

LCTA Ridership Committee
September 16, 2014
2:00 pm

Present: Lee Horton, Joseph J. Fedak, Juan Ramos, Valerie Kepner, Linda Lee Ritter, Ruth Kackauskas, and Joe Roselle.

Regarding extended service hours and expanded service to local industrial parks, it was stated that once implemented, LCTA administrators will give the extended and expanded services a full one year trial run before making any decisions to curtail services. Joe Roselle and Lee Horton are methodically moving forward with the idea that thoughtful planning will ultimately lead to greater success when the extended and expanded services are actually implemented. The plan is for buses to eventually run expanded hours Monday through Saturday, though riders should not expect the same routes to be run throughout the extended service hours. One meeting attendee noted that she has had to turn down three jobs located in the Hanover Industrial Park because she was not able to use LCTA's services to return home from work. There was also a request that LCTA start running buses as early as 4:30 am as another rider in attendance starts work at 5:00 am.

LCTA is considering working with Hazleton's transportation authority to better coordinate the Frances Slocum State Park runs with Hazleton's bus service.

All of LCTA's customer service positions within the Intermodal are now filled, though the new employees are still in training. LCTA expects to staff the customer service desk from 6:30 am to 6:00 pm Monday through Friday with hours on Saturday as well.

There continues to be consideration given to how LCTA might successfully service Redner's in Pittston. It was noted that a previous Redner's stop was part of the #17, but Joe Roselle and Lee Horton believe it possible to include a Redner's stop as part of a Pittston/West Pittston run.

IT-related issues should be addressed in a timelier manner now that help has been hired.

It was noted at the last meeting that spotters would probably be in the Intermodal in September 2014. Spotters have been hired; LCTA is just waiting on uniforms and training to be completed. It was predicted that it would be another two weeks before the spotters would be working in the Intermodal.

A rider in attendance asked if it would be possible for the last trip for the #5 to service the Social Security building. There was discussion, though there was no resolution.

Joe Roselle agreed to post Ridership Committee meeting minutes to LCTA's webpage.

Hazleton's bus schedules will soon be available in the Intermodal.

At the last Ridership Committee meeting, Joe Roselle noted that generally LCTA's bus service has been premised on a hub-and-spoke system, but he would like to further explore the idea of not only a hub-and-spoke system but also incorporating some loops to better serve the riders. It was noted at this meeting that all LCTA employees are committed to making improvements to service.

A bus rider stated at a previous meeting that when she attempted to use her LCTA-issued 10-ride pass to ride a COLTS bus, she was told that COLTS will only accept LCTA's day passes and transfers.

Update: The policy remains as it has always been. Perhaps it was a new COLTS driver and s/he was unaware of the policy?

It was noted that if/when LCTA should extend fixed route service hours, LCTA must do the same for Shared Ride.

In the future, Lee Horton would like for drivers to bid one route, e.g., bid to drive the #11 all day. Lee will also keep in mind the possibility of incorporating service to Hillside Farms with service to Frances Slocum.

Changes to the organizational structure at Shared Ride seem to be working well. Feedback from employees has been positive and supervisors are reporting lower numbers of complaints.

Colored coordinated signs are being installed in the Intermodal. The color coordinated bus schedules will eventually include real maps.

There were some in attendance who wanted to know more about what the AVL system will eventually be able to offer riders.

The next LCTA Ridership Committee meeting will take place on **Tuesday, October 21** at LCCC's Wilkes-Barre Center on Public Square.