

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
APRIL 30, 2015

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Amy Majczyk	EMTA
Julie Minich	All Aboard Erie
Ed Whitling	Consumer
Ken Springirth	Consumer
Lisa Englert	Edinboro University Student Gov't Assn
Kula Dhawrali	MCRC
Jessica Molczan	VFI
Julie Hanson	Consumer
Ana Muntano	Consumer
Cherylynn McIntosh	Barber National Institute
Victoria Tadros	NAMI of Erie County
Anna Tischenko	MCRC
Marty Halligan	Consumer
Marlowe Weum	Consumer
Jason Brendel	Consumer
Daniel Roessner	HACE

CALL TO ORDER

REVIEW OF COMMITTEE RESPONSIBILITIES

REVIEW OF TITLE VI STANDARDS

- Fare Change Policy
- Major Service Change Policy
- Vehicle Assignment Policy
- Distribution of Amenities Policy
- Vehicle Load Standard
- Vehicle Headway Standard

- On-time Performance Standard
- Service Availability Standard

#### SERVICE CHANGES FOR JUNE 2015

- Upcoming route changes for 6-6-15

#### FARE CHANGES

- EMTA Board approved a fare increase for the next 4 years
- EMTA fares to increase .10 cents on October 1<sup>st</sup>, 2015
- ADA tickets to rise to \$2.70

#### COMMUNITY OUTREACH UPDATE

- Travel Training: for fixed route and shared ride
- Community Events

#### MYSTOP INFORMATION

- App details

#### PUBLIC COMMENT:

##### -Shelter Posters:

- o Print too small, too high on the shelters
- o Missing posters in some shelters
- o Posters need to be placed in strategic locations: Millcreek Mall, Yorktown Plaza, Library, Wegmans, VA, Senior Centers, Walmart's

##### -Other suggestions:

- o Schedules printed three times a year in the Erie Times News
- o Removing outdated postings in buses
- o Drivers attitude on the 26 and 24 on 38<sup>th</sup> & McClelland
- o Double fares from 26<sup>th</sup> & Brandes from Tops- on Route 26
- o LIFT drivers need to issue receipts
- o Drivers need to dress and act more presentable- they are the ambassadors of EMTA
- o Drivers asking if they want to pull in Walmart/Achievement Center lots
- o More service on the 24

- Route 15 running 7 days a week
- Creating a policy sticker for standing behind the yellow line-enforcing this and making it more visible to public

### Adjournment

The next meeting will be held on Thursday, August 27, 2015 at 10:00 a.m. at the Intermodal Center located at 208 East Bayfront Parkway.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
AUGUST 27, 2015

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Jeremy Peterson	EMTA
Chris Gerhart	EMTA
Kim Brown	EMTA
Julie Minich	All Aboard Erie
Ed Whitling	Consumer
Ken Springirth	Consumer
Jessica Molczan	VFI
Victoria Tadros	NAMI of Erie County
Anna Tischenko	MCRC
Marty Halligan	Consumer
Marlowe Weum	Consumer
Jason Brendel	Consumer
Daniel Roessner	HACE
Gertrude Simmons	GECAC
Chet Smalley	Consumer
Linda Smalley	Consumer

Call to Order/ Introductions

Review and approval of the April 30, 2015 meeting Minutes

Fixed Route Report

- August 22<sup>nd</sup> Service Changes
- Recent Service Additions
- myStop app and features
- Community Outreach
- Fare Increase: 10-1-11
- Ridership Report

## Paratransit Report

- New Staff
- New ADA Application/Eligibility Process
- Community Outreach
- Ridership

## Initiatives per Advisory Committee's Request:

- Schedules
- Service
- Miscellaneous

## Public Comment

- Poor on-time performance: Routes 29, 31, 32
- Expanding M4 to summit
- Increasing service in the Erie's Upper East Side
- M1 bus stop of Cherry & Gore- evaluate crossing safety
- Ensuring all buses to kneel at every bus stop
- Uncomfortable temperatures on buses
- Drivers relief at EMTA lot, unnecessary long. Suggested to be moved on State Street
- Drivers to announce stops
- Notices of fare increase to Erie agencies
- Drivers driving too close to bicycle riders

## Adjournment

The next meeting will be held on January 28, 2016 at the Intermodal Center located at 208 E. Bayfront Parkway

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
January 28, 2016

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Chris Gerhart	EMTA
Julie Minich	All Aboard Erie
Lisa Englert	Edinboro University SGA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marty Halligan	Consumer
Marlowe Weum	Consumer/ JOY Senior Center
Chet Smalley	Consumer
Linda Smalley	Consumer

Call to Order/ Introductions

Review and approval of the August 27, 2015 meeting Minutes

Fixed Route Report

- Service Updates
- Ridership Report

Paratransit Report

- Service Updates
- Ridership Report

Public Comment

- Chet Smalley inquired about LIFT holiday hours. Chris Gerhart explained how in 2015 EMTA started providing LIFT holiday hours based upon demand. Jessica Molczan suggested to send a system wide notice to riders as well as sending a notice to the media.
- Ken Springirth requested EMTA 2015 ridership

- Ken Springirth suggested placing a “transfer” symbol on the new EMTA transit maps
- Meagan Cousins updated group on the myStop ‘Trip Planner’ status
- Committee suggested EMTA to post a reminder notice to drivers regarding stop announcements
- Meagan Cousins updated group on the automatic stop announcers coming this spring
- Linda Smalley reported a driver complaint from 1/25/16
- Linda Smalley requested a dedicated stop for the M1 route along the Mall driveway
- Marlowe Weum requested a stop investigation for the 29 route westbound at 26<sup>th</sup>& Caughey. Drivers are inconsistently allowing him to stop there.
- Marlowe Weum suggested a time point for “Achievement Center” to be placed on the 22/31/32 system schedule
- Ken Springirth requested a warm place for future West County riders to wait at Fortis

## Adjournment

The next meeting will be held at 10 A.M. on April 28, 2016 at the Intermodal Center located at 208 E. Bayfront Parkway

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
APRIL 28, 2016

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Chris Gerhart	EMTA
Jenn Bedow	EMTA
Julie Minich	All Aboard Erie
Lisa Englert	Edinboro University SGA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marlowe Weum	Consumer/ JOY Senior Center
Jason C Brendel	Consumer
Will Rodgers	North East Borough
Anna Tischenko	MCRC

Call to Order/ Introductions

Review and approval of the January 28, 2016 meeting Minutes

Fixed Route Report

- Service Updates
- Ridership Report

Paratransit Report

- Service Updates
- Ridership Report

Public Comment

- Marlowe Weum suggested Route 27 to pull into VA Hospital on all trips
- Jason Brendel commented on route time inconsistencies on routes 26 and 25
- Jason Brendel suggested moving shelter from E 38<sup>th</sup> TOPS Market to 38<sup>th</sup> Street
- Ken Springirth suggested more service on Route 11 to Harborcreek
- Ken Springirth suggested smaller buses on Route 11
- Jason Brendel suggested Wi-Fi and electrical outlets on EMTA buses



-Jason Brendel suggested an 'Erie Loop' where a bus would do a continuous loop around Erie

-Group suggested Route 25 to be extended to Harborcreek Walmart

-Jason Brendel commented on myStop app not being compatible with new Android update

Adjournment

The next meeting will be held at 10 A.M. on July 28, 2016 at the EMTA Maintenance and Bus Storage Facility located at 1402 Parade Street.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
July 28, 2016

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Chris Gerhart	EMTA
Lisa Englert	Edinboro University SGA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marlowe Weum	Consumer/ JOY Senior Center
Will Rodgers	North East Borough
Anna Tischenko	MCRC
Marty Halligan	Consumer

Call to Order/ Introductions

Review and approval of the March 28, 2016 meeting Minutes

Fixed Route Report

- Service Updates
- Ridership Report

Paratransit Report

- Service Updates
- Ridership Report

Public Comment

- Marlowe Weum commented on driver stop inconsistencies
- Ken Springirth commented on driver stop inconsistencies
- Ken Springirth and Marlowe Weum suggested for EMTA to create a list of all stops EMTA buses stop at
- Ken Springirth suggested promoting the convenience and efficiency of interlined routes
- Marty Halligan commented on myStop app issues on Sundays

-Anna Tischenko requested more information on the West County expansion for MCRC consumers

-Will Rodgers requested more Sunday service for LIFT and EMTA consumers for work related purposes

Facility Tour

Adjournment

The next meeting will be held at 10 A.M. on October 27, 2016 at the Intermodal Center located at 208 E. Bayfront Parkway.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
OCTOBER 27, 2016

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Chris Gerhart	EMTA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marlowe Weum	Consumer/ JOY Senior Center
Marty Halligan	Consumer
Julie Minich	All Aboard Erie
Gert Simmons	GECAC

Call to Order/ Introductions

Review and approval of the July 28, 2016 meeting Minutes

Fixed Route Report

- Service Updates
  - Upcoming Service Changes
  - Customer Satisfaction Survey Results
  - Consumer Outreach Initiatives

Paratransit Report

- Service Updates
  - Ecolane Update
  - ADA Service Hours

Public Comment

- Weum reported Avail issues with Intermodal screen
- Molczan requested a copy of the new ADA service hours
- JOY Senior Center thanked EMTA for the donated service for an event
- Weum requested more information on the movement of the 26<sup>th</sup> & Zuck bus stop

- Weum requested drivers be reminded to wait for the elderly and disabled to be seated before departing
- Minich requested buses travel on E. Front Street prior to Intermodal Center
- Springirth requested arrows on the 25 route map
- Weum requested more bus stop signage near the Airport along 8<sup>th</sup> & 12<sup>th</sup> streets
- Minich requested Route 15 to run more frequently
- Weum suggested more EMTA information to be available at the Millcreek Mall
- Group discussed ideas to eliminate the negative stigma associated with riding the bus
- Whitling reported mobility device securement inconsistencies between drivers
- Springirth discussed the idea of 'Adopt-A-Stop' and 'Adopt-A-Shelter' to improve the appearance of shelters and grow the Erie community
- Minich suggested a bus shelter on 38<sup>th</sup> & Raspberry

## Adjournment

The next meeting will be held 10 A.M. on January 26, 2017 at the Intermodal Center located at 208 E. Bayfront Parkway.

The remaining 2017 Committee meeting will be held at the same time and location on the following dates; April 27<sup>th</sup>, July 27<sup>th</sup>, and October 26<sup>th</sup>.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
JANUARY 26, 2017

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marlowe Weum	Consumer/ JOY Senior Center
Marty Halligan	Consumer
Will Rodgers	North East

Call to Order/ Introductions

Review and approval of the October 27, 2016 meeting Minutes

Fixed Route Report

- Service Updates
  - Upcoming Service Changes
  - Consumer Outreach Initiatives

Paratransit Report

- Service Updates
  - Ecolane Update

Public Comment

- Molczan suggested representatives from CRI, MHA, and Blindness and Visual Services to participate on committee
- Springirth suggested reaching out to AARP
- Springirth requested more information on the bus that caught on fire
- Group suggested more route schedules and maps be present at Giant Eagle stores
- Wuem requested more dedicated stops for Route 229 and BPS along Route 20
- Wuem requested route 31/32 to be reversed. One serving Route 5 first, while the other services Route 20 first.

- Wuem reported screen at Intermodal not to be working
- Springirth stated that Route 16 was tailing Route 25 and for EMTA to evaluate those trips
- Halligan reported light fixtures needed for the West Erie Plaza shelter
- Group suggested shelters at the following locations: Millcreek Mall, Giant Eagle Harborcreek, Walmart West, and Target.
- Wuem suggested moving the shelter at Fortis due to low utilization

## Adjournment

The next meeting will be held 10 A.M. on April 28<sup>th</sup>, 2017 at the Intermodal Center located at 208 E. Bayfront Parkway.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
April 28, 2017

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marlowe Weum	Consumer/ JOY Senior Center
Marty Halligan	Consumer
Jason C. Brendel	Consumer
Ed Whitling	Consumer
Bethany Whitling	Consumer
Joelle Whited	EUSGA

Call to Order/ Introductions

Review and approval of the January 26, 2017 meeting Minutes

Fixed Route Report

- Service Updates
  - Upcoming Service Changes
  - Bus Shelter/Stop Improvements Projects
  - Consumer Outreach Initiatives
    - Dump the Pump
    - Google Transit Update

Paratransit Report

- Service Updates
  - Ecolane Update

Public Comment

- Brendel suggested a website notification describing EMTA's involvement with Erie's Water Taxi
- Springirth suggested working with schools like VoTech on bus shelter/stop improvements



- Brendel suggested on placing vending machines at stops with local vendors
- Springirth mentioned enclosing the West Erie Plaza shelter due to construction debris
- Weum inquired about the removal of trash cans from the bus shelters
- Springirth suggested offering local organizations naming rights to bus shelters and also creating an 'Adopt A Stop' program.
- Brendel and Springirth mentioned challenging all local officials to ride local public transit for one week
- Whitling suggested challenging the officials once in the summer and in the winter
- Brendel mentioned consolidating the Erie Parking Authority with the Transit Authority
- Springirth suggested communicating the Millcreek Mall bus stop change in a more effective way
- Whitling brought up the outdated signs in the buses
- Whitling brought up promoting the Travel Training program to wheelchair users to practice boarding/ deboarding the bus
- Brendel mentioned parking the Travel Training bus at Erie events like Celebrate Erie
- Brendel mentioned a way for a more connected region, connecting areas like Ashtabula, Johnstown, and Meadville
- Brendel suggested the creation of an EMTA Transit Police
- Bethany Whitling mentioned up drivers not requiring people to move from the designated elderly/ disabled seating
- Wuem stated the screen at the Intermodal was not working
- Wuem inquired if service was changing because the campus closing of Fortis
- Wuem suggested schedules to be back on the bus
- Beth Whitling commented on the timeliness issues she's been having with LIFT, route inefficiencies, and scheduling issues
- Wuem commented on LIFT back tracking route inefficiencies

## Adjournment

The next meeting will be held 10 A.M. on July 28th, 2017 at the Intermodal Center located at 208 E. Bayfront Parkway.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
July 28, 2017

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marlowe Weum	Consumer/ JOY Senior Center
Marty Halligan	Consumer
Gertrude Simmons	GECAC

Call to Order/ Introductions

Review and approval of the April 28, 2017 meeting Minutes

Fixed Route Report

- Upcoming Service Changes
- About the Dump the Pump Campaign
- Future marketing initiatives
- Update on radio/TV EMTA campaign

Paratransit Report

- Service Updates
- Ecolane Update

Public Comment

Gertrude Simmons requested more information on EMTA senior ridership.

Ken Springirth suggested offering local advertising on EMTA buses schedules for businesses along the Presque Isle route.

Ken Springirth complimented EMTA for EMTA schedule layouts.

Ken Springirth suggested getting garden and neighborhood groups involved in projects like 'Adopt a Stop'

Marlowe Weum commented on the driver reliefs. Reliefs are holding up the route longer due to seat and mirror adjustments.

Marlowe Weum mentioned more drivers need to wait until the elderly and other passengers have sit down.

Ken Springirth suggested creating a standard to hire drivers with better customer service skills.

Ken Springirth suggested posting detour signs with maps rather than just descriptions.

Ken Springirth suggested working closer with the Chamber of Commerce, Erie Community Foundation, and the Manufacturer Association.

Marlowe Weum suggested more marketing for the for EMTA Park-N-Ride services.

Ken Springirth suggested working with UPMC to offer benefits for employees using transit service.

Gertrude Simmons suggested more marketing on LIFT and EMTA programs.

Marlowe Weum suggested more marketing for College services.

## Adjournment

The next meeting will be held 10 A.M. on October 27, 2017 at the Intermodal Center located at 208 E. Bayfront Parkway.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
October 27, 2017

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Ken Springirth	Consumer
Jessica Molczan	VFI
Marty Halligan	Consumer
Gertrude Simmons	GECAC
Lisa Englert	EUSGA Inc./ Edinboro University
Jason Brendel	Consumer
Anthony Williams	Consumer

Call to Order/ Introductions

Review and approval of the July 28, 2017 meeting Minutes

Fixed Route Report

- About EMTA's Strategic Plan
- About EMTA's Marketing Plan
- About the TDP RFP

Paratransit Report

- Service Updates

Public Comment

- Jessica Molczan suggested Chris Gerhart ride the LIFT vehicles as part of the 'CEO on Board' campaign
- Jessica Molczan suggested better communicating the LIFT ADA fare increase
- Ken Springirth suggested promoting riding the bus from a historical, economical, and patriotic standpoint
- Jason Brendel requested a route circular to connect Peach Street, to West Erie Plaza, to Frontier Park, to the Bayfront to the East Side marina

- Anthony Williams brought up customer service issues with disrespectful and rude dispatchers and drivers
- Anthony Williams suggested to improve EMTA's relationships with our customers by establishing a call center and chat feature on our website
- Jason Brendel mentioned connecting the Route 20 UPMC shuttle to the new UPMC location on the Bayfront
- Jason Brendel suggested EMTA management to better regulate the appearance of bus driver's uniforms
- Ken Springirth requested other transit materials from other agencies
- Ken Springirth suggested reaching out to Boscov's for a transit spot in their store
- Jason Brendel requested more shelters around the community like the new St. Joseph's shelter
- Anthony Williams suggested making the 'Adopt A Stop' program be an art contest like the Erie fish and frogs
- Jason Brendel suggested a shelter at Independence Court
- Ken Springirth requested it be better promoted when EMTA receives new vehicles
- Anthony Williams suggested better educating the public on why we are increasing fares
- Ken Springirth suggested a better screening process for drivers

## Adjournment

The next meeting will be held 10 A.M. on January 25, 2018 at the Intermodal Center located at 208 E. Bayfront Parkway.

The remaining 2018 Committee meeting will be held at the same time and location on the following dates; April 26th, July 26th, and October 25th.

STANDING CITIZENS ADVISORY COMMITTEE  
MINUTES  
JANUARY 25, 2018

IN ATTENDANCE:

NAME	ORGANIZATION
Meagan Cousins	EMTA
Ken Springirth	Consumer
Jessica Molczan	VFI
Lisa Englert	EUSGA Inc./ Edinboro University
Jason Brendel	Consumer
Ed Whitling	Consumer
Clint Chapman	Consumer
Marlow Weum	Joy Senior Center/Consumer
Dani Phoenix	Consumer

Call to Order/ Introductions

Review and approval of the October 27, 2017 meeting Minutes

Fixed Route Report

- About EMTA's Marketing Plan
- About the EMTA's TDP
- Ridership Report
- Discussion on APTA's 'Understanding Ridership Decline' report

Paratransit Report

- Service Updates

Public Comment

-Jason Brendel offered to help with the Advisory Committee once Meagan has left her position.

-Jason Brendel suggested updating EMTA's branding, pushing technology options, and applauding the start TDP project.

- Ken Springirth mentioned EMTA has an image problem. We need to encourage more local official support and encourage them to ride the bus.
- Ken Springirth has requested a list of buses that service City Hall, Court House, Blasco Library, and Penelec.
- Marlowe Weum suggested that bus stop signs need more information on them. Including stop ID's and route information.
- Jason Brendel mentioned the idea of 'hubs' which would make it easier for riders to transfer. He suggested the hubs to be placed along 6n and county areas.
- Ken Springirth encouraged more collaboration with northwestern PA transit agencies.
- Dani Phoenix stated that other transit agencies have already implemented a lot of EMTA's ideas.
- Dani Phoenix mentioned that EMTA currently runs duplicated service on State Street.
- Dani Phoenix suggested the idea of a transfer center at 18th & State
- Dani Phoenix stated EMTA needs to stop running things as a business and for political reasons.
- Dani Phoenix mentioned EMTA needs to survey riders in Albion to determine the needs before we decide to launch the service.
- Jason Brendel mentioned the idea of garages for buses in county areas.
- Jason Brendel suggested reaching out to event coordinators to encourage more partnerships for community events.
- Clint Chapman stated that the Corry Loop is a waste of money. The community never wanted/needed the service. And the service would gain ridership if EMTA modified to schedule to be more conducive to workers schedules.
- Jason Brendel agreed that EMTA needs to adjust county service to be more conducive to work schedules.
- Dani Phoenix stated EMTA does things for political agendas.
- Dani Phoenix requested service not to be cut, but to be adjusted to better serve the community's needs.
- Dani Phoenix suggested modifying the 26 schedule to cut out the Intermodal. This would allow 4 extra hours of service on the route which would help increase the service frequency.
- Dani Phoenix mentioned cutting service on the Bayliner was a mistake. The Bayliner connected people to other routes and helped increase ridership.
- Marlowe Weum stated EMTA needs to work on changing the community's perception and gain more political involvement.

- Ed Whitling suggested adding county service that is similar to 229.
- Ken Springirth mentioned that EMTA needs to survey of more riders to determine the needs.
- Jason Brendel requested adjusting routes to directly service BNI.
- Clint Chapman mentioned launching a pilot route between Erie and Corry with more conducive hours to determine the need
- Dani Phoenix suggested working with riders to create their own TDP.
- Jason Brendel suggested bringing friends to the next Advisory meeting and to have the meeting at EMTA's new building.
- Marlowe Weum requested adding effective dates on the bus schedules.
- Marlowe Wuem requested the status on the new 18th & State bus shelter.
- Dani Phoenix & Jason Brendel both agreed for the EMTA to develop a procedure for rider alerts.
- Ed Whitling mentioned outdated signs in buses.

## Adjournment

The next meeting will be held 10 A.M. on April 26th, 2018 at the Intermodal Center located at 208 E. Bayfront Parkway.