

MINUTES OF THE BOARD OF AUTHORITY  
County of Lackawanna Transit System  
August 27, 2025

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The regular meeting of the County of Lackawanna Transit System Authority was held on Wednesday, August 27, 2025 at 4:30 p.m. at the Lackawanna Transit Center.

Present were:	Brian Doughton	Michael Dougherty
	Robert Durkin	Atty. Timothy Hinton
	Atty. Joseph DeNaples	Timothy McGrath
	Jane Farrell	Michael Danchak
	Keri Savage	Kelly Matone
	Frank Soto	

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 was present. Robert Durkin and Michael Dougherty participated via zoom. Gregg Nieto and Martha Dougher were excused.

Acceptance of Minutes

Mr. Doughton requested a motion to approve the minutes from the board meeting held on July 30, 2025. Robert Durkin made a motion to accept the minutes. Brian Doughton 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 June 2025. Brian Doughton made a motion to accept the financial reports and Robert Durkin 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. Keri Savage addressed the board regarding communications and human resources. With regard to human resources, the fixed route department has 3 full time dispatchers. There were 2 part time dispatchers onboarded to fill in gaps. There are 38 full time fixed route operators and two full time operators were onboarded this week. There are 6 part time operators and we onboarded 2 part time operators. With regard to the shared ride department, there are 28 full time operators 1 part time operator was promoted to full time. We did have one full time operator resign recently but, there is a part time operator that is interested in filling that position. There are 10 part time operators and 7 full time customer service representatives. This month we onboarded 2 customer service representatives. They are already on the phones and doing well. With regard to the maintenance department, there are 8 full time mechanics, 8 full time service employees,

1 full time janitor and 2 part time cleaners. Administration is at 17 full time employees and 2 part time employees. With the expansion of the new facility, jobs have been posted in the maintenance department. A full time facilities and grounds technician, full time custodian and a part time custodian. On August 4, 2025 they had a labor management meeting to go over any concerns. Mr. Doughton asked if the shared ride department is at full capacity. Keri believes that, once the driver moves from part time to full time, we will be at max capacity. Keri noted that there were 2 in pre-employment screening so that would make it 100%. Mr. Doughton stated that one of the drivers questioned it because there has been overtime. Kelly stated that some of the part time operators have limited availability but, they are good drivers so we keep them on. She felt that, when the new drivers are hired, it will clear up the issues. Keri pointed out that the department had 5 birthday's this week. Mr. McGrath noted that the SEIU was adamant about limiting our ability to bring on part time drivers to a certain percentage. Also, contrary to the ATU, they are limited to how many people can take vacation. With the SEIU, there is no limit so that creates issues. Keri state that these are points of interest for the next negotiations. With regard to public outreach, Keri stated that September will be much busier. They will have back to school orientation and senior fairs. Since the last meeting, we did travel training and touch-a-bus experience at the YMCA's summer camp. We also provided transportation for those attending the Children's Career Fair and Professions for Parents. Keri noted that the event was well attended. With regard to administration, Keri stated that they worked on posting the available job openings. Also, with the move to the new building, we assigned each employee with a mailbox and locker. They were also offered a refresher on the Locker Policy to maintain cleanliness, organization and respect for the new space. With regard to compliance, we continue to file the EEO Reporting. We received the review on our Title VI program which is due to expire on November 30, 2025. That will be updated in accordance with the modified master agreement. Keri noted that she has been in touch with our consultant to make sure we are still in compliance. It will most likely be on the agenda for the next board meeting. Keri stated that they filmed the three segments with PA Live and they should air this month. When the edits are received, she will share them with the board. Keri announced that we will be providing shuttle service from Railfest to the Italian Festival for the holiday weekend. The information on the service has been shared on several media outlets. Keri also announced that they are having their Stuff the Bus kick off meeting tomorrow.

- B. Mike Danchak addressed the board regarding the finance department. Mike stated that the full fiscal year is now in the books. As far as budgets go, it was a successful year. Mike thanked the board for passing the resolutions for the purchases. We are moving forward with the cashless fare initiative that we plan to start this year. This is the reason we are changing out some fare boxes. We will also have to purchase software to move ahead with the process. The total cost will be substantial and it is a big investment. Mike will keep them updated on the project. This fiscal year, the surplus was close to a million dollars, due to budgeting. There were some high expenses during the year. They contributed \$750,000 into the pension and there were high CNG fuel costs. The payroll has increased by approximately 10% due to various reasons, such as higher wages and benefit payouts. Mr. McGrath questioned if we would need an alternate plan to cut our budget. Mike did not feel that was necessary because it is hard to control cost in this industry. He felt the issue is to keep the budget competitive with the increase of costs. If there comes a point that we have to make adjustments, we will work to get other funding.

- C. Frank Soto addressed the board regarding safety and security. Frank stated that, we are trending low on our preventable accidents year after year. We will continue to provide training when necessary and refreshers when required by the insurance company. Some trainings are required every two to three years. As an example, forklift training has to be done every three years for the associates on the maintenance side. Also, if we see trends, we will offer refresher training. We have one fixed route operator remaining to do training with at the new building on bus evacuation and de-escalation with difficult passengers. They are still doing shared ride ADA Sensitivity and Wheelchair Securement training prior to their reporting for duty. Frank stated that they have one full time and one part time fixed route operators that are on the road. There are three fixed route operators that are doing the in-class part of training. When they are done with that, they will have two weeks of on road training. With regard to security, Frank noted that he is working on how to reconfigure how we present and provide data. It will be similar to what he provides now to show the efficiency of the Allied Security partners at the transit center. He plans to have it available for the September meeting.
- D. Kelly Matone reviewed the ridership report for the shared ride and fixed route departments for June 2025. Kelly stated that the fixed route department was at 75% of the pre-pandemic numbers. Kelly stated that COLTS will be involved in the new student orientation programs at both West Scranton High School and Scranton High School. We will be providing passenger training. The goal of their participation is to provide training and address the concerns of students and their parents. COLTS is emphasizing open communication through various channels to provide real-time updates and information. These channels include the “my Stop” app, social media, and the COLTS website. Kelly noted that COLTS is collaborating with the Scranton School District and Valley in Motion to identify high-ridership areas for new students. This will allow us to improve existing services and potentially increase bus frequency on popular routes. With regard to the shared ride department, the ridership has increased by 9% from June 2024 and we are at 94% of the pre-pandemic ridership. The on-time performance was at 91%. Two of the new shared ride vans were received and they have been in service for a few weeks. With regard to the Technical Study Grant, Michael Baker was on site last week. They offered an array of training and they will be sending over a 40-minute training video for the new customer service representatives that were just hired. They did high level KPI and reporting best practices in Ecolane. Kelly noted that all of the staff embraced the training and they are excited to move forward. Mr. McGrath stated that he was debriefed by Michael Baker and Penn Dot. They felt that the engagement was positive and they are pleased with the outcome. Mr. McGrath also extended his sympathy to Kelly and her family as her mother recently passed away.
- E. Timothy McGrath addressed the board. Mr. McGrath stated that we have been cautioning individuals that, in about two weeks, we will begin phase II of our facility project. This will be the demolition of our old facility and the creation of a large retention pond. This will create logistical challenges for us as it relates to getting in and out of the property. Because the whole area is considered a construction zone, we are looking at limiting public access to the property for safety reasons. We are hoping to direct some of our resources to the transit center for things like pass purchases, senior passes or applications for shared ride. Once it is all figured out, it will be widely publicized. If needed, we will stage CSR’s or other employees, at the transit center to help with walk in customers. Mr. McGrath announced that the next board meeting will tentatively be held at the new facility. He will keep everyone updated on that.

Public Comment/Other Business

- A. Mr. Doughton requested a motion for the Resolution to authorize the payment to purchase a John Deere Gator from John Deere. Michael Dougherty made the motion and Robert Durkin seconded the motion. All were in favor.
- B. Mr. Doughton requested a motion for the Resolution to authorize the payment to purchase new fare boxes from Genfare, LLC. Robert Durkin made the motion and Michael Dougherty seconded the motion. All were in favor.
- C. Mr. Doughton requested a motion for the Resolution to authorize the payment to for a Hydraulic Jack from Alyn Tye & Associates. Michael Dougherty made the motion and Robert Durkin seconded the motion. All were in favor.
- D. Mr. Doughton welcomed comments from the public regarding other business; there were none

Brain Doughton made a motion to adjourn the meeting at 5:00 p.m. and Michael Dougherty seconded the motion. All were in favor.

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Submitted by:  
Jane Farrell, Executive Assistant