

LCTA Public Transit Ridership Forum Meeting Minutes

Minutes from the September 16, 2020 Public Transit Ridership Forum Meeting held at 3:00 PM at the LCTA HQ in Kingston, PA and via Zoom Meeting.

Present: Joe Roselle (LCTA), Kathy Bednarek (LCTA), Frank Knorek (LCTA), Valerie Kepner (LCTA Board), and Joe Fedak (public).

- A LCTA Official welcomed those in attendance, provided an overview of the meeting, and stated, that today's meeting would center on updated progress of what is happening at LCTA.
- A LCTA Official stated that the college circulator demonstration route is being put on hold until January 2021 due to the pandemic.
- A LCTA Official stated that. A cost and service study is being conducted to determine the feasibility of a Centerpoint Circulator route.
- A LCTA Official stated that Frances Slocum ridership is comparable to past years, even when considering the pandemic situation. Effective marketing and events was the key to its success this year. The last date for the State Park run will be 10/3/2020. September 2020 bus ridership is at 75%. Shared Ride paratransit ridership is at 50%.
- A LCTA Official unveiled a "Routes to Trails" map, where a passenger can take the bus to use the multiple trail systems in Luzerne County. The map contains an imbedded AR type code that allows it to be interactive via the use of the smart device. This was a collaborative effort among LCTA, PA DCNR, VISBA, PEC, Discover NEPA, Visit Luzerne County, and the Luzerne County GIS Department. The full initiative will be rolled out in the spring of 2021.
- A member of the public stated that he saw and likes the new bus stop signs, but he believes there were some old signs left up where there is no current service on the #13 route. A LCTA staff member of Official stated that the project is still a work in process, and a closing audit of the sign installation will be conducted before closing out the project.
- A LCTA Official stated, that the maintenance department and staff continue to disinfect all buses and vans each day, and re-fill the onboard hand sanitizer stations. Shields to separate the drivers from passengers will be installed shortly. Once installed, fares collection should resume soon. Also, once fare collection resumes, the downtown Intermodal Center will re-open. All this will be advertised in advance to the public.
- A LCTA Board Member stated that the My Stop App is live and works well, but still has some kinks. I like that you can see how many people are on the bus. I ride the # 14 and #15 and they have been crowded lately. An LCTA Official stated, that drivers were instructed to notify dispatch if their route is experiencing crowding so an extra bus can be dispatched. The LCTA Official stated he will follow up with the operations department.

- A member of the public stated there was a rider that expressed interest in having at 6:00 am drop off time at Hanover 9 and Center point and asked if we were looking into what it would take to have that happen. The LCTA Official stated he would check into it and be in contact.
- A LCTA Board Member stated that bus driver mask wearing is hit or miss from her observations. A LCTA Official stated that plenty of masks are available for employees, and that he will follow up with the executive director and operations department.
- Both the LCTA Official and Board Member thanked those in attendance.
- The next LCTA Public Transit Ridership Forum meeting will be held at a time and location to be determined, and will be advertised to the public in advance.