COLTS

TRANSIT DEVELOPMENT PLAN

What We Heard

Community Outreach Summary – Round One

Through pop-up events, a rider survey, postcard outreach, bus driver workshops, and stakeholder meetings, we asked Lackawanna County residents and riders how COLTS could better serve the community.
Here's what we heard about rider travel and priorities.

SURVEY OPEN JULY 8 – AUGUST 15, 2026

Outreach by the Numbers

178
SURVEY RESPONSES
90 open comments

163
POP-UP PARTICIPANTS
engaged in person

3,000
POSTCARDS DISTRIBUTED

9
COLTS STAFF
at operator workshop

32
COMMUNITY STAKEHOLDER MEETING PARTICIPANTS

Rating COLTS: Current Service and Future Needs

71%
RATE CURRENT COLTS SERVICE AS EXCELLENT OR GOOD

75%
VERY LIKELY TO RIDE MORE IF SERVICE IMPROVES

78%
SAY FRIDAY SERVICE IS MOST USEFUL
with continued demand on weekdays and Saturdays

50%
PREFER FIXED-ROUTE TRANSIT
with strong support for a combination with on-demand shared rides

Travel Patterns and Trip Purposes

TRANSPORTATION USED MOST OFTEN

COLTS bus service	74%
Walk	38%
Ride with friends/family	27%
Drive myself	26%
Uber/Lyft /Taxi	20%
Shared ride/ADA paratransit	14%

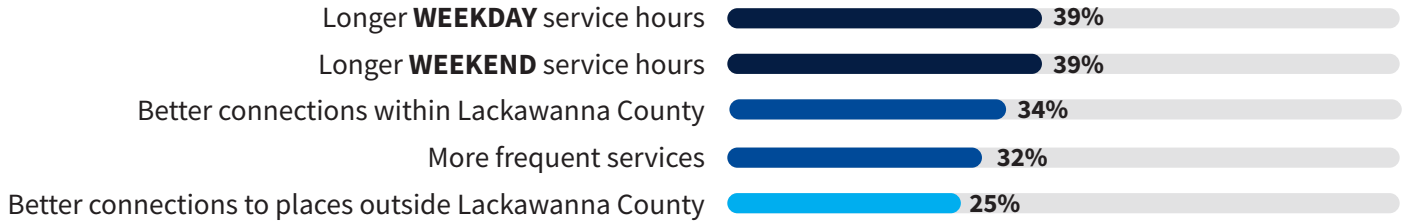
TOP REASONS FOR USING TRANSIT

Don't have/can't drive a car	67%
Safer/less stressful	12%
To save money	8%
Other	6%
To save time/better use of time	4%
Better for environment	3%

TOP TRANSIT DESTINATIONS

Home	54%
Shopping	54%
Work	49%
Medical/pharmacy	32%
Errands/personal business	29%
Entertainment	16%

Top Service Priorities



Barriers to Riding

- Bus times/frequency don't match my needs — **40%**
- Service does not go where I need to travel — **33%**
- Not applicable, COLTS meets my travel needs — **22%**
- Other — **19%**

Preferred Ways to Receive Updates

- myStop mobile app — **58%**
- Text message — **50%**
- Social media — **24%**

Top Service Priorities

While stakeholders, riders, and bus operators often approached transit from different perspectives, several common priorities emerged across all audiences: expanding service availability, improving network connectivity, and enhancing service reliability and the overall rider experience. Participants consistently emphasized the need for transit service that better aligns with daily travel needs, provides stronger connections to destinations throughout the region, and offers a more dependable and convenient experience for riders.

SERVICE AVAILABILITY AND ACCESS

- Longer weekday, evening, weekend, and Sunday service.
- More frequent service on key routes.
- Better support for work, shopping, and medical trips.

CONNECTIVITY, COVERAGE, AND ROUTE DESIGN

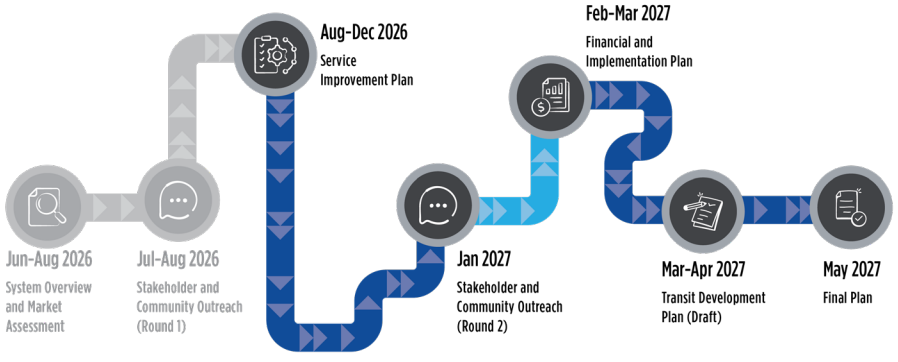
- Stronger local and regional connections.
- More direct routes and easier transfers.
- Improved access to major destinations and underserved areas.

RELIABILITY AND CUSTOMER EXPERIENCE

- More reliable schedules and transfers.
- Better shelters, seating, and stop amenities.
- Improved rider information and fare technology.

Next Steps

Your input will help shape COLTS' recommended service and investment priorities. Stay tuned as the TDP moves into its next phase.



VISIT THE PROJECT WEBSITE

Learn more about the plan and view updates
https://coltsbus.com/tdp/

SCAN THE CODE

Use your phone camera to visit the website.