

LCTA Ridership Committee
October 21, 2014
2:00 pm

Present: Valerie Kepner, Joseph J. Fedak, Linda Slater, Rosemary Lombardo, Norm Gavlick, and Angel Mathis.

Norm Gavlick, LCTA's interim executive director, gave several updates including:

- Reintroduction of the Holiday Bus starting the Monday of Thanksgiving week (November 24) and running until the Saturday after Christmas (December 27); the Holiday Bus will be an additional run of the #18 with two buses running each day/6 days a week
- Looking to resume running to Mountain Top and the industrial parks; wanting to better coordinate with Hazleton Transportation Authority's services; working on service such that Hazleton's LCCC students are better able to commute to LCCC's main campus
- Redesign of the routes to include loops (in addition to the hub-and-spoke system currently in use) such that riders are not required to go to the Intermodal to make connections with other buses
 - Several drivers have volunteered to serve on a committee to revisit routes and times
- Planning to introduce more comprehensive service to the industrial parks beginning January 1, 2015, though this is considered to be a very aggressive date
 - LCTA is also looking into using Shared Ride vans to take people to work in the industrial parks
- Actively working to generate more interest from local entities in contracting with Shared Ride
- The soon-to-be-hired IT person will, among other duties, get LCTA's software ready to use with the new EcoLane software to eventually be used to generate Shared Ride manifests. Eventually, all Shared Ride drivers will have tablets rather than paper manifests; there will also be a phone app for clients to use
- All fixed route drivers are to be educated on the ADA and customer service
- Desire to talk with the Area Agency on Aging to get more information on what's desired and/or needed regarding transportation services

There continue to be problems with the day-to-day use of the AVL system.

- Norm Gavlick conveyed that the first priority for the soon-to-be-hired IT person is to work to correct the problems with the AVL system and get a live map up and running on LCTA's website

It was conveyed to Norm Gavlick that a rider attended the most recent PTAC meeting sharing that a Shared Ride driver wouldn't take a wheel chair. Too, it was noted that a new Shared Ride driver didn't know about Senior Center tickets.

It was shared with Norm that some fixed route drivers do not require riders to fold strollers.

A fixed route user suggested that LCTA implement rules similar to Martz's rules regarding the use of cell phones, iPods/mp3 players.

Norm asked if riders would be interested in having access to Wi-Fi on buses. Those in attendance responded yes, but would choose extended service over Wi-Fi availability.

Norm noted that the Shared Ride arm of LCTA's services can contract with any organization/agency, assuming the details of the contract are mutually acceptable.

- LCTA is exploring the possibility of expanding Shared Ride service to full service on Saturdays; this will require a reworking of the normal hours worked by Shared Ride drivers to possibly include a Monday-Friday/8 hour per day/shift and Tuesday-Saturday/8 hour per day/shift

It was recommended that the Senior Citizen cards provided via Shared Ride offices be laminated.

- Tangentially, Norm noted that LCTA's Shared Ride lease for the building in Forty-Fort ends in 2016, and it is hoped that the Shared Ride offices will then be relocated nearer to LCTA's offices in Kingston

There was a request that LCTA include both mileage/transportation forms be sent out with all reimbursement checks so that clients may choose the form that is relevant to complete.

Lastly, a rider relayed that the #12 regularly leaves its last listed time stop early.

The next LCTA Ridership Committee meeting will take place on **Tuesday, November 18** at LCCC's Wilkes-Barre Center on Public Square.