

# LCTA RIDERSHIP COMMITTEE MEETING MINUTES

**Minutes from the November 15, 2016 Ridership Committee Meeting held at 2 PM at the LCCC Corporate Learning Center in Wilkes-Barre, PA.**

Present: Lee Horton (LCTA), Frank Knorek (LCTA),,, Linda Slater (PTAC), Rosemary Lombardo (Public).

Review of meeting minutes from the 10/18/2016 Ridership Committee meeting.

## **Topics Discussed:**

- A member of the public stated that for her past few trips, as recent as this past Saturday, her pick up time was late by 40 minutes using the STEP Program.

LCTA officials stated they would look into the issue with Shared Ride Program Administrators.

- A member of the public stated there was a past agreement made with the Blind Association where visually impaired riders rode the bus for free, and can LCTA make the Blind Association aware of its policy concerning this matter.

LCTA officials stated this is no longer valid, and a visually impaired person is entitled to apply for a Half Fare Disability Card. Furthermore, LCTA officials stated they will notify the Blind Association and Bureau of Blindness and Visual Services, via a written memo, that visually impaired riders do not ride the bus for free and are entitled to a Half Fare Card.

- A member of the public asked if LCTA could hold office hours at both the Blind Association and Bureau of Blindness and Visual Services to register visually impaired riders on-the-spot for the half fare card.

LCTA officials stated they would pass this request along to the executive director to set up something.

- A member of the public asked about the status of the Shared Ride Program fare increase.

The LCTA officials in attendance stated they did not know the exact programs affected by the proposed fare increase or the current status, as the information concerning the proposed fare increase was submitted to PennDOT by LCTA executive management. No further information is available at this time.

- A member of the public asked if the LCTA executive director could contact the PTAC President directly and provide her with specific information, as it relates to changes in service and fares.

LCTA officials in attendance stated they will pass that request along to the executive director.

- A member of the public stated that non-transit vehicles (passenger cars) are not stopping at the designated areas inside the intermodal, and it is dangerous.

LCTA officials stated they will contact Intermodal management to pass along to the City of Wilkes-Barre Police Dept. to monitor and enforce any traffic violations inside the Intermodal.

- A member of the public asked if the LCTA Marketing Coordinator can go to senior centers and senior high rise housing units, and give a presentation on the various LCTA transportation programs and how to ride the bus?

LCTA officials stated that it is not that easy to gain access to these venues, and they would pass along this suggestion to the executive director and marketing coordinator.

- The next LCTA Ridership Committee Meeting will take place on 12/13/2016 on 2PM at the LCCC Corporate Learning Center in Wilkes-Barre, PA.