

# LCTA Public Transit Ridership Forum Meeting Minutes

Meeting minutes from the November 30, 2022 Public Transit Ridership Forum Meeting held at 3:00 PM

Location: LCTA HQ (Kingston, PA) and online via GoToMeeting.

**Present:** Joe Roselle (LCTA), Robert Fiume (LCTA ED), Valerie Kepner (LCTA Board), Frank Knorek (LCTA), Gretchen Wintermantel (LCTA), Kathy Bednarek (LCTA), Denisse Bautista (LCTA).  
No members of the public in attendance.

- The LCTA Officials welcomed those in attendance and thanked them for getting involved, provided an overview of the meeting, and stated, that today's meeting would center on updated progress of what is happening at LCTA.
- A LCTA Official stated: "The LCTA's 50<sup>th</sup> Anniversary recognition luncheon was recently held. We are close to implementing the Mobile Pay option onboard the fixed route buses. There are new signs at the intermodal. Also, bus stop signs will be updated to include a phone number to text, where an automated system will tell you the bus arrival time."
- The LCTA ED stated: "We are going to be moving forward with our transit development plan and route analysis to improve the system, and add and remove service where demand is present. We are also going to introduce micro transit pilot program to assist us in areas that may need service. We are also going to modify service to better service the Hanover Industrial Park and Hanover 9 Industrial Park."
- A LCTA Official stated: "Luzerne County GIS recently completed zone maps in the CenterPoint and Hanover Industrial parks for the micro transit pilot program. We are currently waiting on funding in order to proceed. Another potential need for micro transit zone service is in the Crestwood Industrial Park in Mountain Top, PA."

The LCTA ED stated, "we can certainly look into that service."

- A member of the LCTA Board Stated: "Has anyone contacted the Shickshinny Senior Center to discuss public transit options and need due to the local grocery store closing? I know at one time we had a bus that went to that location, but it had low ridership and was discontinued."

The LCTA ED stated, we can contact them to set up an outreach event, and show them what we have to offer when it comes to our various public transit programs."

- A member of the LCTA Board Stated: "There was an internal complaint category from a survey, where riders were saying the bus drivers were rude. In my experience in riding the bus, 95% of the drivers that I have encountered are nice people and have great customer service skills. Has there been any updates on this?"

The LCTA ED stated, “we can have all drivers go through customer service training to improve any customer service issues.”

A LCTA Official stated, “Rider complaints are subjective because the driver may not have greeted them upon boarding or alighting, or that the bus passed them by on the route. We do currently log and categorize all driver complaints, where they are reviewed and corrective action taken.”

- The LCTA Officials thanked those in attendance. We always welcome public feedback. 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.