



***Lehigh and Northampton Transportation Authority***

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**LANTA Board Meeting  
Agenda  
September 12, 2023**

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1. Call to Order
  2. Roll Call
  3. Public Comment
  4. Approval of the Minutes – August 8, 2023 Board Meeting
  5. Report of Committees
    - A. Finance & Administration – Fred Williams
      - i. Items for consideration of approval:
        - a. Financial Statements July 2023, subject to audit
        - b. PennDOT DOTGrants Authorization Resolution Public Transit Agency Safety Plan Annual Updates
        - c. 2024 Pension Fund MMO Calculations
    - B. LANTaBus Rider Experience Committee – Kim Schaffer
    - C. Capital Asset Management – Becky Bradley
      - i. Items for consideration of approval:
        - a. On-Call Task Order Civil Engineering & Architectural Services
        - b. LANTA FY2023 Performance and FY2024 Goals and Targets for Transit Asset Management (TAM) Plan
    - D. LANTaVan & Accessibility Committee – Sheila Alvarado
  6. Other Items
  7. Adjournment
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**LANTA Finance & Administration Committee  
Agenda  
September 5, 2023**

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1. Call to Order
  2. Roll Call
  3. Public Comment
  4. Review and Recommendation – Financial Statements July 2023, subject to audit
  5. Safety and Training Dashboard Report
  6. Procurements
    - A. Update – Fare Collection Technology RFP
  7. Actions
    - A. Recommendation for Approval – PennDOT DOTGrants Authorization Resolution
    - B. Recommendation for Approval – 2024 MMO Calculations
  8. Other Items
    - A. Update – Renewal of Allentown School District Student Transit Access Agreement
  9. Adjournment
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# Lehigh and Northampton Transportation Authority

**TO:** Owen O'Neil, Executive Director and Authority Members  
**FROM:** Nicole L. Ozoa, Senior Director of Finance  
**DATE:** September 5, 2023  
**SUBJECT:** Unaudited July 2023 Financial Statement

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Attached for your review are the unaudited financial statements for the period ended July 31, 2023 for LANtaBus, LANtaVan and Carbon Transit.

## Items of Interest:

- LANTA's portion of the Line of Credit Balance as of September 4th, 2023, stands at \$0 of an available \$6,000,000. The balance in the combined LANTA general checking account stands at \$118K. State ACT 89 funds due to LANTA for FY 23/24 are current. The balance in the ACT 44 checking account stands at \$17,000,808. The account is currently underfunded by approximately \$4.2M. In addition, approximately \$8.7M are either currently owed to LANTA from State Funds or can now be drawn down from Federal Grants:
  - State Shared Ride/PWD - \$417,395 (As of 7/31/2023)
  - Lehigh County MATP - \$961,309 (As of 7/31/2023)
  - Northampton County MATP - \$361,164 (As of 7/31/2023)
  - Federal Capital/Ops Funding - \$4,232,170 (As of 7/31/2023)
  - State Capital Funding - \$1,472,615 (As of 7/31/2023)
  - Local Capital and Operating Assistance - \$1,283,072 (As of 7/31/2023)
- The balance in the Carbon's general checking account stands at approximately \$131K. The balance in the Carbon's Act 44 checking account stands at \$0. The account is neither over nor underfunded. State ACT 89 funds due to Carbon for FY 23/24 are current. In addition, approximately \$906K are currently owed to Carbon Transit from the following sources:
  - State Shared Ride/PWD - \$77,316 (As of 7/31/2023)
  - Carbon County MATP - \$828,815 (As of 7/31/2023)
- Fulton Financial ACT 72 Letter for period ended 7/31/2023 has been received and all bank accounts are in compliance.

LANTA's Health Insurance expense is currently the single largest expense outside of salary and wages. MTD & YTD Health Insurance expense:

	MTD Actual	Fiscal YTD Actual	Fiscal YTD Budget
Net Health Insurance	\$461,260	\$461,260	\$571,432

The current health insurance participation census stands at 120 Employee Only; 86 Employee Plus 1; 37 Employee Plus 2; 35 Employee Plus 3 and 28 Employee Plus 4 or more.

### **LANtaVan Accounts Receivable Aged Invoice Report - July 31, 2023**

	Total	Current	30 Days	60 Days	90 Days	120 Days +
Lehigh County MATP	\$ 961,309	\$ 193,364	\$ -	\$ 438,623	\$ 14,993	\$ 314,329
Northampton County MATP	\$ 361,164	\$ 151,929	\$ -	\$ 256,656	\$ 5,768	\$ (53,189)
Other(PaDOT Shared Ride;Pwd)	\$ 460,404	\$ 212,699	\$ 83	\$ 223,443	\$ -	\$ 24,179
Total AR July 31, 2022	\$ 1,782,877	\$ 557,992	\$ 83	\$ 918,722	\$ 20,761	\$ 285,319
	100%	31.30%	0.00%	51.53%	1.16%	16.00%
Total AR June 30, 2023	\$ 1,813,761	\$ 1,329,574	\$ 174,558	\$ (32,641)	\$ 183,779	\$ 158,491
	100%	73.30%	9.62%	-1.80%	10.13%	8.74%
AR Change	\$ (30,884)	\$ (771,582)	\$ (174,475)	\$ 951,363	\$ (163,018)	\$ 126,828
	-1.70%	-58.03%	-99.95%	-2914.62%	-88.70%	80.02%

### **Accounts Payable Aged Invoice Report - July 31, 2023**

	Total	Current	30 Days	60 Days	90 Days	120 Days +
LANtaBus	\$ 1,631,383	\$ 742,128	\$ 328,491	\$ 563,224	\$ 4,265	\$ (6,726)
LANtaVan	\$ 1,688,551	\$ 884,058	\$ 8,248	\$ 790,043	\$ 4,224	\$ 1,977
Carbon	\$ 393,787	\$ 187,129	\$ 2,373	\$ 203,952	\$ 333	\$ -



The financial statements for the first period of fiscal year 2024, will start with LANtaBus. The discussion will focus on the actual versus budget variance analysis and how it relates to funding and performance. I will be concentrating on the year-to-date revenues and expenditures. LANtaVan results will be next concluding with Carbon Transit.

### **LANtaBus**

Year-to-date revenues for the fixed route division total \$106,068. This represents a 58.70 percent decrease from the budget projection of \$256,849. Fare collection revenue is currently running below budget projections by approximately \$114K. The large variances are attributed to an aggressive approach to budget allocation for the current fiscal period. The Other Revenue section, which includes Advertising Revenue, is below current budget projections by \$39,583. The variance is due to a delay in receiving the July commission payment. Please remember that advertising revenue is only budgeted at the guaranteed contract amount to maintain a conservative approach to revenue recognition.

Year-to-date expenditures for the fixed route division total \$3,174,188. This represents a 2.28 percent decrease from the current fiscal year budget projection of \$3,248,217. For the current fiscal period, Labor and Fringes, Purchased Transportation and Casualty and Liability Insurance are the top expense variables contributing to the largest budget variances. These categories, as well as all variables, continue to be monitored with further investigation occurring as required. The first area to be examined in detail is the area of Labor and Fringes. Collectively, Labor and Fringes are currently running approximately \$5K below budget. Purchased Transportation is also running below budget projections, by \$34K, a 12.61 percent budget variance. Current year expense for both Physical Damage and Liability and Property Damage is running approximately \$56K below budget. All invoices have been received from SAFTI and are current. Health Insurance expenses are currently running approximately \$110K below budget, this represents a 19.28 percent decrease from the current year budget projection of \$571,432. The large variance is attributable to the change in the frequency of invoicing by Capital Blue Cross. The Authority is invoiced weekly for claims paid where the budget was based on the historical practice of monthly invoicing.

Year-to-date deficit recorded on the fixed route division totals \$3,068,120. This represents a 2.57 percent increase from the current year's budget projection. Current total subsidies equal the deficit and include the following sources:

- Federal Subsidy – ARPA - \$1,848,891
- Federal Subsidy – All other sources - \$597,481
- State Subsidy - \$537,572
- Local Subsidy - \$84,177

**LANtaVan**

Year-to-date revenues for LANtaVan total \$799,064. This represents a 1.80 percent decrease from the current fiscal period budget projection of \$813,717. MATP revenue of \$345,293 has been recorded based on actual expenditures and is currently showing a 6.60 percent increase from the current fiscal year budget projection of \$323,914. Shared Ride and PWD revenue of \$204,453, which represents the full allowable reimbursement amount for each program, is showing a 22.79 percent increase from the current fiscal year budget projections of \$166,507, collectively.

Year-to-date expenditures for LANtaVan total \$959,146. This represents a 7.25 percent decrease from the current fiscal budget projection of \$1,034,083. The main deviation of approximately \$50K pertains to Labor and Fringe Benefits. Labor costs allocated to LANtaVan are based by call volume percentages for call center staff, the remaining staff salaries are allocated based on the amount of time spent on LANtaVan tasks. Fringes are allocated based on an estimated percentage of 82.0 percent of total wages. Fuel costs are also below budget projections by approximately \$28K. The large variance is attributed to an aggressive approach to budget allocation for the current fiscal period. Lastly, the Purchased Transportation area completed the fiscal period above budget projections by approximately \$8K.

Year-to-date deficit recorded on LANtaVan totals \$160,082. Current total subsidies include the following sources:

State Subsidy - \$160,082

### **Carbon Transit**

Year-to-date revenues for Carbon Transit total \$98,432. This represents a 2.98 percent increase above the budgeted fiscal year period projection of \$95,584. Carbon records and adjusts MATP revenue to reflect cost of the program to maintain a conservative approach to revenue recognition. Currently, MATP revenue is approximately \$6K above budget projections. Shared Ride Lottery and PWD are lower than budgeted projections by \$4K, collectively.

Year-to-date expenditures for Carbon Transit total \$217,555. This represents a 3.03 percent increase above budgeted fiscal year period projection of \$211,163. The main deviation of approximately \$27K pertains to the Purchased Transportation area and relates to an increase in those trips that incur a higher cost to perform, specifically the Medical Assistance Out of County trips. The Authority has begun to evaluate alternative transportation methods to perform the Out of County trips. Fuel costs are above current fiscal period budget projections by approximately \$2K. All other variances are smaller in individual value but continue to be monitored and analyzed to ensure correct coding and valid expense.

Year-to-date deficit recorded on Carbon Transit totals \$119,123. Current total subsidies are sufficient to cover the deficit and include the following sources:

Federal Subsidy - \$0  
State Subsidy – \$114,977  
Local Subsidy - \$4,146



**LANTA Bus**  
**Income Statement Summary**  
For the Period Ending July 31, 2023

	Fiscal Year 2024				YTD Budget Variance	
	PTD		YTD		Favorable (Unfavorable)	Percent
	Actual	Budget	Actual	Budget	Amount	
<b>Revenue</b>						
Passenger Fares	103,028	217,266	103,028	217,266	(114,238)	-52.58%
Special Transit Fares	-	-	-	-	-	#DIV/0!
Auxiliary Transportation Revenue	-	39,583	-	39,583	(39,583)	-100.00%
Non-Transportation Revenue	3,040	-	3,040	-	3,040	#DIV/0!
<b>Total Revenue</b>	<b>106,068</b>	<b>256,849</b>	<b>106,068</b>	<b>256,849</b>	<b>(150,781)</b>	<b>-58.70%</b>
<b>Expenses</b>						
Labor	1,356,852	1,261,725	1,356,852	1,261,725	(95,127)	-7.54%
Fringe Benefits	918,040	1,018,215	918,040	1,018,215	100,175	9.84%
<b>Total Labor and Fringe Benefits</b>	<b>2,274,891</b>	<b>2,279,940</b>	<b>2,274,891</b>	<b>2,279,940</b>	<b>5,048</b>	<b>0.22%</b>
Services	167,167	152,699	167,167	152,699	(14,468)	-9.47%
Fuel	96,362	102,849	96,362	102,849	6,487	6.31%
Tires & Tubes	10,356	11,102	10,356	11,102	746	6.72%
Materials & Supplies	219,112	208,998	219,112	208,998	(10,114)	-4.84%
Utilities	119,743	117,357	119,743	117,357	(2,386)	-2.03%
Casualty & Liability	28,477	84,800	28,477	84,800	56,323	66.42%
Taxes	2,040	3,255	2,040	3,255	1,215	37.34%
Purchase of Transportation Service	235,922	269,953	235,922	269,953	34,031	12.61%
Miscellaneous	4,326	3,176	4,326	3,176	(1,150)	-36.20%
Interest	-	-	-	-	-	#DIV/0!
Leases & Rentals	15,793	14,088	15,793	14,088	(1,705)	-12.10%
<b>Total Expenses</b>	<b>3,174,188</b>	<b>3,248,217</b>	<b>3,174,188</b>	<b>3,248,217</b>	<b>74,028</b>	<b>2.28%</b>
<b>Gross Surplus (Deficit)</b>	<b>(3,068,121)</b>	<b>(2,991,368)</b>	<b>(3,068,121)</b>	<b>(2,991,368)</b>	<b>(76,753)</b>	<b>-2.57%</b>
<b>Subsidy</b>						
Local Subsidy	84,177	86,177	84,177	86,177	2,000	2.32%
State Subsidy	537,572	460,981	537,572	460,981	(76,591)	-16.61%
Federal Subsidy - ARPA	1,848,891	1,749,170	1,848,891	1,749,170	(99,721)	-5.70%
Federal Subsidy - ADA	161,137	132,336	161,137	132,336	(28,801)	-21.76%
Federal Subsidy - Safety & Security	41,179	45,898	41,179	45,898	4,720	10.28%
Federal Subsidy - VOH	46,080	81,556	46,080	81,556	35,476	43.50%
Federal Subsidy - Preventative Maint	340,800	426,552	340,800	426,552	85,752	20.10%
Federal Subsidy - Tire Lease	8,285	8,698	8,285	8,698	413	4.75%
<b>Total Subsidy</b>	<b>3,068,120</b>	<b>2,991,368</b>	<b>3,068,120</b>	<b>2,991,368</b>	<b>(76,753)</b>	<b>-2.57%</b>
<b>Surplus (Deficit)</b>	<b>(0)</b>	<b>0</b>	<b>(0)</b>	<b>0</b>	<b>(1)</b>	<b>0.00%</b>

**LANtaBus**  
**Statement of Net Assets**  
July 31, 2023

**CURRENT ASSETS**

Cash	\$ 196,187
Accounts Receivable	83,810
Interdivisional Receivable - CT	1,277,348
Interdivisional Receivable - LV	1,119,624
Inventories	917,401
Prepaid Expenses	13,469,928
Grants Receivable	5,777,050
Total Current Assets	<u>22,841,349</u>

**RESTRICTED ASSETS**

Cash	<u>16,322,132</u>
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**CAPITAL ASSETS**

Capital Assets Not Being Depreciated	147,970
Capital Assets Being Depreciated - Net	47,321,812
Total Capital Assets	<u>47,469,782</u>

TOTAL ASSETS	<u>\$ 86,633,263</u>
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**CURRENT LIABILITIES**

Note Payable	\$ -
Loan Payable	-
Interdivisional Payable	-
Accounts Payable	867,454
Accrued Expenses:	
Wages	3,366,048
Professional Fees	(21,746)
Other	(397,193)
Deferred Other Funding	26,387,480
Due To Commonwealth of PA	21,243,500
Deferred Local Grant Funding	81,165
Total Current Liabilities	<u>51,526,709</u>

**NET ASSETS**

Invested In Capital Assets	47,392,754
Unrestricted Equity	(12,369,200)
Restricted Equity	83,000
Total Net Assets	<u>35,106,554</u>

TOTAL CURRENT LIABILITIES AND NET ASSETS	<u>\$ 86,633,263</u>
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**LANTA Van**  
**Income Statement Summary**  
For the Period Ending July 31, 2023

	Fiscal Year 2024				YTD Budget Variance	
	PTD		YTD		Favorable (Unfavorable) Amount	Percent
	Actual	Budget	Actual	Budget		
<b>Revenue</b>						
Passenger Fares	39,921	41,440	39,921	41,440	(1,519)	-3.66%
Non-Transportation Revenues	-	-	-	-	-	#DIV/0!
Local Special Fare Assistance	209,397	281,856	209,397	281,856	(72,459)	-25.71%
State Reimbursements	204,453	166,507	204,453	166,507	37,946	22.79%
State Special Fare Assistance	345,293	323,914	345,293	323,914	21,379	6.60%
<b>Total Revenue</b>	<b>799,064</b>	<b>813,717</b>	<b>799,064</b>	<b>813,717</b>	<b>(14,653)</b>	<b>-1.80%</b>
<b>Expenses</b>						
Labor	37,452	64,870	37,452	64,870	27,418	42.27%
Fringe Benefits	30,710	53,306	30,710	53,306	22,595	42.39%
<b>Total Labor and Fringe Benefits</b>	<b>68,162</b>	<b>118,175</b>	<b>68,162</b>	<b>118,175</b>	<b>50,013</b>	<b>42.32%</b>
Services	5,181	9,155	5,181	9,155	3,974	43.41%
Fuel	95,244	123,612	95,244	123,612	28,368	22.95%
Tires & Tubes	-	-	-	-	-	#DIV/0!
Materials & Supplies	3,311	2,147	3,311	2,147	(1,164)	-54.19%
Utilities	13,699	14,900	13,699	14,900	1,201	8.06%
Casualty & Liability	1,084	1,083	1,084	1,083	(1)	-0.05%
Taxes	6,733	6,250	6,733	6,250	(483)	-7.72%
Purchase of Transportation Service	696,571	689,032	696,571	689,032	(7,540)	-1.09%
Miscellaneous	-	241	-	241	241	100.00%
Interest	-	-	-	-	-	#DIV/0!
Rent	69,161	69,487	69,161	69,487	326	0.47%
<b>Total Expenses</b>	<b>959,146</b>	<b>1,034,083</b>	<b>959,146</b>	<b>1,034,083</b>	<b>74,937</b>	<b>7.25%</b>
<b>Gross Surplus (Deficit)</b>	<b>(160,082)</b>	<b>(220,366)</b>	<b>(160,082)</b>	<b>(220,366)</b>	<b>60,284</b>	<b>-27.36%</b>
<b>Subsidy</b>						
Local Subsidy	-	-	-	-	-	-
State Subsidy	160,082	220,366	160,082	220,366	60,284	27.36%
Federal Subsidy	-	-	-	-	-	-
<b>Total Subsidy</b>	<b>160,082</b>	<b>220,366</b>	<b>160,082</b>	<b>220,366</b>	<b>60,284</b>	<b>-</b>
<b>Surplus (Deficit)</b>	<b>-</b>	<b>(0)</b>	<b>-</b>	<b>(0)</b>	<b>0</b>	<b>-</b>

**LANtaVan**  
**Statement of Net Assets**  
**July 31, 2023**

**CURRENT ASSETS**

Cash	\$	(7,244)
Accounts Receivable		62,675
Interdivisional Receivable		
Inventories		
Prepaid Expenses		246,158
Grants Receivable		2,431,581
Total Current Assets		<u>2,733,170</u>

**TOTAL ASSETS**

\$ 2,733,170

**CURRENT LIABILITIES**

Note Payable	\$	-
Loan Payable		-
Interdivisional Payable		1,119,624
Accounts Payable		855,898
Accrued Expenses:		750,525
Deferred Revenue		7,123
Total Current Liabilities		<u>2,733,170</u>

**NET ASSETS**

Unrestricted Equity		-
Restricted Equity		-
Total Net Assets		<u>-</u>

**TOTAL CURRENT LIABILITIES AND NET ASSETS**

\$ 2,733,170

**Carbon Transit**  
**Income Statement Summary**  
For the Period Ending July 31, 2023

	Fiscal Year 2024				YTD Budget Variance	
	PTD		YTD		Favorable (Unfavorable)	
	Actual	Budget	Actual	Budget	Amount	Percent
<b>Revenue</b>						
Passenger Fares	2,918	1,330	2,918	1,330	1,588	119.44%
Non-Transportation Revenues	-	-	-	-	-	0.00%
Local Special Fare Assistance	2,366	2,259	2,366	2,259	107	4.75%
State Reimbursements	26,125	30,574	26,125	30,574	(4,449)	-14.55%
State Special Fare Assistance	67,023	61,422	67,023	61,422	5,602	9.12%
<b>Total Revenue</b>	<b>98,432</b>	<b>95,584</b>	<b>98,432</b>	<b>95,584</b>	<b>2,848</b>	<b>2.98%</b>
<b>Expenses</b>						
Labor	13,640	23,643	13,640	23,643	10,003	42.31%
Fringe Benefits	11,185	19,388	11,185	19,388	8,203	42.31%
<b>Total Labor and Fringe Benefits</b>	<b>24,826</b>	<b>43,031</b>	<b>24,826</b>	<b>43,031</b>	<b>18,206</b>	<b>42.31%</b>
Services	283	1,904	283	1,904	1,621	85.15%
Fuel	20,267	18,488	20,267	18,488	(1,779)	-9.62%
Tires & Tubes	-	-	-	-	-	0.00%
Materials & Supplies	612	974	612	974	362	37.18%
Utilities	821	3,080	821	3,080	2,259	73.34%
Casualty & Liability	-	-	-	-	-	0.00%
Taxes	-	-	-	-	-	0.00%
Purchase of Transportation Service	166,648	139,587	166,648	139,587	(27,061)	-19.39%
Miscellaneous	-	-	-	-	-	0.00%
Interest	-	-	-	-	-	0.00%
Leases & Rentals	4,099	4,098	4,099	4,098	(0)	0.00%
<b>Total Expenses</b>	<b>217,555</b>	<b>211,163</b>	<b>217,555</b>	<b>211,163</b>	<b>(6,392)</b>	<b>-3.03%</b>
<b>Gross Surplus (Deficit)</b>	<b>(119,123)</b>	<b>(115,579)</b>	<b>(119,123)</b>	<b>(115,579)</b>	<b>(3,544)</b>	<b>-3.07%</b>
<b>Subsidy</b>						
Local Subsidy	4,146	4,146	4,146	4,146	(0)	-0.01%
State Subsidy	114,977	111,433	114,977	111,433	(3,544)	-3.18%
<b>Total Subsidy</b>	<b>119,123</b>	<b>115,579</b>	<b>119,123</b>	<b>115,579</b>	<b>(3,544)</b>	<b>-3.07%</b>
<b>Surplus (Deficit)</b>	<b>(0)</b>	<b>0</b>	<b>(0)</b>	<b>0</b>	<b>(0)</b>	<b>-866.67%</b>

**Carbon Transit**  
**Statement of Net Assets**  
**July 31, 2023**

**CURRENT ASSETS**

Cash	\$	164,529
Accounts Receivable		(38,423)
Interdivisional Receivable		-
Due From Carbon County		-
Prepaid Expenses		4,708
Grants Receivable		1,073,049
Total Current Assets		<u>1,203,863</u>

TOTAL ASSETS	\$	<u>1,203,863</u>
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**CURRENT LIABILITIES**

Note Payable	\$	-
Loan Payable		-
Interdivisional Payable		1,277,348
Due to the Commonwealth		-
Accounts Payable		376,604
Accrued Expenses		-
Deferred Revenue		55,636
Total Current Liabilities		<u>1,709,589</u>

**NET ASSETS**

Unrestricted Equity		(505,726)
Restricted Equity		-
Total Net Assets		<u>(505,726)</u>

TOTAL CURRENT LIABILITIES AND NET ASSETS	\$	<u>1,203,863</u>
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**SAFETY REPORT**  
**Apr-Jun 2023**

Safety Performance Report	Total Property Damage			Total	Injuries	
	Under \$2,500	\$2,500-\$15,000	Over \$15,000		# Resulting in Minor Personal Injuries	# Resulting in More than Minor Personal Injuries
Chargeable Vehicle Collisions	24	5		29		
Non-Chargeable Vehicle Collisions	13	3	1	17		1
Total	37	8	1	46	0	1
Chargeable Non-Collision Incidents				0	2	1
Non-Chargeable Non-Collision Incidents				0	3	3
Total	0	0	0	0	5	4
	Current Q	Benchmark	Previous Q			
Rev Miles	929,213					
Rev Miles between Collisions	20,200	15,500	-			
Rev Miles between Chargeable Collisions	32,042	31,000	-			

	Lost Time				Total
	None	Less than 7 days	7-21 Days	More than 21 Days	
Workers' Compensation Reports	9	2	0	3	14
Employee Work Hours for Period	159,753				
	17,750	79,877	#DIV/0!	53,251	11,411





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**TRAINING REPORT**  
**April-June 2023**

- A New Hire Class began April 24<sup>th</sup> - Nine candidates started and seven candidates completed the class.
- 31 Recertifications were completed.
- 66 on board safety observations were conducted.
- 14 post-accident remedial trainings were completed.
- 2 maintenance staff CDL Training were completed.
- 25 Moravian College students enrolled in Occupational Therapy were on site for hands-on securement training. The students see how the ramp deploys, where the securement areas are located on the bus, how the devices are secured, how the passenger is secured. Discussions on loading locations and the struggles a person using a mobility device may encounter while using public transportation.

RESOLUTION AUTHORIZING THE SUBMITTAL AND MODIFICATION  
OF PENNSYLVANIA DEPARTMENT OF TRANSPORTATION DOTGRANT OBJECTS

Be it resolved, by the authority of the Board of Directors that any individual holding the position title(s) listed below is authorized to submit and modify the dotGrant objects indicated below. This resolution shall remain in effect until rescinded or replaced with a new resolution.

	Reorganization – Organization Core Info	Grants Applications	Projected Legacy Budget	Unaudited Actual Legacy Budget	Audited Actual Legacy Budget*	Grant Agreement Execution	Invoices	Progress Reports
Position Title:	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director
Position Title:	Sr. Director of Finance	Sr. Director of Finance	Sr. Director of Finance	Sr. Director of Finance			Sr. Director of Finance	Sr. Director of Finance
Position Title:	Sr. Director of Service Support & Planning	Sr. Director of Service Support & Planning	Sr. Director of Service Support & Planning	Sr. Director of Service Support & Planning				Sr. Director of Service Support & Planning
Position Title:			Controller	Controller				Controller
Position Title:								Manager of Communications and Strategic Initiatives
Position Title:			Director of Planning & Scheduling	Director of Planning & Scheduling				Director of Planning & Scheduling

I, Matthew Malozi, Chair of the LANTA Board of Directors do hereby certify that the foregoing is a true and correct copy of the Resolution adopted at a regular meeting of the LANTA Board of Directors held on the 12<sup>th</sup> day of September 2023.

By: \_\_\_\_\_  
(Signature and Official Title) (Date)


ATTEST:  
LANTA \_\_\_\_\_  
(Name of Governing Body)

By: \_\_\_\_\_  
(Signature and Official Title) (Date)

\*PennDOT requires the Audited Actual Legacy Budget to be submitted by the chief operating officer (such as Executive Director, General Manager, etc.)



***Lehigh and Northampton Transportation Authority***

To: LANTA Board of Directors  
Fr: Owen P. O'Neil, Executive Director   
Date: September 12, 2023  
RE: 2024 Minimum Municipal Obligation for the Non-Union Employee's Pension Plan

---

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 of 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 2024 Minimum Municipal Obligation requires several assumptions relating to projected payroll. The attached 2024 Minimum Municipal Obligation certification details this determination.

**LANTA  
NON-UNION EMPLOYEES' PENSION PLAN  
WORKSHEET FOR 2024 MMO**

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2023)	\$ 4,967,627
2. TOTAL NORMAL COST PERCENTAGE	8.28%
3. TOTAL NORMAL COST (Item 1 x Item 2)	\$ 411,319
4. TOTAL AMORTIZATION REQUIREMENT	\$ 23,239
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	\$ 21,736
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	\$ 456,294
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	\$ 169,981
8. FUNDING ADJUSTMENT	\$ 0
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	\$ 286,313

\_\_\_\_\_  
Signature of Chief Administrative Officer

\_\_\_\_\_  
Date Certified to Governing Body

**Note: The 2024 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2023.**



**Lehigh and Northampton Transportation Authority**

To: LANTA Board of Directors  
Fr: Owen P. O'Neil, Executive Director   
Date: September 12, 2023  
RE: 2024 Minimum Municipal Obligation for the Union Employee's Pension Plan

---

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 of 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 2024 Minimum Municipal Obligation requires several assumptions relating to projected payroll. The attached 2024 Minimum Municipal Obligation certification details this determination.



**LANTA  
UNION EMPLOYEES' PENSION PLAN  
WORKSHEET FOR 2024 MMO**

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2023)	\$ 16,412,531
2. TOTAL NORMAL COST PERCENTAGE	9.64%
3. TOTAL NORMAL COST (Item 1 x Item 2)	\$ 1,582,168
4. TOTAL AMORTIZATION REQUIREMENT	\$ 951,624
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	\$ 34,499
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	\$ 2,568,291
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	\$ 738,564
8. FUNDING ADJUSTMENT	\$ 0
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	\$ 1,829,727

\_\_\_\_\_  
Signature of Chief Administrative Officer

\_\_\_\_\_  
Date Certified to Governing Body

**Note: The 2024 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2023.**



## My trip to school in the morning:

Leave home by \_\_\_\_\_ a.m.  
Leave By Time

I get on the \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Bus Route & Direction Departure Stop Name Bus Departure Time

Get off the bus at \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Arrival Stop Name Arrival Time

Second Bus (if needed):

- ☐ Wait at same stop  
☐ Walk to nearby stop: \_\_\_\_\_

I get on the \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Bus Route & Direction Departure Stop Name Bus Departure Time

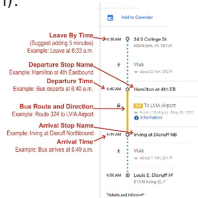
Get off the bus at \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Arrival Stop Name Arrival Time

## Planning Your Trip to and from school on LANTA

By downloading the Transit App, you can search the address or location you are traveling to, and the results will explain which routes to take.

## Using Google Maps (Best for Planning your trip on a phone or computer)

You can find scheduled bus arrival times on Google Maps by entering your starting address and destination address in the Trip Planner box (click the Directions button) and click the Transit transportation mode (the train icon).



LANTA Rider Resources is also available to help at 888-253-8333

## My trip from school in the afternoon:

Leave school by \_\_\_\_\_ p.m.  
Leave By Time

I get on the \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Bus Route & Direction Departure Stop Name Bus Departure Time

Get off the bus at \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Arrival Stop Name Arrival Time

Second Bus (if needed):

- ☐ Wait at same stop  
☐ Walk to nearby stop: \_\_\_\_\_

I get on the \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Bus Route & Direction Departure Stop Name Bus Departure Time

Get off the bus at \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Arrival Stop Name Arrival Time

☐ I have my ASD Student ID with me



### Planificación de su viaje hacia y desde la escuela en LANTA

Al descargar la aplicación Transit, puede buscar la dirección o la ubicación a la que viaja, y los resultados le explicarán qué rutas tomar.

### Uso de Google Maps (mejor para planificar su viaje en un teléfono o computadora)

Puede encontrar horarios de llegada de autobuses programados en Google Maps ingresando su dirección de inicio y dirección de destino en el cuadro Planificador de viaje (haga clic en el botón Direcciones) y haga clic en el modo de transporte público (el icono del tren).



LANTA Rider Resources también  
está disponible para ayudar al  
888-253-8333

## Mi viaje escolar en la mañana

Salir de la casa por \_\_\_\_\_ a.m.  
Salir a Tiempo

Me pongo \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Ruta y Dirección Nombre de la Parada de Salida Hora de Salida

Bajar del autobús \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Nombre de la Parada de Llegada Hora de Llegada

Segundo autobús (si es necesario):

- ☐ Esperar en la parada: \_\_\_\_\_  
☐ Caminar hasta la parada cercana: \_\_\_\_\_

Me pongo \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Ruta y Dirección Nombre de la Parada de Salida Hora de Salida

Bajar del autobús \_\_\_\_\_ at \_\_\_\_\_ a.m.  
Nombre de la Parada de Llegada Hora de Llegada

## Mi viaje de la escuela por la tarde:

Salir de escuela por \_\_\_\_\_ p.m.  
Salir a Tiempo

Me pongo \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Ruta y Dirección Nombre de la Parada de Salida Hora de Salida

Bajar del autobús \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Nombre de la Parada de Llegada Hora de Llegada

Segundo autobús (si es necesario):

- ☐ Esperar en la parada: \_\_\_\_\_  
☐ Caminar hasta la parada cercana: \_\_\_\_\_

Me pongo \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Ruta y Dirección Nombre de la Parada de Salida Hora de Salida

Bajar del autobús \_\_\_\_\_ at \_\_\_\_\_ p.m.  
Nombre de la Parada de Llegada Hora de Llegada

☐ **Tengo mi identificación de estudiante ASD conmigo**



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**Capital Asset Management Committee**  
**Agenda**  
**September 5, 2023**

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1. Call to Order
2. Roll Call
3. Public Comment
4. Capital Asset Management Dashboard Report
5. Procurements
  - A. Recommendation for Approval – On-Call Task Order Civil Engineering & Architectural Services
  - B. Update – Bus Stop Signage Installation Contract Award
6. Report on Initiatives
  - A. Allentown Transportation Center Interior Renovation
  - B. Bethlehem Transportation Center Renovation
  - C. Carbon County Fixed Route Vehicle Purchase
  - D. Bus Stop Infrastructure Update
7. Actions
  - A. Recommendation for Approval - LANTA FY2023 Performance and FY2024 Goals and Targets for Transit Asset Management (TAM) Plan
8. Other Items
9. Adjournment



**Capital Asset Management Dashboard - April - June 2023**  
**Tuesday, September 5, 2023**

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 %	94%	384	360	90%
On-Time % for bus detail cleaning (within 5 weeks)	98%	283	276	90%
	Current Q	Benchmark		
Revenue Miles between Road Failure	84,474	40,000		





## MEMORANDUM

To: LANTA Board of Directors, Capital Asset Management Committee  
Fr: Brendan Cotter, Senior Director, Service Support & Planning  
Re: Contract Award Recommendation - On Call Task Order Planning, Engineering, Design and Construction Management Services  
Date: September 5, 2023

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On June 12, 2023, LANTA issued a Request for Proposals (RFP) seeking submittals from qualified parties to provide planning, engineering, design, and construction management services on an on-call basis through PennBID. The announcement informed bidders that submittals would be due August 4, 2023. Work expected to be assigned under the contract will include assistance with the bus shelter program, passenger amenity improvements, tenant fit out plans for LANTA facilities, site analysis, planning, engineering and design for potential future LANTA operating facilities, and construction administration.

A total of 142 RFP packages were requested from the PennBID system for prospective bidders. Five statements of qualifications were submitted by sole bidders or teams with the following prime contractor:

- Bogia Engineering Inc.
- Bowman Consulting Group, Ltd
- Johnson, Mirmiran & Thompson, Inc.
- On-Board Engineering Corporation
- WSP USA Inc.

Statements of Qualifications were reviewed by a committee and scores for each submittal were calculated based on the following criteria:

- Understanding of Work to be Performed
- Service Delivery Process
- Organizational Experience/Past Performance
- Overall Presentation of Proposal

The qualifications packages receiving the highest scores and overall responsiveness to the RFP were submitted from **Bowman Consulting Group, Ltd., Johnson, Mirmiran & Thompson (JMT)** and **WSP USA Inc.** It is the staff's recommendation to enter into a three-year on-call contract (with two one-year optional extensions) with Bowman Consulting Group, Ltd., Johnson, Mirmiran & Thompson and WSP USA Inc. Estimated total billable work for the three-year period is dependent upon tasks pursued and will be based on available funding.



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**BUS STOP INFRASTRUCTURE UPDATE**  
**September 5, 2023**

**Land Development/Municipal Outreach:**

1. South Whitehall:
  - a. Tilghman Square – Broadway sidewalk improvements along property frontage, including new bus stop landing pad, shelter pad, and sidewalk connecting from the curb to the proposed sidewalk along Broadway.
  - b. Several grant applications LANTA assisted with, including ARLE grant for Hamiton Blvd and Lincoln intersection improvements and Walkworks for township as a whole.
  - c. 309 Betterment Plan – PennDOT finalized plans which include most existing bus stops accommodated by landing pads or sidewalks leading from bus stop to improved intersection. LANTA staff served on stakeholder committee.
2. Upper Macungie:
  - a. Americold on Ambassador and Mill – 3 bus stops along frontage of the property, included comments that made it into the Morning Call.
  - b. SS4A implementation grant application – focused on the reverse commuter. In depth process with UMT and their consultant Simone Collins who submitted application in July. Also submitted for DCED Multimodal Fund as well.
  - c. XPO Logistics expansion at Penn Dr and Star Road – proposed new sidewalks at existing bus stop.
3. Bethlehem Township:
  - a. Near completion of final draft of the Active Transportation Plan. LANTA staff served on the stakeholder committee and LANTA has a strong presence in the plan.
  - b. Several Easton Ave sites are being developed along existing LANTA routing. Township has enforced zoning ordinance to have developers include new shelters in their plan if both LANTA and the township agree we need them along key corridors.
4. Lower Macungie:
  - a. Follow up frequently with the Township on the Lehigh Valley Town Center plan that has recently been in the media. Working with Service Planning to request meetings with Lower Macungie and PennDOT for continued discussion.
5. Whitehall Township:
  - a. MacArthur Commons redevelopment – infill on existing parking lots. Would serve on opposite side of existing Walmart stop on Royal Ave. Developer confirmed they will supply their own shelter along with proposed pad and sidewalk.
6. Hanover Township – Lehigh Co.
  - a. Catasauqua Road at Bethlehem Diner/Valley Plaza - Construction to start soon for the intersection improvements for new sidewalks connecting from new bus shelter pads to new crosswalks at improved intersection. In frequent contact with Project Engineer at Keystone Consulting.

7. Continued development trends:
  - a. Many new developments/redevelopments still occurring on existing LANTA routing showing that approach is working for long term results.
  - b. Continue to receive plans from project engineers that have been requested by municipalities and LVPC to coordinate with LANTA.

**Shelters:**

1. LANTA currently have 4 shelters left in inventory, 16 have been installed. Remaining new shelters saved for following projects:
  - Union and Home Run Lane - new (in coordination with developer's timing of sidewalk improvements);
  - 6<sup>th</sup> and Allen – new; still need major coordination with the City and public works with this construction; and
  - (2) eastbound/westbound on Catasauqua Rd at Valley Plaza, signal/crosswalk improvements by summer/fall 2023.
2. Upcoming shelter delivery:
  - a. 20 shelters expected by late September. This batch of new shelters will go towards old Lamar shelter replacements. Still working with PPL to disconnect service at these locations for safe physical removal. Applied for permits at 14 locations in July for hopefully timely response by September/October.
    - 19 locations can be submitted for permit using in-house drawings.
    - (1) location at Union Blvd at Giant is under current task order with engineer for bus stop redesign. Lehigh Shopping Center property management Brixmor has approved of design layout and currently drafting agreement with them. Will not impede permit applications with Bethlehem.
3. Future shelters:
  - a. Another list of 10-13 sites for currently active projects (along existing routing) in which the developer is providing a concrete pad for a new or replacement shelter (provided by LANTA). LANTA will order new shelters by the fall for spring 2024 delivery/start of construction season. FTA has approved of these new locations through Section 106/Historical Resources Review so we are set to purchase shelters from Brasco.

RESOLUTION AUTHORIZING THE SUBMITTAL AND MODIFICATION  
OF PENNSYLVANIA DEPARTMENT OF TRANSPORTATION DOTGRANT OBJECTS

Be it resolved, by the authority of the Board of Directors that any individual holding the position title(s) listed below is authorized to submit and modify the dotGrant objects indicated below. This resolution shall remain in effect until rescinded or replaced with a new resolution.

	Reorganization – Organization Core Info	Grants Applications	Projected Legacy Budget	Unaudited Actual Legacy Budget	Audited Actual Legacy Budget*	Grant Agreement Execution	Invoices	Progress Reports
Position Title:	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director	Executive Director
Position Title:	Sr. Director of Finance	Sr. Director of Finance	Sr. Director of Finance	Sr. Director of Finance			Sr. Director of Finance	Sr. Director of Finance
Position Title:	Sr. Director of Service Support & Planning	Sr. Director of Service Support & Planning	Sr. Director of Service Support & Planning	Sr. Director of Service Support & Planning				Sr. Director of Service Support & Planning
Position Title:			Controller	Controller				Controller
Position Title:								Manager of Communications and Strategic Initiatives
Position Title:			Director of Planning & Scheduling	Director of Planning & Scheduling				Director of Planning & Scheduling

I, Matthew Malozi, Chair of the LANTA Board of Directors do hereby certify that the foregoing is a true and correct copy of the Resolution adopted at a regular meeting of the LANTA Board of Directors held on the 12<sup>th</sup> day of September 2023.

By: \_\_\_\_\_  
(Signature and Official Title) (Date)

ATTEST:  
LANTA \_\_\_\_\_  
(Name of Governing Body)

By: \_\_\_\_\_  
(Signature and Official Title) (Date)

\*PennDOT requires the Audited Actual Legacy Budget to be submitted by the chief operating officer (such as Executive Director, General Manager, etc.)

## 2024 TAM Performance Targets

1. Rolling Stock - Percent of revenue vehicles that have met or exceeded their useful life benchmark				
Performance Measure	2023 Target (%)	2023 Performance (%)	2023 Difference	2024 Target (%)
BU - Bus	31	4.444444444	-26.55555556	28
CU - Cutaway	53	68.75	15.75	59
2. Service Vehicles - Percent of service vehicles that have met or exceeded their useful life benchmark				
Automobiles	45	100	55	46
Trucks and other Rubber Tire Vehicles	21	31.25	10.25	24
3. Facility - Percent of facilities rated below 3 on the condition scale				
Administrative / Maintenance Facilities	14	0	-14	11



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**LANtaVan & Accessibility Committee**

**Agenda**

**September 12, 2023**

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1. Call to Order
  2. Roll Call
  3. Courtesy of the Floor
    - A. Public Comment
    - B. Update on comments received at June LANtaVan Committee meeting
  4. Dashboard Report
  5. Actions
    - A. None
  6. Report on Initiatives
    - A. Accessibility of Signage and Information
    - B. Transdev Update
  7. Other Business
  8. Adjournment
-



**Response to Comments Received During Courtesy of the Floor  
at the previous LANtaVan & Accessibility Committee Meeting**

No comments were received during the June 13 meeting of the Committee.



## LANtaVan Dashboard Report

Tuesday, September 12, 2023

Reporting Period:

Q4 April 2023 - June 2023

### Total Completed Trips by Funding Source

#### Q4 Comparison

Program	Q4 FY2023		Q4 FY2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	10,125	23%	10,446	27%	-3%	LANTA	LANtaBus Op/Cap
Lottery	20,323	45%	16,571	42%	22%	PennDOT	PA Lottery Funds
MATP	12,248	27%	9,980	25%	23%	PA DHS	CMS/State MA Funding
PwD	1,266	3%	1,127	3%	12%	PennDOT	Proj of Stwde Signif
Other	877	2%	1,028	3%	-15%	Various	Various
Total	44,839	100%	39,152	100%	15%		

### Total Completed Trips by Funding Source

#### YTD Comparison

Program	YTD FY2023		YTD FY2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	39,803	24%	41,216	27%	-3%	LANTA	LANtaBus Op/Cap
Lottery	72,447	44%	66,970	43%	8%	PennDOT	PA Lottery Funds
MATP	43,034	26%	38,019	25%	13%	PA DHS	CMS/State MA Funding
PwD	5,045	3%	4,728	3%	7%	PennDOT	Proj of Stwde Signif
Other	2,612	2%	3,941	3%	-34%	Various	Various
Total	162,941	100%	154,874	100%	5%		

### MATP Out of Service Area Trip Statistics

Q4 FY2023		
Program	Completed Trips	Revenue Miles
MA OOC LC	538	7734.49
MA OOC NC	118	3257.49
Total	656	10991.98

### Service Productivity - All

Q4 FY2023				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
28,789.99	22,853.84	52,916	2.32	3.09

### Scheduled Trip Summary - All

Q4 FY2023			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
70,569	2,214	2,847	222



# Riders by Fare Zone - All

Q4 FY2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	29.35	\$4.40	19,162	48%
2	35.35	\$5.30	14,047	35%
3	41.35	\$6.20	6,759	17%
Total			39,968	100%

## Trip Pattern Statistics - All Passengers

### Quarter Comparison

	Q4 FY2023			Q4 FY2022			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	10.34	38.52	16.11	10.99	34.93	18.88	-6%	10%	-15%
	LANtaBus Figure		14.0	LANtaBus Figure		13.5			

## Duration of Trips - Q4 FY2023

Q4 FY2023					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	23,946	12,807	4,904	1928	1254
Trip Total As Percentage	53.4%	28.6%	10.9%	4.3%	2.8%

Percent Trips 30 mins or less	53%
Percent Trips 90 mins or less	93%
% ADA Trips within FRE	68%
% ADA within 15 mins. of FRE	87%

## On Time Performance - Client Pick Up Trips

Q4 FY2023					
Time vs Window	Before Pick Up Window	In Pick Up Window	1 - 30 Minutes Late	31 - 60 Minutes Late	>60 Minutes Late
Trip Total	8587	28410	7842	0	0
Trip Total As Percentage	19.2%	63.4%	17.5%	0.0%	0.0%

Total % On Time & Early	83%
LANtaBus On Time	61%

## LANTA Call Center Report

### Comparison

	Q4 FY2023 (Current)			Q3 2023 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	473	100	66	473	121	64
Average Call Wait Time	3:07	0:46	0:55	2:41	0:52	1:24

## Complaints Received

### Q4 Comparison

Subject of Complaint	Q4 FY2023		Q4 FY2022	
	Number	% of Total	Number	% of Total
Late	48	17%	45	28%
Early	6	2%	12	8%
Driver Attitude	34	12%	19	12%
Care Driving/Comfort	48	17%	9	6%
Van did not show	11	4%	10	6%
Fare Disputes	65	23%	7	4%
Overcrowding	0	0%	8	5%
Trip Length	38	13%	25	16%
Other	38	13%	25	16%
<b>Total</b>	<b>288</b>	<b>100%</b>	<b>160</b>	<b>100%</b>
<b>Trips per Complaint</b>	<b>156</b>		<b>245</b>	
<b>Complaints Deemed Valid</b>	<b>180</b>		<b>95</b>	
<b>Trips per Complaints Deemed Valid</b>	<b>249</b>		<b>412</b>	

LANtaBus ADA Related Complaints Apr - Jun 2023			
Month	Issue	Details and Response	Determination
April	Mobility Device Securement	Rider reported that Driver did not strap down wheelchair well enough. Chair was moving during the entire ride. Management provided coaching to the driver.	Valid
April	Mobility Device Securement	Rider claimed scooter was not strapped correctly, which resulted in the passenger falling over. Incident was reported to our insurance company. Driver was retrained.	Valid
May	Disability Fares	Rider claimed Driver refused passenger Reduced Fare discount. Passenger did not have card on hand to show the driver. Driver followed policy.	Not Valid
June		None	

Total Complaints for Quarter	3
Total Valid	2
Total Valid or Inconclusive	2
Valid Complaints per LANtaBus Trip	485,716



## Carbon Transit Dashboard Report

Tuesday, March 14, 2023

Reporting Period:

Fiscal Year 23 - 7/1/22-6/30/23

July 2022 - December 2022

### Total Completed Trips by Funding Source Comparison

Program	July - June 2023		July - June 2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	2,190	12%	2,349	12%	-7%	LANTA	LANTaBus Op/Cap
Lottery	10,924	58%	11,264	57%	-3%	PennDOT	PA Lottery Funds
MATP	4,662	25%	5,229	27%	-11%	PA DHS	CMS/State MA Funding
PwD	1,028	5%	831	4%	24%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	18,804	100%	19,673	100%	-4%		

### MATP Out of County Trip Statistics

July - June 2023		
Program	Completed Trips	Revenue Miles
MA OOC CC	2863	65152.59
Total	2863	65152.59

### Service Productivity - All

July - June 2023				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
15,579.85	11,622.61	21,254	1.83	2.81

### Scheduled Trip Summary - All

July - June 2023			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
32,680	854	1678	1288

### Riders by Fare Zone - ADA PwD MATP Lottery

July - June 2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	9,585	53%
2	\$ 31.00	\$4.65	6,032	33%
3	\$ 36.00	\$5.40	2,589	14%
Total			18,206	100%

### Riders by Fare Zone - AAA Carbon Sponsorship Trips Only

July - June 2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	3,539	46%
2	\$ 31.00	\$1.25	2,850	37%
3	\$ 36.00	\$1.50	1,383	18%
Total			7,772	100%

### Trip Pattern Statistics - All Passengers

#### Comparison

	July - June 2023			July - June 2022			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	13.71	49.71	16.55	13.51	45.5	17.82	1%	9%	-7%

#### Duration of Trips - 2023

July - June 2023					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	12,377	4,613	1,381	324	109
Trip Total As Percentage	65.8%	24.5%	7.3%	1.7%	0.6%

Percent Trips 30 mins or less	66%
Percent Trips 90 mins or less	98%

#### On Time Performance - Client Pick Up Trips

July - June 2023					
Time vs Window	Before Pick Up Window	In Pick Up Window	1 - 30 Minutes Late	31 - 60 Minutes Late	>60 Minutes Late
Trip Total	3982	12783	2039	0	0
Trip Total As Percentage	21.2%	68.0%	10.8%	0.0%	0.0%

Total % On Time & Early	89%
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