

LCTA Ridership Committee
April 21, 2015
2:00 pm

Present: Lee Horton, Frank Knorek, Valerie Kepner, Robert Grabosky, and Linda Slater (PTAC).

From March's meeting: A phone number will be visible in all buses so that any rider may call LCTA to report a non-functioning AVL system.

Update: There is not a designated line yet so no number has been posted in the buses; LCTA continues to work on fixing the AVL volume settings.

From March's meeting: Approximately 4 to 8 cameras will be installed on Shared Ride buses.

Update: LCTA is waiting for a grant to come in before completing the installation of the cameras.

From March's meeting: John Alu and Jim Darr will be meeting with PPTA and PennDOT to discuss potential Shared Ride pilot programs and to brainstorm ideas and pose them to PennDOT for consideration.

Update: John and Jim attended and have reported back to Norm Gavlick.

From March's meeting: LCTA administrators continue to work on crafting a 6-day schedule for Shared Ride services.

Update: LCTA is very close to being able to implement this new schedule; ridership numbers have to increase first.

From March's meeting: LCTA staff and union representatives, sometime during the week, will conduct a test run to finalize bus service to the CenterPoint Industrial Park.

Update: There is now a bus running four trips per day Monday through Friday; there are two trips made on Saturdays. It was noted that the Saturday schedule was crafted to meet the needs of the CenterPoint Industrial Park employers and representatives.

From March's meeting: It was asked if the #7 bus could service the Laurel Run trailer park. LCTA has been told in the past that the trailer park is private property, but it was noted that the park is now under new management. LCTA administrators will look into adding this service.

Update: It was explained that there is no time built into the current schedule for the #7, and a full bid would need to take place before implementing service to the Laurel Run trailer park.

From March's meeting: New ideas are being researched regarding the issuance of student passes. LCTA is starting by first evaluating the current arrangement with the Wilkes-Barre Area School District.

Update: LCTA is considering issuing a monthly "student" pass with being a "student" the key qualification, not age. Further, this would be a change away from the current "school" pass issued to students.

From March's meeting: Jim Darr continues to talk with local organizations to let potential Shared Ride users know about the STEP program. It was noted that LCTA could do better at letting people know about the services LCTA is able to offer via its Shared Ride division.

Update: Joseph J. Fedak emailed Valerie Kepner with the following information to be shared at the meeting: "Jim Darr presented at the Mental Health planning meeting last week. He did a fantastic job. They were able to answer a lot of questions. I was wondering if you would be able to share my sincere Thank You to the LCTA team."

From March's meeting: LCTA is in the process of putting signs on the sides of the Shared Ride vans and fixed route buses advertising Shared Ride's services.

Update: LCTA is locked into a contract with an advertising firm, so LCTA needs to be mindful of the restrictions set out in the contract.

From March's meeting: It was relayed to the LCTA administrators present that a caravan was sent when a rider needed a wheelchair accessible van. LCTA will look into this.

Update: This was researched and was a scheduling error.

From March's meeting: The audio recordings of the bus routes stop at the #16.

Update: This has been addressed. Linda Slater shared that this is not the case as the #17, #18, #19, and #22 routes are not available to those using the audio feature.

For the visually impaired, it was communicated that it is very difficult to find the right bus in the Intermodal. Lee Horton will talk to drivers about this issue to get their feedback. A possible solution that emerged would be to have raised numbers mounted shoulder high on some kind of support and running down the center of the island.

Update: Drivers are not supportive of shoulder high signs because of the possibility of individuals walking into the signs. Lee Horton shared that LCTA administrators are still trying to craft a solution. In the meantime, drivers have been told to offer assistance to anyone who is visually impaired.

New topics discussed included the following:

The current #5 schedule does not allow for making connections to other buses.

Regarding the complaint form, riders are not getting a copy of the completed form; the form is not being filled out completely; and riders are not getting any response from LCTA.

Linda shared a document that detailed the ADA's training regulations. It seems that there is still confusion about specific rules and regulations for the different programs. Linda requested that she be present to hear Jim Darr's presentation on Shared Ride services.

The next LCTA Ridership Committee meeting will take place May 19, 2015 at LCCC's Wilkes-Barre Center on Public Square.

The June meeting -- June 16 or June 23? Need a meeting in July? Change in location?