

LCTA Ridership Committee
January 20, 2015
2:00 pm

Present: Joe Roselle, Norm Gavlick, Joseph J. Fedak, Valerie Kepner, Sid Halsor, CGK, Linda Lee Ritter, and Linda Slater.

Norm Gavlick provided several updates:

- Lynette Villano was recently appointed to the LCTA Board.
- *The Citizens' Voice* ran an article today highlighting the go-ahead for a study on the consolidation of transportation authorities; Norm noted that LCTA already provides bus service to Scranton, although this was not made clear in the article.
- LCTA administrators will be meeting with Senator Yudichak to discuss service to and between LCCC and Hazleton. LCTA was contacted by LCCC a few months ago with LCCC interested in finding a way to get students living in Hazleton to LCCC; LCCC is also looking for outside funding for this transportation idea.
- Norm Gavlick is close to having a survey for Center Point employers completed. Once completed, Christine Jensen, with PA CareerLink, will use SurveyMonkey to distribute the survey to local employers to get feedback on the need for LCTA's services to transport employees to and from work. Part of the survey will include an analysis of the possibility of extending hours of service. The survey will also ask employers if they will encourage their employees (including those with access to cars) to use the bus by subsidizing bus passes, etc. Too, employers will be asked if they will consider rescheduling the work shifts to match the hours of bus service.
- The above survey could potentially be done by March in time for the next union bid.
- There is financial assistance available from PennDOT to plan routes.
- It was noted that bus fares cover approximately 16% of the costs of running the buses.

There was a specific request that LCTA expand Saturday hours. It was suggested that LCTA consider offering a movie pass/bus pass deal.

The boards in the Intermodal are supposed to be correct. Joe Roselle is still finding errors in schedules, but he's working on that. The customer service representatives in the Intermodal are now to check the boards every day.

The AVL system is continuing to be installed and implemented as we speak. PTAC members are reporting that the AVL system is regularly not working on the buses.

There was an incident reported that a driver would not offer the ramp to a rider requesting to use the ramp. Joe Roselle reiterated that bus drivers are to offer ramps to anyone, whether they are in a wheel chair or not.

Another complaint of a bus driver stopping very quickly and causing a rider to lose her prescription sunglasses was conveyed to Norm and Joe. For LCTA to address any such complaint, administrators need the bus number, date, and time of the event.

It was noted that a Shared Ride driver did not help a blind rider. Too, Shared Ride users continue to experience problems with Shared Ride services not being completed in a timely manner. Riders are still having to wait for their pick-ups.

There was a request at the last board meeting that LCTA look into creating senior passes which can be swiped and monitored. Norm Gavlick said that LCTA is being put on hold by PennDOT until they are satisfied with the new fare boxes being tested with the SEPTA system. PennDOT wants senior passes to be accepted across the state, and they are working toward using passes with a chip so no need to actually swipe a card.

There was a question asking if the next union bid will include another #18 run like what was done during the Christmas season. The answer was no because LCTA would need to hire another driver or otherwise consolidate routes to add an additional run.

It was also recently learned that LCTA's preventive maintenance schedule need only bring in buses every 6,000 (not the current 3,000) miles, and this will make more buses available to put on runs.

Any update on service to Hillside Farms? No, not currently. Joe Roselle will talk to Lee Horton about this. The Frances Slocum run will be returning again this summer; the run will start sometime around in June. Norm Gavlick suggested that LCTA ask the Fish and Boat Commission to advertise this service on its website as well as other similar organizations.

Joe Roselle and LCTA will look into using vans to give members of the public rides from the LCTA board meetings.

Lastly, Joe Roselle continues to research the use of transfers with COLTS' buses. He noted that there are auditing concerns to be considered.

The next LCTA Ridership Committee meeting will take place February 17, 2015 at LCCC's Wilkes-Barre Center on Public Square.