

MINUTES OF THE BOARD OF AUTHORITY
County of Lackawanna Transit System
May 28, 2025

The regular meeting of the County of Lackawanna Transit System Authority was held on Wednesday, May 28, 2025 at 4:30 p.m. at the Lackawanna Transit Center.

Present were:	Brian Doughton	Michael Dougherty
	Martha Dougher	Gregg Nieto
	Robert Durkin	Atty. Joseph DeNaples
	Atty. Timothy Hinton	Timothy McGrath
	Kelly Matone	Jane Farrell
	Mike Danchak	Frank Soto
	Keri Savage	Nicole Ference
	Bill Kuehner	

Mr. Brian Doughton opened the meeting with the Pledge of Allegiance. Mr. Doughton added that an Executive Session was held prior to the meeting to discuss personnel matters.

Mr. Doughton requested a roll call of the board members. Brian Doughton, Robert Durkin and Martha Dougher were present. Michael Dougherty and Gregg Nieto participated via zoom.

Acceptance of Minutes

Mr. Doughton requested a motion to approve the minutes from the special board meeting held on April 24, 2025. Michael Dougherty made a motion to accept the minutes. Gregg Nieto seconded the motion and all were in favor.

Mr. Doughton requested a motion to approve the minutes from the board meeting held on April 30, 2025. Martha Dougher made a motion to accept the minutes. Michael Dougherty seconded the motion and all were in favor.

Acceptance of Financial Documents

Mr. Doughton requested a motion to approve the Finance Statements for the month of March 2025. Martha Dougher made a motion to accept the financial reports and Michael Dougherty seconded the motion. All were in favor.

Public Comment/Agenda Items

Mr. Doughton welcomed comments from the public regarding agenda items; there were none.

Executive Director's Report/Department Reports

- A. Mike Danchak addressed the board regarding the finance department. Mike state that the pension, health insurance, payroll and gas costs have caused higher than normal expenditure for the month of March. But we were prepared for this and the financials are in good shape. Mike noted that the state has notified him that, due to a migration in the platform for the grants, our project grant is being held up. The costs for the construction

project will accumulate and we will be able to draw down on the grant in the beginning of July. Mike stated that, this is why we keep a surplus of funds and why we try to get the operating grants in early in order to get our funds sooner than other agencies. Tim felt that it was good planning because the contractors still want to be paid. Mike noted that, this tends to happen when there is a budget impasse and funding gets delayed. At times, we see the funds in the bank and it seems everything is good but, then funds are held up and we have to use the surplus. Then it gets replenished when the grant comes in.

- B. Kelly Matone reviewed the ridership report for the shared ride department for March 2025. Kelly stated that the ridership was up 7% from March 2024. The Average Daily Riders were 92% compared to pre-pandemic numbers. The on-time performance ran at 93% with 9,786 trips. Kelly noted that she had one driver that had 343 trips and his on-time performance was 100%. Kelly stated that the new shared ride vans have been transferred to Becker, which is the paint facility but, she is unsure of when they will come in. With regard to the Technical Assistance Grant, they are still updating the job duties, upcoming training and customer service scheduling. Kelly announced that the position for Manager of Shared Ride Operations was accepted by Bill Kuehner. Bill was a driver in the shared ride department for over 8 years. Then he was a dispatcher and scheduler for the shared ride department. Bill transferred to the role of Road Supervisor and Safety Compliance for over 2 years. Kelly is very excited to have him back in the department. He has already shared his extensive knowledge and he will be an asset to the team. Mr. McGrath congratulated Bill on his new position. Mr. McGrath noted that Sean Tompkins is representing COLTS at the National Rodeo and he wished him well. Sean has been the state wide champion 6 times. Mr. McGrath asked Kelly if we plan to dispose of or keep 2 vans when the new ones come in. Kelly thought that 2 will be disposed of.
- C. Nicole Ference addressed the board regarding the human resources department. Nicole stated that they continue to look for fixed route operators. They did on-board one operator earlier this month and he is doing well. Nicole stated that the shared ride department is fully staffed but, there was a recent resignation. They do have someone waiting in the wings to fill the position. Nicole stated that they are working on details with the service and maintenance department to address cleaning and maintaining the new facility. They are working on restructuring the department and they will present a proposal to the ATU. This was something that was agreed to in the CBA when it was signed. Nicole stated that they had a meeting earlier this month with the ATU Labor and Management Committee to go over a few concerns. Mr. McGrath noted that, as they define the roles in the maintenance department, they will have a meeting with the personnel committee before moving forward with finalizing things.
- D. Keri Savage addressed the board with regard to communications. Keri stated that COLTS celebrated Rider Appreciation Days from May 5 through May 10, 2025. On May 8, 2025, Prospector and other members of the Rock 107 team joined us for a live broadcast at the transit center. COLTS gave away day passes and snacks to passengers. Keri was on some fixed route buses and shared ride vans to surprise the passengers with the giveaways. They did a lot of public media blasts during the week to show our gratitude during Appreciation Days. Keri stated that they welcomed Bill Kuehner back to the shared ride department. They are also working on the job descriptions for shared ride department along with the ATU. Members of the administrative staff attended the PPTA Conference from May 13 through May 15, 2025 in Lancaster. Keri stated that

they have been running a lot of radio commercials with Rock 107 and advertising during the RailRider games. Keri announced that we have partnered with WBRE and WYOU. This comes at the perfect time as we want to send a blast out to Sean Tompkins as he competes in the National Rodeo. They did have a meeting today to go over the game plan for the advertising. There will be three PA Live Interviews that we will participate in. The hope is to have a board member be a part of the interview. They will have topics that will be addressed. One would be to meet the drivers/safety; another would be how COLTS would connect you to work and appointments; the last would possibly be community and environmental footprint.

- E. Frank Soto addressed the board regarding safety and security. Frank stated that the new hire is doing extremely well. He will be covering routes in the first week of June. There were a few preventable accidents. They are mainly happening inside of the garage by hitting poles and nicking mirrors. They are working on training to mitigate and reduce these types of accidents. The ATU drivers are doing defensive driving training. It takes approximately one hour to do the module. There is a 10-question quiz following the training. They are also working on training at the end of the 3rd quarter. It will be a live training session for the ATU operators. The topics will include de-escalation to better help the customers and to keep the transit workers safe. Also, it will include bus evacuation. For the shared ride department, they plan to provide training on wheelchair securement and ADA sensitivity. Zain noted that the de-escalation training has taken precedence to minimize driver issues. Typically, there are fewer complaints after the training is completed. Frank stated that the insurance company will look over the trends and suggest what trainings should be done.
- F. Zain Rabbani reviewed the Ridership Report for the fixed route department for March 2025. Zain stated that, compared to the pre-pandemic numbers of March 2019, the ridership was at 76%. Zain offered an update with regard to on-time performance. As of today, they are distributing packets to the drivers and dispatchers. With this, we can see how the numbers are fluctuation and to see how we can fix things. Zain stated that, at the next board meeting, he will have more information on the details of the training. The training will be approximately 15 minutes with each operator. The training will break down the information and show them the purpose behind the exercise. The purpose of this is to increase the ridership and also to gain the trust of the general public on our performance.
- G. Timothy McGrath addressed the board. Mr. McGrath stated that the move to the new building is eminent. The target is the second week of July for everything to be fully moved in. It is predicated on us getting the occupancy permit in the next couple of weeks. This will allow us to implement training and orientation, possibly on June 29, 2025. This will be a mandatory meeting for the ATU employees and then we will explore how to provide the same training for the SEIU employees. Mr. McGrath noted that it is a state-of-the-art building and he believes everyone will be pleased with it. He also stated that the monthly board meetings will most likely be moved up to the new facility. Mr. McGrath participated in the Public Transit Rally Day in Harrisburg. The public transportation representatives were tasked with meeting with legislators and to advocate for the governor's budget. Mr. McGrath felt that we are fortunate in Lackawanna County because we have universal support from our legislators. Mr. McGrath noted that our Senator is the Minority Chair of the Transportation Committee. Recently, Penn Dot came out with a report to reform the shared ride services. Basically, the report stated that the service is not sustainable in its current state. They are asking for

support from the legislature to look at reform and on how it is funded. Mr. McGrath also thanked Senator Flynn and his staff for meeting with him. Along with Representatives Donahue, Mullins and Kosierowski. Mr. McGrath stated that Senator Brown's schedule did not permit time for meeting with him but, expressed interest in meeting in district to see the new facility. Mr. McGrath congratulated Robert Durkin on being recognized by the Kiwanis Club for his years of service to the community. Mr. McGrath again wanted to offer his best wishes to Sean Tompkins as he competes in the National Rodeo.

Public Comment/Other Business

- A. Mr. Doughton requested a motion for the Resolution to Approve the Revision of the COLTS DBE Policy. Martha Dougher made the motion and Robert Durkin seconded the motion. All were in favor.
- B. Mr. Doughton requested a motion for the Resolution to Enter into a Contract with Allied Universal Security Services for security at the transit center. Martha Dougher made the motion and Robert Durkin seconded the motion. All were in favor
- C. Mr. Doughton welcomed comments from the public regarding other business; there were none.

Martha Dougher made a motion to adjourn the meeting at 5:00 p.m. and Robert Durkin seconded the motion. All were in favor.

Submitted by:
Jane Farrell, Executive Assistant