

# LCTA Public Transit Ridership Forum Meeting Minutes

**Minutes from the February 19, 2019 Public Transit Ridership Forum Meeting held at 3:15 PM at the LCTA HQ in Kingston, PA and via Facebook Live.**

Present: Norm Gavlick (LCTA, ED), Lorri Vandermark-Palovachek (LCTA), Frank Knorek (LCTA), Joe Fedak (Public), and 17 online public attendees.

- Meeting statistics: 38 comments, 3 shares, 37 views, 85 people reached, and 70 engagements during the hour.
- An LCTA official welcomed those in attendance, provided an overview of the meeting, and stated that today's meeting would center on passenger safety and etiquette.
- An LCTA official provided an overview of information on the "Do's" and "Don'ts" of how to ride and how to ride safely by explaining the following LCTA policies and regulations: Intermodal Safety, Bus Stop Safety, Driver Policies, Flag Stop Policy, Reasonable Accommodation Policy, Traffic and Construction Detours, Farebox Policy, Exact Change Policy, Fare/Pass Policy, Stroller and Bag Policy, Trash/Littering Policy, Food/Drink Policy, Priority Seating/ADA Policy, and music/loud conversations. These policies can be found listed on the bus, on the LCTA website, and on the back of the bus schedule.
- An LCTA official stated that any questions in regards to these policies can be addressed by contacting LCTA Customer Service.
- An LCTA official discussed the process that goes into operating during severe weather conditions (snow routes), and what are the best ways (text/website/Bus TIME) to stay informed on LCTA service levels. The LCTA ED stated, "Our main goal is the safety of the public, while not leaving anyone stranded who needs a ride."
- The LCTA ED provided an update on the status of current and proposed future transportation projects that LCTA is undertaking, to include: Night Service, Ridership Statistics, AVL/FRITS Project, Bus Stop Signage Project, PennDOT Metrics, Downtown Nanticoke Intermodal Project, and Hazleton-Wilkes-Barre Connector Initiative.
- LCTA officials conducted a Q&A session with the audience in attendance.
- A member of the online audience from Germany stated that, "The Facebook Live meetings are great, and I will bring up this interactive medium to the ED of my transit agency to hold meetings in this format."
- The LCTA ED stated: "Thank you for riding, and try public transit. 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.

WBRE 28 Coverage of Event: <https://www.pahomepage.com/news/lcta-holds-ridership-forum/1794816602>