



County of Lackawanna Transit System

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www.coltsbus.com

Citizens' Advisory Committee Meeting Minutes

Wednesday, November 8, 2023

In Attendance:

Katie McAndrew, Zain Rabbani, Kelly Matone, Greg Czyzyk, Christine Jeffords, Mary Claire Boyland, Frank Soto, Bill Schoen, Una David, William Kuehner, Janet Brennan

Prior to the meeting, via email, minutes from the meeting held on August 9, 2023 and the agenda for this meeting were distributed to all.

Katie McAndrew called the meeting to order at 11:33am.

Ms. McAndrew asked for a motion to approve minutes from the August 9, 2023 CAC meeting. Bill Schoen made the motion. Greg Czyzyk seconded the motion. All voted in favor.

Ms. McAndrew introduced Frank Soto, COLTS' new Director of Safety & Security, to the committee.

Zain Rabbani spoke on the changes made in October to the Taylor Walmart 32 Route. We have gotten good feedback and good numbers. We have almost twice as many passengers as a regular trip.

Mr. Rabbani also mentioned COLTS' new buses are arriving. They are passenger and driver friendly. They have some technology upgrades and also bright pull chords, addressing Christine Jeffords' concerns.

Mary Claire Boyland asked Mr. Rabbani how the bright chords will be beneficial to blind or visually impaired riders. Mr. Rabbani stated he was unaware of anything that made to help said passengers to date but he will do some research on it.

Mr. Rabbani stated ridership has steadily increased over the last 2 months. COLTS has been reaching out to schools and the community regularly and it is showing.

Kelly Matone spoke about the Seatbelt Policy discussed at the previous meeting. She noted that some clients still need to be reminded of the Policy but mostly everyone is following along with it.

Mrs. Matone mentioned that COLTS will be receiving 9 new vans within the 1st quarter of 2024.

Mrs. Matone spoke about the Steamtown Marathon and that COLTS had 3 drivers and vans help to assist with transportation for the marathon.

Ms. Boyland asked Mrs. Matone if COLTS has made any progress in front of Steamtown where the vans park to wait for passengers. Mrs. Matone noted that there have been meetings with the mall owner to come to a solution.

Ms. Boyland voiced her concern about clients that have a limited window of time per trip as they live in outlying areas. Sometimes, up to 5 other passengers will get picked up, shortening the shopping trip for said clients. Mrs. Matone noted that if we pick someone up 20 minutes late, we then return them 20 minutes late, etc.

Ms. Boyland also stated she has some issues with NET Route 44 on Saturdays. Some clients are complaining the driver will take lunch whenever he wants, drop off his friend, etc. and leave the clients to wait. Mr. Rabbani stated if there are any issues or complaints, they should come through COLTS and they will be addressed then a written response will be given to the person filing the complaint.

Greg Czyzyk explained that all COLTS passenger vehicles now have “Live Look” and gave a brief description of that.

Frank Soto reiterated what Zain said by noting that COLTS makes great strides to make NET conform to COLTS policies and procedures.

Mr. Soto then introduced himself. He mentioned COLTS is exploring third party security for the Transit Center; we have a collaborative effort with Scranton Police Department to keep the school kids behaving when they are at the Transit Center; Geisinger CMC is looking to add a bus shelter and the Radisson is adding a new lane.

Christine Jeffords mentioned that the bus shelter at the former Bishop Hannan High School needs attention and she questioned the construction at the 100 block of Mulberry Street.

Zain Rabbani noted we will assess and possibly put a temporary stop there until construction is completed.

Mr. Soto stated we are currently working with the city to put a bus stop near Starbucks. He noted that for the month of November, COLTS is doing training on human trafficking and we are working on hands on ADA training for all drivers.

William Kuehner stated one video explains the proper way to ask blind or hearing-impaired individuals if they need assistance.

Mary Claire Boyland said she would be happy to assist in that training.

Janet Brennan, the newest member of the CAC, noted that she hears nothing but compliments on COLTS drivers and services.

Zain Rabbani noted that we are always looking to increase membership of this committee.

The next CAC meeting will be held on Wednesday, February 14, 2024 at 11:30am at the Transit Center.

Katie McAndrew asked for a motion to adjourn the meeting. Mr. Schoen made the motion; Greg Czyzyk seconded the motion.

Meeting was adjourned at 12:21pm.