



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

## **LANTA Board of Directors Meeting Minutes**

**September 9, 2025**

**LANTA Administrative Offices, Allentown, PA**

Members Attending: Mike Lichtenberger – Chair of the Authority; Matt Malozi – Treasurer of the Authority; and Iris Linares.

Members Attending via Webinar / Teleconference: Fred Williams; Jennifer Ramos; Jared Mast; and Amy Beck.

Members Absent: Becky Bradley; Sheila Alvarado; Kim Schaffer; Beth Halpern; and Matt Rozsa.

Staff and Contractors Attending: O. O’Neil, T. Williams, A. Yacko, J. Ozoa, Ja. Ozoa, A. Echevarria, D. Lightner – LANTA Staff. Kent Herman – Solicitor.

Public Attending: Maurice Wells; Tisbine Moussa; Rick Nemchik.

Public Attending via Webinar/Teleconference: None.

### **1. Call to Order**

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

### **2. Roll Call**

Roll Call was conducted by Mr. O’Neil.

### **3. Public Comment**

Maurice Wells congratulated LANTA on receiving Carbon Reduction grant funding from the LVTS which had been publicized the day prior to the meeting at an event at the Allentown Transportation Center. Mr. Wells commented that the Enhanced Bus Service is an important project.

Rick Nemchik, a LANTA Bus Operator, commented that the seats and seat belts in LANTA buses often smell of perfume or other odors which affects him. Mr. Nemchik said he has reported this to LANTA on various occasions. Mr. Nemchik also said that certain LANTA employees speed through the LANTA property causing a safety hazard. Mr. Lichtenberger and Mr. O'Neil noted that staff would follow up on the issues raised.

#### **4. Approval of the Minutes**

*The minutes of the August 19, 2025, Board of Directors meeting were approved on a motion made by Ms. Bradley and seconded by Ms. Alvarado.*

#### **5. Report of the Chair**

As part of the Report of the Chair, Mr. Lichtenberger thanked Ms. Bradley and the LVPC staff for the event on September 8 at the Allentown Transportation Center to publicize the award of Carbon Reduction grant funding by the LVTS to LANTA for EBS infrastructure projects. Mr. O'Neil, Mr. Cotter, and Mr. Lightner from LANTA staff also assisted and took part. Other members of the LANTA Board were in attendance including Mr. Lichtenberger himself, Ms. Alvarado, Ms. Schaffer, Ms. Linares, and Mr. Malozi along with several local officials and stakeholders. LANTA thanks the LVTS for the award of \$1.2 million dollars for these important projects.

Mr. Lichtenberger noted that while this grant is important and much appreciated, it does not represent the operating funding solution for transit which is still being considered by the state legislature as part of this year's state budget. LANTA continues to encourage discussion and hope for an agreement that can result in enhanced funding levels that will allow LANTA to avoid potentially significant service reductions later in this fiscal year.

Mr. Lichtenberger then concluded the Report of the Chair.

#### **6. Report of the Committees**

- A. Finance Committee – Mr. Malozi, Chair of the Finance Committee, reported that the Finance Committee met on Tuesday September 2. As part of the agenda, staff presented the calculations for the 2026 Minimum Municipal Obligation, or MMO, calculations for the union and non-union employee's pension plans. The MMO amounts reflect the healthy funding levels of both plans due to consistent contributions to the

funds by LANTA and employees and strong investment performance. The calculation summaries are attached.

*On a motion made by Mr. Malozi and seconded by Ms. Linares, the Board voted to approve the 2026 MMO calculations for the union and non-union employee pension plans as presented.*

Mr. Malozi then concluded the Committee report.

- B. Administration & Safety Committee – Ms. Alvarado, Chair of the Administration & Safety Committee, reported that the Administration & Safety Committee met on Tuesday September 2. As part of the agenda, staff presented the Administration & Safety Dashboard Report which covered employee headcount, current vacancies, and training completed in July. The report is attached.

Staff presented the proposed changes to the Public Transit Agency Safety Plan (PTASP) which is a document that is required by the Federal Transit Administration (FTA) and must be updated on an annual basis. The proposed changes included updates to the safety targets for the coming year. A summary of the proposed changes is attached.

*On a motion made by Ms. Alvarado and seconded by Mr. Malozi, the Board voted to approve the changes to the Public Transit Agency Safety Plan as presented.*

Staff also presented a recommendation to formally designate the Executive Director, Owen O'Neil, as the Accountable Executive for the PTASP. A formal designation is required by the FTA.

*On a motion made by Ms. Alvarado and seconded by Ms. Bradley, the Board voted to designate the Executive Director, Owen O'Neil, as the Accountable Executive for LANTA's PTASP.*

Ms. Alvarado then concluded the Committee report.

- C. Service Support & Planning Committee – On behalf of Ms. Schaffer, Chair of the Service Support & Planning Committee, Mr. O'Neil reported that the Committee did not meet in September and that the next meeting of the Committee is scheduled for Tuesday November 11.

- D. Service Delivery & Accessibility Committee – Ms. Linares, Chair of the Service Delivery & Accessibility Committee, reported that the Service Delivery & Accessibility Committee met on Tuesday September 9 prior to the Board meeting.

The agenda included a review of the Service Delivery Dashboard Reports for the LANTaBus, LANTaVan, and the Carbon Transit operating divisions for the period of April through June 2025. Each dashboard report provides key ridership and performance measures for each operating division. The dashboard reports are attached.

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

Ms. Linares then concluded the Committee report.

## **7. Other Items**

- Mr. O'Neil noted that LANTA would be celebrating its Employee Appreciation Day on Friday September 12.

## **8. Adjournment**

The meeting was adjourned at 12:16 p.m.

Respectfully Submitted



10/7/2025

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Sheila Alvarado  
Secretary

Date



***Lehigh and Northampton Transportation Authority***

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**LANTA Board Meeting  
Agenda  
September 9, 2025**

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1. Call to Order
  2. Roll Call
  3. Public Comment
  4. Approval of the Minutes – August 19, 2025 Board Meeting
  5. Report of the Chair
  6. Report of Committees
    - A. Finance – Matt Malozi
      - i. Items for consideration of approval:
        - a. CY 2026 Union and Non-Union Pension Fund Minimum Municipal Obligation (MMO)
    - B. Administration & Safety – Sheila Alvarado
      - i. Items for consideration of approval:
        - a. Annual PTASP Updates
        - b. Designation of PTASP Accountable Executive
    - C. Service Support & Planning – Kim Schaffer
    - D. Service Delivery & Accessibility – Iris Linares
  7. Other Items
  8. Adjournment
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**Joint LANTA Finance Committee and  
Administration & Safety Committee**

**Agenda**

**September 2, 2025**

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**Finance Committee**

1. Call to Order
2. Roll Call
3. Public Comment
4. Procurements  
None
5. Actions
  - A. Approval – 2026 Pension Plan MMO Calculations
6. Adjournment

**Administration & Safety Committee**

1. Administration & Safety Dashboard
  2. Procurements  
None
  3. Actions
    - A. Review and Recommendation – PTASP Annual Updates
  4. Other Items
  5. Adjournment
-



**Lehigh and Northampton Transportation Authority**

**Date:** September 9, 2025

**To:** LANTA Board of Directors

**From:** Owen O'Neil, Executive Director (Chief Administrative Officer) *Owen P. O'Neil*

**Subject:** 2026 Minimum Municipal Obligation for the Union Pension Plan

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

The calculation of the 2026 Minimum Municipal Obligation requires several assumptions relating to projected payroll. The attached 2026 Minimum Municipal Obligation details this determination.

**LANTA  
UNION EMPLOYEES' PENSION PLAN  
WORKSHEET FOR 2026 MMO**

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2025)	\$19,414,907
2. TOTAL NORMAL COST PERCENTAGE	%9.74
3. TOTAL NORMAL COST (Item 1 x Item 2)	\$1,891,012
4. TOTAL AMORTIZATION REQUIREMENT	\$356,788
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	\$51,012
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	\$2,298,812
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	\$873,671
8. FUNDING ADJUSTMENT	\$ 0
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	\$1,425,141

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Signature of Chief Administrative Officer

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Date Certified to Governing Body

**Note: The 2026 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2025.**





**Lehigh and Northampton Transportation Authority**

**Date:** September 9, 2025

**To:** LANTA Board of Directors

**From:** Owen O’Neil, Executive Director (Chief Administrative Officer) *Owen P. O’Neil*

**Subject:** 2026 Minimum Municipal Obligation for the Non-Union Pension Plan

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

The calculation of the 2026 Minimum Municipal Obligation requires several assumptions relating to projected payroll. The attached 2026 Minimum Municipal Obligation details this determination.

**LANTA  
NON-UNION EMPLOYEES' PENSION PLAN  
WORKSHEET FOR 2026 MMO**

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2025)	\$5,945,514
2. TOTAL NORMAL COST PERCENTAGE	7.07%
3. TOTAL NORMAL COST (Item 1 x Item 2)	\$420,348
4. TOTAL AMORTIZATION REQUIREMENT	\$0
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	\$28,363
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	\$448,711
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	\$179,347
8. FUNDING ADJUSTMENT	\$ 77,009
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	\$357,917

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Signature of Chief Administrative Officer

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Date Certified to Governing Body

**Note: The 2026 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2025.**



## Administration & Safety Committee Dashboard

**Tuesday, 9/2/2025**

LANTA employees count as of 9/2/2025 below.

Union Employees	Count	Percentage
Male	158	69.60%
Female	69	30.40%
<b>Total</b>	<b>227</b>	<b>100%</b>
<b>Non-Union Employees</b>		
Male	40	50.63%
Female	39	49.37%
<b>Total</b>	<b>79</b>	<b>100%</b>
<b>All LANTA Employees</b>		
Male	198	64.70%
Female	108	35.30%
<b>Total</b>	<b>306</b>	<b>100%</b>

Open Positions: Currently LANTA has the following open positions:

- None

Internal Training Update: List of internal trainings that were completed in July 2025:

- New employee training Operations and Maintenance – 0
- Recertifications – 13
- Retraining – 4
- Ride-Alongs – 57
- Endorsement Trainings – 0
- Safety Meetings - 1

LANTA Bus Safety Performance Targets	2022	2023	2024	3 year Average	Previous Year Performance Measures	Performance Goals Decrease by 5%
Vehicle Revenue Miles	3,302,893	#####	3,764,053	3,559,525	3,372,420	
Per 100,000 Miles	33	36	38	36	33	
1a: Major Events * S & S 40 Reporting Data	12	14	11	12	13	11.4
1b: Major Events Rate*				0.35	0.39	0.33
1.1: Collision Rate (new)*				0.24		0.23
1.1.1: Pedestrian Collision Rate (new)				0.03		0.29
1.1.2: Vehicular Collision Rate (new)*				0.07		0.067
2a: Fatalities	0	0	0	0	0	0
2b: Fatality Rate				0	0	0
2.1: Transit Worker Fatality Rate (new)						
3a: Injuries* S & S 40 Reporting Data and S & S 50 Reporting Data	14	9	15	13	15	12.4
3b: Injury Rate*				0.36	0.46	0.34
3.1: Transit Worker Injury Rate (new)				0.05		0.048
4a: Assaults on Transit Workers (new)*	No Data	No Data	2	0.06	0	0.057
4b: Rate of Assaults on Transit Workers (new)*	No Data	No Data		0.06	0	0.057
Major Failures	62	62	270	131	451	Increase System Reliability by 5%
5: System Reliability	53,272	58,252	13,941	27,172	9,601	28,531

\* Eight safety performance measures that the Safety Committee of applicable transit agencies will use to set targets for the safety risk reduction program

LANTA Van Safety Performance Targets	2022	2023	2024	3 year Average	Previous Year Performance Measures	Performance Goals Decrease by 5%
Vehicle Revenue Miles	1,377,252	1,811,814	1,941,288	17,101,118	1,619,350	
100,000 miles	14	18	19	17	16	
1a: Major Events * & S 40 Reporting Data	1	2	3	2	1.3	1.9
1b: Major Events Rate* per 100 thousand miles				0.06	0.05	0.057
1.1: Collision Rate (new)* per 100 thousand miles				0.12	0.05	0.11
1.1.1: Pedestrian Collision Rate (new) per 100 thousand miles				0	0	0
1.1.2: Vehicular Collision Rate (new)* per 100 thousand miles				0.05	0	0.047
2a: Fatalities	0	0	0	0	0	0
2b: Fatality Rate per 100 thousand miles				0	0	0
2.1: Transit Worker Fatality Rate (new) per 100 thousand miles				0	0	0
3a: Injuries* ** S & S 40 Reporting Data and S & S 50 Reporting Data	2	2	9	4.3	0.05	4.09
3b: Injury Rate* per 100 thousand miles				0.23		0.22
3.1: Transit Worker Injury Rate (new) per 100 thousand miles				0.18		0.17
4a: Assaults on Transit Workers (new)*	0	0	0	0		0
4b: Rate of Assaults on Transit Workers (new)* per 100 thousand miles				0		0
5: System Reliability # of Failures	15	15	12	14	13	System Reliability by 5%
5: System Reliability	91,817	120,788	161,774	122,151	124,565.0	128,773

\* Eight safety performance measures that the Safety Committee of applicable transit agencies will use to set targets for the safety risk reduction program



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**Service Delivery & Accessibility Committee**

**Agenda**

**September 9, 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 June 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. Report on Initiatives
    - A. Transdev Update
  6. Other Business
  7. Adjournment
-



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

At the June 10 meeting of the Committee:

Deb Rozear from the Lehigh Valley Center for Independent Living (LVCIL) provided information about fare payment and service issues being experienced by an LVCIL consumer. Staff followed up with Ms. Rozear and the issues raised have been addressed.

Brenda King and Melody Simmons both raised concerns about their trip length on LANtaVan services and the reliability of pick-up times. Staff has monitored the trips of both riders and have not observed continued problems.



## LANtaBus Service Delivery Dashboard -April-June 2025-Q4

Tuesday, September 9, 2025

Metric	Q4 FY 25	YTD FY 25	YTD FY 24	% Change
Ridership LANtaBus	1,001,831	3,978,384	3,977,639	0.02
Senior Ridership	122,824	508,460	496,701	2.37
Ridership LANtaFlex	4,663	17,548	18,069	-2.88
Senior Ridership LANtaFlex	1,165	3,377	3,233	4.45
<b>Total Ridership</b>	<b>1,006,494</b>	<b>3,995,932</b>	<b>3,995,708</b>	<b>0.01</b>
<b>Total Senior Ridership</b>	<b>123,989</b>	<b>511,837</b>	<b>499,934</b>	<b>2.38</b>
Passenger Revenue (\$)	759,447	3,097,682	2,454,798	26.19
	<b>YTD FY 25</b>	<b>Benchmark</b>	<b>% Diff</b>	
Riders per revenue hour	11.3	19	-40.31	
Revenue/Revenue Hour (\$)	8.60	19.56	-56.0	

### 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 % (1 min variance)	64%	7%	29%	80%
Missed Scheduled LANtaBus Trips	80.5			
		<b>Psngtr 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	86	11,649	8,559	10,359
Rider complaints about OTP/rte adherence	190	5,273	5,568	5,393
HVAC related customer complaints	1	1,001,831	924,338	1,046,226
<b>Transit App Usage</b>	<b>Current Q</b>	<b>Previous Q</b>		
Transit App Users	28,332	23,455		
Downloads to Mobile Device	2,695	1,926		
Service Alert Subscribers	7,813	6,591		
Passes Purchased	30,971	21,101		



	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	270	84	52	237	83	46
Avg wait time (Call Center)	1:28	1:15	1:54	1:33	1:15	1:33
	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Purpose of Call Breakdown						
Call Type						
Complaints	401	0.86%	361	0.81%	416	0.89%
Bus Times	5053	10.79%	4477	10.03%	5185	11.09%
Where is the Bus	21	0.04%	3	0.01%	61	0.13%
Why is the Bus Late	3	0.01%	2	0.00%	1	0.00%
What Bus to Take	187	0.40%	114	0.26%	125	0.27%
Hang Up/ Dead Air	1320	2.82%	1218	2.73%	1202	2.57%
Applications	611	1.30%	549	1.23%	507	1.08%
LANtaVan/ECC	36560	78.03%	35380	79.24%	36256	77.58%
Fares/Tickets	347	0.74%	275	0.62%	342	0.73%
Directions	140	0.30%	75	0.17%	119	0.25%
Transfers to Other Dept	1531	3.27%	1577	3.53%	1932	4.13%
Mailed Schedules	5	0.01%	6	0.01%	2	0.00%
Other(lost & found, detours, etc.)	673	1.44%	614	1.38%	585	1.25%
<b>Total Calls</b>	<b>46,852</b>	<b>100.0%</b>	<b>44,651</b>	<b>100.0%</b>	<b>46,733</b>	<b>100.0%</b>
Passenger Trips per Complaint	2,498					

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

LANtaBus ADA Related Complaints April -June 2025			
Month	Issue	Details and Response	Determination
April	Bus Kneeling	The passenger reported difficulty boarding, stating that the driver did not kneel the bus sufficiently. However, video footage confirms that the driver activated the kneeling feature and lowered the bus to its maximum extent.	Not Valid
	Reduced Fare	Passenger presented Reduced Fare Card for discounted fare. Driver charge passenger incorrect amount. The driver was unfamiliar with the procedure and has since been coached by a supervisor to ensure proper protocol is followed.	Valid
May			
June		Passenger reported that the driver declined service because she was using a wheelchair and did not pull alongside the curb to deploy the ramp. Review of the video footage shows the driver failed to pull up to the curb, which prevented proper deployment of the ramp. The driver has since been scheduled for coaching.	Valid
Total Complaints for Quarter	3		
Total Valid	2		
Total Valid or Inconclusive	2		
Complaints per LANtaBus Trip	1,006,494		
Valid Complaints per LANtaBus Trip	503,247		



## LANtaVan Dashboard Report

Tuesday, September 9, 2025

Reporting Period: FY25 Q4 April 2025 - June 2025

### Total Completed Trips by Funding Source

#### Q4 Comparison

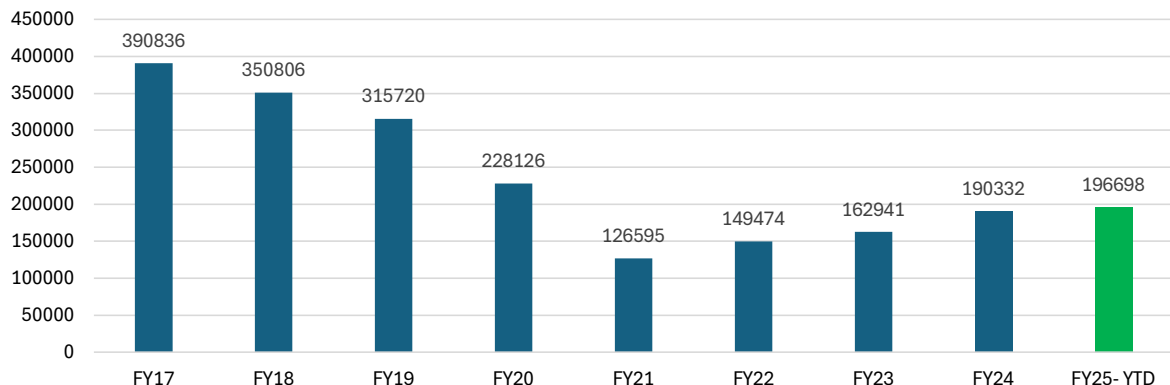
Program	Q4 FY2025		Q4 FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	10,773	21%	10,802	21%	1%	LANTA	LANtaBus Op/Cap
Lottery	25,261	49%	24,787	49%	2%	PennDOT	PA Lottery Funds
MATP	13,426	26%	12,461	25%	8%	PA DHS	CMS/State MA Funding
PwD	1,300	3%	1,485	3%	-12%	PennDOT	Proj of Stwde Signif
Other	864	2%	770	2%	12%	Various	Various
Total	51,624	100%	50,305	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	41,073	21%	42,430	22%	-3%	LANTA	LANtaBus Op/Cap
Lottery	96,453	49%	90,495	48%	7%	PennDOT	PA Lottery Funds
MATP	50,206	26%	49,111	26%	2%	PA DHS	CMS/State MA Funding
PwD	6,054	3%	5,252	3%	15%	PennDOT	Proj of Stwde Signif
Other	2,912	1%	3,044	2%	-4%	Various	Various
Total	196,698	100%	190,332	100%	3%		

### Total Completed Trips Comparison Chart



### MATP Out of Service Area Trip Statistics

Q4 FY2025		
Program	Completed Trips	Revenue Miles
MA OOC LC	68	2340
MA OOC NC	48	1850
<b>Total</b>	<b>116</b>	<b>4190</b>

### Service Productivity - All

Q4 FY2025				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
31,609.40	25,796.20	62,847	2.44	3.13

### Scheduled Trip Summary - All

Q4 FY2025			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
80,830	3,176	3,194	180

### Riders by Fare Zone - All

Q4 FY2025				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	23,807	
2	\$ 35.35	\$5.30	16,355	
3	\$ 41.35	\$6.20	7,376	
<b>Total</b>			<b>47,538</b>	<b>92%</b>

### Trip Pattern Statistics - All Passengers

#### Quarter Comparison

	Q4 FY2025			Q4 FY2024			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
<b>Total</b>	9.2	36.73	15.01	9.6	36.58	15.75	-4%	1%	5%
	LANtaBus Figure		13.2	LANtaBus Figure		13.5			

### Duration of Trips

Q4 FY2025					
Minutes	<30	31-60	61-90	>90	>120
<b>Trip Total</b>	28,866	11,725	7,330	2588	1115
<b>Trip Total As Percentage</b>	55.9%	22.7%	14.2%	5.0%	2.2%

Percent Trips 30 mins or less	56%
Percent Trips 90 mins or less	93%
% ADA Trips within FRE	53%
% ADA within 15 mins. of FRE	79%

### On Time Performance - Client Pick Up Trips

Q4 FY2025			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	12283	31650	7691
Trip Total As Percentage	23.8%	61.3%	14.9%

Total % On Time & Early	85%
LANtaBus On Time	80%

### LANTA Call Center Report Comparison

	Q4 FY2025 (Current)			Q3 FY2025 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	510	107	74	490	116	69
Average Call Wait Time	2:07	1:22	1:23	2:13	1:15	1:26

### Complaints Received

Subject of Complaint	Q4 FY2025 (Current)		Q3 FY2025 (Previous)	
	Number	% of Total	Number	% of Total
Late	59	33%	29	28%
Early	8	4%	7	7%
Driver Attitude	26	14%	13	13%
Care Driving/Comfort	20	11%	10	10%
Van did not show	10	6%	4	4%
Fare Disputes	23	13%	12	12%
Overcrowding	0	0%	0	0%
Trip Length	15	8%	12	12%
Other	19	11%	15	15%
<b>Total</b>	<b>180</b>	100%	102	100%
<b>Trips per Complaint</b>	287			
<b>Complaints Deemed Valid</b>	88			
<b>Trips per Complaints Deemed Valid</b>	587			



## Carbon Transit Dashboard Report

Tuesday, September 9, 2025

Reporting Period:

Q3 - Q4 FY25

January 2025 - June 2025

### Total Completed Trips by Funding Source Comparison

Program	January - June 2025		January - June 2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	826	10%	1,123	12%	-26%	LANTA	LANtaBus Op/Cap
Lottery	4,009	49%	4,958	55%	-19%	PennDOT	PA Lottery Funds
MATP	2,512	31%	2,333	26%	8%	PA DHS	CMS/State MA Funding
PwD	762	9%	602	7%	27%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	8,109	100%	9,016	100%	-10%		

### MATP Out of Service Area Trip Statistics

January - June 2025		
Program	Completed Trips	Revenue Miles
MA OOC CC	1,926	28,277.70
Total	1,926	28,277.70

### Service Productivity - All

January - June 2025				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
6,290.69	4,877.04	9,309	1.91	3.17

### Scheduled Trip Summary - All

January - June 2025			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
15,448	291	780	403

Riders by Fare Zone - ADA PwD MATP Lottery

January - June 2025				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	3,814	47%
2	\$ 31.00	\$4.65	2,818	35%
3	\$ 36.00	\$5.40	1,409	18%
Total			8,041	99%

Riders by Fare Zone - AAA Carbon Sponsorship Trips Only

January - June 2025				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	997	45%
2	\$ 31.00	\$1.25	617	28%
3	\$ 36.00	\$1.50	578	26%
Total			2,192	27%

Trip Pattern Statistics - All Passengers  
Comparison

	January - June 2025			January - June 2024			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	14.81	46.55	19.09	15.39	52.65	17.54	-4%	-12%	9%

Duration of Trips - 2024

January - June 2025					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	5,331	1,713	828	212	25
Trip Total As Percentage	65.7%	21.1%	10.2%	2.6%	0.3%

Percent Trips 30 mins or less	66%
Percent Trips 90 mins or less	97%

On Time Performance - Client Pick Up Trips

January - June 2025			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	1723	6235	151
Trip Total As Percentage	21.2%	76.9%	1.9%

Total % On Time & Early	98%
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