

LCTA Ridership Committee
December 8, 2015
2:00 pm

Present: Lee Horton, Frank Knorek, Patrick Conway, Linda Slater, Juan R, Rosemary Lombardo, Robert Grabosky, Amanda Potechko, John C. Musto, Joseph J. Fedak, Valerie Kepner, and Angel Mathis.

Last meeting: 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.

Update: Lee Horton is working on the maps and a new messaging service is expected to be implemented by the end of the week. It was also noted that the Extreme Weather Routes would not be applied to Shared Ride service.

Additional Update provided by Joe Roselle: Shared Ride will be servicing at least the same Extreme Weather Routes and up to 1 mile off of those routes, but will service more if possible.

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

Update: LCTA wishes to thank all those who donated food during the food drive, as LCTA was able to donate 6 huge boxes of food. On Black Friday, LCTA was able to collect 5-6 boxes of toys and over \$100 in monetary donations for the Toys for Tots program.

Last meeting: February 2, 2016 is the launch date for the new Ecolane software system.

Update: This remains the target date.

Last meeting: 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 the AVL system switching over to routes not currently being driven.

Update: Drivers are calling in with AVL problems, reports are being filed, and drivers are reminded they must manually announce stops should the AVL system not be working.

A rider noted that some bus drivers will start driving before riders are fully seated.

Pittston Police will not allow for the #11 bus to wait at the scheduled time point, so drivers are waiting at Coopers, but waiting at Coopers causes riders to miss connections with COLTS buses. LCTA is working to better serve the Pittston area with a Westside connector.

There was a suggestion regarding LCTA and COLTS cooperation: possible to sell passes with an in-county discount so that only Luzerne County residents receive the cheaper price?

Update from Joe Roselle: No, this is not possible.

There was discussion of the #5, specifically whether or not it services Geisinger Hospital on its 3:10 trip.

Regarding LCTA's board meeting minutes, it was asked if it was possible for LCTA to post them to LCTA's website in a more timely manner. LCTA is a few months behind when posting to the LCTA website and the county is years behind when the public is trying to access minutes via the Luzerne County website.

Update from Joe Roselle: The county displays a link to LCTA's website for meeting minutes, and although prior years are displayed, they will not be updating their website with further minutes. LCTA policy is to wait until minutes and financials are approved in the board meeting before posting to the website.

LCTA continues to work on updating its Shared Ride program information; hoping to have fully revised materials printed by January/February 2016; a compliment about the STEP program information provided via LCTA's website was shared.

There remains interest in LCTA servicing Hillside Farms.

The next LCTA Ridership Committee meeting will take place January 19, 2016 at LCCC's Wilkes-Barre Center on Public Square.

Respectfully submitted,
Valerie Kepner