

Minutes from June 21, 2016 Ridership Committee Meeting held at 2 PM at the LCCC Corporate Learning Center.

Present: Lee Horton (LCTA), Frank Knorek (LCTA), and, Linda Slater (PTAC)

Review of meeting minutes from the 5/17/2016 Ridership Committee meeting.

Public Comment:

- A member of the public asked: What was the turnout for the first Frances Slocum State Park bus run? LCTA representatives stated: The bus was standing room only with very good turnout and a great event. The route does carry light during the week, but is more crowded on Saturday.
- A member of the public asked: Will the Student Pass Program be advertised to the public? LCTA representatives stated: The program is advertised on the radio, social media pages and website.
- A member of the public stated: The advertisement for the Student Pass Program listed on the website does not list an age to be eligible. LCTA representatives stated: This is because the program is open to any age person with a valid student ID, including college students.
- A member of the public asked: When will the new STEP Program brochures be available? LCTA representatives stated: The updated brochure should be available shortly, but will be ready in time for the Blind Association meeting.
- A member of the public asked: Will changes be made to the Pittston Route to include better connector service for those who want to go to Kmart? LCTA representatives stated: Route improvements are being looked at as a way to improve service. However, there is no solid time line at this moment. Ideally, we need more buses to improve service. This is something we are continually trying to improve.
- A member of the public asked: Any word on night service? LCTA representatives stated: No updates as of this time.
- LCTA representatives stated: The FTA was in last week for two days to conduct a Triennial Review of LCTA operations and management. The review went very well with minimal findings and no repeat findings...including no ADA findings.
- A member of the public stated: The bus she was riding on the #14 route has the AVL system go down all the time. Can it be fixed? LCTA representatives stated: That it is up to the drivers to report any AVL malfunctions as they happen. However, LCTA is working on making improvements to the AVL system over the next few months in order to prevent malfunctions from occurring.

- A member of the public stated: That she was riding the bus last week and the AVL system stopped working and the driver (Lou) began to announce the route stops over the intercom for passengers. LCTA representatives stated: We are glad to hear it. This is part of the Driver ADA training.
- A member of the public asked: If someone at Shared Ride can review client records of those who are blind and flag them on the tablet, so when the driver picks them up, the driver secures verbal communication with the client? There are instances where a blind person cannot notice the horn blowing and does not know their ride is waiting. LCTA representatives stated: They will pass this along to LCTA administrators, and attempt to improve driver training procedures to improve service.
- A member of the public stated: Shared Ride drivers are being given wrong street addresses and locations in their system when picking up and dropping off clients. Can someone at Shared Ride update the system? LCTA representatives stated: They will pass this along to LCTA administrators, and attempt to improve data entry procedures to improve service.

The next LCTA Ridership Committee Meeting will take place on 7/19/2016 on 2PM at the LCCC Corporate Learning Center.