

# LCTA RIDERSHIP COMMITTEE MEETING MINUTES

**Minutes from the August 16, 2016 Ridership Committee Meeting held at 2 PM at the LCCC Corporate Learning Center in Wilkes-Barre, PA.**

Present: Lori Vandermark (LCTA), Frank Knorek (LCTA), Joe Fedak (public), Angel Mathis (Aging), Monique Parham (public), and Rosemary Lombardo (public).

Review of meeting minutes from the 7/19/2016 Ridership Committee meeting.

## **Public Comment:**

- A member of the public asked: How the ridership numbers for the Frances Slocum State Park run compare from 2016 to 2015. LCTA officials stated: Ridership in 2015 was in the double digits, and daily ridership for the route was in triple digits as of July.
- A member of the public asked: If LCTA could let the public know if the Frances Slocum State Park pool is closed...could the notification go out via social media and text alert? There are those who only ride the bus to go to the pool, and are stuck at the park if the pool is not open. LCTA Officials stated: They would look into it and work on a communication method of informing the public.
- A Representative from the PA Department of Aging stated: Shared Ride service has improved over the past few months. However, those in the contracted Foster Parents and Mature Worker Program are having issues getting to their destination on time because the van is late picking them up, especially if the client is located in a building. Would it be possible to have an aid on the van or a PCA assist them with on-time pickups or have the driver call the staff at the building upon arrival? LCTA officials stated: They will pass this note onto Shared Ride Program administrators to resolve the late issues and work on a solution.
- A member of the public asked: What is the status of the Student Transit Advisory Panel? An official from LCTA stated: LCTA is working with a non-profit organization that is working with each school's student government to determine the participants and the by-laws in the creation of the panel.
- A member of the public asked: Will there be a student fare ticket price for fixed route bus service created at some point for anyone who has a student ID from grade school to college, including adult learners? LCTA officials stated: Fixed route fare adjustments and types are being looked into, but there has been no current decisions made as to implementation.
- A member of the public asked: How did the Bus Rodeo go? LCTA officials stated: The drivers did very well. However, if a driver did not place in the top three, no score is assigned. The drivers really enjoyed it, and LCTA looks forward to participating in future rodeos.

- A member of the public stated: The new driver uniforms are a nice change. It makes the drivers look more professional, friendly, and more approachable. LCTA Officials: Thank you.
- A member from the PA Dept. of Aging stated: The bus stop sign at the corner of Broad Street and Prospect Street in Nanticoke is on the wrong side the street...can it be moved across the street on the outbound section? LCTA officials stated: They will pass this along to the LCTA Operations and Maintenance Departments to fix.
- A member from the PA Dept. of Aging stated: The bus stop sign at the corner of Stanton Street where the bus turns to Brown Street in Wilkes-Barre on the #3 is on the wrong side the street...can it be moved across the street and face the opposite direction? LCTA officials stated: They will pass this along to the LCTA Operations and Maintenance Departments to fix.

The next LCTA Ridership Committee Meeting will take place on 9/20/2016 on 2PM at the LCCC Corporate Learning Center in Wilkes-Barre, PA.