

LCTA Public Transit Ridership Forum Meeting Minutes

Minutes from the August 20, 2019 Public Transit Ridership Forum Meeting held at 3:30 PM at the LCTA HQ in Kingston, PA and via Facebook Live.

Present: Norm Gavlick (LCTA ED), Lorri Vandermark-Palovchak (LCTA), Joe Fedak (public), and 13 online public attendees.

Statistics: 275 views, 38 comments, 11 likes, and 4 shares.

- An LCTA Official welcomed those in attendance, provided an overview of the meeting, and stated that today's meeting would center on updated progress of what is happening at LCTA.
- An LCTA Official stated you will start seeing the Poetry-in-transit posters inside the buses.
- An LCTA Official stated: "LCTA will be running the route from W-B to the front gate of the Luzerne County Fair. The cost to ride round trip is our standard fare of \$3.50."
- An LCTA Official stated: "LCTA will be running some future promotions and contests in the coming months, such as food and toy drives, and to stay tuned."
- The LCTA ED and Official conducted a Q & A session with the audience in physical attendance and online.
- An LCTA Official stated: "The LCTA Facebook Page and Messenger app is not monitored 24/7, so if asking questions, please keep this in mind if waiting for an immediate response. The best way to contact LCTA is via Bus Time or our customer service hotline."
- An LCTA Official conducted a Q & A session with those in attendance online. All questions and comments are addressed after each ridership meeting with senior management.
- The LCTA ED: Provided an update on the following projects and initiatives: Murry Complex project; NEPTA branding; new website; Hazleton to W-B Express Route status; PA FRITS project; and provided a five-year re-cap of the progress made at LCTA in the wake of the Ghost Rider Scandal.
- The LCTA ED: "Provided a reminder that due to FTA regulations, LCTA cannot provide direct transportation of school students on the fixed route bus system."
- The LCTA ED stated: "Thank you to our riders who support LCTA. Please give riding the bus a try. We will see you again next month."
- The next LCTA Public Transit Ridership Forum meeting will be held at a time and location to be determined, and will be advertised to the public in advance.