

# LCTA RIDERSHIP COMMITTEE MEETING MINUTES

**Minutes from the September 20, 2016 Ridership Committee Meeting held at 2 PM at the LCCC Corporate Learning Center in Wilkes-Barre, PA.**

Present: Lori Vandermark (LCTA), Frank Knorek (LCTA) , Juan Remos (public), Linda Slater (PTAC), Robert Grabosky (public), CGK (public), and Rosemary Lombardo (public).

Review of meeting minutes from the 8/16/2016 Ridership Committee meeting.

## **Public Comment:**

- LCTA officials reminded riders that if they observe any suspicious activity while using the LCTA public transit system, they are to contact the driver, intermodal staff, or dial 911.
- LCTA officials stated: The results are in for the recent PennDOT Act 44 Fixed Route Bus Customer Service Survey. Bus riders are 92% satisfied with LCTA's fixed route service.
- LCTA officials stated: PennDOT visited the LCTA offices in early September to conduct their ACT 44 Review. The results of the review should be available sometime in early 2017.
- A member of the public asked: If LCTA could post signs in the Intermodal to let the public know that once a bus leaves its boarding gate it can no longer board passengers until it leaves the terminal and proceeds down Washington St. Also, people in the intermodal are not using the single designated yellow cross walk when moving from boarding gates to the intermodal box office.

LCTA Officials stated: They are actively working on a solution with the City of Wilkes-Barre.

- A Representative from PTAC stated they will start videotaping bus drivers with their cell phones in the event a driver does not follow the rules.
- A member of the public asked for an update on the status of the Student Transit Advisory Panel?

An official from LCTA stated: LCTA sent out letters to member institutions, and a preliminary formation meeting is scheduled for early 2017.

- A member of PTAC asked: If LCTA can place PTAC posters in all LCTA vehicles, at the Intermodal, and LCTA office waiting areas? The posters list both the mission of PTAC, and the location and times of monthly meetings. If LCTA does not have the posters, PTAC can provide them.

LCTA Officials stated: They will pass this along to LCTA management for consideration.

- A member of the public stated: The AVL system is advertised on the LCTA website as needing an upgrade for the past month, and the system does not work on some buses. Most drivers are announcing the stops verbally, but a few are not. When will the AVL system and the LCTA website be updated with current information?

LCTA officials stated: If a driver is not verbally announcing the route stops, please contact the LCTA Customer Service Department to file a complaint. LCTA has a current staffing vacancy in the IT Department, and is working quickly to fill it and resolve the technical issues with both the AVL system and the LCTA website update.

- A member of the Public asked: If they can receive a copy of the LCTA Board Meeting Minutes once they are approved?

LCTA officials stated: They will pass this along to LCTA management. Board meeting minutes are also posted on the LCTA website.

- A member of the public stated: They really like the “Poetry in Transit” program.

LCTA officials stated: Thank you. We like the program as well, and Wilkes University is a great partner.

- A member of the public asked: Is there is going to be a new route added in the Pittston Area, and if the details can be forwarded to PTAC for review and comment?

LCTA officials stated: Yes, there will be a new Pittston Circulator Route (Route #2). The tentative date to go live is early November. A 14 day public notice will be posted on LCTA vehicles, at the intermodal, and in the media. The request for PTAC to review and comment on the new route will be passed along to LCTA management for consideration.

- A member of the public asked: If a person using the Shared Ride PWD Program can bring a PCA (personal care attendant) along with for the trip.

LCTA officials stated: I do not have the answer currently. Some research on the policy will need to be conducted. A member of the LCTA staff will contact you with an answer once it is known.

- A member of PTAC stated: PTAC enjoys working with LCTA over the past year. We have accomplished a lot, and PTAC appreciates LCTA’s responsiveness to issues.

LCTA officials: Thank you. We do our best to serve the rider and the community.

The next LCTA Ridership Committee Meeting will take place on 10/18/2016 on 2PM at the LCCC Corporate Learning Center in Wilkes-Barre, PA.