

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

Present: Frank Knorek, Kathy Bednarek, Rosemary Lombardo, Linda Slater, Joe Fedak, and Robert Gravesky.

Review of meeting minutes from the 3/15/2016 Ridership Committee meeting.

Public Comment:

- Joe F. asked if flyers and posters will be distributed advertising the Frances Slocum State Park Route? They will be available in a few weeks.
- LCTA representatives stated that a public transit customer satisfaction survey was held during the week of 4/11/2016, and over 400 surveys were collected. The survey is part of PennDOT requirements.
- Linda S. asked if Hazleton Public Transit buses can meet with LCTA buses in order for riders from Hazleton to ride the bus to Frances Slocum State Park. This request will be passed along to the LCTA Operations Director to address at the next meeting.
- Linda S. stated that it is hard to plan a shopping trip on the weekend due to not having full Saturday Service. LCTA representatives stated this concern will be passed along to the Operations Director to address at the next meeting.
- Robert G. stated that those who ride the bus cannot attend local government meetings and community events and meetings, at night, due to the bus not having night service. LCTA representatives stated this concern will be passed along to the Operations Director to address at the next meeting.
- Joe F. asked if it would be possible to have service to Hillside Farms and Moon Lake Park in the future? LCTA representatives stated this concern will be passed along to the Operations Director to address at the next meeting.
- Linda S. asked what is the status of the Google Transit project? LCTA is unable to provide an answer at this time due to all the Managers being at a meeting. We will have an answer at the next meeting when they are in attendance. **UPDATE per JOE ROSELLE:** Google Transit is being worked on currently. Jake is reviewing all files and working details from the AVL system to use for Google Transit.
- Joe F. asked if student summer passes will be available, and if they can be used all summer? LCTA is unable to provide an answer at this time due to all the Managers being at a meeting. We will have an answer at the next meeting when they are in attendance.

- Linda S asked if a person can still negotiate pick-up times when using the Shared Ride Paratransit Service? LCTA is unable to provide an answer at this time due to all the Managers being at a meeting. LCTA will have an answer at the next meeting when they are in attendance. **UPDATE per JOE ROSELLE:** It is the service that can negotiate the time with the customer. For instance if a customer wants a 10:00 pickup time, Shared Ride can negotiate an alternate time up to 1 hour before or after the requested time. If the client does not accept this, service can be denied.
- Linda S asked if there is an alternative format for sight impaired individuals who want to use the Bus Locator on the LCTA website? LCTA is unable to provide an answer at this time due to all the Managers being at a meeting. LCTA will have an answer at the next meeting when they are in attendance. Her concern will be passed along to the IT Director. **UPDATE per JOE ROSELLE:** Currently there are no other options on the AVL portal for vision impaired, but we are working with the Bureau of Blindness and Visual Services to review our web site and other information packets. They will also be doing the next round of sensitivity training next month.
- Linda S stated that the text-to-speech sight-impaired software program she uses to navigate the LCTA website, and specifically the bus schedules is unable to read the bus schedule PDF's. Is it possible to list the schedules on the website in a text file? LCTA will have an answer at the next meeting when they are in attendance. Her concern will be passed along to the IT Director. **UPDATE per JOE ROSELLE:** Yes we can list the schedules as a text file which will be part of the upgrades with the web site after working with the Bureau of Blindness and Visual Services.

The next LCTA Ridership Committee Meeting will be held on 5/17/2016 at 2PM at the LCCC Corporate Learning Center in Downtown Wilkes-Barre.