

# LCTA Public Transit Ridership Forum Meeting Minutes

**Minutes from the December 11, 2018 Public Transit Ridership Forum Meeting held at 2:00 PM at the LCTA HQ in Kingston, PA via Facebook Live.**

Present: Norm Gavlick(LCTA), Frank Knorek (LCTA), Art Bobbouine (LCTA Board), 15 public attendees. Meeting had 124 views over the course of the one hour run time.

- The LCTA ED provided a welcome and introduction to the meeting, and stated this is the first ever Facebook Live meeting for LCTA.
- The LCTA ED provided a background overview and history of the agency, and explained the operations of both the Shared Ride and Fixed Route Division.
- The LCTA ED conducted a Year-in-Review recap and update of the following programs and projects:
  - Murray Complex HQ project status
  - PennDOT FRITS project status
  - Bus stop replacement project status
  - Bus shelter project status
  - 315 Centerpoint bus transfer station project status
  - Potential bus transfer station in downtown Nanticoke
  - Night service introduction
  - Transit and economic development in regional industrial parks
  - Transit planning: Hub and Spoke System vs. Circulator System
  - Possible Hazleton route to Nanticoke, Hanover Twp., and downtown Wilkes-Barre.
  - Creation of the Miles Ahead Foundation 501c3 non-profit organization.
  - Fleet expansion to 40 buses with the most recent purchase of two new CNG buses.
  - LCTA will be launching a new website in 2019.
- The LCTA ED provided guidance on how the public can get involved with their transit system:
  - Monthly Ridership Meetings
  - Call Customer Service
  - Attend a Board Meeting
  - Student Advisory Council
  - Community Advisory Council
- The LCTA ED thanked the staff, employees and Board for a job well done in 2019.
- The LCTA ED stated: “Group travel training is available and can be tailored to fit each individual organizational need.”

- A Q & A session was held with those in attendance:
  - An attendee stated that people do not ride the bus because there is no full weekend service, frequency, and it is not convenient
  - The LCTA ED stated: “That we take feedback very seriously, and we do everything we can to address the needs and concerns of the public.”
- The LCTA ED encouraged those in attendance to get out and try the bus or paratransit service, it is not as bad as one thinks.
- The LCTA ED stated: “That we look forward to using the Facebook Live format at future LCTA public meetings and events.” Thank you for your time today!
- The next LCTA Public Transit Ridership Forum meeting will be held at a time and location to be determined once a re-organization meeting takes place in early January.