

LCTA Public Transit Ridership Forum Meeting Minutes

Minutes from the May 15, 2018 Public Transit Ridership Forum Meeting held at 10 AM at the Wilkes-Barre Intermodal Transit Center in Wilkes-Barre PA.

Present: Norm Gavlick (ED), Frank Knorek (LCTA), Deborah Dennis (LCTA), General Public (9).

- The format for this meeting allowed the general public and riders to approach LCTA staff with comments, questions, and concerns related to the LCTA public transportation system.
- All three LCTA staff members on hand met one-on-one with members of the riding public to engage in discussions about the transit system, specifically: Night service, Ecolane issues, available Shared Ride programming, complaint process, transit technology, PennDOT funding, new buses on order, rider surveys, updated bus stop sign project, and non-emergency medical transportation coordination with local healthcare providers.
- PennDOT Fixed Route Bus Customer Service Surveys were distributed to members of the public in attendance.
- A member of the public asked: "What is the purpose of this meeting?"

An LCTA staff member explained: "LCTA holds monthly public meetings to engage riders, the public, and community members to garner their questions, complaints, concerns, and compliments related to the LCTA public transit system."

- A member of the public commented: "I like that this meeting is being held at the Intermodal, more meetings should be held here, this is where the riders are. It is nice being able to speak with the LCTA director and managers."

An LCTA staff member explained: "Thank you, we may consider holding more public meetings here at the intermodal in the future."

- The next LCTA Public Transit Ridership Forum meeting will be held on 6/24/2018 at a time and location to be determined.