

# LCTA RIDERSHIP COMMITTEE MEETING MINUTES

Minutes from the February 21, 2017 Ridership Committee Meeting held at 2 PM at the Pittston Chamber of Commerce Offices in Pittston, PA.

Present: Lorri Vandermark (LCTA), Frank Knorek (LCTA), Joe Fedak (Public), and Joe Latosek (Public).

---

## Topics Discussed:

- Review of meeting minutes from the 1/17/2017 ridership committee meeting.
- A member of the public asked for an explanation of the differences between each individual Shared Ride paratransit program.
- A member of the public asked for clarification of the new Shared Ride Program fare structure.
- A member of the public had a complaint from three other riders about the use of foul language being used on the bus with children present.

LCTA officials stated: The individuals complaining should file a formal complaint by contacting the LCTA customer feedback phone line. Without knowing the date, time of day, bus number or bus route, the Authority cannot properly resolve the complaint.

- A member of the public had a complaint from three other riders about instances when the riders felt the bus was speeding.

LCTA officials stated: The individuals complaining should file a formal complaint by contacting the LCTA customer feedback phone line. Without knowing the date, time of day, bus number or bus route, the Authority cannot properly resolve the complaint.

- A member of the public asked if LCTA would be interested in attending the Mental Health Planning meeting?

An LCTA official stated: She would have to check for scheduling conflicts, and to send more information, via email, to the LCTA Marketing Coordinator in order to confirm attendance.

- A member of the public asked if future Ridership Committee meeting minutes could be held later in the evening where senior LCTA leaders could attend as well?

LCTA officials stated: They would look into alternative times as the year progresses, depending on public turnout with the current meeting schedule in place.

- LCTA officials stated: Beginning in March, the route #17 will service the Wilkes-Barre/Scranton Airport in Avoca as part of its daily route six times a week.

- A member of the public stated that at Center and Laurel Streets in Hughestown, there are old LCTA bus stop signs that do not seem to serve any active route. Is this an old LCTA route, and can they be removed in order to avoid confusion with active routes?

LCTA officials stated: They will pass this information along to the LCTA Operations and Maintenance Departments for review and correction.

- The next LCTA Ridership Committee Meeting will take place on 3/21/2017 on 2PM at the LCCC Main Campus in Nanticoke. A room number for the meeting is still being determined. Please check the LCTA website as time draws closer to the meeting date for the exact location.