



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

LANTA Board of Directors Meeting Minutes
September 14, 2021
LANTA Administrative Offices, Allentown, PA

Members Attending: Kim Schaffer – Chair of the Authority; Fred Williams – Treasurer of the Authority; Cordelia Miller; and Iris Linares.

Members Attending via Webinar/Teleconference: Matt Malozi – Vice Chair of the Authority; Becky Bradley – Secretary of the Authority; Holly Edinger; Mike Lichtenberger; Sheila Alvarado; and Kevin Lynn.

Members Absent: Jennifer Ramos; and Amy Beck.

Staff/Contractors Attending: O. O’Neil, N. Ozoa, J. Ozoa, B. Cotter, T. Williams, A. Ganchoso, A. Yacko, D. Bohner - LANTA Staff; K. Herman – Solicitor (via Webinar).

Public Attending: Maurice Welo

Public Attending via Webinar/Teleconference: Arlene Dabrow; and Sara Cassi

1. Call to Order

The meeting was called to order at 12:00 noon by Kim Schaffer, Chair of the Authority.

2. Public Comment

Arlene Dabrow suggested a change to LANTaVan service which would allow a rider to order their groceries for curbside pick-up at the grocery store, then schedule a trip to pick up their groceries and have the groceries brought to the van while the rider waits in the van. This would save the rider from having to schedule a separate return trip for after they complete their shopping. Mr. O’Neil thanked Ms. Dabrow for her suggestion and responded that people’s consumer habits are changing and that LANTA will continue to monitor how LANTA services can change to meet evolving trends.

3. New Staff Introduction

Mr. Cotter announced that Mr. Adam Yacko had been hired as the Director of Fleet Maintenance and Mr. David Bohner had been promoted to Maintenance Manager. Mr. Yacko comes to LANTA from a position as Maintenance Manager with SEPTA and Mr. Bohner was promoted from a position of Mechanic at LANTA. Both had started in their positions the week of the meeting. Mr. Yacko and Mr. Bohner made comments introducing themselves to the Board.

4. Approval of the Minutes

The minutes of the August 10, 2021 Board of Directors meeting were approved on a motion made by Ms. Miller and seconded by Ms. Linares.

5. Report of the Committees

- A. Finance & Administration Committee – Mr. Williams reported that the Finance & Administration Committee met on Tuesday September 7. As part of the agenda, staff presented the annual notice to the Board for authorization of the calculated Minimum Municipal Obligation, or MMO, for LANTA's required contribution to the Union and Non-Union pension plans. The 2022 MMO is approximately \$1.3 million for the Union plan, and \$157,000 Non-Union plan. The calculation summary is attached. Between the two plans, the combined MMO's are approximately \$350,000 less than the previous year due to funding strategy, market performance, and reforms made to the non-union plan over the past two years.

On a motion made by Mr. Williams, and seconded by Ms. Alvarado, the Board voted to approve the calculated MMO amounts for 2022 as presented.

Staff also presented the annual updates to the Public Transit Agency Safety Plan, which is a requirement of the Federal Transit Administration (FTA). Staff noted that the only required updates to the plan for this year include staffing and title changes due to staffing changes over the past year.

On a motion made by Mr. Williams, and seconded by Ms. Miller, the Board voted to approve the described changes to the Public Transit Agency Safety Plan.

In addition, a representative of RKL LLP, LANTA's auditing firm, provided a status update and timeline for the completion of the Fiscal Year ending June 30, 2021 audits for LANTA and the Carbon County transit system.

Lastly, the Executive Director shared a presentation regarding the current status of LANTA operating funding and the demands for transit presented by the rapid population and economic growth in the region. A copy of the presentation is attached.

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 did not meet in September and that the next meeting of the Committee is scheduled for Tuesday November 16.
- C. Capital Asset Management Committee – Ms. Bradley, Chair of the Capital Asset Management Committee, reported that the Committee met on Tuesday September 7.

The agenda included a review of the Capital Asset Management Dashboard Report for the period of April through June 2021. The report is attached. The Dashboard shows that all maintenance and fleet reliability measures are better than benchmark.

Under procurements, staff provided a recommendation to exercise the first of two, one-year optional extensions for the three firms currently under contract for on-call civil engineering assignments. The detailed recommendation memo is attached.

On a motion made by Ms. Bradley, and seconded by Mr. Lichtenberger, the Board voted to approve a one-year extension option to the on-call contracts with McMahon Associates, JMT, and T&M Associates as presented.

Staff provided updates on initiatives including the partial completion and re-opening of the Allentown Transportation Center (ATC); continued progress on the construction of the paratransit operating facility in South Allentown; and the completion of the project to replace the concrete in the bus storage lanes of the Allentown operating garage.

Lastly, staff presented an analysis tool developed with PennDOT which LANTA can use to guide decisions for the propulsion type for transit buses to be purchased over the next

several years. The tool is helpful in identifying the operational costs and community benefits of various propulsion types. This will be used by staff and the Board over the next year to help determine policy direction. A summary memo is attached.

- D. LANtaVan & Accessibility Committee – Ms. Miller, Chair of the LANtaVan & Accessibility Committee, reported that the LANtaVan & Accessibility Committee met the morning of September 14 prior to the Board meeting.

The agenda included an opportunity for public comment as well as an update on comments received at the June meeting of the Committee. The summary of the follow up is attached.

The agenda also included a review of the LANtaVan Dashboard report for fourth quarter of Fiscal Year 2021 as well as the full Fiscal Year 2021. The report is attached. The report shows that ridership was down in Fiscal Year 2021 compared to Fiscal Year 2020 by approximately 45 percent primarily due to ridership loss from the COVID 19 outbreak. Other key items for the fourth quarter of the fiscal year, which covered April 1, 2021 through June 30, 2021 include the fact that average length of trips in terms of miles and hours were within target levels; 95 percent of trips were completed in under 90 minutes; and 86 percent of ADA trips were within the fixed route equivalent and 91 percent were completed within 15 minutes of the fixed route equivalent.

For the quarter, the percentage of trips that were in the on-time window or earlier was 95 percent. However, staff did note that on-time performance for the current quarter has worsened due to an increase in trip volumes combined with a significant driver shortage.

The dashboard also provided data regarding the number and nature of complaints processed regarding LANtaVan service as well as ADA related complaints on the LANtaBus system.

Also as part of the agenda, staff provided updates on various initiatives. Staff provided information on trends in the number of LANtaVan applications received through the online tool, and also provided a review of updates made to the in-person evaluation process to incorporate the location at the transit center.

Lastly, representatives from Easton Coach Company provided an update on their efforts to hire and retain paratransit drivers to ensure adequate staffing for the LANTaVan system.

6. Other Items

- A. COVID 19 Vaccination Mandates – Mr. O’Neil reported that staff is continuing to monitor the applicability to LANTA of any federal or state vaccine mandates.
- B. Allentown Transportation Center – Mr. O’Neil reported that the Allentown Transportation Center (ATC) had partially reopened the day prior to the meeting. Certain amenities, such as benching, are still on back order and will be installed upon delivery. No significant operational problems had been reported in the first two days of use.

7. Adjournment

The meeting was adjourned at 12:35 p.m.

Respectfully Submitted



Becky Bradley
Secretary

10/5/2021

Date



Lehigh and Northampton Transportation Authority

**LANTA Board Meeting
Agenda
September 14, 2021**

1. Call to Order
 2. Public Comment
 3. New Staff Introduction
 4. Approval of the Minutes – August 10, 2021 Board Meeting
 5. Report of Committees
 - A. Finance & Administration – Fred Williams
 - i. Items for consideration of approval:
 - a. Union and Non-Union MMO Certification
 - b. LANTA and Carbon Annual Safety Plan Update
 - B. LANTaBus Rider Experience & Planning Committee – Matt Malozi
 - C. Capital Asset Management – Becky Bradley
 - i. Items for consideration of approval:
 - a. Contract Extension - Exercise of one (1) Optional Extension Years – On-Call Engineering (McMahon Associates, Johnson, Mirmiran & Thompson [JMT] and T&M Associates)
 - D. LANTaVan & Accessibility Committee – Cordelia Miller
 6. Other Items
 - A. COVID-19 Vaccine Mandates
 7. Adjournment
-



**LANTA Finance & Administration Committee
Agenda
September 7, 2021**

1. Call to Order
 2. Public Comment
 3. Procurements
 - A. Status Update – Contracted Paratransit Operations
 - B. Status Update – Benefits Administration Services
 4. Actions
 - A. Recommendation for Approval – Union and Non-Union MMO Certification
 - B. Recommendation for Approval – LANTA and Carbon Annual Safety Plan Update
 5. Report on Initiatives
 - A. Status Update – FY 2020-2021 Financial Audit
 6. Other Items
 - A. LANTA Funding Presentation
 7. Adjournment
-

**LANTA
NON-UNION EMPLOYEES' PENSION PLAN
WORKSHEET FOR 2022 MMO**

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2021)	\$ 3,497,913.22
2. TOTAL NORMAL COST PERCENTAGE	9.54%
3. TOTAL NORMAL COST (Item 1 x Item 2)	\$ 333,700.92
4. TOTAL AMORTIZATION REQUIREMENT	\$ 0
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	\$ 17,731
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	\$ 351,431.92
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	\$ 140,218.24
8. FUNDING ADJUSTMENT	\$ 53,852
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	\$ 157,361.68

Signature of Chief Administrative Officer

Date Certified to Governing Body

Note: The 2022 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2021.

**LANTA
UNION EMPLOYEES' PENSION PLAN
WORKSHEET FOR 2022 MMO**

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2021)	\$ 12,541,504.87
2. TOTAL NORMAL COST PERCENTAGE	9.45%
3. TOTAL NORMAL COST (Item 1 x Item 2)	\$ 1,185,172.21
4. TOTAL AMORTIZATION REQUIREMENT	\$ 692,242
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	\$ 27,682
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	\$ 1,905,096.21
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	\$ 564,367.72
8. FUNDING ADJUSTMENT	\$ 0
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	\$ 1,340,728.49

Signature of Chief Administrative Officer

Date Certified to Governing Body

Note: The 2022 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2021.

(SAMPLE MEMO TO NOTIFY GOVERNING BOARD)

September ____, 2021 (or earlier)

SUBJECT: 2022 Minimum Municipal Obligation

For the _____ Pension Plan

TO:

GOVERNING BOARD

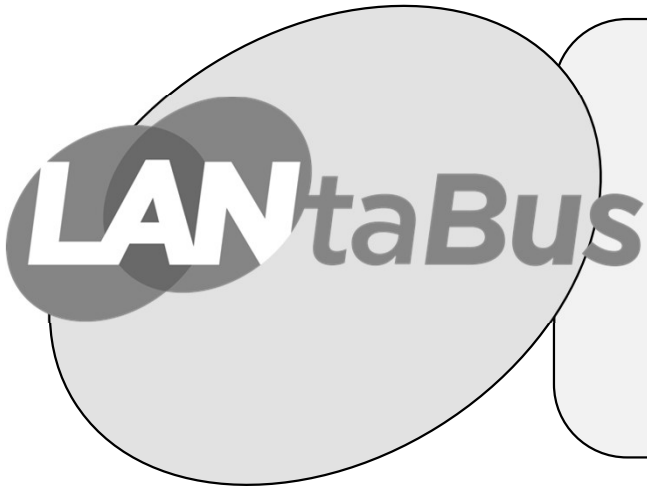
FROM:

_____, Chief Administrative Officer
NAME

Act 205 of 1984 requires that the "chief administrative officer" of the pension plan inform the "governing board" of the municipality of the Minimum Municipal Obligation for the following year by the last business day in September. This memo, provided under the guidance of Foster & Foster (our plan's actuary), is intended to satisfy this legal requirement. Questions on our pension costs can either be addressed to me or Foster & Foster at 610-435-9577.

The calculation of the 2022 Minimum Municipal Obligation requires several assumptions relating to projected payroll. The attached 2022 Minimum Municipal Obligation certification details this determination.

TRANSIT IN THE LEHIGH VALLEY



4.5 million passenger trips annually (pre-COVID)

- 50%-55% work commutes
- 10%-15% school commutes
- 10% seniors

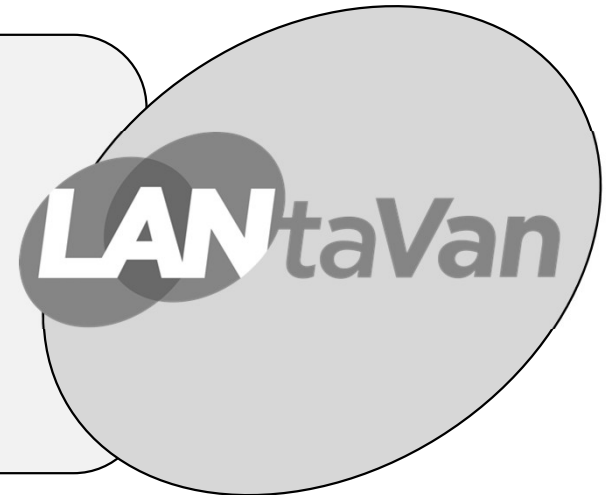
84 buses – 57 CNG; 27 Diesel-Electric Hybrids

250 employees – drivers/maintenance represented by Amalgamated Transit Union Local 956

Consolidated/Coordinated paratransit program – Sr Shared Ride, ADA, PwD, MATP, and other programs

400,000-450,000 passenger trips annually (pre-COVID)

85 paratransit vans



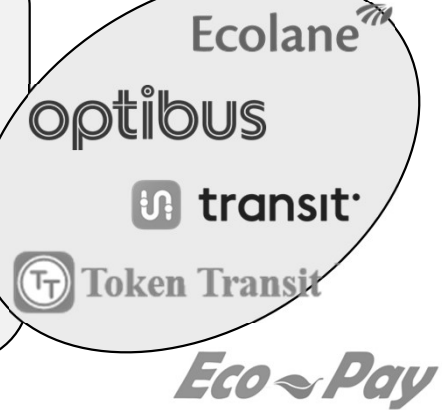
MAXIMIZING EFFICIENCY OF CURRENT RESOURCES THROUGH INNOVATION



Conversion of bus fleet to Compressed Natural Gas or Diesel-Electric Hybrid

State of the art scheduling software for bus and paratransit service

Rider tech tools for trip planning and mobile fare payment



Multi-Agency Coordination in procurement and pooling for risk management and worker's compensation

Partnerships with employers and other stakeholders to cost share for targeted routes or trip times



WHAT MAKES THE LEHIGH VALLEY UNIQUE



Rapid population growth

6,000 new residents each year

Close to 100,000 more residents by 2030

Youngest Baby Boomers turn 65 by 2030 when Lehigh Valley will have close to 150,000 seniors

Source – LVPC, FutureLV – The Regional Plan

“The Lehigh Valley is one of the fastest growing regions in Pennsylvania, with a projected 24% population increase by the year 2045” *FutureLV – The Regional Plan*

WHAT MAKES THE LEHIGH VALLEY UNIQUE



“Access to public transportation causes access challenges as more development occurs in outlying areas away from the Lehigh Valley’s population centers.”

LVEDC & WBLV 2018 Lehigh Valley Talent Supply and Industry Sector Analysis

WHAT MAKES THE LEHIGH VALLEY UNIQUE

Medical facilities are both employment and quality of life destinations

Business model of growth and decentralization expands mobility needs

Increased employment in sector

Two growing, nationally renowned hospital networks



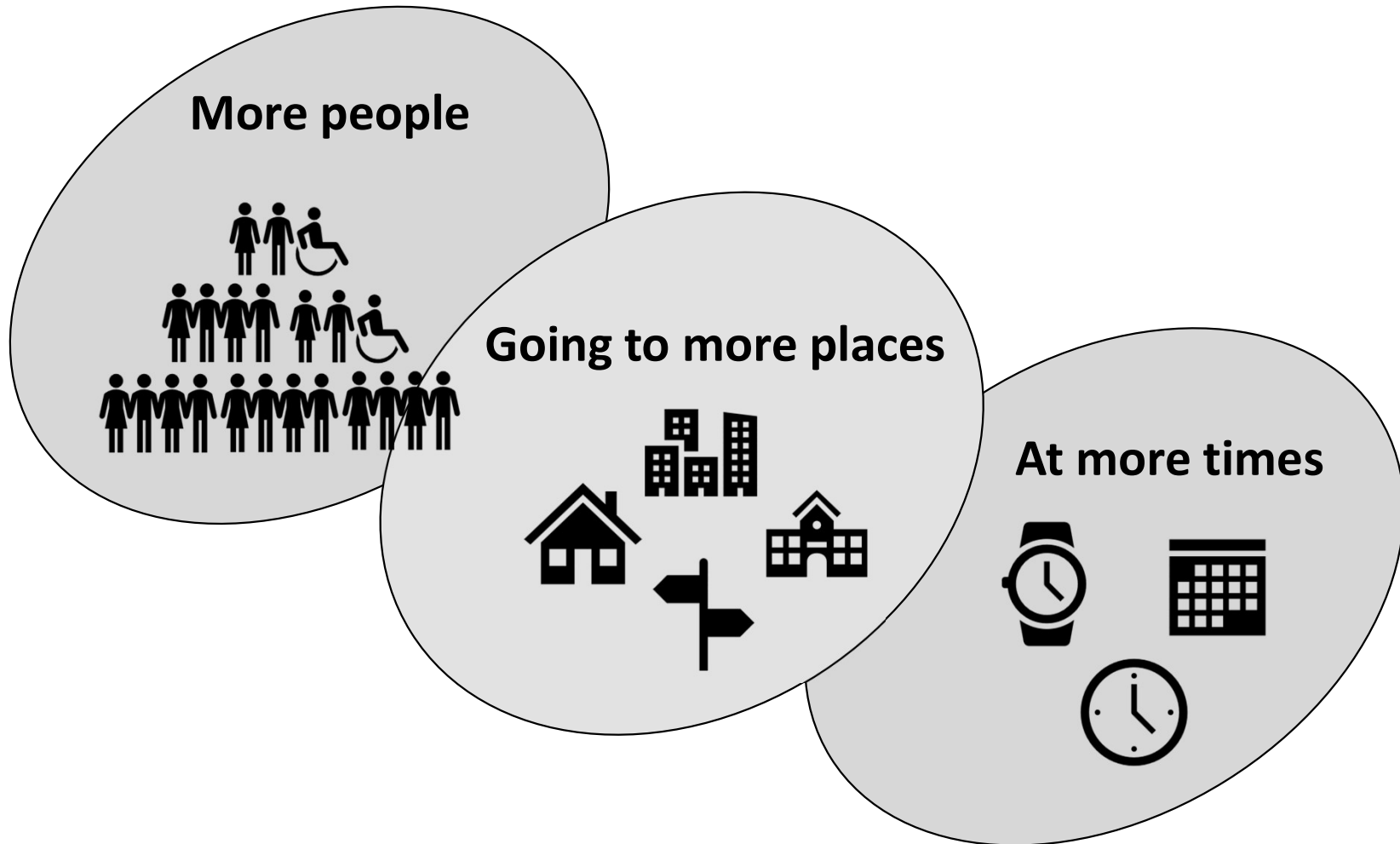
Eco/Tourism emerging component of regional economic development



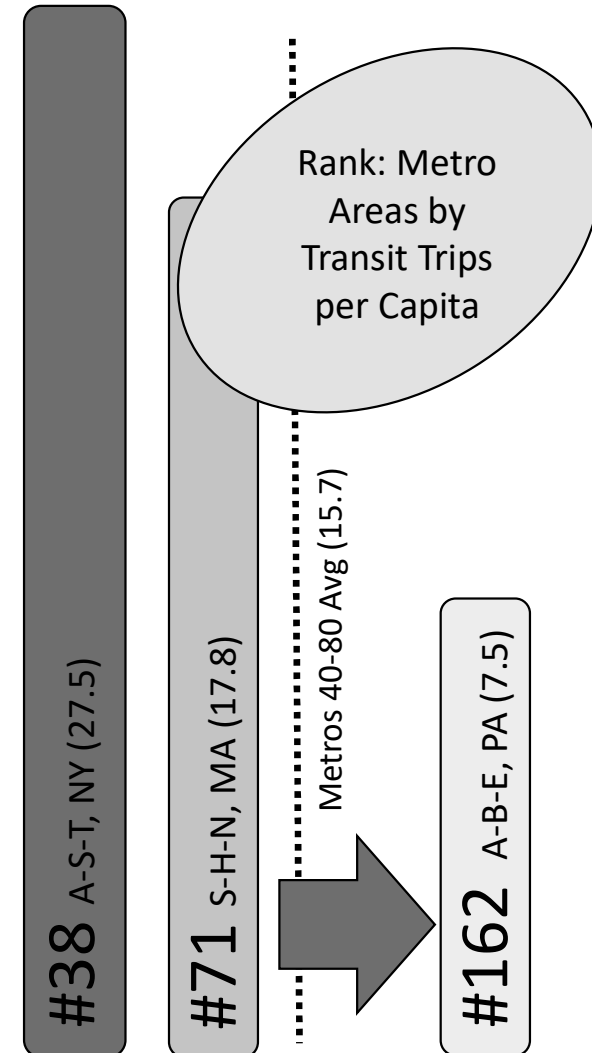
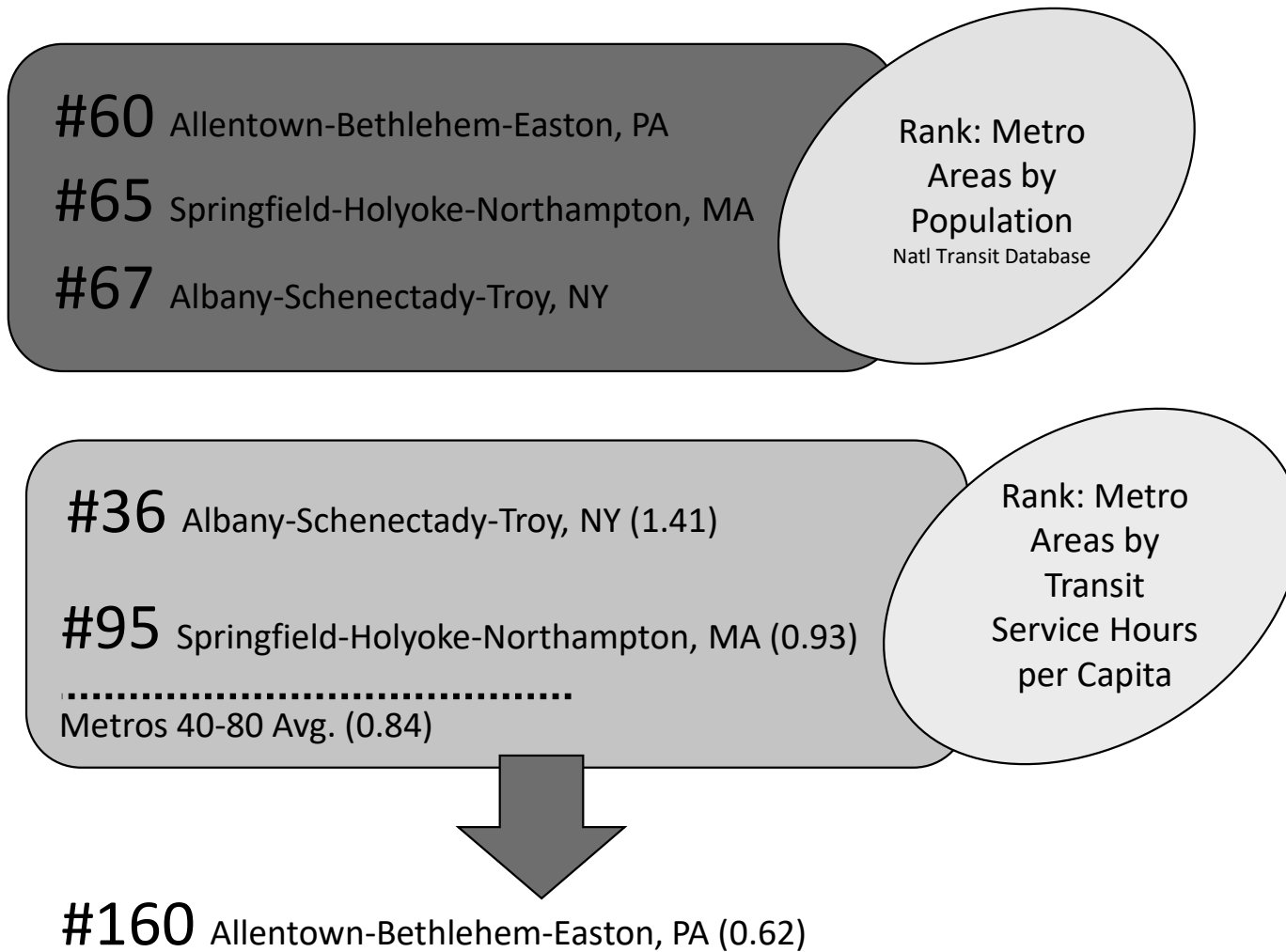
LVPC, LVEDC, Discover LV identify Eco/Tourism as key regional industry

Discover Lehigh Valley Strategic Plan notes “Easier public transportation within the area” as a factor to become better/world class visitor destination

WHAT MAKES THE LEHIGH VALLEY UNIQUE



TRANSIT FUNDING AND RESULTING UTILIZATION



QUALITY OF LIFE AND ECONOMIC IMPACTS OF LOW LEVEL OF TRANSIT SERVICE

66,000

LV residents
living in areas
with Low or Very
Low Access to
Opportunity

Source – LVPC
Equity Analysis

Length of commute
to jobs a key
contributing factor

Source – LV Med Provider

Cost to medical provider
per missed appointment -
\$145

8%

Medical
Appointment
No-Show Rate

\$21 Million

Regional
economic loss
from lost 100
employee logistics
location

Source – LVEDC

Workforce availability
fundamental to
employer location
decisions – Brookings
*Talent Driver Economic
Development*

Source – WBLV Local
Plan

Lack of transportation
and workplace
accommodations
often cited as primary
impediments

100%+

Persons with
Disabilities
Unemployment
Differential

PRIORITIES FOR SYSTEM ENHANCEMENTS

FREQUENCY

Increase service
frequencies throughout
the system

Reduce commute time between job centers and equity communities

Develop high frequency bus corridors (EBS)

Improve connections to hospitals and medical facilities

Maintain service to legacy neighborhoods

Expand mobility options for seniors and persons with disabilities

Improve connections to key tourism and eco-tourism locations

Improve connections to schools, colleges, job training

WHAT EXPANSION MEANS

3%-5%

Increase Annually

Minimal need to
maintain current
service levels



40%

Increase

Brings to
Metros 40-
80 Avg for
Transit
Service
Hours per
Capita

40%

- + \$13.3M Op exp annually
- + 4.3M Capital exp annually
- +88,000 revenue hours
- + 34 busses
- + 5.6M passenger trips
- ≤ 30-minute frequency on 262 route miles (up 114%)
- ≤ 15-minute frequency on 67 route miles (up 63%)
- EBS Green Line 30/60-minute frequency
- EBS Blue Line 60-minute frequency

80%

Increase

Brings to
Rank #60
for Transit
Service
Hours per
Capita
and Meets
Service
Standards

80%

- + \$26.5M Op exp annually
- + 8.5M Capital exp annually
- +176,000 revenue hours
- + 68 busses
- + 9.3M passenger trips
- ≤ 30-minute frequency on 431 route miles (up 155%)
- ≤ 15-minute frequency on 131 route miles (up 178%)
- EBS Green Line 15/30-minute frequency
- EBS Blue Line 30/60-minute frequency



Not One Trip Missed!
Keeping the Lehigh Valley Connected



Capital Asset Management Committee

Agenda

September 7, 2021

1. Call to Order
2. Public Comment
3. Capital Asset Management Dashboard Report
1. Procurements
 - a. Recommendation for Contract Extension - Exercise of one (1) Optional Extension Years – On-Call Engineering (McMahon Associates, Johnson, Mirmiran & Thompson [JMT] and T&M Associates)
 - b. Status Update – Transit Bus Order (LANtaBus)
 - c. Paratransit Vehicle Order – LANtaVan
2. Report on Initiatives
 - a. Status Update - ATC Construction Update
 - b. Status Update - 12th Street Paratransit Facility Update
 - c. Status Update – Allentown Garage Concrete Replacement
 - d. Report on Findings – Fixed Route Propulsion Assessment Tool
3. Actions
4. Other Items
 - a. Staffing Changes
5. Adjournment



Capital Asset Management Dashboard - April - June 2021

Tuesday, September 7, 2021

LANtaBus MAINTENANCE FIGURES					
Vehicle Availability - percent pull outs made	100%				
Vehicle Availability - Number of road failures	11				
	%	Required	On-time	Benchmark	
LANtaBus Vehicle Preventive Maintenance On Time %	100	159	159	90%	
ATMS Preventive Maintenance On Time %	100	159	159	90%	
On-Time % for bus detail cleaning (within 5 weeks)	94	337	317	90%	
	Current Q	Benchmark	Previous Q	Prior Q	
Revenue Miles between Road Failure	73,099	40,000	97,107	89,601	



MEMORANDUM

To: LANTA Board of Directors, Capital Asset Management Committee
Fr: Brendan Cotter, Senior Director, Capital Asset Management
Re: Optional Extension Years - On Call Task Order Planning, Engineering, Design and Construction Management Services
Date: September 7, 2021

On September 18, 2018, the LANTA Board of Directors approved a three-year contract to three separate Planning, Engineering, Design and Construction Management firms to provide support services on an as needed, on-call basis. The award also afforded two (2) optional one-year extensions for each firm.

With the pending expiration of these initial three-year agreements, the LANTA staff solicited updated pricing proposals for all three of the current firm under contract, as well as their willingness to be retained for one additional year each.

All firms submitted pricing proposals which are in line with the current pricing proposals they provided for their existing contract.

Staff is recommending the Board of Directors to approve the award of one-year extensions to McMahon Associates, Inc., Johnson, Mirmiran & Thompson (JMT) and T&M Associates. The extension of services will extend these firms through September 30, 2022.



MEMORANDUM

To: LANTA Board of Directors, Capital Asset Management Committee
Fr: Brendan Cotter, Senior Director, Capital Asset Management
Re: Fixed Route Bus – Propulsion Assessment
Date: September 7, 2021

Starting in late 2020, through funding provided by the Pennsylvania Department of Transportation (PennDOT), Bureau of Public Transportation (BPT), the Lehigh and Northampton Transportation Authority (LANTA) was a testing agency for a Propulsion Assessment tool to be made available throughout the Commonwealth to other public transportation providers.

This Propulsion Assessment identified and selected both quantitative and qualitative variables to create a benefit / cost tool to assess the impacts of implementing a variety of bus replacement scenarios.

The scenarios that LANTA ran through the tool include:

- **Scenario 1** replaces 5 hybrid buses with CNG buses, and the remaining 22 hybrid buses remain hybrid buses at their time(s) of replacement.
- **Scenario 2** replaces 5 hybrid buses with CNG buses, and the remaining 22 hybrid buses are replaced with clean diesel buses at their time(s) of replacement.
- **Scenario 3** replaces 5 hybrid buses with CNG buses, and the remaining 22 hybrid buses are replaced with CNG buses at their time(s) of replacement. This would be viewed as a full deployment of CNG buses for LANTA.
- **Scenario 4** was broken down into two sub-scenarios:
 - **Scenario 4a** replaces 5 hybrid buses with CNG buses, and the remaining 22 hybrid buses are replaced with battery electric buses at their time(s) of replacement. There is also an addition of 7 more battery electric buses to maintain levels of service (due to limited battery range).
 - **Scenario 4b** replaces 5 hybrid buses with CNG buses, and the remaining 22 hybrid buses are replaced with battery electric buses at their time(s) of replacement.
- **Scenario 5** replaces 5 hybrid buses with CNG buses and replaces 9 of the remaining 22 hybrid buses with battery electric buses. The remaining 13 hybrid buses are replaced with hybrid buses at their time(s) of replacement.

This Propulsion Assessment was an important step for the Authority to go through as we have upcoming decisions to make on the propulsion system for LANTA's fleet. This will be available to use as a decision-making tool.

In a little over one year, LANTA will need to place an order to purchase replacement vehicles for the model year 2012 hybrid diesel-electric buses. That purchase will represent 9 of the 22 hybrid buses

which need to be replaced. All 22 of the vehicles that will be replaced will need to be available for use out of the current Easton Garage that is in place.

The decision made on the propulsion system to replace the model year 2012 buses will also be used to replace the model year 2014 hybrid diesel-electric buses and the model year 2016 hybrid diesel-electric buses. This has a lasting impact on the Authority as the model year 2016 buses (replaced in 2028) will be in service until at least 2040, based on the current useful life replacement from Federal Transit Administration (12 years).

The Propulsion Assessment tool strictly looked at the cost to purchase, fuel and maintain vehicles over a twelve-year useful life cycle. The tool did not factor in any building or infrastructure costs that could be needed as these are unpredictable and variable depending on the propulsion system. Under the Assessment that was done for LANTA, Scenario 3, Scenario 4a, Scenario 4b and Scenario 5 would all require infrastructure improvements and/or facility modifications or new buildings in order to implement. Those costs were not factored into the analysis.

Results will be presented at the Capital Asset Maintenance Committee meeting and will be used to begin the discussion of policy direction.



LANtaVan & Accessibility Committee

Agenda

September 14, 2021

1. Call to Order
 2. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at June LANtaVan Committee meeting
 3. Dashboard Report
 4. Actions
 - A. None
 5. Report on Initiatives
 - A. Online LANtaVan Application
 - B. Evaluation Process Updates
 - C. Paratransit Driver Staffing/Trends
 6. Other Business
 7. Adjournment
-



**Response to Comments Received During Courtesy of the Floor
at the June 8, 2021 LANtaVan & Accessibility Committee Meeting**

No comments were received during Courtesy of the Floor at the June 8, 2021 meeting of the Committee.



LANtaVan Dashboard Report
Tuesday, September 14, 2021

Reporting Period:
Q4 April 2021 - June 2021

Total Completed Trips by Funding Source
Q4 Comparison

Program	Q4 FY2021		Q4 FY2020		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	9,943	27%	3,274	18%	204%	LANTA	LANtaBus Op/Cap
Lottery	15,373	41%	7,729	44%	99%	PennDOT	PA Lottery Funds
MATP	9,804	26%	6,083	34%	61%	PA DHS	CMS/State MA Funding
PwD	1,185	3%	480	3%	190%	PennDOT	Proj of Stwde Signif
Other	884	2%	165	1%	436%	Various	Various
Total	37,189	100%	17,731	100%	110%		

Total Completed Trips by Funding Source
YTD Comparison

Program	YTD FY2021		YTD FY2020		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	30,998	24%	71,856	31%	-57%	LANTA	LANtaBus Op/Cap
Lottery	52,275	41%	88,992	39%	-41%	PennDOT	PA Lottery Funds
MATP	35,473	28%	47,686	21%	-26%	PA DHS	CMS/State MA Funding
PwD	4,754	4%	8,357	4%	-43%	PennDOT	Proj of Stwde Signif
Other	3,097	2%	11,235	5%	-72%	Various	Various
Total	126,597	100%	228,126	100%	-45%		

MATP Out of County Trip Statistics

Q4 FY 2021		
Program	Completed Trips	Revenue Miles
MA OOC LC	179	7372.04
MA OOC NC	24	1459.97
Total	203	8832.01

Service Productivity - All

Q4 FY2021				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
24,680.37	19,734.91	42,600	2.16	2.74

Scheduled Trip Summary - All

Q4 FY2021			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
54,083	1958	3122	1196

Riders by Fare Zone - All

Q4 FY2021				
Zone	Full Fare	Copay	Trips	% of Trips
Base	29.35	\$4.40	16,314	49%
2	35.35	\$5.30	11,430	34%
3	41.35	\$6.20	5,566	17%
Total			33,310	100%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q4 FY2021			Q4 FY2020			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	10.95	39.82	16.50	3.75	15.27	14.73	192%	161%	12%
	LANtaBus Figure		13.0	LANtaBus Figure		12.9			

Duration of Trips - Q1 FY2020

Q4 FY 2021					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	21,890	9,839	3,597	1284	579
Trip Total As Percentage	58.9%	26.5%	9.7%	3.5%	1.6%

Percent Trips 30 mins or less	59%
Percent Trips 90 mins or less	95%
% ADA Trips within FRE	86%
% ADA within 15 mins. of FRE	91%

Pick Up & Drop Off (Trip Ends) On Time Performance - Clients

Q4 FY 2021					
Time vs Window	Before Pick Up Window	In Pick Up Window	1 - 30 Minutes Late	31 - 60 Minutes Late	>60 Minutes Late
Trip Total	3162	32138	1584	286	19
Trip Total As Percentage	8.5%	86.4%	4.3%	0.8%	0.1%

Total % On Time & Early	95%
LANtaBus On Time	68%

LANTA Call Center Report

Q4 Comparison

	Q4 FY2021 (Current)			Q3 2021 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	407	87	65	333	99	65
Average Call Wait Time	0:30	0:41	0:29	0:34	0:48	0:29

Complaints Received

Q4 Comparison

Subject of Complaint	Q4 FY2021		Q4 FY2020	
	Number	% of Total	Number	% of Total
Late	23	22%	14	24%
Early	14	13%	4	7%
Driver Attitude	6	6%	8	14%
Care Driving/Comfort	8	8%	5	8%
Van did not show	20	19%	9	15%
Fare Disputes	2	2%	-	0%
Overcrowding	0	0%	-	0%
Trip Length	7	7%	3	5%
Other	24	23%	16	27%
Total	104	100%	59	100%
Trips per Complaint	358		301	
Complaints Deemed Valid	71		40	
Trips per Complaints Deemed Valid	524		443	

LANtaBus ADA Related Complaints Apr - Jun 2021			
Month	Issue	Details and Response	Determination
April	Ramp Deployment	Driver did not lower the ramp when requested by passenger. Driver received coaching regarding the policy for ramp access.	Valid
May		None	
June	Reduced Fare Pass	Passenger was unable to purchase Reduced Fare pass through the farebox on two separate buses. More information was required to investigate.	Inconclusive
	Reduced Fare Pass	Driver denied passenger purchasing Reduced Fare Pass after passenger showed a Medicare Card. Medicare Cards can be used to purchase \$1 Day Pass. Driver was coached by Operations Supervisor regarding policy.	Valid

Total Complaints for Quarter	3
Total Valid	2
Total Valid or Inconclusive	3
Valid Complaints per LANtaBus Trip	364,382