

LCTA Ridership Committee
June 17, 2014
2:00 pm

Present: Lee Horton, Rosemary Lombardo, Robert Grabosky, Amanda, Linda Slater, Eugene Council, Jose Roselle, Valerie Kepner, Karen Balutski, Jim Darr, Charles Olah, Monique Parham, and Angel Mathis.

In reviewing the May 2014 minutes, it was noted that drivers do NOT have the ability to adjust the AVL system's volume within individual buses. Further, while it was discussed at the April meeting that the customer service representative has been selling bus passes, and bus passes can now be purchased on LCTA's website using a credit card, it was announced that the customer service representative now accepts credit cards and sells student passes. However, it was noted that the sign in the Intermodal says that STEP tickets may be purchased there, but this is not the case. Joe Roselle said he would look into this.

Joe Roselle distributed to all in attendance an "Extended Service Request Form" asking for as detailed information from riders as possible for feedback on particular times and locations to be targeted for possible extended service in the future.

There continues to be an interest in bus service to Hillside Farms. Lee Horton continues to research this possibility, though it is not currently considered a high priority given current staffing issues.

Regarding the Frances Slocum State Park runs, ridership numbers for the first week were low. Lee Horton will be keeping a close eye on the numbers.

There continues to be concerns among riders that the AVL system is not as useful nor accurate as it could be.

LCTA is working, piece by piece, to implement a comprehensive text alert system.

Riders will now be able to retain a copy of completed customer complaint forms. Joe Roselle and Lee Horton have revised the customer complaint form and implemented a carbonless copy system.

Joe Roselle and Lee Horton are in the process of revising the process of implementing schedule and route changes with earlier deadlines being one of the revisions. For example, the plan is to bring proposed changes to the October 2014 schedules to the July 2014 Ridership Committee meeting.

Lee Horton confirmed, after last month's Ridership Committee meeting, that Frank's Newsstand on Public Square continues to sell bus passes but with a \$1 service fee. Lee said that the owner has the right to do this.

There continues to be frustration with the electronic boards in the Intermodal not working. Joe Roselle would prefer to redesign the system, but because of staffing issues, this is not a high priority. It was noted that LCTA is NOT paying any money to the company providing the subpar services as LCTA paid everything up front.

The “Caution – Wide Turns” signs are being replaced regularly. Lee Horton continues to research the problem of fading or missing signs.

Dump the Pump day is Thursday, June 19.

There was extended discussion surrounding the new “system maps”; they are available at the Intermodal Center. Riders in attendance noted that this was a great improvement, but LCTA continues to tweak. It was also noted that if the Bus Time line is busy, calls are now being transferred to the customer service representative in the Intermodal.

It was mentioned at the most recent PTAC meeting that COLTS is not accepting LCTA’s passes, though they are accepting LCTA’s all-day passes and transfers. It was also requested that LCTA review its mission statement. Valerie Kepner said she would bring this to the Board’s attention at their next meeting.

The next LCTA Ridership Committee meeting will take place on **Tuesday, July 15** at LCCC’s Corporate Learning Center on Public Square.