

Minutes from July 19, 2016 Ridership Committee Meeting held at 2 PM at the LCCC Corporate Learning Center.

Present: Jacob Ellenburg (LCTA), Frank Knorek (LCTA), Joe Fedak (public), and Rosemary Lombardo (public).

Review of meeting minutes from the 6/21/2016 Ridership Committee meeting.

Public Comment:

- A member of the public asked: If it would be possible to let the public know, as part of our marketing efforts, that the Frances Slocum State Park Route is the only public bus route in the state that goes to a State Park. LCTA representative stated they will pass that information along to the marketing department.
- A member of the public asked: If future service could include a stop at Hillside Farms? LCTA representative stated they will pass that information along to the operations department for consideration, but no solid time line is available regarding route changes.
- A member of the public stated: He attends many meetings within the disability community, and he has heard no complaints over the past few months about the LCTA Shared Ride Program.
- A representative from LCTA stated: There is an online survey for the public to provide their opinion on the design and features of the LCTA website. LCTA is working on designing a new customer-focused website in the near future.
- A representative from LCTA stated: That LCTA's FTA Triennial Review went very well with only a few minor findings that have already been addressed. There were also no repeat findings from the last triennial review.
- A representative from LCTA stated: LCTA will be having our PennDOT Act 44 Review during the first week in September.
- A representative from LCTA stated: LCTA is working on developing a comprehensive plan to chart the future of LCTA.

The next LCTA Ridership Committee Meeting will take place on 8/16/2016 on 2PM at the LCCC Corporate Learning Center.