

LCTA Ridership Committee
May 13, 2014
2:00 pm

Present: Lee Horton, Rosemary Lombardo, Juan Ramos, Eugene Council, Robert Grabosky, Amanda Patechko, Valerie Kepner, Bob Caruso, and Joseph J. Fedak.

No changes to the April 2014 minutes were made.

In reviewing the April 2014 minutes, it was noted 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.

There was a request for bus service to Hillside Farms. Lee Horton replied that he would want to check the area before saying he thought it would be ok.

Update: Lee has checked into this, but he is concerned about bus clearance. Lee has not, however, ruled out the possibility of servicing Hillside Farms and will continue to look into it.

It was asked if LCTA was going to service Frances Slocum State Park as was done last year. The answer was YES and that LCTA needs to get the paperwork in the buses by May 1.

Update: As of May 13, 2014, no information was in the buses. It was also requested that LCTA take a closer look at the actual times of the Frances Slocum runs so that the Nanticoke buses will get into the Intermodal before the Frances Slocum buses leave.

A question was asked regarding the AVL system. Some riders would prefer that the system's volume be turned up so that they can better hear the stops being announced while other riders would prefer the volume be turned down. Lee Horton said that drivers do have the ability to adjust the volume. It was also noted that there are some bus stops that are not announced until after the bus has passed the stop, and Lee said that this is a GPS problem.

It was asked if the #12 could more frequently service the Price Chopper in Edwardsville. The stops were reviewed, and there are 9 buses a day going to the Price Chopper, and the #12 services the Price Chopper well on Saturday. It was decided that this is sufficient service.

Regarding text alerts, riders would like the option of receiving alerts when particular buses are running late, etc. LCTA is currently looking into allowing riders to sign up online for text alerts for specific routes.

A number of concerns were raised at the most recent PTAC meeting and they were discussed at the Ridership Committee meeting as follows:

Riders would like the opportunity to retain a copy of a completed customer complaint form.

With the recent change in schedules, it was noticed that outdated schedules were still in some of the buses. It was also requested that LCTA be more persistent in getting the new schedules out to riders.

Frank's Newsstand on Public Square continues to sell bus passes, but the owner is now charging a \$1 service fee. Lee Horton said he would check into this.

The electronic boards in the Intermodal are still not working.

Could "Caution – Wide Turns" be put on the buses mud flaps? Lee Horton said he will check and see if there's a different adhesive that can be used to make sure that the current "Caution – Wide Turns" statement remains visible on all buses.

The next LCTA Ridership Committee meeting will take place on **Tuesday, June 17** at LCCC's Corporate Learning Center on Public Square.