

LCTA PUBLIC TRANSIT RIDERSHIP FORUM MEETING MINUTES

Minutes from the August 15, 2017 Ridership Committee Meeting held at 2 PM at the Misericordia University Campus in Dallas, PA.

Present: Lorri Vandermark (LCTA), Frank Knorek (LCTA), Joe Fedak (Public), Jim Snyder (public), and Carol Casper (public).

Topics Discussed:

- Review of meeting minutes from the 7/18/2017 Ridership Committee meeting.
- An LCTA official stated: The name of this monthly meeting has changed from “Ridership Committee” to “Public Transit Rider’s Forum”, as per the LCTA Board vote at the July meeting.
- An LCTA official stated: The airshow shuttle service went well, and many people took advantage of the free airshow express promotion. By the end of the day, two additional buses had to be used to pick everyone up.
- An LCTA official stated: LCTA has been attending the Monday W-B farmers market on a regular basis, as part of our marketing outreach.
- A Member of the public asked: How are bus shelters placed and maintained?

An LCTA Representative explained the marketing, FTA Title VI, ADA regulations, and internal administrative processes governing bus shelter placement and maintenance.

- A Member of the public asked: If there were any updates on the Dallas Park and Ride and Murray Complex projects?

An LCTA Representative stated: No updates at this time.

- Two members of the public stated: They had customer service complaints about both the fixed route and shared ride programs?

An LCTA Representative stated: They would follow up with the respective manager to address the issue(s), explained the customer complaint process, and obtained contact and incident information from the two individuals.

- A Member of the public asked: What is the shared ride program qualification process?

An LCTA Representative explained how to sign up and what programs an individual could potentially qualify for.

- A Member of the public asked: How are the ridership numbers for the Francis Slocum State Park route?

An LCTA Representative stated: No updates at this time, but full ridership amounts will be evaluated in September.

- The next LCTA Ridership Committee Meeting will take place on 9/19/2017 at 2PM.
Location: LCCC Corporate Learning Center (Public Square), Wilkes-Barre, PA.