

## **Citizen's Advisory Committee Meeting Minutes**

**Wednesday, June 18, 2025**

### **In Attendance:**

Keri Savage, Kelly Matone, William Kuehner, Zain Rabbani, Frank Soto, Bill Schoen

### **Via Teams:**

Thom Welby, Keith Williams, Douglas Hein, Koren Clark, Mary Claire Boylan

Keri Savage called the meeting to order at 11:00am.

The approval of the minutes from the meeting held on February 19, 2025, was motioned by Bill Schoen and seconded by Koren Clark.

**Human Resources Department:** Mrs. Savage reviewed current staffing counts and vacancies for all departments. COLTS has several employment opportunities right now. There are a few full time Fixed Route operator and part time Service Employees openings.

**Shared Ride Department:** Kelly Matone reported on new vans forthcoming, which have been shipped and are about to be painted. She also mentioned the ongoing technical assistance grant from the state, which includes hiring a Manager of Customer Service for the department. Shared Ride had 6 Operators assist with the Heritage Fair. Shared Ride celebrated an accident-free May and Sean Tompkins in the National Roadeo hosted in California this month. Ms. Matone explained there will be some upcoming educational opportunities for staff. Lastly, she announced that Bill Kuehner was named the new Manager of Operations last month.

**Fixed Route:** Zain Rabbani spoke on Fixed Route ridership. He reported that ridership has now increased year-over-year and is now 75% of pre-pandemic levels. Changes implemented and discussed at the last meeting, included merging Route 55 and Route 43. These routes ran parallel in the same direction. The change took effect mid-January to eliminate redundancy and improve efficiency. The change increases about 10 minutes travel. The only part removed was the Expressway. Since Routes 43 and 55 merged for better customer efficiency, COLTS has seen nearly 50% growth since April for the Shoppers' Special route. Mr. Rabbani indicated that there will be a more in-depth emphasis and focus on "on-time" performance. Upcoming changes have been made to Route #54, which were brought to the committee's attention by a passenger at the last meeting.

**Maintenance and Training:** Bill Kuehner reported on recent training for mechanics and shared ride operators to satisfy CDL license requirements/needs. Mr. Kuehner also discussed staff in-servicing on sensitivity training and related topics to continue customer service enhancements.

**Safety:** Frank Soto informed the committee that accidents have been trending on the lower side, and that COLTS has been seeing more minor incidents in the garage. He also updated on upcoming trainings involving ADA sensitivity; defensive driving focus, Emergency Evacuation, De-Escalation; and orientation for all employees to tour and learn about the new facility.

**For the Building Project Update:** Mrs. Savage noted the following:

While it was anticipated that the Move In Date was scheduled for 5/19/25 – 5/30/25, such was pushed to end of June to beginning of July.

**From the Committee:**

Mary Claire Boylan asked if COLTS would still be interested in a Sighted Guide that she could provide. All agreed that was a great and welcome offer.

Keith Williams mentioned that there was be an upcoming town hall hosted by the Lackawanna County Disability Committee titled Building Bridges, which will be hosted at the Trolley Museum on July 31, 2025.

Mr. Rabbani indicated that he would reach out to Mary Claire Boylan directly to ascertain the names of individuals who would most benefit from passenger training. He also indicated that he would reach out to Doug Hein to obtain a point of contact for passengers who would benefit from Scranton Counseling intervention.

Ms. Savage then reported on COLTS' active partnership with NEPA Moves and the Ambassador program in order to advance community collaboration in the name of customer satisfaction. Lastly, she reported on public outreach activities in the previous quarter; college affiliations and engagements; high school engagements; upcoming media and community event participation, PennDOT consulting assistance and information on state budget development in concert with PPTA.

The next Citizen's Advisory Committee Meeting will be Wednesday, September 17, 2025.

Mrs. Savage asked for a motion to adjourn. Keith Williams made the motion. Bill Schoen seconded the motion.

Meeting was adjourned at 11:47am.