



Lehigh and Northampton Transportation Authority
1060 Lehigh Street, Allentown, PA 18103
Phone: 610-435-4517

LANTA Board of Directors Meeting Minutes

May 11, 2021

Meeting held by Zoom Webinar / Teleconference

Members Attending (all via Webinar/Teleconference): Kim Schaffer – Chair of the Authority; Matt Malozi – Vice Chair of the Authority; Fred Williams – Treasurer of the Authority; Becky Bradley – Secretary of the Authority; Cordelia Miller; Holly Edinger; Iris Linares; Mike Lichtenberger; Sheila Alvarado; Jennifer Ramos; Amy Beck; and Kevin Lynn.

Staff/Contractors Attending (all by Webinar/Teleconference): O. O’Neil, N. Ozoa, T. Williams; J. Ozoa; B. Cotter, R. Flyte, J. Polster-Abel - LANTA Staff; K. Biggs-Sebia – King Spry – LANTA Solicitor.

Members Absent: None.

Public Attending (all by Webinar/Teleconference): None

1. Call to Order

The meeting was called to order at 12:09 p.m. by Kim Schaffer, Chair of the Authority.

Mr. O’Neil provided these introductory remarks:

In accordance with Act 15 of 2020, and the continued federal and state guidance to take measures to mitigate the spread of COVID-19, the Lehigh and Northampton Transportation Authority Board of Directors is holding this previously scheduled regular public meeting virtually via Zoom video conferencing.

Instructions and the link to attend this meeting were posted on the LANTA website at lantabus.com as were the meeting agenda and materials. This meeting was part of the meeting schedule for January through June of 2021 which was published in the Morning Call on Friday November 27, 2020.

During the public comment time of this meeting, members of the public who have joined the meeting through zoom may request to speak by clicking raise hand. They will then be called on to offer their comments. Please keep your comments to five minutes or less. If you make public comment at today's meeting, we ask that you also call 610-253-8333 or email customerservice@lantabus.com to provide your contact information so we may follow up with you. You may also post written comments on matters before the board using the Zoom chat function throughout the meeting. Depending on the device you are using, the chat icon may appear at the top, bottom, or side of your screen. We will ask if there is any comment or question from those in attendance at today's meeting before each vote on matters before the board. Comments received will be read aloud by the meeting organizer. We ask that any member of the public submitting comments also provide their first and last name so that it may be reflected in the meeting minutes. For anyone joining the meeting by telephone only or those who could not attend, you may submit written or oral comments or questions by telephone at 610-253-8333, by email at customerservice@lantabus.com or by mail at 1060 Lehigh Street, Allentown, PA 18103. Any comments received in this form prior to Friday May 14 will be included in the minutes of the meeting.

We appreciate everyone's flexibility and understanding as LANTA conducts this virtual meeting.

Mr. O'Neil then concluded his introductory remarks.

2. Public Comment

None.

3. Approval of the Minutes

The minutes of the April 6, 2021 Board of Directors meeting were approved on a motion made by Mr. Lichtenberger and seconded by Ms. Miller.

4. Report of the Chair

As part of the Report of the Chair, Ms. Schaffer presented the proposed schedule of LANTA Board and Committee meetings for July through December of 2021. The proposed schedule was sent to the Board members as part of the meeting packet.

On a motion made by Ms. Linares and seconded by Ms. Bradley the Board voted to approve the proposed meeting schedule for July through December 2021 as presented.

Also, Ms. Shaffer announced that Cordelia Miller, Holly Edinger, Iris Linares, and Sheila Alvarado will be serving as the fiscal year 2022 LANTA Board Officers Nominating Committee. The nominating committee will report back their nominated slate of officers at the June Board meeting. This slate, as well as any nominations from the floor, will then be considered at the Board meeting on July 13.

Ms. Schaffer then concluded the Report of the Chair.

5. Report of the Committees

- A. Finance & Administration Committee – Mr. Williams reported that the Finance & Administration Committee met on Tuesday May 4 through an online format. As part of the agenda, staff presented the financial statements for the LANtaBus, LANtaVan, and Carbon County Community Transit operating divisions for March 2021, subject to audit, which are attached.

On a motion made by Mr. Williams and seconded by Mr. Lichtenberger, the Board voted to approve the LANtaBus, LANtaVan, and Carbon County Community Transit financial statements for March 2021, subject to audit.

Under procurements, staff presented an award recommendation for the ADA Paratransit Eligibility Assessment Services RFP. The recommendation summary is attached to the meeting packet.

On a motion made by Mr. Williams and seconded by Mr. Lichtenberger, the Board voted to approve the award of a three-year contract with two one-year optional extensions to Goodwill Keystone Area of Lancaster, PA, for ADA paratransit eligibility assessment services.

In addition, the Pension Committee met on Tuesday May 4 through an online format. The agenda included status reports from the investment manager, Marquette Associates, and the actuary firm, Foster and Foster. Copies of the reports were provided to all Board members and are available upon request. The investment report and the actuarial reports all showed continued improvement in the funding ratio of the plans.

The funding ratio for the non-union pension plan is now over 100 percent and the union plan is 89 percent.

Mr. Williams then concluded his report.

- B. LANtaBus Rider Experience & Planning Committee – Mr. Malozi, Chair of the LANtaBus Rider Experience & Planning Committee, reported that the Committee met that morning prior to the Board meeting through an online format.

The agenda included a review of the LANtaBus Rider Experience Dashboard Report for the period of January through March 2021. The report is attached. The Dashboard shows that ridership is down significantly from the previous fiscal year due to the impacts of the COVID 19 outbreak. Fiscal year to date, ridership is down approximately 35% compared to the same point in the previous fiscal year. In addition, revenue and productivity performance have been impacted by the pandemic. Safety and rider comfort metrics are better than benchmark.

The agenda also included reports on various initiatives including the move of the Rider Resources Department to the new Rider Resources Center in downtown Bethlehem. Staff also provided an update on the renovation of the Allentown Transportation Center (ATC). Construction at the ATC started this week and buses started using temporary boarding locations.

In addition, staff provided updates on outreach efforts to municipal planners as well as developers and engineers of planned developments in the area; as well as an update on rider outreach and marketing efforts including LANTA's "Your Voice" initiative.

Mr. Malozi then concluded his report.

- C. Capital Asset Management Committee – Ms. Bradley, Chair of the Capital Asset Management Committee, reported that the Committee met that morning prior to the Board meeting through an online format.

The agenda included a review of the Capital Asset Planning & Maintenance Dashboard Report for the period of January through March 2021. The report is attached to the Committee meeting packet. The Dashboard shows that all maintenance and fleet reliability measures are better than benchmark.

Also as part of the agenda, staff provided updates on initiatives including the commencement of the project to replace the concrete in the bus storage lanes of the Allentown operating garage. Staff also provided a status update on the construction of the new paratransit operating facility in south Allentown. The building is being constructed by Serfass Construction and will be leased by LANTA from Serfass upon completion.

Ms. Bradley then concluded her report.

- D. LANtaVan & Accessibility Committee – Ms. Miller, Chair of the LANtaVan & Accessibility Committee, reported that the LANtaVan & Accessibility Committee did not meet in May. The next meeting of the Committee is scheduled for Tuesday June 8.

6. Other Items

Ms. Schaffer noted the Congresswoman Susan Wild had noted the importance of expanding public transportation in the Lehigh Valley in a media interview published the week of the meeting.

7. Adjournment

The meeting was adjourned at 12:27 p.m.

Respectfully Submitted



Becky Bradley
Secretary

6/8/2021

Date



Lehigh and Northampton Transportation Authority

**LANTA Board Meeting
Agenda
May 11, 2021**

1. Call to Order
 2. Public Comment
 3. Approval of the Minutes – April 6, 2021 Board Meeting
 4. Report of the Chair
 - A. Approval of Meeting Schedule July-December 2021
 - B. Appointment of Board Officers Nominating Committee
 5. Report of Committees
 - A. Finance & Administration – Fred Williams
 - i. Items for consideration of approval:
 - a. Financial Statements March 2021
 - b. Contract Award – ADA Paratransit Eligibility Assessment Services
 - B. LANTaBus Rider Experience & Planning Committee – Matt Malozi
 - C. Capital Asset Management – Becky Bradley
 - D. LANTaVan & Accessibility Committee – Cordelia Miller
 6. Other Items
 - A. None
 7. Adjournment
-



**Response to Comments Received During Public Comment
at the April 6, 2021 LANTA Board of Directors Meeting**

No comments were received during Public Comment at the previous meeting.

LANTA Board of Directors and Committee Meeting Schedule
July 2021 - December 2021

Jul	13	Board (Annual Meeting)	TBD	11:30 a.m.
Aug	3	Finance & Administration	TBD	12:00 noon
	3	Pension Committee	TBD	12:45 p.m.
	10	LANtaBus Rider Experience & Planning	TBD	11:00 a.m.
	10	Board	TBD	12:00 noon
Sep	7	Capital Asset Management	TBD	11:00 a.m.
	7	Finance & Administration	TBD	12:00 noon
	14	LANtaVan & Accessibility	TBD	11:00 a.m.
	14	Board	TBD	12:00 noon
Oct	5	Finance & Administration	TBD	11:00 a.m.
	5	Board	TBD	12:00 noon
Nov	2	Finance & Administration	TBD	12:00 noon
	2	Pension Committee	TBD	12:45 p.m.
	16	LANtaBus Rider Experience & Planning	TBD	11:00 a.m.
	16	Board	TBD	12:00 noon
Dec	7	Capital Asset Management	TBD	11:00 a.m.
	7	Finance & Administration	TBD	12:00 noon
	14	LANtaVan & Accessibility	TBD	11:00 a.m.
	14	Board	TBD	12:00 noon

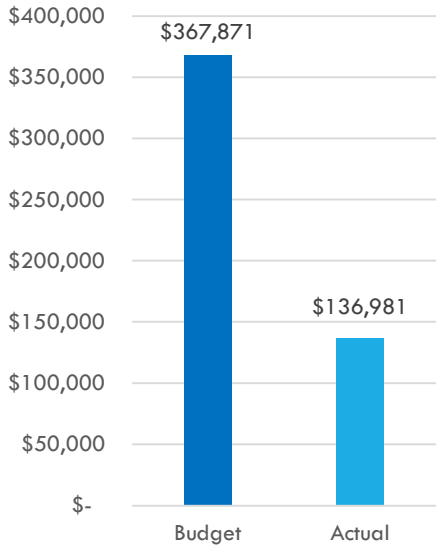


**LANTA Finance & Administration Committee
Agenda
May 4, 2021**

1. Call to Order
 2. Public Comment
 3. Review and Recommendation – Financial Statements March 2021, subject to audit
 4. Procurements
 - A. Award Recommendation – ADA Paratransit Eligibility Assessment Services
 5. Actions
 - None
 6. Report on Initiatives
 - A. Payroll System Conversion
 7. Other Items
 8. Adjournment
-

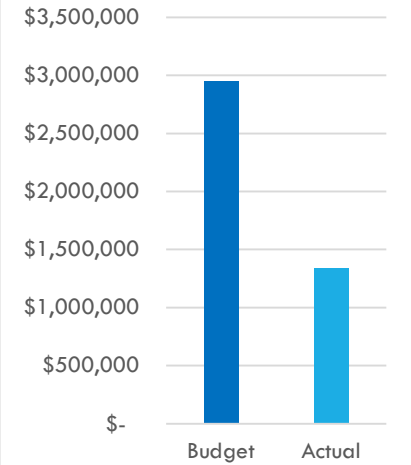


Total Revenues – March 2021

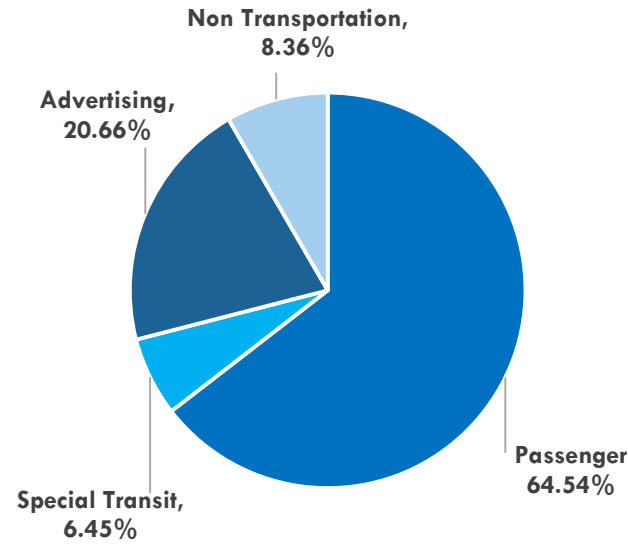


FYTD Revenues

Budget \$2,947,238
Actual \$1,336,565
Variance \$(1,610,673), -54.65%

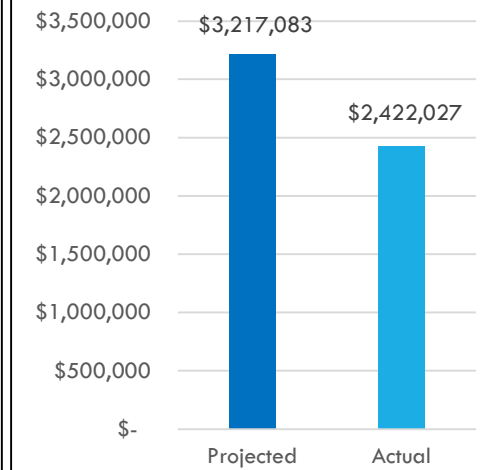


Revenues By Source

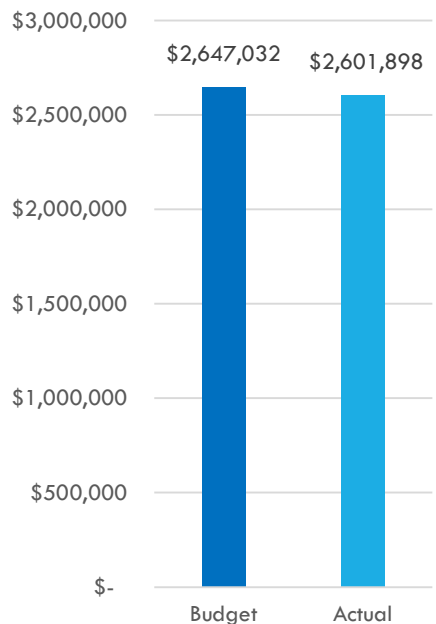


FYTD Ridership

Projected 3,217,083
Actual 2,422,027
Variance (795,056), -24.71%

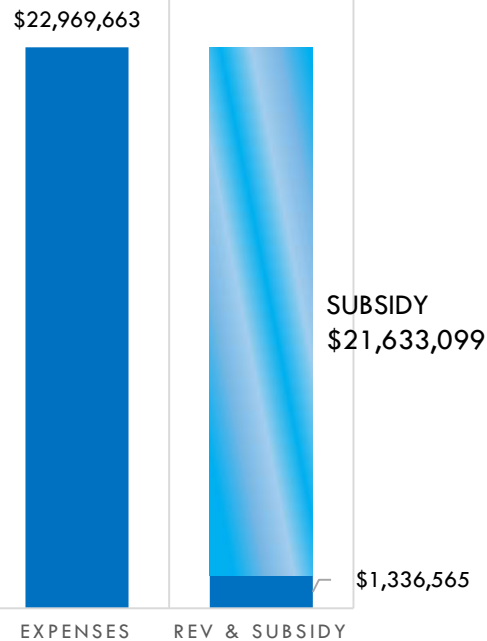
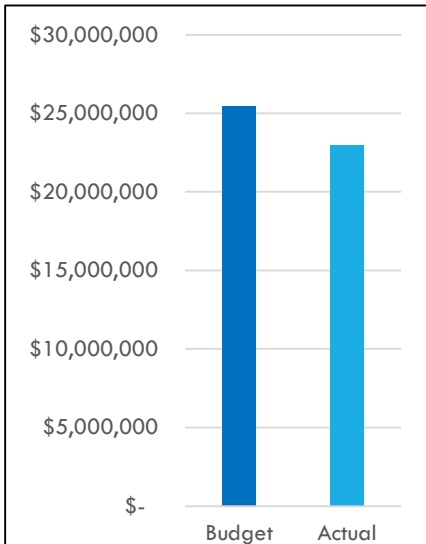


Total Expenses – March 2021

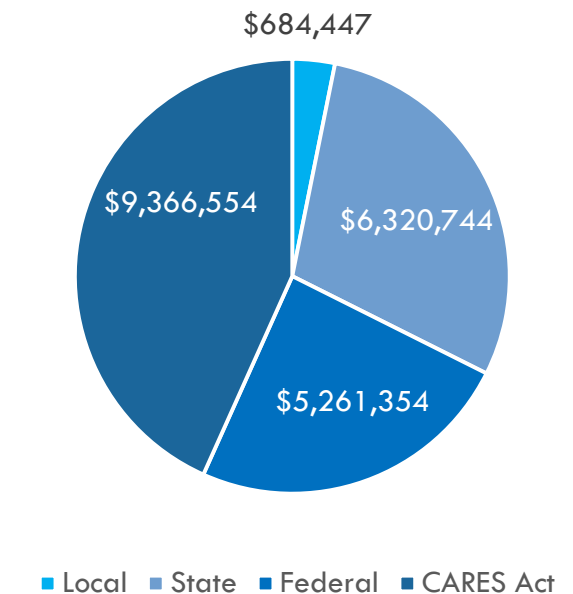


FYTD Expenses

Budget \$25,428,966
Actual \$22,969,663
Variance \$2,459,303, +9.67%







Subsidy by Source



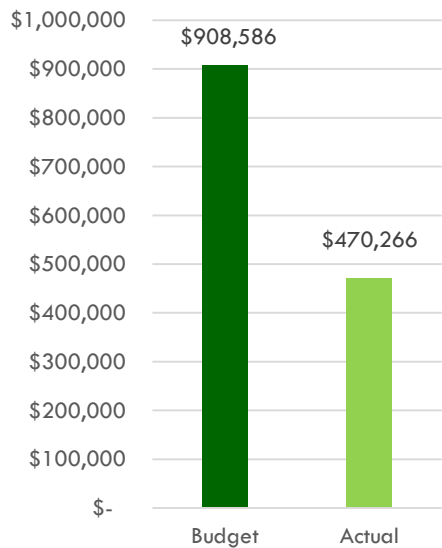
GFI Revenue Analysis

Location	GFI Amount	Actually Counted	Difference	%
Allentown	\$529,212	\$529,490	\$278	0.05%
Easton	\$162,830	\$161,567	(\$1,263)	-0.78%
System Overall	\$692,042	\$691,057	(\$985)	-0.14%

Key Areas	Notations
 Interest	Interest Expense is BELOW budget by \$57K, 74.26%.
	Direct result of consistent grant drawdowns & the increase in ACT 44 reserves.
	LB anticipates FYE interest expense to be below \$21K.
 Purchased Transportation	Purchased Transportation is BELOW budget by \$894K, 42.58%.
	P/T continues below budget due to decreased ridership levels; impacts of COVID.
	LB anticipates FYE P/T expense to be below budget by \$1.2M.
 Health Insurance	Health Insurance costs are BELOW budget by \$985K, 24.11%.
	This is due in part to LB receiving \$334K in Stop Loss reimbursements and decrease in paid claims.
	LB anticipates receiving an additional \$21K in Stop Loss reimbursements before FYE.
 Subsidy	Current fiscal year TOTAL subsidy is \$21,633,099, 3.77% below budget projections.
	Due to decreased costs and available federal operating assistance funds, ACT 44 reserves have increased \$8.5M from 6/30/2020.
	LB anticipates FYE ACT 44 reserves to be in excess of \$16M.



Total Revenues – March 2021

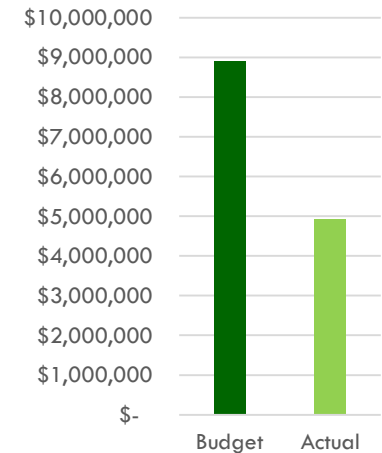


FYTD Revenues

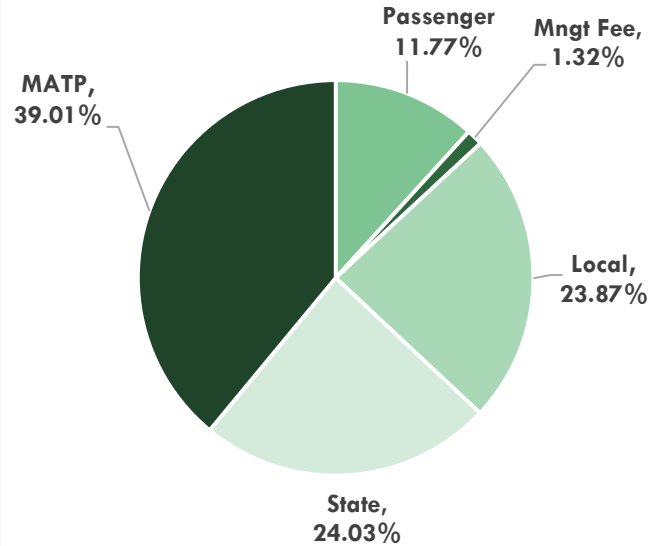
Budget \$8,916,498

Actual \$4,917,529

Variance \$(3,998,969), -44.85%



Revenues By Source

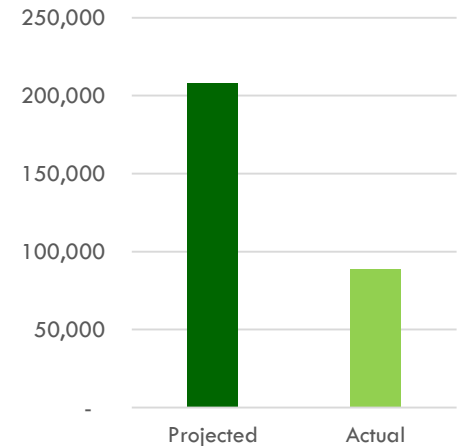


Passenger Trips FYTD

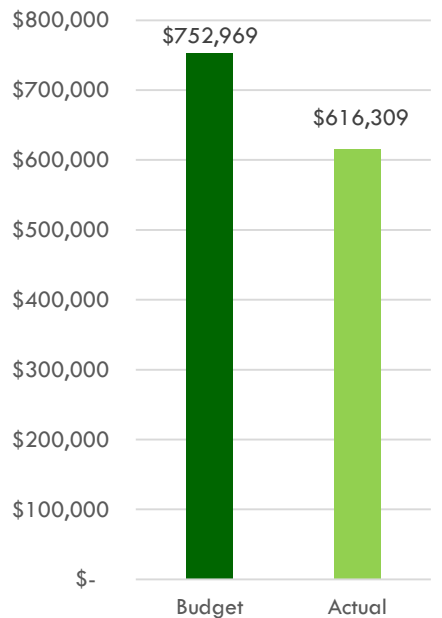
Projected 208,104

Actual 88,769

Variance – (119,335), -57.34%



Total Expenses – March 2021

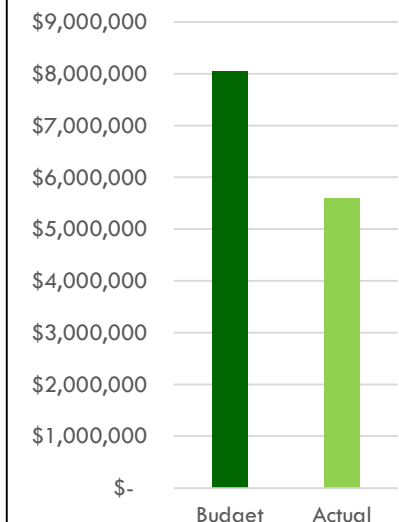


FYTD Expenses

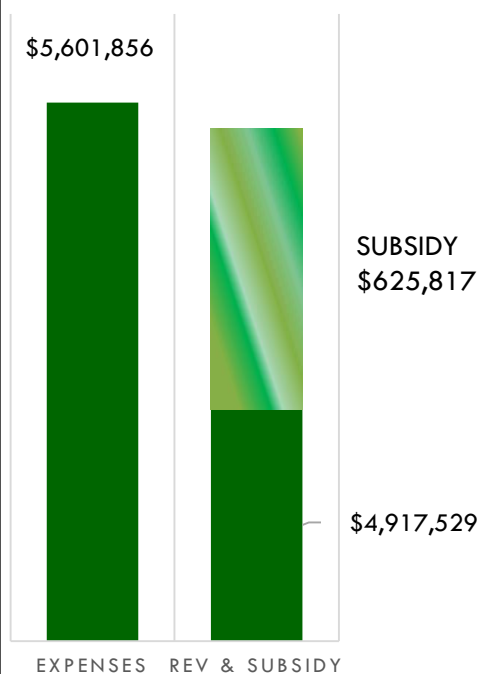
Budget \$8,051,798

Actual \$5,601,856

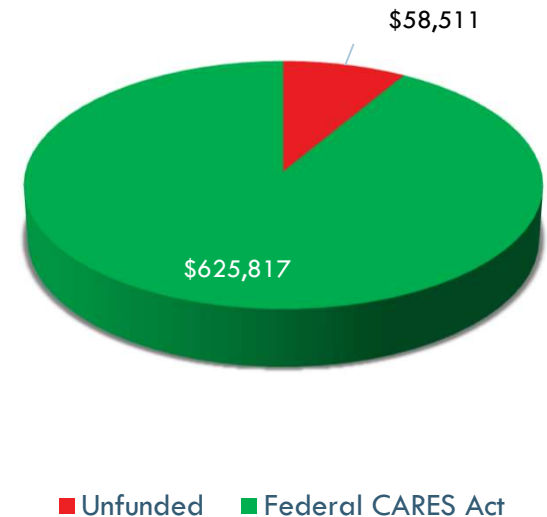
Variance \$2,449,942, +30.43%







\$5,601,856

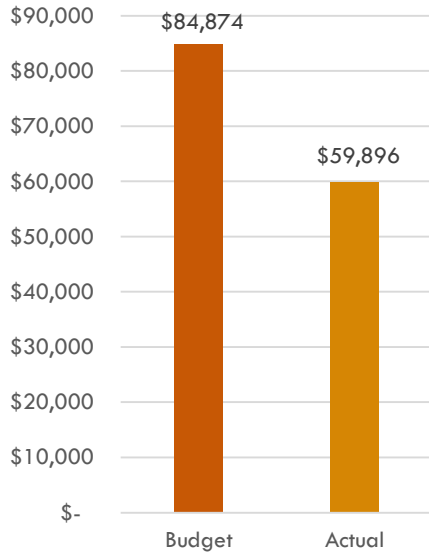


Subsidy by Source



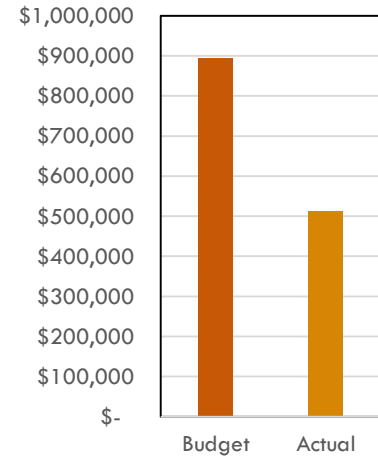
Key Areas	Notations
 Rent	Rent Expense is ABOVE budget by 149.97%.
	Due to \$100K security deposit payment for new Paratransit facility.
	LV does not anticipate making any additional payments for the paratransit facility until March 2022.
 Purchased Transportation	Purchased Transportation is BELOW budget by \$2.4M, 35.45 %
	Purchased Transportation continues below budget due to decreased ridership levels; impacts of COVID.
	LV anticipates the Purchased Transportation expense area will remain below budget through fiscal year end.
 Utilities	Utilities are ABOVE budget by \$4K.
	This is due to the increased internet services taken over by LV for the ECC satellite office.
	LV anticipates FYE numbers will be more in line with budget projections once Rider Resources Center is open for business (estimated date May 1).
 Subsidy	YTD DEFICIT is \$684,328. Current FY TOTAL subsidy is \$625,817, Federal CARES ACT.
	Federal CARES ACT was used to subsidize LV operations through 11/30/2020.
	YTD unfunded DEFICIT is \$58,511. LV anticipates to close the FY with a projected SURPLUS of \$22K.

Total Revenues – March 2021

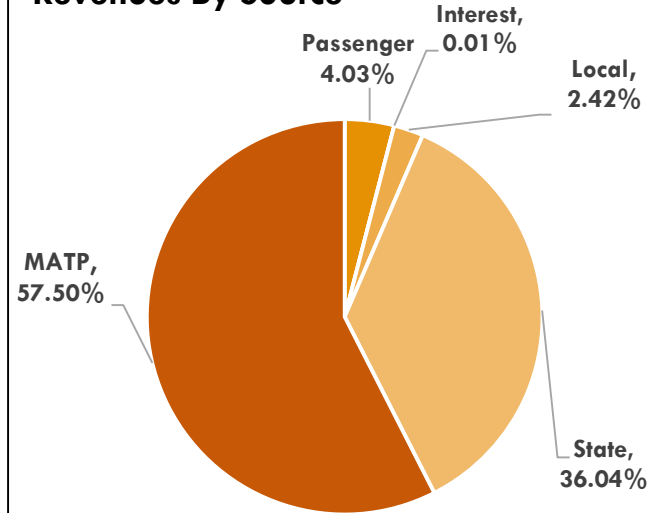


FYTD Revenues

Budget \$894,604
Actual \$512,460
Variance \$(382,144), -42.72%

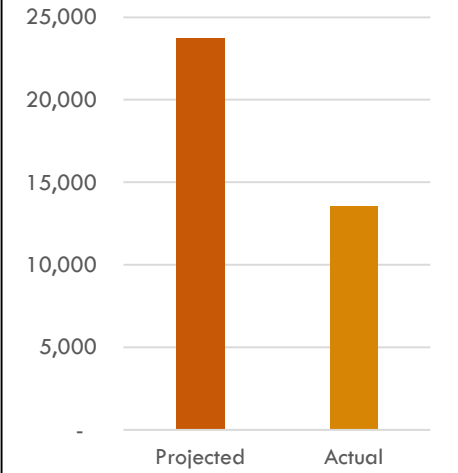


Revenues By Source

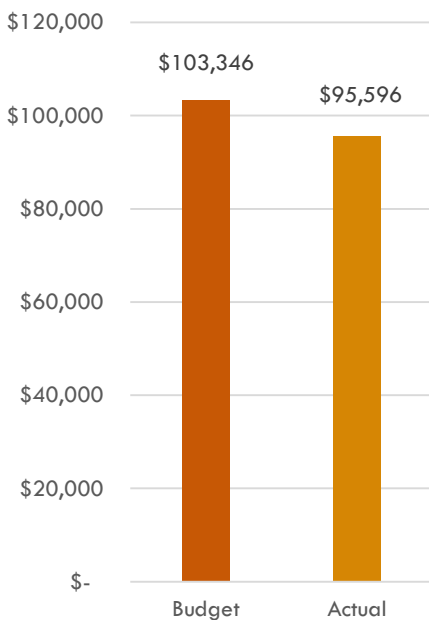


Passenger Trips FYTD

Projected 23,725
Actual 13,534
Variance (10,191), -42.95%

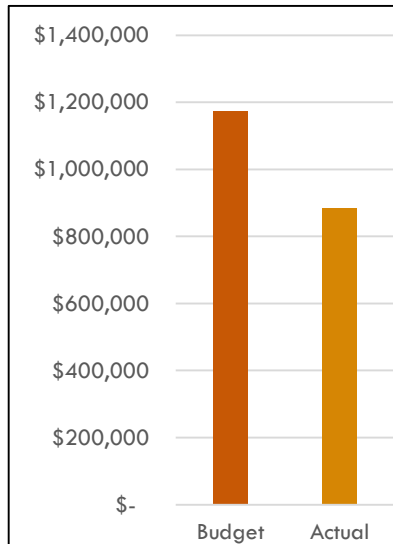


Total Expenses – March 2021



FYTD Expenses

Budget \$1,172,586
Actual \$883,358
Variance \$289,228, +24.67%



\$883,358

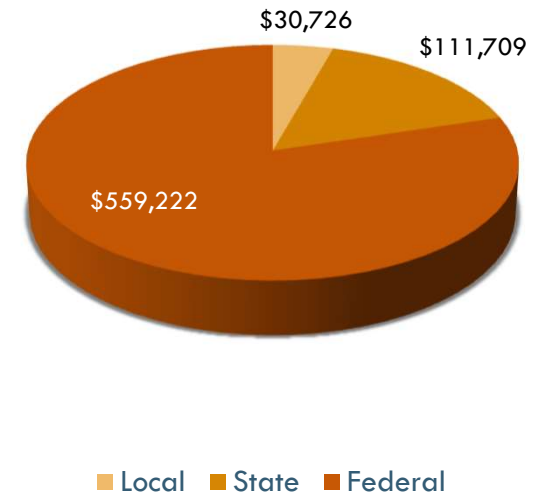
EXPENSES





SUBSIDY
\$701,657

\$512,459

REV & SUBSIDY

Subsidy by Source



Key Areas	Notations
 Interest	Interest Expense is ABOVE budget by 129.75%.
	Due to outstanding balance of \$134K on LANTA's line of credit.
	CT does not anticipate paying off the LOC balance prior to 12/31/2021.
 Purchased Transportation	Purchased Transportation is BELOW budget by \$313K, 31.18 %
	Purchased Transportation continues below budget due to decreased ridership levels; impacts of COVID.
	CT anticipates the P/T expense area will remain below budget through fiscal year end.
 Services	Services are ABOVE budget by \$25K.
	This is due to the costs to rebrand Carbon County Community Transit as Carbon Transit.
	An additional \$3K in costs is expected to be incurred by 6/30/2021.
 Subsidy	Total subsidy is ABOVE CY projections. Current YTD SURPLUS is \$330,758.
	Due to additional federal funds provided by LANTA to eliminate debt owed to LANTA.
	CT anticipates not utilizing the entire FY21 ACT 44 allocation. We are projecting an estimated \$122K in ACT 44 reserves by FYE.



MEMORANDUM

To: LANTA Board of Directors, Finance & Administration Committee
Fr: Owen O'Neil, Executive Director
Re: Contract Award Recommendation – ADA Paratransit Eligibility Assessment Services
Date: May 4, 2021

On February 1, 2021, LANTA issued a Request for Proposals (RFP) seeking submittals from qualified firms for the provision of ADA Paratransit Eligibility Assessment services. The RFP was posted on PennBID on that date. The announcement informed bidders that submittals would be due March 19, 2021.

A total of 27 RFP packages were requested from the PennBID system for prospective bidders. One (1) proposal was submitted from the firm listed below:

- Goodwill Keystone Area; Lancaster, PA.

The proposal received was reviewed by a committee consisting of the Executive Director, Director of Rider Resources & Communications, and the Rider Resources Manager to determine if the proposal was responsive and met LANTA's needs for the project. The Committee determined that the proposed scope of services met LANTA's needs as outlined in the RFP and the cost proposal was in line with current rates.

In addition, the Procurement and Compliance Manager distributed a survey to all firms which downloaded an RFP package but did not submit a proposal. This is a Federal Transit Administration (FTA) procurement requirement when only one proposal is received to ensure that the RFP was not written in a manner to discourage participation and restrict competition. No survey results suggested that was an issue with this procurement process.

Based on the results of this RFP process, it is staff's recommendation to enter into a three-year contract (with two one-year optional extensions) for ADA Paratransit Eligibility Services with Goodwill Keystone Area. Services are billed on a per assessment basis. Estimated total billable work for the three-year period is dependent upon the level of assessments requested by LANTA.



**LANTA Pension Committee Meeting Agenda
May 4, 2021**

1. Call to Order
2. Status Reports
 - A. Actuarial Update – Mr. Peter Karapelou, Foster & Foster
 - B. Investment Performance Report – Mr. Lee Martin, Marquette Associates
3. Other Items
 - A. None
4. Adjournment

LEHIGH & NORTHAMPTON TRANSPORTATION AUTHORITY

UNION PENSION PLAN

Summary of Actuarial Results

	<u>1/1/2019</u>	<u>1/1/2021</u>	
	<u>Current Mortality</u>	<u>Current Mortality</u>	<u>Updated Mortality</u>
Total normal cost	\$ 919,552	\$ 1,091,759	\$ 1,142,326
Annual employee compensation	10,281,219	12,084,379	12,084,379
Normal cost percentage	8.94%	9.03%	9.45%
Actuarial accrued liability	\$ 21,376,772	\$ 24,470,412	\$ 25,589,969
Value of assets	<u>16,060,216</u>	<u>22,735,715</u>	<u>22,735,715</u>
Unfunded accrued liability (UAL)	\$ 5,316,556	\$ 1,734,697	\$ 2,854,254
Funded Percentage	75.1%	92.9%	88.8%
Amortization of UAL	\$ 884,097	\$ 580,441	\$ 692,242
	<u>Actual</u>	<u>Estimated 2022 MMO</u>	
	<u>2021 MMO</u>		
Total Annual Payroll	\$ 12,149,551	\$ 12,149,551	\$ 12,149,551
Normal Cost Percentage	<u>8.94%</u>	<u>9.03%</u>	<u>9.45%</u>
Normal Cost	\$ 1,086,170	\$ 1,097,104	\$ 1,148,133
Total Amortization Cost	854,412	580,441	692,242
Total Administrative Costs	<u>9,757</u>	<u>9,757</u>	<u>9,757</u>
Total Financial Requirements	\$ 1,950,339	\$ 1,687,302	\$ 1,850,132
Total Member Contributions	(546,730)	(546,730)	(546,730)
Funding Adjustment	<u>-</u>	<u>-</u>	<u>-</u>
Minimum Municipal Obligation	\$ 1,403,609	\$ 1,140,572	\$ 1,303,402

**LEHIGH & NORTHAMPTON TRANSPORTATION AUTHORITY
NON-UNION PENSION PLAN**

Summary of Actuarial Results

	<u>1/1/2019</u>	<u>1/1/2021</u>	
	<u>Current Mortality</u>	<u>Current Mortality</u>	<u>Updated Mortality</u>
Total normal cost	\$ 246,472	\$ 287,591	\$ 301,942
Annual employee compensation	2,235,535	3,164,998	3,164,998
Normal cost percentage	11.03%	9.09%	9.54%
Actuarial accrued liability	\$ 6,442,345	\$ 6,792,248	\$ 7,153,502
Value of assets	<u>5,535,259</u>	<u>7,692,023</u>	<u>7,692,023</u>
Unfunded accrued liability (UAL)	\$ 907,086	\$ (899,775)	\$ (538,521)
Funded Percentage	85.9%	113.2%	107.5%
Amortization of UAL	\$ 143,627	\$ -	\$ -

	<u>Actual 2021 MMO</u>	<u>Estimated 2022 MMO</u>	
Total Annual Payroll	\$ 3,489,283	\$ 3,489,283	\$ 3,489,283
Normal Cost Percentage	<u>11.03%</u>	<u>9.09%</u>	<u>9.54%</u>
Normal Cost	\$ 384,868	\$ 317,176	\$ 332,878
Total Amortization Cost	143,627	-	-
Total Administrative Costs	<u>188</u>	<u>188</u>	<u>188</u>
Total Financial Requirements	\$ 528,683	\$ 317,364	\$ 333,066
Total Member Contributions	(139,241)	(139,241)	(139,241)
Funding Adjustment	<u>-</u>	<u>(89,978)</u>	<u>(53,852)</u>
Minimum Municipal Obligation	\$ 389,442	\$ 88,145	\$ 139,973



**JOINT MEETING
Capital Asset Management Committee and the
LANtaBus Rider Experience & Planning Committee
Agenda
May 11, 2021**

- 1. Courtesy of the Floor**
 - 2. Capital Asset Planning & Maintenance Committee**
 - A. Capital Asset Planning & Maintenance Dashboard Report
 - B. Report on Initiatives
 - a. Allentown Garage Track Concrete Replacement
 - b. Paratransit Operating Facility
 - C. Other Business
 - a. None
 - 3. LANtaBus Rider Experience Committee**
 - A. LANtaBus Rider Experience Dashboard Report
 - B. Report on Initiatives
 - a. Bethlehem Rider Resources Center
 - b. ATC Construction Update
 - i. Status
 - ii. Driver and Rider Communications
 - c. Service Planning Update
 - i. June Service Changes Update
 - ii. Planned September Service Changes and Process
 - d. Major Developments Outreach
 - e. Marketing & Outreach Efforts
 - C. Other Business
 - a. None
 - 4. Adjournment**
-



Capital Assets Maintenance Dashboard - January - March 2021

Tuesday, May 11, 2021

LANtaBus MAINTENANCE FIGURES				
Vehicle Availability - percent pull outs made	100%			
Vehicle Availability - Number of road failures	8			
	%	Required	On-time	Benchmark
LANtaBus Vehicle Preventive Maintenance On Time %	100	143	143	90%
ATMS Preventive Maintenance On Time %	100	143	143	90%
On-Time % for bus detail cleaning (within 5 weeks)	95	247	234	90%
	Current Q	Benchmark	Previous Q	Prior Q
Revenue Miles between Road Failure	97,107	40,000	89,601	56,498



LANtaBus Planning & Development Dashboard - Jan - Mar 2020-Q3

Tuesday, 5/11/2021

Metric	Q3 FY 21	YTD FY 21	YTD FY 20	% Change
Ridership LANtaBus	656,303	2,142,025	3,222,408	-33.53
Senior Ridership	79,836	280,002	442,326	-36.70
Ridership LANtaFlex	869	2,799	4,163	-32.76
Senior Ridership LANtaFlex	353	1,017	1,842	-44.79
Total Ridership	657,172	2,144,824	3,226,571	-33.53
Total Senior Ridership	80,189	281,019	444,168	-36.73
Passenger Revenue (\$)	270,153	862,609	2,914,846	-70.41
	YTD FY 21	Benchmark	% Diff	
Riders per revenue hour	10.9	19	-42.59	
Revenue/Revenue Hour (\$)	4.49	19.56	-77.0	

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (LANTA Call Center)	121	52	37	99	54	26
Avg wait time (LANTA Call Center)	0:45	0:59	0:32	0:29	0:51	0:25
Purpose of Call Breakdown	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Call Type						
Complaints	220	1.3%	244	2.7%	239	2.3%
Bus Times	3836	22.1%	2457	27.0%	2922	28.4%
Where is the Bus	71	0.4%	20	0.2%	28	0.3%
Why is the Bus Late	2	0.0%	0	0.0%	3	0.0%
What Bus to Take	20	0.1%	20	0.2%	106	1.0%
Hang Up/ Dead Air	357	2.1%	375	4.1%	406	3.9%
Applications	65	0.4%	8	0.1%	11	0.1%
LANtaVan/ECC	10855	62.6%	5374	59.0%	5741	55.8%
Fares/Tickets	90	0.5%	95	1.0%	132	1.3%
Directions	9	0.1%	7	0.1%	3	0.0%
Transfers to Other Dept	246	1.4%	129	1.4%	187	1.8%
Mailed Schedules	16	0.1%	28	0.3%	40	0.4%
Other(lost & found, detours, etc.)	1564	9.0%	358	3.9%	463	4.5%
Total Calls	17,351	100.0%	9,115	100%	10,281	100%
Passenger Trips per Complaint	2,983		2,987		3,167	

On Time response to LANtaBus complaints	No open complaints more than 8 days old
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Metrics

LANtaBus OPERATIONS FIGURES				
Safety Performance				
	Total	Chargeable		
Number Vehicle Collisions	52	18		
Number of NTD Reportable Collisions	1	0		
Number of On-Board Incidents	2	1		
Number of NTD Reportable Incidents	1	0		
	Current Q	Benchmark	Previous Q	Prior Q
Rev Miles between Collisions/Incidents	14,939	15,500	31,016	23,264
Rev Miles between Chargeable Collisions/Incidents	43,158	31,000	62,031	46,527
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	69.1%	21.6%	9.3%	80%
Missed Scheduled LANtaBus Trips	0			
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	50	13,126	11,043	8,318
Rider complaints about OTP/route adherence	47	13,964	14,576	2,097
HVAC related customer complaints	0	656,303	728,812	756,910
MyStop Bus Tracker App Usage	Current Q	Previous Q		
Users with route subscription	71	68		
Stops with an alert subscription	10,394	10,227		
Stop Notifications	3,624	3,484		

3,624 people who are subscribed to get notifications from stops in general. The 10,394 refers to the number of stops people are subscribed to.

LANTA CRASH SUMMARY for the Month of February 2021											
Accident Date+ 3:M30	Time	Operator Years of Service	Location		Road / Intersection	Loss			Collision Factors		
			Rev Serv	Municipality		Authority Property	Other Property	Bodily Injury	Weather	Roadway Surface	Type of Collision
3-Feb	6:10 AM	19 Years	Y	Bethlehem	Broad & Guetter	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
3-Feb	11:17 AM	7 Years	Y	Bethlehem	Broad & Guetter	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
3-Feb	2:15 PM	19 Years	Y	Allentown	7th & Gordon	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
3-Feb	6:20 PM	10 Years	Y	Bethlehem	Broad & Guetter	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
3-Feb	6:40 PM	18 Years	Y	Bethlehem	Geopp & Center Sts	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
4-Feb	3:20 PM	11 Years	Y	Allentown	9th & Washington	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
4-Feb	5:55 PM	16 Years	Y	Allentown	ATC	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
5-Feb	6:51 AM	2 Years	Y	Northampton	Main Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
5-Feb	1:32 PM	15 Years	Y	Allentown	8th & Tilghman	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
5-Feb	6:34 PM	10 Years	Y	Allentown	8th Street Bridge	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
6-Feb	7:12 AM	2 Years	Y	Allentown	ATC	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
6-Feb		4 Years	Y	Fountain Hill	Bishop Thorpe/Delaware	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
8-Feb	1:15 PM	5 Years	Y	Easton	Sullivan Trail	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
8-Feb	4:27 PM	3 Years	Y	Catasauqua	4th & Walnut	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
8-Feb	4:50 PM	2 Years	Y	Allentown	7th & Gordon	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
8-Feb	5:00 PM	7 Years	Y	Easton	Northampton & 13th	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
9-Feb	10:10 AM	19 Years	Y	Allentown	South 4th Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
10-Feb	5:05 PM	7 Years	Y	Allentown	5th & Wyoming	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
11-Feb	1:51 PM	7 Years	Y	Allentown	8th Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
15-Feb	6:15 AM	16 Years	Y	Allentown	Chew Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
15-Feb	1:43 PM	10 Months	Y	Allentown	N 6th Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
15-Feb	7:06 PM	6 Years	Y	Easton	Walnut Street	\$0.00	\$0.00	\$0.00	Rain	Wet	Vehicle

16-Feb	11:22 AM	8 Years		Y	Allentown	8th & Turner	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
17-Feb	9:05 AM	11 Years		Y	Bethlehem	Stefko Blvd	\$0.00	\$0.00	\$0.00	Snow	Wet	Vehicle
17-Feb	5:20 PM	11 Years		Y	Allentown	15th & Walnut	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
18-Feb	9:35 AM	5 Years		Y	Allentown	Wyoming & Howard	\$0.00	\$0.00	\$0.00	Snow	Wet	Vehicle
19-Feb	4:55 AM	21 Years		Y	Easton	13th Street	\$0.00	\$0.00	\$0.00	Snow	Wet	Vehicle
21-Feb	2:43 PM	3 Years		Y	Bethlehem	S. 4th ST	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
22-Feb	11:58 AM	4 Years		Y	Fountain Hill	Lynn & Broadway	\$0.00	\$0.00	\$0.00	Snow	Wet	Vehicle
26-Feb	2:17 PM	2 Years		Y	Bethlehem	Route 191	\$0.00	\$0.00	\$0.00	Clear	dry	Vehicle
27-Feb	12:09 PM	3 Years		Y	Bethlehem	Broad & Guetter	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
27-Feb	6:56 PM	3 Years		Y	Allentown	9th Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
2/28/	11:37 AM	10 Years		Y	Emmaus	Weis Parking Lot	\$0.00	\$0.00	\$0.00	Clear	Dry	Property

\$0.00 \$0.00

LANTA CRASH SUMMARY for the Month of March 2021												
Accident		Location			Loss		Collision Factors					
Date	Time	Years of service	Bus #	Rev Serv	Municipality	Road / Intersection	Authority Property	Other Property	Bodily Injury	Weather	Roadway Surface	Type of Collision
3-Mar	2:21 PM	5 Years	1291	Y	Easton	Northampton & 9th Streets	\$2,609.00	\$0.00	\$0.00	Clear	Dry	Vehicle
4-Mar	7:55 PM	3 Years	1941	Y	S Whitehall	Between Wendy's and WaWa	\$2,321.58	\$0.00	\$0.00	Clear	Dry	Vehicle
6-Mar	2:25 PM	8 Years	1943	Y	Whitehall	Pine & Lehigh Streets	\$1,400.69	\$0.00	\$0.00	Clear	Dry	Vehicle
8-Mar	7:00 AM	16 Years	1936	Y	Allentown	Union & 15th	\$435.48	\$0.00	\$0.00	Clear	Dry	Vehicle
8-Mar	4:55 PM	3 Years	2051	Y	Bethlehem	Wyoming & 10th Streets	\$720.87	\$0.00	\$0.00	Clear	Dry	Property
9-Mar	8:20 PM	2 Years	1400	Y	Bethlehem	Union Blvd	\$1,326.17	\$0.00	\$0.00	Clear	Dry	Vehicle
13-Mar	6:00 PM	3 Years	1937	Y	Allentown	6th & Turner	\$0.00	\$0.00	0	Clear	Dry	On-Board
15-Mar	1:05 PM	24 Years	1940	Y	Allentown	Jackson & 8th	\$3,035.30	\$0.00	\$0.00	Clear	Dry	Property
15-Mar	1:57 PM	16 Years	2162	Y	Easton	4th & Northampton	\$1,493.90	\$0.00	\$0.00	Clear	Dry	Vehicle
16-Mar	1:00 PM	3 Years	1721	Y	Allentown	4th & Susquehanna	\$720.87	\$0.00	\$0.00	Clear	Dry	Property
20-Mar	11:57 AM	1 Years	1717	Y	Hellertown	I 78	\$2,086.87	\$0.00	\$0.00	Clear	Dry	Vehicle
22-Mar	3:50 PM	4 Years	2160	Y	Allentown	Susquehanna	\$0.00	\$0.00	0	Clear	Dry	On Board
23-Mar	12:47 PM	7 Years	2158	Y	Allentown	7th Street	\$0.00	\$0.00	0	Clear	Dry	On-Board
24-Mar	1:30 PM	3 Years	1945	Y	Allentown	Union & Irving	\$0.00	\$0.00	0	Rain	Wet	On- Board
27-Mar	12:30 PM	8 Years	1080	Y	Easton	Northampton & 15th Streets	\$1,982.00	\$0.00	\$0.00	Clear	Dry	Vehicle
27-Mar	7:05 PM	8 Years	1942	Y	Allentown	Jackson & 8th	\$1,188.57	\$0.00	\$0.00	Clear	Dry	Property
29-Mar	4:09 PM	7 Years	2046	Y	Whitehall	LV Mall Ring Rd	\$10,025.00	\$0.00	\$0.00	Clear	Dry	Property
30-Mar	4:45 PM	12 Years	1081	Y	Bethlehem	Westgate Drive	\$720.87	\$0.00	\$0.00	Clear	Dry	Property
31-Mar	4:39 PM	7 Years	1722	Y	Allentown	9th & Walnut	\$460.00	\$0.00	\$0.00	Clear	Dry	Vehicle
							\$30,527.17	\$0.00	\$0.00			

102	EASTBOUND / ESTE	BLUE
102	WESTBOUND / OESTE	GREEN
103	NORTHBOUND / NORTE	ORANGE
103	SOUTHBOUND / SUR	BLUE
104	NORTHBOUND / NORTE	BLUE
104	SOUTHBOUND / SUR	RED
107	EASTBOUND / ESTE	BLUE
107	WESTBOUND / OESTE	GREEN
209	EASTBOUND / ESTE	RED
209	WESTBOUND / OESTE	RED
210	NORTHBOUND / NORTE	RED
210	SOUTHBOUND / SUR	GREEN
211	SOUTHBOUND / SUR	GREEN
211	NORTHBOUND / NORTE	ORANGE
213	EASTBOUND / ESTE	ORANGE
213	WESTBOUND / OESTE	ORANGE
218	EASTBOUND / ESTE	BLUE
218	WESTBOUND / OESTE	BLUE
220	EASTBOUND / ESTE	GREEN
220	WESTBOUND / OESTE	GREEN
319	EASTBOUND / ESTE	ORANGE
319	WESTBOUND / OESTE	ORANGE
322	EASTBOUND / ESTE	RED
322	WESTBOUND / OESTE	RED
323	NORTHBOUND / NORTE	RED
323	SOUTHBOUND / SUR	RED
324	NORTHBOUND / NORTE	RED

