April 10, 2026

Committee Members:	Johnny Brewington, Brooklyn Burmeister, Brian Gibbons, Charles Kennick, Alicia Howerton, Nichole Laird, Loh, Paul Meissner, Jonathan Sieck, Dr. Joseph Sopko, Cole Ware
Present	Johnny Brewington, Brooklyn Burmeister, Brian Gibbons, Alicia Howerton, Charles Kennick, Loh, Paul Meissner, Jonathan Sieck, Dr. Joseph Sopko, Cole Ware
Board Member Liaison	Anastasia Elder
Staff/Other:	Dr. Natoya Walker-Minor (Staff Liaison), Nick Biggar, Joseph Clark, Jose Feliciano Jr., Mary Flannery, Joel Freilich, Raj Gautam, Catherine McMahon, Ruben Morgan, Kelly Smith, Chanel Steiner, Kay Sutula, John Togher, Carolyn Young

I. Call to Order

The meeting was called to order at 9:00 a.m.

II. Roll Call

The roll was called at 9:01 a.m. A quorum was present.

III. Certification regarding Notice of Meeting

At 9:03 a.m., it was advised that the notice of this meeting had been posted more than twenty-four hours in advance of the meeting, and that all requirements of the Ohio Revised Code, the Codified Rules and Regulations of the Greater Cleveland Regional Transit Authority, and the Operating Guidelines of the Community Advisory Committee regarding notice of meeting had been complied with.

IV. Approval of Meeting Minutes

The minutes were reviewed and approved unanimously.

V. New business

Fiscal Update (Raj Gautam with Kay Sutula and John Togher)

Please see the attached presentation for further detail. The initial goal is to ensure financial stability and maintain a stable organization through 2028. GCRTA's financial situation is unique, and the Authority is working to balance operational and capital needs. Taking all finances into account, GCRTA is addressing a $78 million shortfall. GCRTA will maintain its Revenue Stabilization Fund and will not issue debt to cover operational expenses. What was presented is a start, and additional steps may be needed at a later date.

GCRTA Data and Metrics Discussion – Customer Experience (Nick Biggar)

Please see the attached presentations for further detail. Operational Scorecard metrics are GCRTA success outcomes and one measure of success, though not the only one. Scorecard metrics are influenced by rider surveys taken across all of GCRTA's transportation modes. One result of the scorecard is GCRTA's Net Promoter Score, in which a rating of 9–10 is a promoter, 7–8 is neutral, and 0–6 is a detractor. Riders consistently identified security, performance, and cleanliness as most important. Measurements include both actual performance and the impressions riders form of GCRTA service.

Other performance measures include GCRTA's community impact (its importance to riders and non-riders alike), employee investment, financial health, and ridership levels and trends (Service Management and Finance).

GCRTA Data and Metrics Discussion – Service Management (Ruben Morgan)

Please see the attached presentations for further detail on the proposed service reductions. NextGen service was initiated in 2021. Important measures include route performance, revenue hours, and boardings per hour; a revenue hour is the total time a transit vehicle is operating while available to carry passengers, from the first scheduled stop to the last. Some routes proposed for reduction received service increases in 2024 and may return to their original NextGen schedules. Other routes are to be significantly reduced, significantly revised, or eliminated.

Proposed weekday frequency reductions: #78 West 117th–Puritas, from every 15 minutes to every 30 minutes; and #86 Rocky River Dr.–Bagley, from every 30 minutes to every 60 minutes.

Proposed weekend frequency reductions: #3 Superior, from every 15 minutes to every 30 minutes; and #10 East 105–Lakeshore, from every 15 minutes to every 30 minutes.

Proposed route discontinuations: the B-Line Trolley and the #19B Broadway Fargo branch. The Waterfront Line will operate for special events only.

Proposed route realignment: #77 Brecksville will discontinue service west of I-77 and extend service to Columbia Road.

Subcommittee Membership and Appointments

Cole Ware's membership on the Advocacy and Education Subcommittee was noted. The Chair of the ADA Subcommittee is to be nominated at the next subcommittee meeting.

Subcommittee Reports (Subcommittee Chairs)

There were no reports from the subcommittees.

VI. Upcoming Meetings

The date of the next meeting is to be determined. Members should watch their email for a poll on when to schedule the next CAC meeting.

VII. Open Discussion

Mary Flannery notified the CAC of GCRTA's grant proposal to the Federal Transit Administration's (FTA) All Stations Accessibility Program (ASAP) to rehabilitate ten Green Line stations, making them fully ADA compliant. She requested that the CAC submit a letter to the FTA in support of the proposal. The CAC voted unanimously in support of sending the letter.

VIII. Closing Remarks

A special meeting of the CAC will be scheduled following a poll of the members to further review the GCRTA service reduction proposals due to the Authority's current financial exigency.

CAC members are encouraged to attend the public hearings on GCRTA's service reduction proposals: Monday, April 13, 2026, 5:30–7:00 p.m.; Wednesday, April 15, 2026, 12:00–1:30 p.m.; and Thursday, April 16, 2026, 8:30–10:00 a.m.

At the conclusion of the meeting, the Legal Department swore in Jonathan Sieck and Cole Ware, the remaining reappointments to the CAC.

IX. Adjourn

The meeting adjourned at 10:41 a.m.