

LCTA Ridership Committee
November 17, 2015
2:00 pm

Present: Frank Knorek, Sid Halsor, Robert Grabosky, Amanda Potechko, Juan R, Linda Slater, Joseph J. Fedak, Patrick J Conway, Valerie Kepner, Rosemary Lombardo, Lee Horton, and Norm Gavlick.

Snow Routes and Extreme Weather Routes were presented and discussed. The intent is that LCTA will never completely shut the system down but put buses on the road as long as it is still safe to do so. LCTA is looking at a new messaging system to improve the communication of changes to routes to riders.

LCTA is wrapping up its latest food drive, and the holiday bus and a Toys for Tots drive will be starting soon.

There was discussion of LCTA's desire to run a connector bus from LCCC to Hazleton, but first, LCTA is looking to purchase a bus from Hazleton's system.

February 2, 2016 launch date is the launch date for the new Ecolane software system. Employee training will take place in January, 2016. It was noted that there has been no rate increase for Shared Ride fares for 8 years, and LCTA hasn't been able to change fares because of outdated software. It was projected that Shared Ride would run a \$190,000 deficit through September 30, but only a \$4800 deficit due to cost savings efforts and increased revenues from new contracts.

There was a question asked and answered regarding how to contact Wyoming County's Shared Ride program; Wyoming County's Shared Ride program has now partnered with Susquehanna County. There was an additional question asked and answered regarding contracting with LCTA's Shared Ride service.

LCTA continues to work on updating signage; Lee Horton pointed out that having buses stop at every corner doesn't allow for drivers to make their time points.

An attendee gave big kudos for the handling of a recent incident with evacuating a bus. It was noted that the driver of the bus handled the situation very well.

At the last Ridership Committee meeting, it was noted that a driver was leaving his/her time point early. Since the last meeting, LCTA has spoken with the driver and reminders have been posted to tell drivers that leaving time points early is not acceptable.

In response to a request at the last Ridership Committee meeting, Lee Horton checked with maintenance people to see if lights inside the buses could be turned on earlier, but the sensor is connected to the opening of the doors, and there's no possibility of changing this.

An attendee gave feedback that the bus schedules have the wrong date listed on the front and the customer service representative at the Intermodal didn't know that there were updated schedules.

Two additional discussions included the AVL system. When using the computer, a rider can see the bus is 3-5 minutes away yet still miss the bus. An attendee commended the training of the drivers and using the AVL system, but it's especially difficult to catch the announcing of the stops on the #5 and #11

routes. It was also shared that a driver physically announced stops when the AVL system wasn't working, and there was general feedback on problems with AVL system switching over to routes not currently being driven.

It was asked if it would be possible to have the #13 wait for just another 5 minutes as a rider is regularly missing his/her transfer by 2 minutes. Lee Horton said his best recommendation is to ask the driver to contact the #13 driver to have him/her wait.

The next LCTA Ridership Committee meeting will take place December 8, 2015 at LCCC's Wilkes-Barre Center on Public Square.

Respectfully submitted,
Valerie Kepner