



COUNTY OF LACKAWANNA TRANSIT SYSTEM
CITIZEN'S ADVISORY COMMITTEE (CAC) MEETING MINUTES
APRIL 1, 2026 AT 11:00AM
FORMAT: HYBRID (IN-PERSON AND ZOOM)

Members Present:

Keri Savage, Zain Rabbani, Kelly Matone, Bill Kuehner, Ann Marie, Bill Schoen, Sarah Cruz, Keith Williams, and Una David.

1. Welcome and Introduction

Keri Savage welcomed attendees and discussed the updated meeting format. The Committee expressed a preference for focusing meetings on current issues, action items, and progress updates rather than formal report presentations. Members agreed that discussions should remain solution-oriented and responsive to community concerns.

2. Membership Application Update

The Committee reviewed the newly updated CAC membership application, which replaces the previous 2023 version. The updated application includes revised demographic information intended to better reflect current and future membership.

Members were encouraged to share the application with individuals interested in serving on the Committee as COLTS continues efforts to expand participation and community representation.

3. Outreach Activities

Stuff the Bus Program

The Committee reviewed the success of the 2025 Stuff the Bus campaign. Through community support, more than \$12,000 was raised and nearly 2,000 toys were collected despite extremely cold weather conditions. Plans are underway to begin preparations earlier for the 2026 campaign to maximize community impact.

Travel Training and Community Outreach

Staff provided updates on upcoming travel training sessions planned throughout the region, including programs with Abington Heights, Carbondale, Scranton-area organizations, vocational rehabilitation partners, schools, businesses, and community groups.

Additional outreach activities included participation in health fairs, career fairs, and Read Across America events. Members also recognized COLTS employees for their emergency response support during the Lehigh Valley Hospital fire.

4. Regional Planning Participation

Staff provided an update on participation in the Lackawanna-Luzerne Transportation Study through the Metropolitan Planning Organization (MPO). Discussion focused on improving regional connectivity, travel reliability, safety, and reducing travel times between Scranton and Wilkes-Barre.

The Committee also discussed shared-ride coordination among neighboring counties, noting that current practices eliminate rider transfers at the airport and provide more seamless transportation service across county lines.

5. Service Expansion Updates

Zain Rabbani reviewed recent service enhancements and future opportunities.

Recent Expansions

- Continued pilot service extension from Clarks Summit to Keystone College.
- Route 80 expansion to the Geisinger Cancer Center in Dickson City.
- Continued growth in fixed-route ridership following the pandemic.

Future Opportunities

Discussion included:

- Potential service enhancements to Montage Mountain and surrounding retail destinations.
 - Exploration of transportation connections involving Mohegan Sun.
 - Ongoing discussions regarding transportation needs for employers with nontraditional operating hours.
 - Modifications and improvements to the Game Day Express service for the upcoming baseball season.
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6. Facility and CNG Project Update

Staff reported that construction and testing of the new Compressed Natural Gas (CNG) fueling facility is nearing completion.

The facility has already hosted several regional meetings and training events, including MPO meetings and PennTRAIN accident investigation training sessions. Planning for a public grand opening event will begin upon final project completion, with accessibility and community engagement incorporated into the event planning process.

7. Accessibility and Technical Assistance Grant Updates

Updates were provided regarding the completion of technical assistance grant activities, including revisions to interagency agreements and modernization of rider information materials.

Efforts are underway to redesign brochures, schedules, and website content to improve accessibility, consistency, readability, and ease of navigation for all riders.

8. Shared Ride Program Updates

Staff discussed updates to Shared Ride operations, including expanded appointment scheduling opportunities and planned communication initiatives.

Upcoming rider mailings will introduce revised reservation procedures and an updated rider guide. Website content is also being reviewed to ensure information accurately reflects current service practices.

The Committee also received an update on preparations for COLTS' upcoming Triennial Review and related compliance activities.

9. Employee Wellness and Appreciation Initiatives

The Committee received an overview of employee wellness efforts, including:

- Transit Employee Appreciation Day activities.
 - Installation of employee massage chairs.
 - Evaluation of walking pad equipment.
 - Exploration of an outdoor walking trail at the new facility, including possible sponsorship opportunities and seating areas.
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10. Fare Payment and Customer Information Improvements

Members discussed opportunities to improve fare payment convenience, including future exploration of online funding options and contactless payment technology.

Additional discussion focused on improving rider access to schedule and transfer information through digital solutions while ensuring accessibility for individuals without smartphones or other technology. Staff noted that any future enhancements will consider accessibility needs, including seniors and individuals with disabilities.

11. Next Meeting

The next Citizens' Advisory Committee meeting is anticipated to be held during the second week of July 2026, with the specific date and time to be announced.