

LCTA Ridership Committee
September 15, 2015
2:00 pm

Present: Frank Knorek, Jacob Ellenburg, Joseph J. Fedak, Linda Slater, CGK, John Saduski, Angel Mathis, Valerie Kepner, Sid Halsor, and Rosemary Lombardo.

Frank Knorek shared some updates:

- There are four new Shared Ride vans.
- A part-time marketing person was recently hired with her job responsibilities to include:
 - performing public relations-related duties
 - attending events, e.g. Active Aging Day
 - developing marketing materials
 - making posts to LCTA's Facebook page

LCTA is currently updating its Title VI plan. This will involve reviewing all routes to verify that all neighborhoods are serviced equitably.

On the #13 bus route on Staten St., the bus stop sign is on the wrong side of the street. For both the #14 and #15 bus routes, the bus stop sign at Prospect and Broad St. needs to be moved to reflect the recent change in these bus routes.

LCTA continues to work with Jill Nagy, a lawyer who is reviewing LCTA's ADA policies.

Both the #13 and #22 bus routes have a significant time break between 12:30 and 2:00; it was noted that this may be tied to lunch for the drivers.

Frank Knorek will check into Angel Mathis' question regarding an upcoming "public comment" meeting in Pittston. Angel also noted issues with the Aging agency's clientele who are using the Shared Ride van service – prolonged time on the vans is causing people to be late to their job training sites.

There was discussion about the Ashley bus and how it would be helpful if every bus route the same route every time it left the Intermodal. There was also a suggestion that the times for the #14 and #15 be reviewed; currently, there are #14 and #15 buses leaving the Intermodal at 3:15, 3:20, 3:30, 4:30 and 4:35.

It was suggested that LCTA review its transfer policy because the current policy is believed to cost bus riders extra time and/or money.

LCTA is in a holding pattern right regarding the implementation of the AVL app, as the company providing the AVL service is currently going through an upgrade.

A Shared Ride van driver recently told clients that they may only be dropped off at the RiteAid on Public Square (and not Mimmos, for example). Frank Knorek said he would check into this as this change is not legally allowed.

There was a request that submitted complaint forms be filled out in their entirety by LCTA staff so that resolution may take place; bus riders would like "finality" to all complaints filed.

It was requested that an update on the ADA lawyer's work be given to the Board at the next board meeting. (Please see the Appendix at the conclusion of these minutes for an update provided by Joe Roselle to Valerie Kepner (a board member) and Linda Slater (a bus and van rider) shortly after the Ridership Committee meeting.)

Lastly, a question was asked regarding the printing of bus schedules, and no new bus schedules are set to go to print in the next month.

The next LCTA Ridership Committee meeting will take place October 20, 2015 at LCCC's Wilkes-Barre Center on Public Square.

Respectfully submitted,
Valerie Kepner

Appendix:

Valerie/Linda,

I wanted to address some of the concerns that Frank said were brought up in the Ridership Committee Meeting yesterday.

- 13 of the 21 documents that were sent for the ADA compliance audit were returned with comments on 8/31 and 9/2. We are reviewing them to see what changes need to be made.
- I am attending a PPTA seminar next week for two days for further ADA regulations review. This is a much sought after course by all transit agencies, and they limit it to one person per transit agency. As soon as there was an opening for it, I registered to make sure we had a seat.
- This PPTA seminar is conducted by Jill Nagy who is doing our audit, as well as PPTA members and other ADA experts.
- Jill Nagy is involved heavily with PPTA and represents a lot of transit agencies for the commonwealth. We investigated other options as well, but this was the most cost effective and since we are already familiar with her service we decided to start there. We can always do additional review with other ADA agencies such as Easter Seals in the future.
- To date, all Shared Ride drivers have been trained on ADA compliance and all Buses and Bus Drivers have been given an ADA Quick Reference Guide containing policies and procedures to be followed. This guideline was distributed in the May Board Meeting Packet and distributed to all drivers and buses shortly thereafter.
- The additional ADA/General training for all Bus drivers is scheduled within the next few weeks. The goal is to have the audit completed first and have Jill Nagy come in and review with driver representation at the meeting to answer any questions.
- Complaints regarding drivers not announcing bus stops have not been filed. In the past month we have a dedicated customer support person solely based on corresponding with people making complaints via form, web, and phone. All complaints are addressed by phone call if one is given. Many times, no phone or address is given to address any issue. The complaints are then reviewed by me and forwarded to the appropriate departments. The complaints that merit further investigation have the video pulled to review and subsequently reviewing with driver when applicable. Some are simple complaints of bus not on time, etc. Any AVL complaints have been addressed by IT.

- The signs showing the new dedicated complaint phone number have been placed in all buses. Additionally, signage tracks have been ordered to place them in the vans to avoid putting them in with double sided tape.
- Shared Ride drivers following the manifests continues to be an issue which we want to address. A long time scheduler and investigator has resigned due to family issues and we are doing what we can with limited personnel at the time being. The person recently hired to ultimately help review schedules and manifests is doing well and becoming familiar with the workings of Shared Ride on a whole for scheduling and dispatching. This is what we feel is essential to understanding the whole process of how the manifests are made and distributed.

We are both proactively and reactively addressing these concerns, but we want to make sure we address them properly and make the best use of time for training, etc.

I ask to please bear with us as we come to a resolution that is comprehensive and as quick as possible.

Thanks

Joe Roselle
Director of Administrative Services
Luzerne County Transportation Authority
315 Northampton St
Kingston, PA 18704
(570) 288-9356 ext. 221
jroselle@lctabus.com