



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

**LANTA Board of Directors Meeting Minutes**  
**March 19, 2024**  
**LANTA Administrative Offices, Allentown, PA**

Members Attending: Matt Malozi – Chair of the Authority; Mike Lichtenberger – Vice Chair of the Authority; Fred Williams – Treasurer of the Authority; Iris Linares; Sheila Alvarado; and Beth Halpern.

Members Attending via Webinar / Teleconference: Becky Bradley – Secretary of the Authority; and Kimberly Schaffer.

Members Absent: Cordelia Miller; Jennifer Ramos; Amy Beck; and Matthew Rozsa.

Staff and Contractors Attending: O. O’Neil, N. Ozoa, T. Williams, J. Ozoa, A. Yacko, J. Berry; Kent Herman – Solicitor.

Public Attending: Maurice Welo.

Public Attending via Webinar/Teleconference: None.

**1. Call to Order**

The meeting was called to order at 12:01 p.m. by Matt Malozi, Chair of the Authority.

**2. Roll Call**

Roll Call was conducted by Mr. O’Neil.

**3. Public Comment**

No comments were offered during public comment.

**4. Approval of the Minutes**

*The minutes of the February 13, 2024 Board of Directors meeting were approved on a motion made by Ms. Linares and seconded by Mr. Lichtenberger.*

## **5. Report of the Committees**

- A. Finance & Administration Committee – Mr. Williams reported the Finance & Administration Committee met on Tuesday March 12. As part of the agenda, staff presented the financial statements for the LANtaBus, LANtaVan, and Carbon Transit operating divisions for January 2024, subject to audit, which are attached. The meeting included a detailed presentation and discussion of the financial statements.

*On a motion made by Mr. Williams and seconded by Ms. Halpern, the Board voted to approve the LANtaBus, LANtaVan, and Carbon Transit financial statements for January 2024, subject to audit.*

Staff also presented the Safety & Training Report for the quarter of October through December 2023. The report included figures for vehicle and non-vehicle accidents and incidents; worker's compensation reports and injuries; as well as training conducted during the quarter. The report is attached.

Staff presented the Certifications and Assurances forms required for the submission of Federal Fiscal Year 2024 FTA grants. The Certifications & Assurances must be accepted and signed by the Executive Director and the Solicitor under authorization from the Board of Directors. The Certifications & Assurances sheets are attached.

*On a motion made by Mr. Williams and seconded by Ms. Bradley, the Board voted to approve the Certifications and Assurances as presented and to authorize the Executive Director and Solicitor to execute the documents.*

Mr. Williams then concluded his report.

- B. Service Support & Planning Committee – Ms. Bradley, Chair of the Service Support & Planning Committee, reported that the Committee did not meet in March and that the next meeting of the Committee is scheduled for Tuesday May 14.

- C. Service Delivery & Accessibility Committee – Ms. Alvarado, Chair of the Service Delivery & Accessibility Committee, reported that the Committee met on Tuesday March 19 prior to the Board meeting.

The agenda included an opportunity for public comment as well as an update on comments received at the December meeting of the Committee. A summary of that update is attached.

The agenda included a review of the LANtaBus Service Delivery Dashboard Report for the period of October through December 2023. The full report is attached. The Dashboard shows that ridership is up over 13 percent compared to the same period in the previous fiscal year, and 33 percent higher for the fiscal year to date compared to the same period in the previous fiscal year.

In addition, service reliability performance for the quarter was presented and discussed.

The agenda also included a review of the LANtaVan Service Delivery Dashboard Report for the second quarter of fiscal year 2024. The full report is attached. The report shows that ridership was up in the second quarter of fiscal year 2024 compared to the same quarter in fiscal year 2023 by approximately 21 percent.

For the quarter, the percentage of trips that were in the on-time window or earlier was 89 percent. Ninety-four (94) percent of trips were 90 minutes or less; and 91 percent of ADA trips were within 15 minutes of the fixed route equivalent.

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.

In addition, staff presented the service delivery dashboard for the Carbon Transit Shared Ride service for the first half of fiscal year 2024. For the period of July through December 2023, ridership on Carbon Transit Shared Ride is 4 percent higher than the same period in the previous fiscal year. The dashboard also includes figures for trip length and on-time performance of the service. The full report is attached.

Staff also provided updates on various initiatives including the development of a mobility training program for riders, the usage of the verification questionnaire for

eligibility applications, the usage of online applications for service, as well as training received by staff.

Lastly, the agenda included an update from LANTA's paratransit service contractor, Transdev.

Ms. Alvarado then concluded her report.

**6. Other Items**

None

**7. Adjournment**

The meeting was adjourned at 12:28 p.m.

Respectfully Submitted



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Becky Bradley  
Secretary

4/2/2024

Date



**Lehigh and Northampton Transportation Authority**

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**LANTA Board Meeting  
Agenda  
March 19, 2024**

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1. Call to Order
  2. Roll Call
  3. Public Comment
  4. Approval of the Minutes – February 13, 2024 Board Meeting
  5. Report of Committees
    - A. Finance & Administration – Fred Williams
      - i. Items for consideration of approval:
        - a. Financial Statements January 2024, subject to audit
        - b. Federal Transit Administration FFY 2024 Certifications & Assurances
    - B. Service Support & Planning – Becky Bradley
    - C. Service Delivery & Accessibility – Sheila Alvarado
  6. Other Items
    - A. LVPC Climate / Carbon Pollution Reduction Grant Application
  7. Adjournment
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**LANTA Finance & Administration Committee  
Agenda  
March 12, 2024**

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1. Call to Order
  2. Roll Call
  3. Public Comment
  4. Review and Recommendation – Financial Statements January 2024, subject to audit
  5. Safety & Training Report – October – December 2023
  6. Procurements  
    None
  7. Actions
    - A. Recommendation for Approval – Federal Transit Administration FFY 2024 Certifications & Assurances
  8. Other Items
  9. Adjournment
-



# Lehigh and Northampton Transportation Authority

**TO:** Owen O'Neil, Executive Director and Authority Members  
**FROM:** Nicole L. Ozoa, Senior Director of Finance  
**DATE:** March 11, 2024  
**SUBJECT:** Unaudited January 2024 Financial Statement

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Attached for your review are the unaudited financial statements for the period ended January 31, 2024, for LANtaBus, LANtaVan and Carbon Transit.

## Items of Interest:

- LANTA's portion of the Line of Credit Balance as of March 1st stands at \$0 of an available \$6,000,000. The balance in the combined LANTA general checking account stands at \$189K. State ACT 89 funds due to LANTA for FY 23/24 total \$2,013,412. The balance in the ACT 44 checking account stands at \$16,790,954. The account is currently underfunded by approximately \$7.8M. In addition, approximately \$11.4M are either currently owed to LANTA from State Funds or can now be drawn down from Federal Grants:
  - State Shared Ride/PWD - \$1,079,690 (THRU 1/31/2024)
  - Lehigh County MATP - \$529,886 (THRU 1/31/2024)
  - Northampton County MATP - \$354,170 (THRU 1/31/2024)
  - Federal Capital/Ops Funding - \$6,954,249 (THRU 1/31/2024)
  - State Capital Funding - \$2,506,874 (THRU 1/31/2024)
- The balance in the Carbon's general checking account stands at approximately \$403K. The balance in the Carbon's Act 44 checking account stands at \$0K. State ACT 89 funds due to Carbon for FY 22/24 are approximately \$27K. In addition, approximately \$1M are currently owed to CT from the following sources:
  - State Shared Ride/PWD - \$155,479 (THRU 1/31/2024)
  - Carbon County MATP - \$889,229 (THRU 1/31/2024)
- Fulton Financial ACT 72 Letter for period ended 1/31/2024 has been received and all bank accounts are in compliance.
- 2024/2025 Preliminary Budget data is being prepared. Departmental meetings will be conducted over the next three weeks to assist in the completion of LANTA 2024/2025 Budgets.

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 | \$573,910  | \$3,793,546       | \$5,525,662       |

The current health insurance participation census stands at 128 Employee Only; 85 Employee Plus 1; 39 Employee Plus 2; 35 Employee Plus 3 and 30 Employee Plus 4 or more.

| <b>LANtaVan Accounts Receivable Aged Invoice Report - January 31, 2024</b> |                     |                     |                     |                   |                   |                     |  |
|--|---------------------|---------------------|---------------------|-------------------|-------------------|---------------------|--|
|  | Total               | Current             | 30 Days             | 60 Days           | 90 Days           | 120 Days +          |  |
| Lehigh County MATP   | \$ 529,886          | \$ 199,932          | \$ -                | \$ 224,130        | \$ 105,824        |                     |  |
| Northampton County MATP  | \$ 354,170          | \$ 104,493          | \$ -                | \$ 138,666        | \$ 203,757        | \$ (92,746)         |  |
| Other(PaDOT Shared Ride;PWD)   | \$ 3,009,560        | \$ 225,704          | \$ (453,180)        | \$ 221,816        | \$ 449,932        | \$ 2,565,289        |  |
| <b>Total AR January 31, 2024</b>   | <b>\$ 3,893,616</b> | <b>\$ 530,128</b>   | <b>\$ (453,180)</b> | <b>\$ 584,612</b> | <b>\$ 759,513</b> | <b>\$ 2,472,543</b> |  |
|  | 100%                | 13.62%              | -11.64%             | 15.01%            | 19.51%            | 63.50%              |  |
| <b>Total AR December 31, 2023</b>  | <b>\$ 3,232,359</b> | <b>\$ 759,732</b>   | <b>\$ 71,528</b>    | <b>\$ -</b>       | <b>\$ 526,441</b> | <b>\$ 1,874,658</b> |  |
|  | 100%                | 23.50%              | 2.21%               | 0.00%             | 16.29%            | 58.00%              |  |
| <b>AR Change</b>   | <b>\$ 661,257</b>   | <b>\$ (229,604)</b> | <b>\$ (524,708)</b> | <b>\$ 584,612</b> | <b>\$ 233,072</b> | <b>\$ 597,885</b>   |  |
|  | 20.46%              | -30.22%             | -733.57%            | #DIV/0!           | 44.27%            | 31.89%              |  |

| <b>Accounts Payable Aged Invoice Report - January 31, 2024</b> |            |            |            |         |         |             |  |
|--|------------|------------|------------|---------|---------|-------------|--|
|  | Total      | Current    | 30 Days    | 60 Days | 90 Days | 120 Days +  |  |
| LANtaBus   | \$ 544,033 | \$ 289,526 | \$ 265,747 | \$ 72   | \$ -    | \$ (11,311) |  |
| LANtaVan   | \$ 707,931 | \$ 3,834   | \$ 698,286 | \$ 172  | \$ 19   | \$ 5,620    |  |
| Carbon   | \$ 146,593 | \$ 972     | \$ 144,994 | \$ 627  | \$ -    | \$ -        |  |



**LANtaBus**

Year-to-date revenues for the fixed route division total \$1,486,840. This represents a 30.34 percent decrease from the current year budget projection of \$2,134,415. Fare collection revenue is currently running below budget projections by approximately \$543K, a 31.12 percent increase from the budget projection of \$1,744,758. The Other Revenue section, which includes Advertising Revenue, is below the current year budget projection by approximately \$42K. This is due to the increase in the contract amount for 2024 and the delay in receiving December's payment and the reconciliation payment of revenue received over the guaranteed 2023 amount.

Year-to-date expenditures for the fixed route division total \$26,442,998. This represents a 2.32 percent increase from the current year budget projection of \$25,844,051. As of the current fiscal period, Labor & Fringe Benefits, Utilities and Services are the top expense variables contributing to the largest budget variances. These categories, as well as all variables, will be continually monitored with further investigation occurring as required. The first area to be examined in detail is the area of Labor and Fringe Benefits. Sick and vacation accruals were reset as of January 1, 2024, and actual expense aligns with budget with little variance. Actual wages are above budgeted amounts by approximately \$710K. Collectively, total Labor and Fringe Benefits are below current budget projections by \$253K, resulting in a 1.31 percent budget variance. Health Insurance expenses are currently running approximately \$1.7M below budget. A total of \$78K in stop loss reimbursements has been received through January 31st. The current year expenses for both Physical Damage and Liability and Property Damage insurance are running approximately \$55K below budget. Approximately \$78K of insurance recoveries were received YTD which helped reduce costs further. Insurance recoveries are booked when received and are not budgeted. The next area to be detailed is Utilities. Utilities are running below current budget projections by approximately \$266K. Currently the Utilities section is compiled by not only the utilities for the Allentown and Easton facilities but also the Allentown, Bethlehem, and Easton Transit Centers. All overhead costs for each transit center are recorded under the Utilities section. The Authority expects this trend to continue due to the opportunity to lock in service rates and a very mild winter. Service costs are currently running above budget projection by approximately \$821K. This can be attributed to the current year budget allocation as well as an increase in building maintenance services.

The year-to-date deficit recorded on the fixed route division totals \$24,956,159. This represents a 5.26 percent increase from the current budget projection. Current total subsidies equal the deficit and include the following sources:

Federal ARPA Funds - \$12,544,967  
Federal Subsidy - \$2,990,448  
State Subsidy - \$9,061,646  
Local Subsidy - \$359,098

**LANtaVan**

Year-to-date revenues for LANtaVan total \$5,572,743. This represents a 5.86 percent decrease from the current year budget projection of \$5,919,825. Total YTD completed revenue trips have increased approximately 20.8% from the prior year period, with ADA, Lottery and MATP experiencing the largest increases. Local revenues, which includes the ADA program, are currently \$316K below budget, a 17.65 percent decrease. State revenues, which represent the Lottery and PWD programs, are currently \$158K above budget, an 11.53 percent increase from current budget projections. MATP revenue is currently \$157K below budget, a 6.40 percent decrease from current budget projections. MATP YTD revenue has been recorded based on actual costs of the program.

Year-to-date expenditures for LANtaVan total \$7,053,931. This represents an 8.85 percent decrease from the current year budget projection of \$7,738,650. The majority of the deviation continues to reside in the Purchased Transportation area. The variance within the purchased transportation area continues to relate to LANTA's direct involvement in day-to-day operations. The net result is approximately \$246K, below budget, which represents a 4.66 percent budget variance. Fuel costs are below budget projections by approximately \$155K, resulting in a 20.26 percent budget variance. Labor and Fringe Benefits are below current budget projections, collectively by approximately \$222K. The allocation of fringes has decreased from 82% to 66% of total wages. Remaining expenditure variances will continue to be monitored and investigated as warranted.

The year-to-date deficit recorded on LANtaVan totals \$1,481,189. This represents an 18.56 percent decrease from the current year budget projection of \$1,818,825. Current total subsidies equal the deficit and include the following sources:

State Subsidy - \$1,481,189

**Carbon Transit**

Year-to-date revenues for Carbon Transit total \$868,947. This represents a 2.72 percent decrease from the current year budget projection of \$893,224. MATP revenue continues above budget projections by approximately \$15K, which represents a 2.27 percent increase. Revenue ridership has increased approximately 18.3% from the prior year with ADA, and MATP continuing with the largest increases.

Year-to-date expenditures for Carbon Transit total \$1,473,358. This represents a 9.68 percent decrease from the current year budget projection of \$1,631,281. The Purchased Transportation area continues below budget projections by approximately \$56K, representing a 4.92 percent budget variance. The Authority anticipates this trend to continue due to cost-saving measures implemented for the Out of County service. Labor and fringes continue below current year budget projections by approximately \$81K, representing a 29.5 percent budget variance, collectively. The current allocation of labor expenses to Carbon has been adjusted to reflect the increase in time spent by our scheduling team. The allocation of fringes has decreased from 82% to 66% of total wages. Remaining expenditure variances will continue to be monitored and investigated as warranted.

The year-to-date deficit recorded on Carbon Transit totals \$604,411. This represents an 18.11 percent decrease from the current year budget projection of \$738,056. Current total subsidies equal the deficit and include the following sources:

State Subsidy – \$576,159  
Local Subsidy - \$28,252

**Carbon Transit**

**Income Statement Summary**

For the Period Ending January 31, 2024

|  | Fiscal Year 2024 |                 |                  |                  |                    |                 | YTD Budget Variance               |         |
|--|------------------|-----------------|------------------|------------------|--------------------|-----------------|-----------------------------------|---------|
|  | PTD              |                 | YTD              |                  | Annual             |                 | Favorable (Unfavorable)<br>Amount | Percent |
|  | Actual           | Budget          | Actual           | Budget           | Budget             | Budget          |                                   |         |
| <b>Revenue</b>                         |                  |                 |                  |                  |                    |                 |                                   |         |
| Passenger Fares                        | 2,589            | 2,650           | 18,389           | 18,843           | 33,548             | (454)           | -2.41%                            |         |
| Non-Transportation Revenues            | -                | -               | -                | -                | -                  | -               | 0.00%                             |         |
| Local Special Fare Assistance          | 1,941            | 2,252           | 15,315           | 16,066           | 26,951             | (751)           | -4.67%                            |         |
| State Reimbursements                   | 23,387           | 30,625          | 176,645          | 214,337          | 353,871            | (37,692)        | -17.59%                           |         |
| State Special Fare Assistance          | 85,805           | 111,266         | 658,598          | 643,979          | 1,181,812          | 14,619          | 2.27%                             |         |
| <b>Total Revenue</b>                   | <b>113,721</b>   | <b>146,793</b>  | <b>868,947</b>   | <b>893,224</b>   | <b>1,596,182</b>   | <b>(24,277)</b> | <b>-2.72%</b>                     |         |
| <b>Expenses</b>                        |                  |                 |                  |                  |                    |                 |                                   |         |
| Labor                                  | 20,081           | 16,313          | 117,279          | 151,737          | 241,712            | 34,458          | 22.71%                            |         |
| Fringe Benefits                        | (2,298)          | 13,377          | 77,404           | 124,425          | 198,204            | 47,021          | 37.79%                            |         |
| <b>Total Labor and Fringe Benefits</b> | <b>17,782</b>    | <b>29,689</b>   | <b>194,683</b>   | <b>276,161</b>   | <b>439,916</b>     | <b>81,479</b>   | <b>29.50%</b>                     |         |
| Services                               | 1,828            | 1,936           | 14,428           | 13,128           | 22,580             | (1,300)         | -9.90%                            |         |
| Fuel                                   | 15,449           | 19,634          | 127,167          | 127,483          | 215,991            | 316             | 0.25%                             |         |
| Tires & Tubes                          | -                | -               | -                | -                | -                  | -               | 0.00%                             |         |
| Materials & Supplies                   | 1,531            | 554             | 5,594            | 10,841           | 17,000             | 5,246           | 48.40%                            |         |
| Utilities                              | 1,776            | 6,412           | 11,965           | 27,533           | 41,125             | 15,568          | 56.54%                            |         |
| Casualty & Liability                   | -                | -               | -                | -                | -                  | -               | 0.00%                             |         |
| Taxes                                  | -                | -               | -                | -                | -                  | -               | 0.00%                             |         |
| Purchase of Transportation Service     | 144,620          | 164,274         | 1,090,863        | 1,147,332        | 2,022,204          | 56,469          | 4.92%                             |         |
| Miscellaneous                          | -                | 23              | -                | 113              | 225                | 113             | 0.00%                             |         |
| Interest                               | -                | -               | -                | -                | -                  | -               | 0.00%                             |         |
| Leases & Rentals                       | 4,094            | 4,098           | 28,657           | 28,689           | 49,180             | 32              | 0.00%                             |         |
| <b>Total Expenses</b>                  | <b>187,081</b>   | <b>226,620</b>  | <b>1,473,358</b> | <b>1,631,281</b> | <b>2,808,221</b>   | <b>157,923</b>  | <b>9.68%</b>                      |         |
| <b>Gross Surplus (Deficit)</b>         | <b>(73,360)</b>  | <b>(79,827)</b> | <b>(604,411)</b> | <b>(738,056)</b> | <b>(1,212,039)</b> | <b>133,646</b>  | <b>18.11%</b>                     |         |
| <b>Subsidy</b>                         |                  |                 |                  |                  |                    |                 |                                   |         |
| Local Subsidy                          | 4,036            | 4,146           | 28,252           | 29,025           | 49,759             | 773             | 2.66%                             |         |
| State Subsidy                          | 69,324           | 75,682          | 576,159          | 709,031          | 1,162,280          | 132,872         | 18.74%                            |         |
| <b>Total Subsidy</b>                   | <b>73,360</b>    | <b>79,827</b>   | <b>604,411</b>   | <b>738,056</b>   | <b>1,212,039</b>   | <b>133,646</b>  | <b>18.11%</b>                     |         |
| <b>Surplus (Deficit)</b>               | <b>-</b>         | <b>0</b>        | <b>-</b>         | <b>0</b>         | <b>0</b>           | <b>(0)</b>      | <b>-100.00%</b>                   |         |

**Carbon Transit  
January 31, 2024**

|                                       | Fixed Route         | ADA                 | SRR/PWD             | MATP              | Total               |
|---------------------------------------|---------------------|---------------------|---------------------|-------------------|---------------------|
| Salaries & Wages                      | \$ 4,456.46         | \$ 12,253.87        | \$ 49,992.63        | \$ 50,575.77      | \$ 117,278.73       |
| Fringes                               | 2,941.27            | 8,087.55            | 32,995.13           | 33,380.01         | 77,403.96           |
| Services - General Admin              | 56.24               | 1,521.03            | 6,205.39            | 6,005.57          | 13,788.23           |
| Services - Maintenance                | 6.40                | 68.82               | 280.75              | 284.03            | 640.00              |
| Materials & Supplies                  | -                   | 607.61              | 2,478.87            | 2,507.79          | 5,594.27            |
| Fuel                                  | 1,271.67            | 13,673.79           | 55,785.56           | 56,436.28         | 127,167.30          |
| Utilities                             | 65.37               | 1,292.49            | 5,273.04            | 5,334.55          | 11,965.45           |
| Purchased Transportation              | 143,519.41          | 89,765.83           | 366,221.50          | 479,920.53        | 1,079,427.27        |
| Mileage Reimbursement                 | -                   | -                   | -                   | 11,435.90         | 11,435.90           |
| Miscellaneous Expense                 | -                   | -                   | -                   | -                 | -                   |
| Interest Expense                      | -                   | -                   | -                   | -                 | -                   |
| Leases                                | 286.57              | 3,081.36            | 12,571.16           | 12,717.79         | 28,656.88           |
| <b>Total Expenditures</b>             | <b>152,603.39</b>   | <b>130,352.35</b>   | <b>531,804.03</b>   | <b>658,598.22</b> | <b>1,473,357.99</b> |
| Passenger Fares                       | 1,628.64            | 4,820.50            | 11,939.75           | -                 | 18,388.89           |
| Program Reimbursements                |                     |                     |                     |                   |                     |
| Lottery - Shared Ride                 |                     |                     | 163,107.35          |                   | 163,107.35          |
| Lottery - PWD                         |                     |                     | 13,537.95           |                   | 13,537.95           |
| MATP                                  |                     |                     |                     | 658,598.22        | 658,598.22          |
| Area Agency on Aging                  |                     |                     | 15,315.00           |                   | 15,315.00           |
| <b>Total Program Reimbursements</b>   | <b>-</b>            | <b>-</b>            | <b>191,960.30</b>   | <b>658,598.22</b> | <b>850,558.52</b>   |
| <b>Gross Surplus/(Deficit)</b>        | <b>(150,974.75)</b> | <b>(125,531.85)</b> | <b>(327,903.98)</b> | <b>(0.00)</b>     | <b>(604,410.59)</b> |
| Subsidy                               |                     |                     |                     |                   |                     |
| Local Operating Assistance            | 28,252.00           | -                   | -                   | -                 | 28,252.00           |
| State Operating Assistance - CT       | 122,722.75          | 65,647.25           |                     |                   | 188,370.00          |
| State Operating Assistance - Reserves |                     | 59,884.60           | 327,903.99          |                   | 387,788.59          |
| <b>Total Subsidy by Program</b>       | <b>150,974.75</b>   | <b>125,531.85</b>   | <b>327,903.99</b>   | <b>-</b>          | <b>604,410.59</b>   |
| <b>Surplus/(Deficit)</b>              | <b>-</b>            | <b>-</b>            | <b>-</b>            | <b>-</b>          | <b>-</b>            |
| Total Trips                           |                     | 1,555               | 6,344               | 6,418             |                     |
| Avg Cost per Trip                     | \$                  | \$ 83.83            | \$ 83.83            | \$ 102.62         |                     |
| Avg Passenger Revenue per Trip        | \$                  | \$ 3.10             | \$ 32.14            | \$ 102.62         |                     |
| Avg Subsidy per Trip                  | \$                  | \$ 80.73            | \$ 51.69            |                   |                     |

**LANTA**  
**Income Statement Summary**  
For the Period Ending January 31, 2024

|  | Fiscal Year 2024 |                  |                    |                    | YTD Budget Variance<br>Favorable (Unfavorable)<br>Amount | Percent        |
|--|------------------|------------------|--------------------|--------------------|--|----------------|
|  | PTD              |                  | YTD                |                    |  |                |
|  | Actual           | Budget           | Actual             | Budget             |  |                |
| <b>Revenue</b>                         |                  |                  |                    |                    |  |                |
| Passenger Fares                        | 23,771           | 43,760           | 271,625            | 304,238            | (32,612)   | -10.72%        |
| Non-Transportation Revenues            | -                | -                | -                  | -                  | -  | #DIV/0!        |
| Local Special Fare Assistance          | 194,648          | 154,190          | 1,475,149          | 1,791,234          | (316,085)  | -17.65%        |
| State Reimbursements                   | 216,487          | 205,402          | 1,533,224          | 1,374,758          | 158,466  | 11.53%         |
| State Special Fare Assistance          | 304,425          | 256,782          | 2,292,744          | 2,449,596          | (156,851)  | -6.40%         |
| <b>Total Revenue</b>                   | <b>739,331</b>   | <b>660,135</b>   | <b>5,572,743</b>   | <b>5,919,825</b>   | <b>(347,083)</b>   | <b>-5.86%</b>  |
| <b>Expenses</b>                        |                  |                  |                    |                    |  |                |
| Labor                                  | 61,452           | 117,525          | 349,286            | 470,937            | 121,651  | 25.83%         |
| Fringe Benefits                        | 50,390           | 96,575           | 286,414            | 386,990            | 100,575  | 25.99%         |
| <b>Total Labor and Fringe Benefits</b> | <b>111,842</b>   | <b>214,100</b>   | <b>635,700</b>     | <b>857,926</b>     | <b>222,227</b>   | <b>25.90%</b>  |
| Services                               | 16,685           | 9,114            | 96,383             | 102,117            | 5,734  | 5.62%          |
| Fuel                                   | 81,638           | 98,041           | 608,136            | 762,665            | 154,529  | 20.26%         |
| Tires & Tubes                          | -                | -                | -                  | -                  | -  | #DIV/0!        |
| Materials & Supplies                   | 5,752            | 4,723            | 24,164             | 25,056             | 891  | 3.56%          |
| Utilities                              | 9,641            | 16,194           | 89,719             | 134,841            | 45,122   | 33.46%         |
| Casualty & Liability                   | 1,083            | 1,083            | 7,583              | 7,583              | -  | 0.00%          |
| Taxes                                  | 6,733            | 6,250            | 66,808             | 43,750             | (23,058)   | -52.70%        |
| Purchase of Transportation Service     | 708,010          | 753,475          | 5,028,554          | 5,274,136          | 245,581  | 4.66%          |
| Miscellaneous                          | 1,064            | 7,828            | 10,932             | 18,176             | 7,244  | 39.85%         |
| Interest                               | -                | -                | -                  | -                  | -  | #DIV/0!        |
| Rent                                   | 69,548           | 76,296           | 485,952            | 512,400            | 26,449   | 5.16%          |
| <b>Total Expenses</b>                  | <b>1,011,996</b> | <b>1,187,103</b> | <b>7,053,931</b>   | <b>7,738,650</b>   | <b>684,718</b>   | <b>8.85%</b>   |
| <b>Gross Surplus (Deficit)</b>         | <b>(272,665)</b> | <b>(526,968)</b> | <b>(1,481,189)</b> | <b>(1,818,825)</b> | <b>337,636</b>   | <b>-18.56%</b> |
| <b>Subsidy</b>                         |                  |                  |                    |                    |  |                |
| Local Subsidy                          | -                | -                | -                  | -                  | -  | -              |
| State Subsidy                          | 272,665          | 526,968          | 1,481,189          | 1,818,825          | 337,635  | 18.56%         |
| Federal Subsidy                        | -                | -                | -                  | -                  | -  | -              |
| <b>Total Subsidy</b>                   | <b>272,665</b>   | <b>526,968</b>   | <b>1,481,189</b>   | <b>1,818,825</b>   | <b>337,635</b>   | <b>18.56%</b>  |
| <b>Surplus (Deficit)</b>               | <b>-</b>         | <b>-</b>         | <b>-</b>           | <b>0</b>           | <b>(0)</b>   | <b>-</b>       |

**LANTA Van**  
**January 31, 2024**

|                                       | ADA                   | SRR/PWD               | MATP                | Total                    |
|---------------------------------------|-----------------------|-----------------------|---------------------|--------------------------|
| Salaries & Wages                      | \$ 68,455.82          | \$ 152,651.67         | \$ 128,178.09       | \$ 349,285.58            |
| Other Paid Absences                   | 5,476.47              | 12,212.13             | 10,254.25           | 27,942.85                |
| Fringe Benefits                       | 50,657.30             | 112,962.23            | 94,851.79           | 258,471.32               |
| Services                              | 19,406.65             | 43,275.47             | 32,925.85           | 95,607.97                |
| Materials & Supplies                  | 4,887.74              | 10,899.32             | 9,151.91            | 24,938.97                |
| Fuel                                  | 119,187.48            | 265,779.73            | 223,169.11          | 608,136.32               |
| Utilities                             | 17,583.77             | 39,210.58             | 32,924.22           | 89,718.57                |
| Insurances                            | 1,486.24              | 3,314.21              | 2,782.86            | 7,583.31                 |
| Purchased Transportation              | 1,096,986.97          | 2,446,203.99          | 1,453,746.01        | 4,996,936.97             |
| MA Reimbursements                     | 25,786.83             | 57,502.81             | 31,617.38           | 31,617.38                |
| Miscellaneous Expense                 | 85,932.31             | 191,623.02            | 41,946.06           | 125,235.70               |
| Leases                                |                       |                       | 160,901.43          | 438,456.76               |
| <b>Total Expenditures</b>             | <b>1,495,847.58</b>   | <b>3,335,635.16</b>   | <b>2,222,448.96</b> | <b>\$ 7,053,931.70</b>   |
| <b>Passenger Fares</b>                | <b>107,258.80</b>     | <b>164,366.45</b>     | <b>-</b>            | <b>\$ 271,625.25</b>     |
| <b>Program Reimbursements</b>         |                       |                       |                     |                          |
| Lottery - Shared Ride                 |                       | 1,433,379.80          |                     | 1,433,379.80             |
| Lottery - PWD                         |                       | 99,844.55             |                     | 99,844.55                |
| Area Agency on Aging                  |                       | 63,348.57             |                     | 63,348.57                |
| MATP - Lehigh County                  |                       | 46,332.40             | 1,367,148.02        | 1,413,480.42             |
| MATP - Northampton County             |                       | 23,962.90             | 855,300.94          | 879,263.84               |
| <b>Total Program Reimbursements</b>   | <b>-</b>              | <b>1,666,868.22</b>   | <b>2,222,448.96</b> | <b>\$ 3,889,317.18</b>   |
| <b>Gross Surplus/(Deficit)</b>        | <b>(1,388,588.78)</b> | <b>(1,504,400.49)</b> | <b>-</b>            | <b>\$ (2,892,989.27)</b> |
| <b>Subsidy</b>                        |                       |                       |                     |                          |
| State Operating Assistance - CER      |                       | 22,676.10             |                     | 22,676.10                |
| ADA - Federal/State/Local             | 1,388,588.77          |                       |                     | 1,388,588.77             |
| State Operating Assistance - Reserves |                       | 1,481,724.39          |                     | 1,481,724.39             |
| <b>Total Subsidy by Program</b>       | <b>1,388,588.77</b>   | <b>1,504,400.49</b>   | <b>-</b>            | <b>\$ 2,892,989.26</b>   |
| <b>Surplus/(Deficit)</b>              | <b>-</b>              | <b>-</b>              | <b>-</b>            | <b>-</b>                 |
| <b>Total Trips</b>                    | <b>24,377</b>         | <b>54,359</b>         | <b>45,644</b>       |                          |
| <b>Avg Cost per Trip</b>              | <b>\$ 61.36</b>       | <b>\$ 61.36</b>       | <b>\$ 48.69</b>     |                          |
| <b>Avg Passenger Revenue per Trip</b> | <b>\$ 4.40</b>        | <b>\$ 33.69</b>       |                     |                          |
| <b>Avg Subsidy per Trip</b>           | <b>\$ 56.96</b>       | <b>\$ 27.68</b>       |                     |                          |

**LANtaBus**  
**Income Statement Summary**  
For the Period Ending January 31, 2024

|  | Fiscal Year 2024   |                    |                     |                     |                     | YTD Budget Variance     |                |
|--|--------------------|--------------------|---------------------|---------------------|---------------------|-------------------------|----------------|
|  | PTD                |                    | YTD                 |                     | Annual Budget       | Favorable (Unfavorable) |                |
|  | Actual             | Budget             | Actual              | Budget              |                     | Amount                  | Percent        |
| <b>Revenue</b>                         |                    |                    |                     |                     |                     |                         |                |
| Passenger Fares                        | 261,382            | 244,031            | 1,201,873           | 1,744,758           | 2,898,148           | (542,885)               | -31.12%        |
| Special Transit Fares                  | -                  | 55,246             | 22,540              | 110,492             | 220,984             | (87,952)                | -79.60%        |
| Auxiliary Transportation Revenue       | 39,583             | 41,667             | 237,500             | 279,165             | 487,500             | (41,665)                | -14.92%        |
| NonTransportation Revenue              | 3,405              | -                  | 24,926              | -                   | -                   | 24,926                  | #DIV/0!        |
| <b>Total Revenue</b>                   | <b>304,369</b>     | <b>340,944</b>     | <b>1,486,840</b>    | <b>2,134,415</b>    | <b>3,606,632</b>    | <b>(647,575)</b>        | <b>-30.34%</b> |
| <b>Expenses</b>                        |                    |                    |                     |                     |                     |                         |                |
| Labor                                  | 1,334,885          | 1,271,875          | 10,177,103          | 9,467,310           | 17,294,999          | (709,792)               | -7.50%         |
| Fringe Benefits                        | 3,024,440          | 2,999,445          | 8,827,244           | 9,789,783           | 16,823,164          | 962,540                 | 9.83%          |
| <b>Total Labor and Fringe Benefits</b> | <b>4,359,325</b>   | <b>4,271,320</b>   | <b>19,004,346</b>   | <b>19,257,094</b>   | <b>34,118,163</b>   | <b>252,748</b>          | <b>1.31%</b>   |
| Services                               | 195,565            | 176,453            | 1,872,780           | 1,051,711           | 2,573,309           | (821,069)               | -78.07%        |
| Fuel                                   | 161,912            | 154,892            | 1,110,853           | 1,020,008           | 1,757,442           | (90,845)                | -8.91%         |
| Tires & Tubes                          | 11,684             | 15,028             | 80,326              | 81,287              | 145,214             | 961                     | 1.18%          |
| Materials & Supplies                   | 265,583            | 188,878            | 1,513,988           | 1,362,568           | 4,175,303           | (151,420)               | -11.11%        |
| Utilities                              | 77,585             | 98,455             | 452,538             | 718,083             | 1,009,393           | 265,545                 | 36.98%         |
| Casualty & Liability                   | 185,800            | 136,667            | 553,791             | 613,381             | 1,390,360           | 59,590                  | 9.71%          |
| Taxes                                  | 1,165              | 1,252              | 13,069              | 26,590              | 32,551              | 13,521                  | 50.85%         |
| Purchase of Transportation Service     | 191,143            | 191,307            | 1,660,788           | 1,652,928           | 3,222,835           | (7,860)                 | -0.48%         |
| Miscellaneous                          | 8,430              | 5,891              | 111,316             | 31,692              | 244,279             | (79,624)                | -251.24%       |
| Interest                               | 38                 | -                  | 5,802               | -                   | 1,200               | (5,802)                 | #DIV/0!        |
| Leases & Rentals                       | 8,920              | (7,091)            | 63,401              | 28,709              | 28,709              | (34,692)                | -120.84%       |
| <b>Total Expenses</b>                  | <b>5,467,150</b>   | <b>5,233,052</b>   | <b>26,442,998</b>   | <b>25,844,051</b>   | <b>48,698,758</b>   | <b>(598,947)</b>        | <b>-2.32%</b>  |
| <b>Gross Surplus (Deficit)</b>         | <b>(5,162,780)</b> | <b>(4,892,108)</b> | <b>(24,956,158)</b> | <b>(23,709,636)</b> | <b>(45,092,126)</b> | <b>(1,246,522)</b>      | <b>-5.26%</b>  |
| <b>Subsidy</b>                         |                    |                    |                     |                     |                     |                         |                |
| Local Subsidy                          | 49,436             | 66,436             | 359,098             | 524,846             | 1,283,072           | 165,748                 | 31.58%         |
| State Subsidy                          | 4,730,967          | 4,321,547          | 9,061,646           | 7,033,164           | 22,094,195          | (2,028,482)             | -28.84%        |
| Federal Subsidy - ARPA                 | -                  | -                  | 12,544,967          | 12,544,967          | 12,544,967          | -                       | 0.00%          |
| Federal Subsidy - ADA                  | 87,551             | 70,474             | 666,523             | 773,238             | 1,000,000           | 106,716                 | 13.80%         |
| Federal Subsidy - Safety & Security    | 40,789             | 45,898             | 287,373             | 321,288             | 550,779             | 33,916                  | 10.56%         |
| Federal Subsidy - VOH                  | 12,223             | 157,386            | 363,621             | 650,734             | 1,339,113           | 287,113                 | 44.12%         |
| Federal Subsidy - Preventative Maint   | 232,763            | 218,345            | 1,618,017           | 1,795,667           | 6,160,000           | 177,650                 | 9.89%          |
| Federal Subsidy - Tire Lease           | 9,051              | 12,023             | 54,914              | 65,732              | 120,000             | 10,818                  | 16.46%         |
| <b>Total Subsidy</b>                   | <b>5,162,780</b>   | <b>4,892,109</b>   | <b>24,956,159</b>   | <b>23,709,636</b>   | <b>45,092,126</b>   | <b>(1,246,523)</b>      | <b>-5.26%</b>  |
| <b>Surplus (Deficit)</b>               | <b>(0)</b>         | <b>0</b>           | <b>0</b>            | <b>(0)</b>          | <b>-</b>            | <b>1</b>                | <b>0.00%</b>   |



LANfaBus  
January 31, 2024

|  | Operations             | Maintenance           | General Administration | Total                     |
|--|------------------------|-----------------------|------------------------|---------------------------|
| Salaries & Wages                         | 6,650,677.85           | 1,385,738.67          | 2,140,685.98           | 10,177,102.50             |
| Fringe Benefits                          | 5,965,225.72           | 1,228,754.39          | 1,633,263.40           | 8,827,243.51              |
| Services                                 | 594,891.88             | 237,737.53            | 1,040,150.46           | 1,872,779.87              |
| Materials & Supplies                     | 11,122.65              | 1,452,711.63          | 50,154.20              | 1,513,988.48              |
| Fuel                                     | 1,110,853.01           | -                     | -                      | 1,110,853.01              |
| Tires and Tubes                          | 80,325.98              | -                     | -                      | 80,325.98                 |
| Utilities                                | -                      | -                     | 452,538.22             | 452,538.22                |
| Insurances                               | -                      | -                     | 553,791.27             | 553,791.27                |
| Taxes                                    | -                      | -                     | 13,068.84              | 13,068.84                 |
| Purchased Transportation                 | 1,660,788.07           | -                     | -                      | 1,660,788.07              |
| Miscellaneous Expense                    | 10,430.90              | 6,208.57              | 94,676.64              | 111,316.11                |
| Interest Expense                         | -                      | -                     | 5,801.57               | 5,801.57                  |
| Leases                                   | -                      | -                     | 63,400.56              | 63,400.56                 |
| <b>Total Expenditures</b>                | <b>16,084,316.06</b>   | <b>4,311,150.79</b>   | <b>6,047,531.14</b>    | <b>\$ 26,442,997.99</b>   |
| Revenue                                  |                        |                       |                        |                           |
| Passenger Fares                          | 1,201,873.26           |                       |                        | 1,201,873.26              |
| Special Route Guarantees                 | 22,540.09              |                       |                        | 22,540.09                 |
| Advertising Commissions                  | 237,500.02             |                       |                        | 237,500.02                |
| Rental Income                            | 21,000.00              |                       |                        | 21,000.00                 |
| Investment Income                        | 1,866.34               |                       |                        | 1,866.34                  |
| Non-transportation Income                | 2,059.96               |                       |                        | 2,059.96                  |
| <b>Total Revenue</b>                     | <b>1,486,839.67</b>    | <b>-</b>              | <b>-</b>               | <b>\$ 1,486,839.67</b>    |
| <b>Gross Surplus/(Deficit)</b>           | <b>(14,597,476.39)</b> | <b>(4,311,150.79)</b> | <b>(6,047,531.14)</b>  | <b>\$ (24,956,158.32)</b> |
| Subsidy                                  |                        |                       |                        |                           |
| Tire Lease - Federal/State/Local         | 68,641.98              |                       |                        | \$ 68,641.98              |
| ADA - Federal/State/Local                | 833,153.26             |                       |                        | 833,153.26                |
| Safety & Security - Federal/State        | 574,745.48             |                       |                        | 574,745.48                |
| Preventative Maint - Federal/State/Local |                        | 2,022,521.63          |                        | 2,022,521.63              |
| VOH - Federal/State/Local                |                        | 490,866.35            |                        | 490,866.35                |
| ARPA - Federal                           | 8,154,231.00           | 1,756,296.00          | 3,034,443.63           | 12,944,970.63             |
| Local Operating Assistance               | 161,525.00             | 34,790.00             | 52,185.00              | 248,500.00                |
| State Operating Assistance               | 4,805,179.67           | 6,676.81              | 2,960,902.51           | 7,772,758.99              |
| <b>Total Subsidy by Expense Class</b>    | <b>14,597,476.39</b>   | <b>4,311,150.79</b>   | <b>6,047,531.14</b>    | <b>\$ 24,956,158.32</b>   |
| <b>Surplus/(Deficit)</b>                 | <b>-</b>               | <b>-</b>              | <b>-</b>               | <b>-</b>                  |

**SAFETY REPORT**

October, November , December 2023

| Collision/Incident Performance Report   | Total Property Damage |                  |               |       | Injuries                               |  |
|---|-----------------------|------------------|---------------|-------|--|--|
|   | Under \$2,500         | \$2,500-\$15,000 | Over \$15,000 | Total | # Resulting in Minor Personal Injuries | # Resulting in More than Minor Personal Injuries |
| Chargeable Vehicle Collisions           | 36                    | 3                | 0             | 39    | 0                                      | 2  |
| Non-Chargeable Vehicle Collisions       | 33                    | 3                | 0             | 36    | 0                                      | 3  |
| Total                                   | 69                    | 6                | 0             | 75    | 0                                      | 5  |
| Chargeable Non-Collision Incidents      |                       |                  |               |       | 1                                      |  |
| Non-Chargeable Non-Collision Incidents  |                       |                  |               |       | 2                                      | 2  |
| Total                                   |                       |                  |               |       |  |  |
|   | <b>Current Q</b>      | <b>Benchmark</b> |               |       |  |  |
| Vehicle Miles                           | 1,103,894             |                  |               |       |  |  |
| Veh Miles between Collisions            | 14,719                | 15,500           | -             |       |  |  |
| Veh Miles between Chargeable Collisions | 28,305                | 31,000           | -             |       |  |  |

| Workplace Injury Reports       | Lost Time |                  |           |                   | Total  |
|--------------------------------|-----------|------------------|-----------|-------------------|--------|
|                                | None      | Less than 7 days | 7-21 Days | More than 21 Days |        |
| Workers' Compensation Reports  | 5         | 2                | 0         | 2                 | 9      |
| Employee Work Hours for Period | 143,131   |                  |           |                   |        |
| Occurrences per Work Hour      | 28,626    | 71,566           | N/A       | 71,566            | 15,903 |
| Previous Quarter               | 26,342    | 131,712          | N/A       | 65,857            | 16,464 |

**TRAINING REPORT**

Oct-Dec 2023

|                  |    |
|------------------|----|
| NEW HIRES        | 0  |
| RECERTIFICATIONS | 23 |
| OBSERVATIONS     | 16 |
| RETRAINING       | 24 |
| MAINTENANCE      | 2  |

Other training included Moravian University students in November, and training with Bethlehem PD in December

**FEDERAL FISCAL YEAR 2024 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS**

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: \_\_\_\_\_

The Applicant certifies to the applicable provisions of all categories: (*check here*) \_\_\_\_\_.

*Or,*

The Applicant certifies to the applicable provisions of the categories it has selected:

| <b>Category</b>  | <b>Certification</b> |
|--|----------------------|
| 01 Certifications and Assurances Required of Every Applicant   | _____                |
| 02 Public Transportation Agency Safety Plans   | _____                |
| 03 Tax Liability and Felony Convictions  | _____                |
| 04 Lobbying  | _____                |
| 05 Private Sector Protections  | _____                |
| 06 Transit Asset Management Plan   | _____                |
| 07 Rolling Stock Buy America Reviews and Bus Testing   | _____                |
| 08 Urbanized Area Formula Grants Program   | _____                |
| 09 Formula Grants for Rural Areas  | _____                |
| 10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program | _____                |
| 11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs                            | _____                |

- 12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs \_\_\_\_\_
- 13 State of Good Repair Grants \_\_\_\_\_
- 14 Infrastructure Finance Programs \_\_\_\_\_
- 15 Alcohol and Controlled Substances Testing \_\_\_\_\_
- 16 Rail Safety Training and Oversight \_\_\_\_\_
- 17 Demand Responsive Service \_\_\_\_\_
- 18 Interest and Financing Costs \_\_\_\_\_
- 19 Cybersecurity Certification for Rail Rolling Stock and Operations \_\_\_\_\_
- 20 Tribal Transit Programs \_\_\_\_\_
- 21 Emergency Relief Program \_\_\_\_\_

**CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**

**AFFIRMATION OF APPLICANT**

Name of the Applicant: \_\_\_\_\_

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant’s behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, “Program Fraud Civil Remedies,” 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Name \_\_\_\_\_ Authorized Representative of Applicant

**AFFIRMATION OF APPLICANT’S ATTORNEY**

For (Name of Applicant): \_\_\_\_\_

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Name \_\_\_\_\_ Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant’s Attorney pertaining to the Applicant’s legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney’s signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*



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**Service Delivery & Accessibility Committee  
Agenda  
March 19, 2024**

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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 December Committee meeting
  4. Dashboard Reports
    - A. LANtaBus Service Delivery Dashboard Report
    - B. LANtaVan Service Delivery Dashboard Report
    - C. Carbon Transit Shared Ride Service Delivery Dashboard Report
  5. Report on Initiatives
    - A. Accessibility of Signage and Information
    - B. Transdev Update
    - C. Verification Questionnaire Adoption
    - D. Online Application Trends
    - E. ADA Appeal Committee Training
  6. Other Business
  7. Adjournment
-



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

Two comments were received during the December 12 meeting of the Committee by one individual.

- A. Debbie Rozear commented that the Center for Independent Living (LVCIL) had discussed conducting sensitivity training for Transdev but had not heard back. Mr. May from Transdev provided a response during the meeting that Transdev utilizes internal options they have available to them for that type of training. Mr. May also noted that Transdev's training program does include a sensitivity training element.
- B. Ms. Rozear also noted that one of the Transdev drivers is allergic to her guide dog and asked if her trips could not be scheduled with that driver out of concern for the driver's health. Ms. Rozear did not know the name of the driver or specific dates of when the driver was assigned her trip. Staff identified the driver to which Ms. Rozear was referring. The concern is no longer an issue since the driver is no longer employed at Transdev.



## LANtaBus Rider Experience Dashboard - October - December 2023-Q2

Tuesday, 3/19/2024

| Metric                                    | Q2 FY 24               | Q2 FY 23          | % Change                | YTD FY 24               | YTD FY 23           | % Change          |
|---|------------------------|-------------------|-------------------------|-------------------------|---------------------|-------------------|
| Ridership LANtaBus                        | 1,026,885              | 909,749           | 12.88                   | 2,361,790               | 1,779,020           | 32.76             |
| Senior Ridership                          | 120,086                | 109,340           | 9.83                    | 281,811                 | 225,414             | 25.02             |
| Ridership LANtaFlex                       | 4,509                  | 2,355             | 91.46                   | 8,470                   | 4,626               | 83.10             |
| Senior Ridership LANtaFlex                | 892                    | 860               | 3.72                    | 1,785                   | 1,580               | 12.97             |
| <b>Total Ridership</b>                    | <b>1,031,394</b>       | <b>912,104</b>    | <b>13.08</b>            | <b>2,370,260</b>        | <b>1,783,646</b>    | <b>32.89</b>      |
| <b>Total Senior Ridership</b>             | <b>120,978</b>         | <b>110,200</b>    | <b>9.78</b>             | <b>283,596</b>          | <b>226,994</b>      | <b>24.94</b>      |
| Passenger Revenue (\$)                    | 597,194                | 652,769           | -8.51                   | 934,479                 | 607,570             | 53.81             |
|   |                        |                   |                         |                         |                     |                   |
|   | <b>Q2 FY 24</b>        | <b>Benchmark</b>  | <b>% Diff</b>           | <b>YTD FY 24</b>        | <b>Benchmark</b>    | <b>% Diff</b>     |
| Riders per revenue hour                   | 13.0                   | 19.0              | -31.69                  | 12.2                    | 19.0                | -35.75            |
| Revenue/Revenue Hour (\$)                 | 7.55                   | 19.56             | -61.4                   | 4.83                    | 19.56               | -75.3             |
|   |                        |                   |                         |                         |                     |                   |
|   | <b>Current Quarter</b> |                   |                         | <b>Previous Quarter</b> |                     |                   |
|   | <b>Weekday</b>         | <b>Saturday</b>   | <b>Sunday</b>           | <b>Weekday</b>          | <b>Saturday</b>     | <b>Sunday</b>     |
| Avg daily call volume (LANTA Call Center) | 243                    | 85                | 50                      | 257                     | 91                  | 49                |
| Avg wait time (LANTA Call Center)         | 2:14                   | 0:30              | 1:07                    | 2:22                    | 0:39                | 0:53              |
|   |                        |                   |                         |                         |                     |                   |
|   | <b>Current Quarter</b> |                   | <b>Previous Quarter</b> |                         | <b>Past Quarter</b> |                   |
| <b>Purpose of Call Breakdown</b>          | <b>Calls</b>           | <b>% of Total</b> | <b>Calls</b>            | <b>% of Total</b>       | <b>Calls</b>        | <b>% of Total</b> |
| Call Type                                 |                        |                   |                         |                         |                     |                   |
| Complaints                                | 352                    | 0.80%             | 459                     | 1.00%                   | 349                 | 0.8%              |
| Bus Times                                 | 6925                   | 15.74%            | 8546                    | 18.54%                  | 7862                | 17.0%             |
| Where is the Bus                          | 1                      | 0.00%             | 4                       | 0.01%                   | 31                  | 0.1%              |
| Why is the Bus Late                       | 0                      | 0.00%             | 0                       | 0.00%                   | 0                   | 0.0%              |
| What Bus to Take                          | 103                    | 0.23%             | 172                     | 0.37%                   | 324                 | 0.7%              |
| Hang Up/ Dead Air                         | 949                    | 2.16%             | 1234                    | 2.68%                   | 1288                | 2.8%              |
| Applications                              | 255                    | 0.58%             | 300                     | 0.65%                   | 296                 | 0.6%              |
| LANtaVan/ECC                              | 31625                  | 71.88%            | 31266                   | 67.84%                  | 32208               | 69.6%             |
| Fares/Tickets                             | 173                    | 0.39%             | 136                     | 0.30%                   | 192                 | 0.4%              |
| Directions                                | 313                    | 0.71%             | 413                     | 0.90%                   | 384                 | 0.8%              |
| Transfers to Other Dept                   | 2690                   | 6.11%             | 2913                    | 6.32%                   | 2797                | 6.0%              |
| Mailed Schedules                          | 2                      | 0.00%             | 9                       | 0.02%                   | 5                   | 0.0%              |
| Other(lost & found, detours, etc.)        | 606                    | 1.38%             | 639                     | 1.39%                   | 550                 | 1.2%              |
| <b>Total Calls</b>                        | <b>43,994</b>          | <b>100.0%</b>     | <b>46,091</b>           | <b>100.0%</b>           | <b>46,286</b>       | <b>100.0%</b>     |
| Passenger Trips per Complaint             | 2,917                  |                   |                         |                         |                     |                   |

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



**Metrics**

| <b>LANtaBus OPERATIONS FIGURES</b>         |                  |                                       |                   |                  |
|--|------------------|---------------------------------------|-------------------|------------------|
|  |                  |                                       |                   |                  |
| <b>Service Reliability</b>                 | <b>On-Time</b>   | <b>Early</b>                          | <b>Late</b>       | <b>Benchmark</b> |
| LANtaBus On Time %                         | 56%              | 23%                                   | 21%               | 80%              |
| Missed Scheduled LANtaBus Trips            | 5.5              |                                       |                   |                  |
|  |                  |                                       |                   |                  |
|  |                  | <b>Psngr Trips Per Complaint Type</b> |                   |                  |
| <b>Rider Comfort/Experience</b>            | <b>Type</b>      | <b>Current Q</b>                      | <b>Previous Q</b> | <b>Prior Q</b>   |
| Complaints regarding driver courtesy       | 115              | 8,929                                 | 8,964             | 9,618            |
| Rider complaints about OTP/route adherence | 173              | 5,936                                 | 5,959             | 4,497            |
| HVAC related customer complaints           | 1                | 1,026,885                             | 1,030,847         | 971,449          |
|  |                  |                                       |                   |                  |
| <b>Transit App Usage</b>                   | <b>Current Q</b> | <b>Previous Q</b>                     |                   |                  |
| Transit App Users                          | 14,517           | 16,354                                |                   |                  |
| Downloads to Mobile Device                 | 1,627            | 2,322                                 |                   |                  |
| Service Alert Subscribers                  | 4,799            | 3,195                                 |                   |                  |
| Passes Purchased                           | 9,157            | 5,236                                 |                   |                  |



**LANtaVan Dashboard Report**

**Tuesday, March 19, 2024**

**Reporting Period:**

**Q2 October 2023 - December 2023**

**Total Completed Trips by Funding Source  
Q2 Comparison**

| Program      | Q2 FY2024     |             | Q2 FY2023     |             | % Change   | Sponsor | Funding Source       |
|--------------|---------------|-------------|---------------|-------------|------------|---------|----------------------|
|              | Total         | % of Total  | Total         | % of Total  | Total      |         |                      |
| ADA          | 10,687        | 23%         | 9,870         | 25%         | 8%         | LANTA   | LANtaBus Op/Cap      |
| Lottery      | 21,826        | 47%         | 17,277        | 44%         | 26%        | PennDOT | PA Lottery Funds     |
| MATP         | 12,409        | 26%         | 9,988         | 26%         | 24%        | PA DHS  | CMS/State MA Funding |
| PwD          | 1,264         | 3%          | 1,319         | 3%          | 4%         | PennDOT | Proj of Stwde Signif |
| Other        | 746           | 2%          | 390           | 1%          | 91%        | Various | Various              |
| <b>Total</b> | <b>46,932</b> | <b>100%</b> | <b>38,844</b> | <b>100%</b> | <b>21%</b> |         |                      |

**Total Completed Trips by Funding Source  
YTD Comparison**

| Program      | YTD FY2024    |             | YTD FY2023    |             | % Change   | Sponsor | Funding Source       |
|--------------|---------------|-------------|---------------|-------------|------------|---------|----------------------|
|              | Total         | % of Total  | Total         | % of Total  | Total      |         |                      |
| ADA          | 21,100        | 23%         | 19,155        | 26%         | 10%        | LANTA   | LANtaBus Op/Cap      |
| Lottery      | 43,150        | 46%         | 33,261        | 44%         | 30%        | PennDOT | PA Lottery Funds     |
| MATP         | 24,510        | 26%         | 18,870        | 25%         | 30%        | PA DHS  | CMS/State MA Funding |
| PwD          | 2,531         | 3%          | 2,501         | 3%          | 1%         | PennDOT | Proj of Stwde Signif |
| Other        | 1,509         | 2%          | 1,102         | 1%          | 37%        | Various | Various              |
| <b>Total</b> | <b>92,800</b> | <b>100%</b> | <b>74,889</b> | <b>100%</b> | <b>24%</b> |         |                      |

**MATP Out of Service Area Trip Statistics**

| Q2 FY2024    |                 |                 |
|--------------|-----------------|-----------------|
| Program      | Completed Trips | Revenue Miles   |
| MA OOC LC    | 208             | 6437.09         |
| MA OOC NC    | 382             | 5138.86         |
| <b>Total</b> | <b>590</b>      | <b>11575.95</b> |

**Service Productivity - All**

| Q2 FY2024     |               |                 |              |               |
|---------------|---------------|-----------------|--------------|---------------|
| Service Hours | Revenue Hours | Passenger Trips | PT/Rev Hours | Scheduled Eff |
| 30,122.31     | 23,879.59     | 55,881          | 2.34         | 3.11          |

**Scheduled Trip Summary - All**

| Q2 FY2024       |             |                       |          |
|-----------------|-------------|-----------------------|----------|
| Scheduled Trips | IVR Cancels | Day of Service Cancel | No Shows |
| 74,319          | 2,484       | 2,907                 | 194      |

**Riders by Fare Zone - All**

| Q2 FY2024 |           |        |        |            |
|-----------|-----------|--------|--------|------------|
| Zone      | Full Fare | Copay  | Trips  | % of Trips |
| Base      | 29.35     | \$4.40 | 21,244 | 50%        |
| 2         | 35.35     | \$5.30 | 14,211 | 33%        |
| 3         | 41.35     | \$6.20 | 7,182  | 17%        |
| Total     |           |        | 42,637 | 100%       |

**Trip Pattern Statistics - All Passengers**

**Quarter Comparison**

|              | Q2 FY2024       |         |            | Q2 FY2023       |         |            | % Change       |         |            |
|--------------|-----------------|---------|------------|-----------------|---------|------------|----------------|---------|------------|
|              | Average Length  |         |            | Average Length  |         |            | Average Length |         |            |
|              | Miles           | Minutes | Serv Speed | Miles           | Minutes | Serv Speed | Miles          | Minutes | Serv Speed |
| <b>Total</b> | 9.98            | 38.5    | 15.55      | 10.91           | 41.05   | 15.95      | -9%            | -6%     | -3%        |
|              | LANtaBus Figure |         | 13.7       | LANtaBus Figure |         | 13.6       |                |         |            |

**Duration of Trips - Q2 FY2024**

| Q2 FY2024                |        |        |       |       |       |
|--------------------------|--------|--------|-------|-------|-------|
| Minutes                  | <30    | 31-60  | 61-90 | >90   | >120  |
| Trip Total               | 26,318 | 12,906 | 4,871 | 1,740 | 1,097 |
| Trip Total As Percentage | 56.1%  | 27.5%  | 10.4% | 3.7%  | 2.3%  |

|                               |     |
|-------------------------------|-----|
| Percent Trips 30 mins or less | 56% |
| Percent Trips 90 mins or less | 94% |
| % ADA Trips within FRE        | 63% |
| % ADA within 15 mins. of FRE  | 91% |

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

| Q2 FY2024                |                       |                   |       |
|--------------------------|-----------------------|-------------------|-------|
|                          | Before Pick Up Window | In Pick Up Window | Late  |
| Time vs Window           |                       |                   |       |
| Trip Total               | 14057                 | 27841             | 5034  |
| Trip Total As Percentage | 30.0%                 | 59.3%             | 10.7% |

|                         |     |
|-------------------------|-----|
| Total % On Time & Early | 89% |
| LANtaBus On Time        | 56% |

**LANTA Call Center Report  
Comparison**

|                           | Q2 FY2024 (Current) |          |        | Q1 2024 (Previous) |          |        |
|---------------------------|---------------------|----------|--------|--------------------|----------|--------|
|                           | Weekday             | Saturday | Sunday | Weekday            | Saturday | Sunday |
| Average Daily Call Volume | 447                 | 105      | 72     | 474                | 116      | 69     |
| Average Call Wait Time    | 3:09                | 0:45     | 0:45   | 3:13               | 0:45     | 0:56   |

**Complaints Received  
Q2 Comparison**

| Subject of Complaint                     | Q2 FY2024  |             | Q2 FY2023  |             |
|--|------------|-------------|------------|-------------|
|  | Number     | % of Total  | Number     | % of Total  |
| Late                                     | 12         | 8%          | 34         | 18%         |
| Early                                    | 7          | 4%          | 6          | 3%          |
| Driver Attitude                          | 21         | 13%         | 22         | 11%         |
| Care Driving/Comfort                     | 30         | 19%         | 28         | 15%         |
| Van did not show                         | 12         | 8%          | 7          | 4%          |
| Fare Disputes                            | 36         | 23%         | 37         | 19%         |
| Overcrowding                             | 0          | 0%          | 0          | 0%          |
| Trip Length                              | 23         | 14%         | 40         | 21%         |
| Other                                    | 18         | 11%         | 19         | 10%         |
| <b>Total</b>                             | <b>159</b> | <b>100%</b> | <b>193</b> | <b>100%</b> |
| <b>Trips per Complaint</b>               |            |             |            |             |
|  | 295        |             | 201        |             |
| <b>Complaints Deemed Valid</b>           |            |             |            |             |
|  | 67         |             | 113        |             |
| <b>Trips per Complaints Deemed Valid</b> |            |             |            |             |
|  | 700        |             | 344        |             |

**LANtaBus ADA Related Complaints  
October - December 2023**

| Month    | Issue        | Details and Response   | Determination |
|----------|--------------|--|---------------|
| October  |              |  | None          |
| November | Securements  | Rider reported that driver did not secure wheelchair properly. Investigation was inconclusive. Driver received retraining as precaution.   | Inconclusive  |
| November | Securements  | Rider reported that driver wanted to use securement loops to strap wheelchair. Rider refused. Rider stated wheelchair has placement hooks, securement loops were not needed. Driver was retrained on proper securement of wheelchairs. | Valid         |
| December | Kneeling Bus | Rider with a walker reported that driver did not kneel the bus. Review of video showed that rider did not request to kneel the bus. Driver was coached as precaution.  | Not Valid     |

|  |         |
|--|---------|
| <b>Total Complaints for Quarter</b>                | 3       |
| <b>Total Valid</b>                                 | 1       |
| <b>Total Valid or Inconclusive</b>                 | 2       |
| <b>Total LANtaBus Passenger Trips for Period</b>   | 1031394 |
| <b>LANtaBus Pax Trips per Valid/Inc. Complaint</b> | 515,697 |



**Carbon Transit Dashboard Report**

**Tuesday, March 19, 2024**

**Reporting Period:**

**Q1 - Q2 FY24**

**July 2023 - December 2023**

**Total Completed Trips by Funding Source  
Comparison**

| Program      | July - December 2023 |             | July - December 2022 |             | % Change  | Sponsor | Funding Source       |
|--------------|----------------------|-------------|----------------------|-------------|-----------|---------|----------------------|
|              | Total                | % of Total  | Total                | % of Total  | Total     |         |                      |
| ADA          | 1,359                | 14%         | 1,010                | 11%         | 35%       | CT      | CT Op/Cap            |
| Lottery      | 5,576                | 57%         | 5,498                | 59%         | 1%        | PennDOT | PA Lottery Funds     |
| MATP         | 2,480                | 25%         | 2,338                | 25%         | 6%        | PA DHS  | CMS/State MA Funding |
| PwD          | 365                  | 4%          | 537                  | 6%          | -32%      | PennDOT | Proj of Stwde Signif |
| Other        | -                    | 0%          | -                    | 0%          | 0%        | Various | Various              |
| <b>Total</b> | <b>9,780</b>         | <b>100%</b> | <b>9,383</b>         | <b>100%</b> | <b>4%</b> |         |                      |

**MATP Out of Service Area Trip Statistics**

| July - December 2023 |                 |                 |
|----------------------|-----------------|-----------------|
| Program              | Completed Trips | Revenue Miles   |
| MA OOC CC            | 1365            | 28444.98        |
| <b>Total</b>         | <b>1365</b>     | <b>28444.98</b> |

**Service Productivity - All**

| July - December 2023 |               |                 |              |               |
|----------------------|---------------|-----------------|--------------|---------------|
| Service Hours        | Revenue Hours | Passenger Trips | PT/Rev Hours | Scheduled Eff |
| 8,393.75             | 6,237.75      | 11,177          | 1.79         | 2.34          |

**Scheduled Trip Summary - All**

| July - December 2023 |             |                       |          |
|----------------------|-------------|-----------------------|----------|
| Scheduled Trips      | IVR Cancels | Day of Service Cancel | No Shows |
| 14,571               | 361         | 884                   | 597      |

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

| July - December 2023 |           |        |       |            |
|----------------------|-----------|--------|-------|------------|
| Zone                 | Full Fare | Copay  | Trips | % of Trips |
| Base                 | \$ 27.00  | \$4.05 | 4,923 | 51%        |
| 2                    | \$ 31.00  | \$4.65 | 2,989 | 31%        |
| 3                    | \$ 36.00  | \$5.40 | 1,650 | 17%        |
| Total                |           |        | 9,562 | 100%       |

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

| July - December 2023 |           |        |       |            |
|----------------------|-----------|--------|-------|------------|
| Zone                 | Full Fare | Copay  | Trips | % of Trips |
| Base                 | \$ 27.00  | \$1.05 | 1,778 | 45%        |
| 2                    | \$ 31.00  | \$1.25 | 1,322 | 33%        |
| 3                    | \$ 36.00  | \$1.50 | 887   | 22%        |
| Total                |           |        | 3,987 | 100%       |

**Trip Pattern Statistics - All Passengers  
Comparison**

|              | July - December 2023 |         |            | July - December 2022 |         |            | % Change       |         |            |
|--------------|----------------------|---------|------------|----------------------|---------|------------|----------------|---------|------------|
|              | Average Length       |         |            | Average Length       |         |            | Average Length |         |            |
|              | Miles                | Minutes | Serv Speed | Miles                | Minutes | Serv Speed | Miles          | Minutes | Serv Speed |
| <b>Total</b> | 14.53                | 51.5    | 16.93      | 13.24                | 44.74   | 17.76      | 10%            | 15%     | -5%        |

**Duration of Trips - 2023**

| July - December 2023     |       |       |       |      |      |
|--------------------------|-------|-------|-------|------|------|
| Minutes                  | <30   | 31-60 | 61-90 | >90  | >120 |
| Trip Total               | 6,251 | 2,653 | 674   | 161  | 41   |
| Trip Total As Percentage | 63.9% | 27.1% | 6.9%  | 1.6% | 0.4% |

|                               |     |
|-------------------------------|-----|
| Percent Trips 30 mins or less | 64% |
| Percent Trips 90 mins or less | 98% |

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

| July - December 2023     |                       |                   |      |
|--------------------------|-----------------------|-------------------|------|
| Time vs Window           | Before Pick Up Window | In Pick Up Window | Late |
| Trip Total               | 2651                  | 6687              | 532  |
| Trip Total As Percentage | 27.1%                 | 68.4%             | 5.4% |

|                         |     |
|-------------------------|-----|
| Total % On Time & Early | 95% |
|-------------------------|-----|