

LCTA Public Transit Ridership Forum Meeting Minutes

Minutes from the January 15, 2019 Public Transit Ridership Forum Meeting held at 2:00 PM at the LCTA HQ in Kingston, PA via Facebook Live.

Present: Lorri Vandermark-Palovachek (LCTA), Frank Knorek (LCTA), 12 public attendees.

- Meeting had 156 views over the course of the one hour run time.
- An LCTA official stated that today's meeting would center on how to interact and contact the agency when inquiring about service, schedules, complaints, how to purchase bus passes, and general questions. All phone numbers will be posted in the comments section after the meeting. Also, they are listed on the LCTA website.
- An LCTA official provided an overview of how to contact LCTA using the most frequently used phone numbers for customer service, Bus Time, Shared Ride Program, Intermodal, and customer feedback.
- An LCTA official stated that the authority's Facebook page is not monitored 24/7, and to use the phone numbers listed for immediate service.
- An LCTA website has multiple features and information for riders, including: the Bus Locator, online bus pass store, meeting minutes, bus schedules, transportation program descriptions, and public meeting schedules. The LCTA website is scheduled to be updated in the very near future.
- For customer feedback, please call 570-283-1683. Each call is logged into a tracking system and followed up on.
- The LCTA official provided an overview of the following: Travel training program, night bus service, and the senior bus pass program.
- An LCTA official stated: "Group travel training is available and can be tailored to fit each individual organizational need."
- An LCTA official stated: "When inclement and severe weather occurs, LCTA utilizes snow routes and extreme snow routes. The best way to stay up-to-date on bus service is to call 570-Bus-Time, or sign up for email and text alerts via the LCTA website. We try to update our website and post updates to local and social media, but that is not always feasible."
- A Q & A session was held with those in attendance: No questions were posed by the public.
- The LCTA official 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.