

LCTA Ridership Committee
August 19, 2014
2:00 pm

Present: Lee Horton, Joseph J. Fedak, Jim Darr, Sid Halsor, Rosemary Lombardo, Valerie Kepner, Linda Slater, Robert Grabosky, Amanda Potechko, and Joe Roselle.

Joe Roselle gave an update on the completed Extended Service Request forms. Generally speaking, surveys indicated an interest in two areas: (1) extended service hours and (2) service to the industrial parks. Joe said that LCTA is currently putting the most effort into improving service to the industrial parks with one option including using Shared Ride vans to transport fixed route bus riders to their specific places of employment within the industrial parks. Joe tentatively gave March or April of 2015 as the start date for such services.

Regarding the Frances Slocum State Park runs, ridership numbers are up slightly from last year's numbers (375 riders this year vs. 365 riders last year). There is every reason to believe that the Frances Slocum State Park service will be offered again next year.

Work on the AVL system is still ongoing.

At the July 2014 meeting, there was concern expressed regarding the lack of availability of the customer service representative located in the Intermodal. The customer service desk should now be fully staffed with hours of availability of 9 am – 5 pm Monday – Friday (with a lunch break from 1 pm – 2 pm). LCTA is in the process of developing a plan that would have the desk continually staffed from 6 am to 6 pm Monday – Friday as well as 8 am – 6 pm on Saturdays.

It was also noted at the July 2014 meeting that there have been numerous requests for LCTA to service Redners, but LCTA recently added service to Redners and did not, ultimately, see enough riders to justify the service. It was further clarified at this meeting that the last time Redners was serviced was maybe 2 years ago. Joe Roselle and Lee Horton both noted that with more time to evaluate ridership numbers, a restructuring of routes might well allow for service to Redners in the future. A request was also made at the July 2014 meeting to add another run to the #5 or readjust the current runs so riders wouldn't have to wait so long between runs. LCTA will "probably" be able to accommodate the requested changes to the #5.

Joe Roselle reiterated that he has contacted the company responsible for the electronic boards and does have the ability to make changes himself. When time allows, he will check on the accuracy of the times and add any bus routes that are not currently displayed.

Pending LCTA Board approval, spotters will probably be in the Intermodal in September 2014. It was noted that even with the spotters, bus riders should NOT consider it good practice to walk behind buses!

Joe Roselle told those in attendance that he had recently emailed the current mission statement, along with a revised mission statement prepared by LCTA's human resources director, to all LCTA Board members.

Hazleton's bus service has recently started servicing Wilkes-Barre's Intermodal.

There was a request that the Westside Connector be reinstated. Joe Roselle said that he talked to a long-time bus driver about the Westside Connector, and the driver did not recall much about it. Linda Slater suggested that LCTA administrators review the old-time maps in the LCTA reception area to find out more about the Westside and Eastside Connectors.

Joe Roselle noted that generally LCTA's bus service has been premised on a hub-and-spoke system, but Joe would like to further explore the idea of not only a hub-and-spoke system but also incorporating some loops to better serve the riders.

A bus rider stated that when she recently attempted to use her LCTA-issued 10-ride pass to ride a COLTS bus, she was told that COLTS will only accept LCTA's day passes and transfers. Joe Roselle and Lee Horton responded that it was their understanding that COLT had agreed to take everything but LCTA's monthly pass, and they will look into this.

It was noted that when discussing expanding fixed route service to the industrial parks, there was no consideration given to those who are disabled who need to be able to use Shared Ride services to get to the industrial parks. It was requested that LCTA administrators keep this population in mind.

It was requested that LCTA take a look at the #11 and the wait times.

A bus stop at Hillside Farms is looking like a no, but there is the possibility of using a turn-around nearby as a second-best solution. Lee Horton will look into who owns the turn-around.

There was a lengthy discussion regarding the Shared Ride service and its compliance with ADA rules. Issues include: answering service not effective, no transportation for senior citizens to/from Mountaintop on Saturdays, differing interpretations of the time window allowable for STEP clients, and problems with scheduling in general.

The next LCTA Ridership Committee meeting will take place on **Tuesday, September 16** at LCCC's Corporate Learning Center on Public Square.