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**Service Delivery & Accessibility Committee**

**Agenda**

**March 11, 2025**

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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 Service Delivery Dashboard Report
  5. Actions
    - A. For Review and Recommendation of Approval – LVTS MOU
  6. Report on Initiatives
    - A. Operations Control Center
    - B. LANtaVan, CT Shared Ride Transition to Account Based Fares
    - C. Transdev Update
  7. Other Business
  8. Adjournment
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**Response to Comments Received During Courtesy of the Floor  
at the previous Service Delivery & Accessibility Committee Meeting**

No comments were received during the December 10 meeting of the Committee.



## LANtaBus Rider Experience Dashboard - October - December 2024-Q2

Tuesday, 3/11/2025

Metric	Q2 FY 25	Q2 FY 24	% Change	YTD FY 25	YTD FY 24	% Change
Ridership LANtaBus	1,046,226	1,026,886	1.88	2,351,454	2,057,773	14.27
Senior Ridership	129,957	120,282	8.04	307,386	246,102	24.90
Ridership LANtaFlex	4,568	4,509	1.31	9,129	8,470	7.78
Senior Ridership LANtaFlex	819	892	-8.18	1,401	1,785	-21.51
<b>Total Ridership</b>	<b>1,050,794</b>	<b>1,031,395</b>	<b>1.88</b>	<b>2,360,583</b>	<b>2,066,243</b>	<b>14.25</b>
<b>Total Senior Ridership</b>	<b>130,776</b>	<b>121,174</b>	<b>7.92</b>	<b>308,787</b>	<b>247,887</b>	<b>24.57</b>
Passenger Revenue (\$)	787,252	597,898	31.67	1,622,561	1,210,153	34.08
	<b>Q2 FY 25</b>	<b>Benchmark</b>	<b>% Diff</b>	<b>YTD FY 25</b>	<b>Benchmark</b>	<b>% Diff</b>
Riders per revenue hour	12.0	18.4	-34.63	11.7	18.4	-36.43
Revenue/Revenue Hour (\$)	9.05	9.72	-6.9	9.40	9.72	-3.3
	<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)	172	82	56	168	78	52
Avg wait time (LANTA Call Center)	1:31	1:30	1:06	1:23	1:20	1:27
	<b>Current Quarter</b>			<b>Previous Quarter</b>	<b>Past Quarter</b>	
Purpose of Call Breakdown	<b>Calls</b>	<b>% of Total</b>	<b>Calls</b>	<b>% of Total</b>	<b>Calls</b>	<b>% of Total</b>
Call Type						
Complaints	416	0.89%	480	1%	451	0.99%
Bus Times	5185	11.09%	6233	13.15%	5960	13.07%
Where is the Bus	61	0.13%	82	0.17%	8	0.02%
Why is the Bus Late	1	0.00%	3	0.01%	0	0.00%
What Bus to Take	125	0.27%	138	0.29%	201	0.44%
Hang Up/ Dead Air	1202	2.57%	1281	2.70%	1189	2.61%
Applications	507	1.08%	616	1.30%	510	1.12%
LANtaVan/ECC	36256	77.58%	36049	76.03%	34449	75.53%
Fares/Tickets	342	0.73%	231	0.49%	231	0.51%
Directions	119	0.25%	142	0.30%	291	0.64%
Transfers to Other Dept	1932	4.13%	1632	3.44%	1780	3.90%
Mailed Schedules	2	0.00%	6	0.01%	11	0.02%
Other(lost & found, detours, etc.)	585	1.25%	521	1.10%	530	1.16%
<b>Total Calls</b>	<b>46,733</b>	<b>100.0%</b>	<b>47,414</b>	<b>100.0%</b>	<b>45,611</b>	<b>100.0%</b>
Passenger Trips per Complaint	2,515					

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

**Metrics**

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	55%	23%	21%	80%
Missed Scheduled LANtaBus Trips	32			
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	101	10,359	7,738	9,689
Rider complaints about OTP/route adherence	194	5,393	4,299	5,400
HVAC related customer complaints	1	1,046,226	1,005,989	988,283
Transit App Usage	Current Q	Previous Q		
Transit App Users	23,924	24,132		
Downloads to Mobile Device	2,105	2,883		
Service Alert Subscribers	6,387	5,699		
Passes Purchased	22,180	20,726		

LANtaBus ADA Related Complaints October - December 2024			
Month	Issue	Details and Response	Determination
October	Ramp/Kneeling	Rider reported driver did not deploy ramp for another rider. Review of video substantiated report. Driver was coached on policy.	Valid
	Ramp/Kneeling	Rider reported that driver did not kneel bus. Video showed rider did not request kneeling.	Invalid
	Ramp/Kneeling	Rider reported driver did not deploy ramp when requested. Review of video substantiated report. Driver was coached on policy.	Valid
	Disability Fare	Rider reported driver did not allow use of Medicare Card for discounted fare. Review of video showed rider not using the correct card.	Invalid
November	Ramp/Kneeling	Rider reported driver did not deploy ramp. Driver thought rider was asking for kneeler. Review of video showed request from rider was not clear and substantiated report by driver.	Invalid
	Ramp/Kneeling	Rider reported driver did not deploy ramp when requested. Review of video substantiated report. Driver was coached on policy.	Valid
December	Ramp/Kneeling	Rider reported driver did not deploy ramp when requested. Review of video substantiated report. Driver was coached on policy.	Valid

Total Complaints for Quarter	7
Total Valid	4
Total Valid or Inconclusive	3
Complaints per LANtaBus Trip	150,113
Valid Complaints per LANtaBus Trip	262,699



## LANtaVan Dashboard Report

Tuesday, March 12, 2024

Reporting Period: FY25 Q2 October 2024 - December 2024

### Total Completed Trips by Funding Source

#### Q2 Comparison

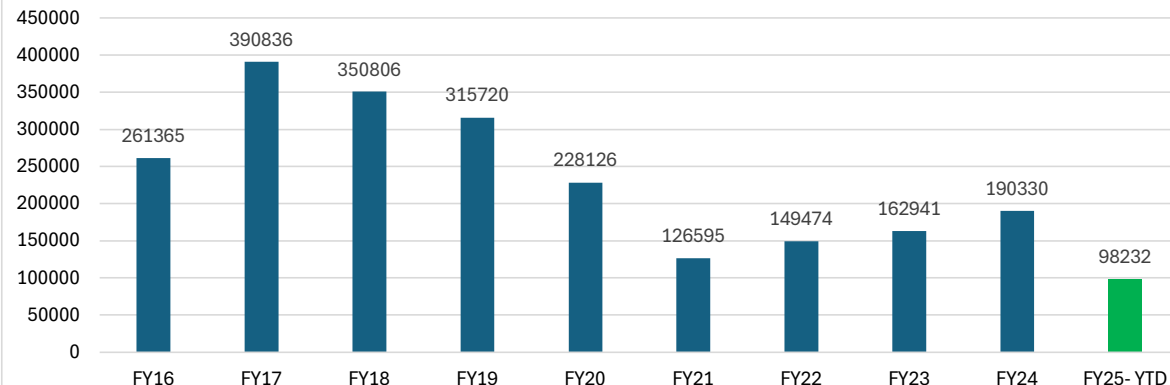
Program	Q2 FY2025		Q2 FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	10,206	21%	10,687	23%	-5%	LANTA	LANtaBus Op/Cap
Lottery	24,294	50%	21,826	47%	11%	PennDOT	PA Lottery Funds
MATP	11,850	24%	12,409	26%	-5%	PA DHS	CMS/State MA Funding
PwD	1,568	3%	1,264	3%	24%	PennDOT	Proj of Stwde Signif
Other	592	1%	746	2%	-21%	Various	Various
Total	48,510	100%	46,932	100%	3%		

### Total Completed Trips by Funding Source

#### YTD Comparison

Program	YTD FY2025		YTD FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	20,478	21%	21,100	23%	-3%	LANTA	LANtaBus Op/Cap
Lottery	48,831	50%	43,150	46%	13%	PennDOT	PA Lottery Funds
MATP	24,346	25%	24,510	26%	-1%	PA DHS	CMS/State MA Funding
PwD	3,212	3%	2,531	3%	27%	PennDOT	Proj of Stwde Signif
Other	1,365	1%	1,509	2%	-10%	Various	Various
Total	98,232	100%	92,800	100%	6%		

### Total Completed Trips Comparison Chart



### MATP Out of Service Area Trip Statistics

Q2 FY2025		
Program	Completed Trips	Revenue Miles
MA OOC LC	116	3340.00
MA OOC NC	54	975.00
<b>Total</b>	<b>170</b>	<b>4315.00</b>

### Service Productivity - All

Q2 FY2025				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
31,717.15	25,079.14	58,689	2.34	3.19

### Scheduled Trip Summary - All

Q2 FY2025			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
79,994	3,006	3,193	213

### Riders by Fare Zone - All

Q2 FY2025				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	22,363	
2	\$ 35.35	\$5.30	15,536	
3	\$ 41.35	\$6.20	6,978	
<b>Total</b>			<b>44,877</b>	<b>93%</b>

### Trip Pattern Statistics - All Passengers

#### Quarter Comparison

	Q2 FY2025			Q2 FY2024			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
<b>Total</b>	9.4	39.22	14.38	9.98	38.5	15.55	-6%	2%	-8%
	LANtaBus Figure		13.1	LANtaBus Figure		13.7			

### Duration of Trips

Q2 FY2025					
Minutes	<30	31-60	61-90	>90	>120
<b>Trip Total</b>	27,736	10,585	6,681	2617	891
<b>Trip Total As Percentage</b>	57.2%	21.8%	13.8%	5.4%	1.8%

Percent Trips 30 mins or less	57%
Percent Trips 90 mins or less	93%
% ADA Trips within FRE	49%
% ADA within 15 mins. of FRE	85%

### On Time Performance - Client Pick Up Trips

Q2 FY2025			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	11929	29778	6803
Trip Total As Percentage	24.6%	61.4%	14.0%

Total % On Time & Early	86%
LANtaBus On Time	57%

### LANTA Call Center Report Comparison

	Q2 FY2025 (Current)			Q1 FY2025 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	491	123	76	321	115	77
Average Call Wait Time	2:01	1:27	1:07	1:53	2:03	1:49

### Complaints Received

Subject of Complaint	Q2 FY2025 (Current)		Q1 FY2024 (Previous)	
	Number	% of Total	Number	% of Total
Late	27	24%	15	11%
Early	1	1%	6	5%
Driver Attitude	12	11%	13	10%
Care Driving/Comfort	12	11%	26	20%
Van did not show	3	3%	14	11%
Fare Disputes	21	19%	15	11%
Overcrowding	0	0%	0	0%
Trip Length	24	21%	21	16%
Other	12	11%	22	17%
<b>Total</b>	<b>112</b>	<b>100%</b>	<b>132</b>	<b>100%</b>
<b>Trips per Complaint</b>	433			
<b>Complaints Deemed Valid</b>	45			
<b>Trips per Complaints Deemed Valid</b>	1,078			



## Carbon Transit Dashboard Report

Tuesday, March 11, 2025

Reporting Period:

Q1 - Q2 FY25

July 2024 - December 2024

### Total Completed Trips by Funding Source Comparison

Program	July - December 2024		July - December 2023		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	895	10%	1,359	14%	-34%	LANTA	CT Bus Op/Cap
Lottery	4,723	52%	5,576	57%	-15%	PennDOT	PA Lottery Funds
MATP	2,587	28%	2,480	25%	4%	PA DHS	CMS/State MA Funding
PwD	902	10%	365	4%	147%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	9,107	100%	9,780	100%	-7%		

### MATP Out of Service Area Trip Statistics

July - December 2024		
Program	Completed Trips	Revenue Miles
MA OOC CC	1,776.00	25,655.80
Total	1,776.00	25,655.80

### Service Productivity - All

January - June 2024				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
7,931.92	5,930.22	10,363	1.75	2.25

### Scheduled Trip Summary - All

January - June 2024			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
13,353	235	622	468



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

January - June 2024				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	4,271	47%
2	\$ 31.00	\$4.65	3,099	34%
3	\$ 36.00	\$5.40	1,652	18%
Total			9,022	100%

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

January - June 2024				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	1,214	42%
2	\$ 31.00	\$1.25	994	35%
3	\$ 36.00	\$1.50	660	23%
Total			2,868	100%

### Trip Pattern Statistics - All Passengers

#### Comparison

	January - June 2024			January - June 2023			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	15.52	52.26	17.82	14.53	51.5	16.93	7%	1%	5%

### Duration of Trips - 2024

January - June 2024					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	6,086	2,026	832	153	10
Trip Total As Percentage	66.8%	22.2%	9.1%	1.7%	0.1%

Percent Trips 30 mins or less	67%
Percent Trips 90 mins or less	98%

### On Time Performance - Client Pick Up Trips

January - June 2024			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	1820	7170	117
Trip Total As Percentage	20.0%	78.7%	1.3%

Total % On Time & Early	99%
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**Carbon Transit Fixed Route Dashboard Report: July 2024 - Decmeber 2024**

	Q1			Q2				
Metric	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	FY25 Q1	FY25 Q2
Passengers	549	471	209	4158	370	286	1229	4814
Senior Passengers	300	217	100	190	168	153	617	511
Veh. Rev. Miles	4773	5574	3487	12191	3770	3770	13834	19731
Veh. Rev. Hours	201	275	174	674	188	188	649	1050

## RESOLUTION 2025-XXX

### **A RESOLUTION APPROVING A TRANSPORTATION PLANNING AGREEMENT BETWEEN THE LEHIGH VALLEY TRANSPORTATION STUDY, PENNSYLVANIA DEPARTMENT OF TRANSPORTATION, AND LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY.**

**Whereas**, the Lehigh Valley Transportation Study (LVTS) Metropolitan Planning Organization (MPO) is responsible for carrying out, in cooperation with the Pennsylvania Department of Transportation (PennDOT) and Lehigh and Northampton Transportation Authority (LANTA), a metropolitan planning process for the Pennsylvania Counties of Lehigh and Northampton, and

**Whereas**, 23 CFR § 450.314 requires the MPO, PennDOT, and public transportation agencies within the metropolitan planning area to enter into a written agreement to clearly identify the responsibilities of the parties in carrying out the metropolitan planning process; and

**Whereas**, the Lehigh Valley Transportation Study (LVTS) Coordinating Committee is the policy-making body of the MPO and serves as a central forum for cooperative transportation decision-making in accordance with the provisions of Title 23, Part 450 of the Code of Federal Regulations (CFR)

**Whereas**, Tennessee Code Annotated (CFA) § 54-18-101 authorizes PennDOT to enter into cooperative planning agreements that provide for a continuing, comprehensive transportation planning process; and

**Whereas**, the regional transportation authority, LANTA serves as the public transit agency across the metropolitan planning area; and

**Whereas**, The MPO, PennDOT, and LANTA have drafted and agreed to the language in the attached Transportation Planning Agreement to satisfy federal requirements and to guide the cooperative planning process.

**Now, Therefore, Be It Resolved** that the Coordinating Committee of the Lehigh Valley Transportation Study approves the attached Transportation Planning Agreement between the MPO, PennDOT, and LANTA.

Adopted this \_\_\_\_ day of \_\_\_\_, 202\_\_ by the Coordinating Committee of the Lehigh Valley Transportation Study.

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Mr. Richard Molchany  
Coordinating Committee Chair

Attest:

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Acting MPO Coordinator

**Transportation Planning Agreement  
by and between the  
Lehigh Valley Transportation Study Coordinating Committee,  
Pennsylvania Department of Transportation, and  
the Lehigh and Northampton Transportation Authority**

**Part A. Purpose of Agreement**

The MPO, in cooperation with the Pennsylvania Department of Transportation (PennDOT) and Lehigh and Northampton Transportation Authority (LANTA), shall undertake a continuing, cooperative, and comprehensive performance-based multimodal transportation planning and programming process for the metropolitan planning area (MPA) in accordance with state and regional goals for metropolitan planning, the provisions of 23 USC 134, 49 USC 5303, and 23 CFR 450, and in accordance with the provisions of this Agreement.

**Part B. Responsibilities of Parties**

1. The MPO shall be the lead agency in carrying out the regional transportation planning and programming process and shall be responsible for:
  - a. Convening a forum for cooperative transportation planning and decision-making that is informed through a public participation process that ensures reasonable opportunities for early and continuing involvement of individuals, affected public agencies, representatives of public transportation, airport officials, freight shippers, providers of freight transportation services, private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool and vanpool programs, shuttles, or telework programs), representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of persons with disabilities, and other interested parties in the review and evaluation of all transportation plans and programs, to include special outreach efforts to those traditionally underserved by transportation systems.
  - b. Ensuring the voting membership of the MPO coordinating committee consists of:
    - i. Local elected officials;
    - ii. Officials of Lehigh and Northampton Transportation Authority; and
    - iii. Appropriate State officials.
    - iv. Officials of Lehigh - Northampton Airport Authority
  - c. Assembling membership and conducting meetings of a Technical Committee comprised of representatives from county governments, state agencies, public transit agencies, and other relevant organizations to collaborate on the development of recommendations for the MPO Coordinating Committee.
  - d. Assemble and maintain an adequate, competent staff with the knowledge and experience necessary to perform all appropriate MPO activities as required by law.
  - e. Formulating, adopting and periodically reviewing, updating and amending a metropolitan transportation plan (MTP) for the metropolitan planning area (MPA), which shall conform to all applicable federal requirements.

- f. Formulating and approving a short-range Transportation Improvement Program (TIP) for the MPA, which shall cover a period of not less than 4 years and must have 4 years of projects and may include projects outside the planning area for information only. The TIP will provide a notice to the public that the public participation process used for its development meets the public participation requirements for the program of projects prepared by public transit agencies under 49 U.S.C. 5307.
- g. Formulating and approving the Unified Planning Work Program (UPWP), which shall identify all transportation-related planning activities to be funded with federal financial aids and technical assistance.
- h. Incorporating and utilizing a Congestion Management Process (CMP) in coordination with PennDOT and LANTA in the preparation of transportation plans and programs to ensure adequate consideration of alternative strategies to roadway construction and widening.
- i. Working cooperatively with PennDOT and LANTA in the preparation of an annual listing of obligated transportation projects funded under 23 U.S.C. or 49 U.S.C. Chapter 53.
- j. Coordinating with PennDOT and LANTA in the preparation and maintenance of a Coordinated Public Transit – Human Services Transportation Plan including, but not be limited to, an assessment of available services and transportation needs, identification of strategies, actions, and projects to address gaps between services and needs and improve service efficiencies, and identification of priorities for implementation.
- k. Considering and implementing PennDOT guidance on transportation plans and programs, and the transportation planning process in general, to the fullest extent consistent with regional and local goals.
- l. Making data, assumptions, criteria, methodology, and analyses available to PennDOT, LANTA, local governments, and other participants in a timely manner.
- m. Working with PennDOT and LANTA in the preparation of a financial plan for the MTP and TIP, including the cooperative development of estimates of transportation system costs and funding revenues to support implementation of the plan and program.
- n. Developing and maintaining a regional travel demand modeling program in accordance with performance specifications developed by PennDOT in cooperation with MPOs.
- o. Cooperatively establishing all federally required MPO performance targets, sharing performance data, preparing system performance reports in coordination with PennDOT and LANTA (based on FHWA and FTA performance measure final rules publications), and in Accordance with the performance-based planning MOU executed May 8, 2019 and its successors.
- p. Cooperating with PennDOT in the development of the statewide long-range transportation plan pursuant to the provisions of 23 U.S.C. 135.
- q. Providing PennDOT and LANTA with copies of all MPO transportation plans and programs and all resolutions concerning their adoption, endorsement, or amendment.

- r. Providing PennDOT with a periodic self-certification that the MPO's transportation planning process conforms to all applicable federal requirements pursuant to 23 CFR 450.
  - s. Complying with American Disabilities Act of 1990 plan certification procedures as required in 49 CFR 37. 139.
  - t. Complying with Title VI of the Civil Rights Act and maintaining a current Title VI Program as required by Federal Transit Administration's Title VI Circular 4702.1B.
- 2. PennDOT shall be responsible for the following transportation planning and programming activities:
  - a. Actively participating in MPO planning and programming activities to represent the state's interests and ensure awareness and consideration of state transportation plans, programs, projects and policies in MPO decision-making.
  - b. Cooperating in the development and maintenance of the MTP and TIP as a participating jurisdiction, providing information requested by the MPO in a timely manner relative to state-funded or state-managed transportation projects and services to be deployed within the MPO in order to ensure consideration for inclusion in the MTP and TIP. This includes information relative to the availability, or anticipated availability, of federal and state financial aids for metropolitan transportation improvements and services that fall under MPO or local programming jurisdiction.

- c. Developing the statewide long-range transportation plan and the State Transportation Improvement Program (STIP) in cooperation with MPO, pursuant to the provisions of 23 U.S.C. 135.
- d. Incorporating the approved TIP without modification into the STIP, directly or by reference.
- e. Cooperating in the development and maintenance of the UPWP as a participating jurisdiction, providing information requested by the MPO in a timely manner related to state-funded or state-managed planning activities or technical assistance being deployed within the MPA for inclusion in the UPWP. This includes informing the MPO to the availability, or anticipated availability, of federal and state financial aids and technical assistance for metropolitan transportation planning activities; making all metropolitan planning funds authorized by 23 U.S.C. 104(f) and 49 U.S.C. 5305(d) available to the MPOs in accordance with a formula developed by PennDOT, in consultation with the MPOs, and approved by USDOT.
- f. Working cooperatively with the MPO and LANTA in the preparation of an annual listing of obligated transportation projects funded under 23 U.S.C. or 49 U.S.C. Chapter 53 to include supplying information about federal obligations of grant funds administrated through the Federal Highway Administration in a reasonable time following the end of the federal fiscal year.
- g. Coordinating with MPO and public transit agencies in the preparation and maintenance of a Coordinated Public Transit – Human Services Transportation Plan.
- h. Working with the MPO and public transit agencies in the preparation of a financial plan for the MTP and TIP, consistent with 23 CFR 450.324(f), including the cooperative development of estimates of transportation system costs, inflation rates, and funding revenues to support implementation of the plan and program.
- i. Providing technical support and data and information collected or maintained by PennDOT that is pertinent to the transportation planning work to be performed by the MPO under this Agreement.
- j. Establishing performance standards for regional travel demand modeling in coordination with MPOs across the state. The model shall be developed and reviewed in a manner consistent with the guidance outlined in Minimum Travel Demand Model Calibration and Validation Guidelines for the State of Pennsylvania.
- k. Coordinating the development of recommendations to reconcile regional transportation plans and programs with statewide plans and programs as necessary to ensure connectivity within transportation systems.
- l. Upon request and as needed, presenting to the MPO Coordinating Committee an update on statewide transportation initiatives and priorities that either affect regional transportation plans and programs or should be considered in their development.
- m. Cooperatively selecting and establishing performance targets, sharing performance data and analysis, supporting monitoring and reporting of system performance in coordination with the MPO and public transit agencies (based on FHWA and FTA performance measure final rules), and in Accordance with the performance-based planning MOU executed May 8, 2019 and its successors.
- n. Coordinating the development of the schedule and procedures for submittal and interagency review (including but not limited to FHWA and FTA) and approval of the RTP, TIP, and UPWP.

- o. Ensure MPO compliance with federal or state statutes, policies, regulations and guidelines, which bear upon metropolitan transportation planning and programming activities and contractual arrangements.
  - p. Monitoring the MPO's transportation planning process, when such monitoring is required by federal law or regulation, to ensure compatibility with State and USDOT programs and objectives and compliance with applicable Federal requirements.
- 3. LANTA shall be responsible for the following transportation planning and programming activities:
  - a. Actively participating in MPO activities to represent public transit interests and ensure awareness and consideration of public transit plans, programs, projects, and policies in MPO decision-making.
  - b. Cooperating in the development and maintenance of the MTP and TIP as a participating jurisdiction, providing information requested by the MPO in a timely manner relative to public transit projects and services to be deployed within the MPA in order to ensure consideration for inclusion in the MTP and TIP. This includes information relative to the availability, or anticipated availability, of federal and local financial aids for public transit improvements and services within the MPA.
  - c. Cooperating in the development and maintenance of the UPWP as a participating jurisdiction, providing information requested by the MPO in a timely manner related to transit planning activities or technical assistance being deployed within the MPA for inclusion in the UPWP. This includes informing the MPO to the availability, or anticipated availability, of federal and state financial aids and technical assistance for public transit planning activities.
  - d. Working cooperatively with the MPO and PennDOT in the preparation of an annual listing of obligated transportation projects funded under 23 U.S.C. or 49 U.S.C. Chapter 53 to include supplying information about federal obligations of grant funds administrated through the Federal Transit Administration within 90 days following the end of the federal fiscal year.
  - e. Cooperating with PennDOT in the development of the statewide long-range transportation plan pursuant to the provisions of 23 U.S.C. 135.
  - f. Coordinating with MPO and PennDOT in the preparation and maintenance of a Coordinated Public Transit – Human Services Transportation Plan.
  - g. Coordinating with PennDOT and MPO on the conduct of short-range transit plans or operational analyses that affect or inform regional and statewide transportation plans and programs.
  - h. Working with the MPO and PennDOT in the preparation of a financial plan for the MTP and TIP, particularly related to the cooperative development of estimates of transit system costs, inflation rates, and funding revenues to support implementation of the plan and program.
  - i. Providing data and information collected or maintained related to public transit that is pertinent to the transportation planning work to be performed by the MPO under this Agreement.
  - j. Cooperatively selecting and establishing performance targets, informing of performance targets that are established by or determined through prescribed processes set by outside regulatory agencies, sharing performance data and



analysis, supporting monitoring and reporting of system performance in coordination with PennDOT and MPO (based on FHWA and FTA performance measure final rules), and in Accordance with the performance-based planning MOU executed May 8, 2019 and its successors.

- k. Preparing and submitting applications for federal public transportation capital assistance grants and state operating assistance grants and administering approved grants.
- l. Conducting preliminary engineering and final design studies relating to public transportation capital facilities, including, but not limited to, transit stations, shelters, bus stop signs, garages, maintenance buildings, operator buildings, and rolling stock.
- m. Conducting detailed operational planning necessary to establish or modify transit routes, schedules, fares, stop locations, transfer points, vehicle assignments, and other operating procedures.
- n. Conducting transit marketing activities, including, but not limited to, the conduct of market surveys, design of user information materials, and the development of transit promotion programs.
- o. Conducting transit management activities, including but not limited to, activities related to personnel procedures and training programs, maintenance policies, fare collection and handling procedures, and accounting practices.
- p. Collecting data to meet the requirements of 49 U.S.C. 5335 regarding the National Transit Database.
- q. Upon request and as needed, presenting to the MPO an update on local public transit initiatives and priorities that either affect regional transportation plans and programs or should be considered in their development.
- r. Preparing and updating paratransit service plans in conformance with the Americans with Disabilities Act of 1990, FTA Circular 4710.1.

### **Part C. Scope of Work**

1. The cooperative metropolitan transportation planning process shall be carried out in accordance with a UPWP approved by the MPO, PennDOT and USDOT, in consultation with LANTA, including budget and cost allocation. The UPWP will be reviewed and approved at least every two years. The original and all approved subsequent UPWPs during the terms of this agreement shall be made part of this agreement, which shall constitute the scope of work to be performed under this Agreement.
2. The Planning Work Program shall set forth a description of the specific metropolitan transportation planning activities and products to be completed each calendar year, the corresponding staffing and budgetary requirements, and the allocation of the total costs between the participating agencies.
3. The cooperative metropolitan transportation planning process to be conducted under this agreement and governed by the provisions of 23 CFR 450 shall encompass the metropolitan planning area (MPA), as determined by agreement between the Commonwealth and MPO.

#### **Part D. Organization and Administration**

1. The MPO shall appoint and maintain such advisory committees as deemed appropriate to effectively carry out the comprehensive transportation planning process under this Agreement. PennDOT and LANTA shall be represented on such advisory committees.
2. MPO may enter into such institutional arrangements, service contracts or agency agreements as it deems necessary to carry out the scope of work under this Agreement with the understanding that the MPO shall remain accountable for completion of planning products in accordance with the UPWP.
3. When consultants are to be employed in accomplishing work under this Agreement, all parties providing funding or technical support for such work shall have the right to review and advise on basic study methods and procedures and to review and approve subcontracts.

#### **Part E. Work Products**

1. PennDOT, the MPO and LANTA shall give each other and applicable USDOT agencies reasonable opportunity to review and comment on their respective reports produced under this Agreement prior to publication of the final report.
2. All reports and documents published by all parties under this Agreement shall give credit to all other parties and to participating USDOT agencies and include appropriate disclaimer statements regarding representation of USDOT views or policies.
3. All parties and the USDOT shall each have the royalty-free nonexclusive and irrevocable right to reproduce, publish, distribute, or otherwise use, and to authorize others to use, the work produced under this Agreement for government purposes.

#### **Part F. Effective Period**

1. The Agreement shall be reviewed as needed, such as when a new transportation funding bill is passed by the United States Congress, and/or when new federal regulations are published by FHWA/FTA, but shall remain in effect until any party notifies the others in writing that the Agreement is no longer suitable. If or when this occurs, the parties agree to meet as soon as practicable to discuss possible modifications to the Agreement.
2. This Agreement shall become effective upon the signatures of each party.

#### **Part G. Signatures**

##### **Lehigh Valley Planning Commission**

\_\_\_\_\_  
Executive Committee Chair

\_\_\_\_\_  
Date

##### **Lehigh Valley Transportation Study**

\_\_\_\_\_  
Coordinating Committee Chair

\_\_\_\_\_  
Date

**PennDOT**

\_\_\_\_\_  
Deputy Secretary of Planning

\_\_\_\_\_  
Date

**Lehigh and Northampton Transportation Authority**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



February 21, 2025

Attention LANtaVan Riders:

In a continuous effort to GO GREEN, LANtaVan will be going ticketless effective **April 1<sup>st</sup>, 2025**. We encourage all riders to activate their EcoPay accounts **today** to make paying fares both convenient and easy! We thank you for your continued patronage of our services and look forward to helping you make your transition to our EcoPay platform.



#### **How do I add funds to my account?**

Funds can be added to an account one of two ways:

1. Via credit card by calling 610-432-3200 and speaking to one of our representatives.
2. By visiting our online store at [lantabus.com](http://lantabus.com)

#### **How do I know the balance available on my account?**

1. Balance inquiries can be made by calling 610-432-3200.
2. When booking a trip, the available balance can be provided.
3. Drivers are able to provide a balance update at the time of your trip.
4. Daily low balance calls are made for those accounts that have fallen below \$10.00
5. Daily negative balance calls are made for those accounts that have fallen below \$0.00

#### **What do I do with my current tickets?**

- Any clients who still have tickets on hand should return them to the following address to have the value of the tickets added to their EcoPay account.

LANtaVan  
1060 Lehigh Street  
Allentown, PA 18103

#### **What if my account doesn't have enough funds for my trip?**

- Our policy dictates that no passenger is stranded. Clients with a negative balance at the time of an originating trip will not be permitted to board the van. Any client with a negative balance at the time of a return trip will have their trip completed and the amount of the return trip deducted from their EcoPay account.

***\*All clients will need to have an active EcoPay account to use paratransit services as of April 1, 2025.***





February 21, 2025

Attention Carbon Transit Riders:

In a continuous effort to GO GREEN, Carbon Transit will be going ticketless effective **April 1<sup>st</sup>, 2025**. We encourage all riders to activate their EcoPay accounts **today** to make paying fares both convenient and easy! We thank you for your continued patronage of our services and look forward to helping you make your transition to our EcoPay platform.



#### **How do I add funds to my account?**

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4. Daily low balance calls are made for those accounts that have fallen below \$10.00
5. Daily negative balance calls are made for those accounts that have fallen below \$0.00

#### **What do I do with my current tickets?**

- Any clients who still have tickets on hand should return them to the following address to have the value of the tickets added to their EcoPay account.

Carbon Transit  
1060 Lehigh Street  
Allentown, PA 18103

#### **What if my account doesn't have enough funds for my trip?**

- Our policy dictates that no passenger is stranded. Clients with a negative balance at the time of an originating trip will not be permitted to board the van. Any client with a negative balance at the time of a return trip will have their trip completed and the amount of the return trip deducted from their EcoPay account.

***\*All clients will need to have an active EcoPay account to use paratransit services as of April 1, 2025.***

