

LCTA Ridership Committee
July 15, 2014
2:00 pm

Present: Lee Horton, Joseph J. Fedak, Valerie Kepner, Rosemary Lombardo, Robert Grabosky, CGK, Amanda, Joe Roselle, Linda Slater, Jim Darr, Ruthann Rudick, and Angel Mathis.

At the June 2014 meeting, it was noted that the sign in the Intermodal states that STEP tickets may be purchased there, but this is not the case. The STEP information on the sign has since been covered and information will eventually be added stating that tickets may be purchased at LCTA's main office.

Also at the June 2014 meeting, Joe Roselle distributed to all in attendance an "Extended Service Request Form," and a stack of completed surveys were delivered to Joe Roselle at this meeting. Joe said that he is in contact with the C3i HR Director at Center Point regarding shift starting and ending times and is putting together a survey/request form for distribution. The survey will be conducted in conjunction with COLTS.

Regarding the Frances Slocum State Park runs, ridership numbers are up from last year's numbers, and LCTA is considering implementing an express run to the park. It was mentioned that the park's snack bar being closed is of concern for some using the park, and it was requested that LCTA officials consider communicating this concern to park personnel. Lastly, Hazleton Transit is looking to coordinate with LCTA's Frances Slocum service.

At the June 2014 meeting, there were concerns among riders that the AVL system is not as useful nor accurate as it could be. Joe Roselle stated that the AVL system continues to be a work in progress. LCTA has been combining the routes/trips into blocks so that the drivers can just log in and pick the block they will run throughout the day, instead of changing trips all the time. This will keep the drivers logged in from the start. With the recent staffing issues this process is taking longer than anticipated.

There was concern among the riders in attendance regarding the lack of availability of the customer service representative located in the Intermodal. Some riders also stated that they felt it was a waste of time to fill out complaint forms. It was suggested that LCTA administration consider sending a letter to those making complaints stating their complaints are being addressed.

Preliminary proposed changes to the October 2014 schedules were distributed to all those in attendance. A list of changes can be found at the conclusion of these minutes. A request was made that LCTA better align their Pittston runs with the relevant COLTS runs. Joe Roselle and Lee Horton said they would look into this. There have been numerous requests for LCTA to service Redners, but LCTA recently added service to Redners and did not, ultimately, see enough riders to justify the service. A request was also made to add another run to the #5 or readjust the current runs so riders wouldn't have to wait so long between runs. Lee Horton said he would look into this.

Joe Roselle stated that he is working with all vendors of LCTA bus passes to make the process of selling passes more efficient. Joe also said that an additional line has been put in at the Intermodal to better accommodate the calls coming in to Bus Time.

There has been frustration with the electronic boards in the Intermodal not working. Joe Roselle stated that he has contacted the company, and he now has the capability to make changes himself, and he will be reviewing the current schedules that display on the islands. Joe confirmed that both buttons do announce arrival and departure times.

There was discussion regarding "Don't Walk Behind the Buses" signage and the effectiveness of the buses' back-up alarms. It was noted that future hiring of spotters will best address the dangers of pedestrians walking behind buses.

At the June 2014 meeting, it was requested that LCTA review its mission statement. Valerie Kepner said she would bring this to the Board's attention, and she provided the update that she did take the opportunity to bring this to the Board's attention at its last meeting. Board members have been asked to review LCTA's current mission statement and bring any concerns and/suggestions to a future board meeting.

The next LCTA Ridership Committee meeting will take place on **Tuesday, August 19** at LCCC's Corporate Learning Center on Public Square.

Proposed Schedule Changes for October 2014

After getting driver feedback from the current routes and schedules, we are proposing to make the following changes:

- NUMBER 14 – NANTICOKE/GLEN LYON
 - CURRENTLY:
 - 12:10 is Nanticoke Only
 - 12:20 is Glen Lyon
 - POSSIBLY MOVE 12:10 NANTICOKE ONLY TO 12:30 AND MOVING BACK THE TIME THE 12:20 GLEN LYON (WHICH SERVICES NANTICOKE) TO LEAVE THE INTERMODAL TO 12:10; OR RELOCATING THE 12:10 NANTICOKE ONLY TO ANOTHER TIME/ROUTE ONCE RIDERSHIP PATTERNS ARE REVIEWED.
 - LAST BUS WILL SERVICE GLEN LYON INSTEAD OF NANTICOKE ONLY
- NUMBER 10 – FIRST 2 TRIPS RUN LATE BY APPROXIMATELY 10 MINUTES
 - Adjusting the starting time of the first 2 trips to 10 minutes earlier
- NUMBER 6 – Adjust time points at 3:50 INBOUND to allow connections to the NUMBER 16
- NUMBER 22 – Service Northampton Street on first Inbound Trip instead of Market Street.