



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

LANTA Board of Directors Meeting Minutes

December 9, 2025

LANTA Administrative Offices, Allentown, PA

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

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

Members Absent: Becky Bradley; Beth Halpern; Jennifer Ramos; and Matt Rozsa.

Staff and Contractors Attending: O. O’Neil, T. Williams, J. Polster-Abel, B. Cotter A. Yacko, J. Ozoa, A. Knee, D. Lightner, Ja. Ozoa – LANTA Staff. Kent Herman – Solicitor; Tim Kraft, Colby Blankenbiller – RKL, LLP.

Public Attending: Tisbine Moussa; Maurice Wells; and Jennifer Swan.

Public Attending via Webinar/Teleconference: Amy Unger.

1. Call to Order

The meeting was called to order at 12:05 p.m. by Mike Lichtenberger, Chair of the Authority.

2. Roll Call

Roll Call was conducted by Mr. O’Neil.

3. Public Comment

During Public Comment, Maurice Wells commented that the downtown Bethlehem EBS stop should not have been moved from Broad Street to Walnut Street and that it should be relocated back to Broad Street.

4. Approval of the Minutes

The minutes of the November 11, 2025, Board of Directors meeting were approved on a motion made by Ms. Alvarado and seconded by Mr. Malozi.

5. Report of the Chair

As part of the Report of the Chair, Mr. Lichtenberger thanked the Board and staff for another productive year at LANTA and thanked everyone for their continued dedication to high quality public transportation service in the Lehigh Valley. He wished everyone a happy and safe holiday season.

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 December 2. As part of the agenda, staff presented the final proposals for service changes to be implemented in January 2026. Staff discussed the public outreach efforts conducted as part of the planning process and the level of public comment received. The presentation also identified the changes that were made to the proposals based on the public comments as well as the timeline for public information efforts moving forward to implementation. A summary of the presentation is attached.

On a motion made by Mr. Malozi and seconded by Mr. Williams, the Board voted to approve the proposed January 2026 service changes as presented.

Staff also presented the initial proposal for a modification to the LANTaBus fare structure. The proposal would represent an increase in the LANTaBus base fare and multi-ride fare media. This will represent the first time the price of multi-ride fare media has been increased since 2014. The base cash fare has not been increased since prior to 2010. Staff also discussed the public participation and implementation process that would be followed towards implementation. A summary is attached.

On a motion made by Mr. Malozi and seconded by Mr. Williams, the Board voted to authorize staff to initiate the public participation and comment process regarding the proposed fare modification.

Mr. Malozi introduced Tim Kraft from LANTA's auditing firm, RKL.

Mr. Kraft of RKL, LLP presented the findings for the financial audit for the Fiscal Year ending June 30, 2025. The draft documents were provided to all Board members at the meeting and are available upon request. Mr. Kraft reported no issues or findings as a result of the audit. Mr. Williams commended the Finance Department and other staff for their efforts to assist the completion of the audit.

On a motion made by Mr. Malozi and seconded by Mr. Williams, the Board voted to accept the draft financial audit for fiscal year ending June 30, 2025 as presented subject to the completion of PennDOT annual transit report schedules.

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 December 2. As part of the agenda, staff presented the Administration & Safety Dashboard Report which covered employee headcount as of the day of the meeting, and training completed in October. The report is attached.

Staff also presented an update on the status of the Federal Transit Administration triennial review. LANTA has been informed by FTA that the review process has been completed and closed out. A copy of the official notification is attached.

Lastly, staff provided an update on services and activities provided by the IT services contractor, Syncretic Solutions, throughout 2025. A summary is attached.

Ms. Alvarado then concluded the Committee report.

- C. Service Support & Planning Committee – Ms. Schaffer, Chair of the Service Support & Planning Committee, reported that the Committee did not meet in December and that the next meeting of the Committee is scheduled for Tuesday February 10.
- D. Service Delivery & Accessibility Committee – Ms. Linares, Chair of the Service Delivery & Accessibility Committee, reported that the Service Delivery & Accessibility Committee met on December 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 July through September 2025. Each dashboard report provides key ridership and performance measures for each operating division. The dashboard reports are attached.

The agenda included an update on a PennDOT initiative to allow LANTaVan riders to make reservations online. In addition. The agenda included an update from LANTA's paratransit service contractor, Transdev.

Ms. Linares then concluded the Committee Report.

7. Other Items

None

8. Adjournment

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

Respectfully Submitted



1/13/2026

Sheila Alvarado
Secretary

Date



Lehigh and Northampton Transportation Authority

LANTA Board Meeting

Agenda

December 9, 2025

1. Call to Order
 2. Roll Call
 3. Public Comment
 4. Approval of the Minutes – November 11, 2025 Board Meeting
 5. Report of the Chair
 6. Report of Committees
 - A. Finance – Matt Malozi
 - i. Items for consideration of approval:
 - a. January 2026 Service Changes
 - b. LANTaBus Fare Modification – Authorization for Release for Public Comment
 - ii. Presentation of Draft Financial Audit for FYE June 30, 2025 – RKL, LLP
 - B. Administration & Safety – Sheila Alvarado
 - C. Service Support & Planning – Kim Schaffer
 - D. Service Delivery & Accessibility – Iris Linares
 7. Other Items
 8. Adjournment
-



**Joint LANTA Finance Committee and
Administration & Safety Committee**

**Agenda
December 2, 2025**

Finance Committee

1. Call to Order
2. Roll Call
3. Public Comment
4. Actions
 - A. January 2026 Service Changes – Recommendation for Board Approval
 - B. LANtaBus Fare Modification – Recommendation for Authorization for Release for Public Comment
5. Report on Initiatives
 - A. State Funding Update
 - B. Fiscal Year Audit Update
6. Adjournment

Administration & Safety Committee

1. Call to Order
 2. Administration & Safety Dashboard
 3. Procurements
 - None
 4. Report on Initiatives
 - A. IT Projects Annual Summary
 - B. FTA Triennial Review Update
 5. Other Items
 6. Adjournment
-



January 26th, 2026

**Planned January 2026 Service Reductions
LANTA Board Presentation**



Public Feedback

LANTA received 25 comments via SurveyMonkey, 17 comments via Facebook, 2 comments via Instagram, 6 comments via Teams, and 14 comments in person regarding service reductions.

All comments were assessed for potential inclusion.

The following adjustments were made based on public comments:

Route 103 Weekdays & Saturdays

Following multiple requests for rush hour 6:08pm trip to remain, the next least productive trip (11:08pm to Cherryville) was discontinued instead on Weekdays and Saturdays.

Route 613/Blue Line Weekdays & Saturdays

Requests were made to align 613 service and connections to Blue Line to meet 11pm and 7am and 3pm shift changes.

Last 613 trip from Commercial Center was adjusted, and a new 613 trip to Commercial Center was added to meet Blue Line.

Three additional partial Blue Line trips were added from Trexlertown to ATC-Allentown to accommodate employees returning home from Breinigsville.

Routes with No Changes

| | |
|-----------|------------|
| Route 101 | Route 325 |
| Route 102 | Route 327 |
| Route 108 | Route 501 |
| Route 210 | Route 502 |
| Route 211 | Route 506 |
| Route 214 | Route 606 |
| Route 216 | Route 701 |
| Route 217 | Route 702 |
| Route 218 | Route 703 |
| Route 319 | Green Line |
| Route 324 | |

Routes with Changes

Route 103 (**Weekdays & Saturdays**. No Sunday Changes.)
Route 104 (**Weekdays & Saturdays**. No Sunday Changes.)
Route 105 (**Weekdays & Saturdays**. No Sunday Changes.)
Route 106 (**Weekdays & Saturdays**. No Sunday Changes.)
Route 107 (**Weekdays & Saturdays**. No Sunday Changes.)
Route 209 (**Weekdays & Saturdays**. No Sunday Changes.)
Route 220 (**Weekdays**. No Saturday Changes. No Sunday Service.)
Route 312 (**Weekdays**. No Saturday & Sunday Service.)
Route 322 (**Weekdays & Saturday**. No Sunday Service.)
Route 323 (**Weekdays**. No Saturday & Sunday Service.)
Route 601 (**Weekday Service Cancelled. Saturday Service Added.**)
Route 605 (**Weekdays & Saturdays**. No Sunday Changes.)
Route 613 (**Weekdays, Saturdays, & Sundays.**)
Blue Line (**Weekday & Saturday Service Added**. No Sunday Changes.)

Service Reduction Equity Analysis & Service Level Impact

Will result in a reduction of 399 weekly pay hours (-5.64%), and 277 weekly revenue hours (-6.43%). Staffing need reduced by 6 driver jobs – no layoffs, attrition only.

Focus was on Stability, for Riders and Drivers. No Routes or Daytypes were cut.

Of the remaining 145 Jobs, 110 (76%) are exactly the same as current service.

| | System Total | | | Racial Minority | | | Low-Income | | |
|-----------------------|--------------|--------------------|----------------|-----------------|--------------------|----------------|----------------|--------------------|----------------|
| | Weekly RVH | RVH Change (Hours) | RVH Change (%) | Non-White RVH | RVH Change (Hours) | RVH Change (%) | Low-Income RVH | RVH Change (Hours) | RVH Change (%) |
| January 2025 Service | 4432.55 | | | 1569.90 | | | 2710.46 | | |
| January 2026 Scenario | 4033.26 | -399.29 | -9.01% | 1586.51 | 16.60 | 1.06% | 2512.29 | -198.18 | -7.31% |

| | System Total | | | Racial Minority | | | Low-Income | | |
|-----------------------|--------------|--------------------|----------------|-----------------|--------------------|----------------|----------------|--------------------|----------------|
| | Weekly RVH | RVH Change (Hours) | RVH Change (%) | Non-White RVH | RVH Change (Hours) | RVH Change (%) | Low-Income RVH | RVH Change (Hours) | RVH Change (%) |
| August 2025 Service | 4310.20 | | | 1437.21 | | | 2624.06 | | |
| January 2026 Scenario | 4033.26 | -276.94 | -6.43% | 1586.51 | 149.29 | 10.39% | 2512.29 | -111.77 | -4.26% |



Service Changes Monday, January 26th

- **New schedules will be available at Transit Centers by January 12th**
- **New schedules will be posted to the website by December 26th**
- **Schedule data will be available in apps by December 26th**



MEMORANDUM

To: LANTA Board of Directors
From: Darryl Lightner, Communications & Strategic Initiatives Manager
Date: December 2, 2025
Cc: Owen O'Neil, Executive Director
Re: Request to Initiate Public Participation Process for Proposed LANTaBus Fare Adjustment

LANTA has made every effort to keep fares stable for several years. A fare increase was planned in 2020 but was delayed due to a policy decision to allow for post COVID recovery to the LANTA system as well as to the regional economy. LANTA has now embarked on a two-year financial stabilization strategy which includes a modification to the fixed route fare structure.

LANTA has not implemented a fare modification since 2014 when discounts on multi-ride fare media were adjusted. No increases in the base fare has been implemented since prior to 2014. During this time, operating costs have risen significantly due to inflation, system needs, and increased financial pressures. To remain efficient with limited funding, staff are requesting authorization to begin the Public Participation Process for a proposed fare adjustment.

If approved, staff will initiate all required steps under LANTA's Public Participation Plan (PPP), including public notice, a formal public meeting, community engagement, and a Title VI Fare Equity Analysis. Following completion of these steps, staff will return to the Board with final fare recommendations for approval.

Proposed Fare Adjustment

| Fare Type | Current Fare | Proposed Fare | Increase (\$) | Increase (%) |
|-------------|--------------|---------------|---------------|--------------|
| Single Ride | \$2.00 | \$2.50 | \$0.50 | 25% |
| 3-Hour Pass | \$2.00 | \$2.50 | \$0.50 | 25% |
| Day Pass | \$4.00 | \$5.00 | \$1.00 | 25% |
| 31-Day Pass | \$60.00 | \$70.00 | \$10.00 | 16.7% |
| ADA Fare | \$4.00 | \$4.50 | \$0.50 | 12.5% |

These proposed adjustments reflect increases that help maintain system sustainability while remaining affordable for riders.

Request to the Board

Staff respectfully request that the Board authorize the initiation of the Public Participation Process for the proposed fare adjustment. This includes:

- Publishing required public notices;
- Conducting at least one formal public meeting;
- Completing a Title VI Fare Equity Analysis; and
- Returning to the Board with final recommendations following completion of the process.

Approval of this request will allow LANTA to proceed with the necessary public engagement and analysis required prior to any formal Board action on fare changes.



Administration & Safety Committee Dashboard

Tuesday, 12/02/2025

LANTA employees count as of 12/02/2025 below.

| Union Employees | Count | Percentage |
|----------------------------|------------|-------------|
| Male | 154 | 70.00% |
| Female | 66 | 30.00% |
| Total | 220 | 100% |
| | | |
| Non-Union Employees | | |
| Male | 38 | 50.00% |
| Female | 38 | 50.00% |
| Total | 76 | 100% |
| | | |
| All LANTA Employees | | |
| Male | 192 | 64.86% |
| Female | 104 | 35.14% |
| Total | 296 | 100% |

Open Positions: Currently LANTA has the following open positions:

- None

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

- New employee training Operations and Maintenance – 0
- Recertifications – 1
- Retraining – 1
- Ride-Alongs – 66
- Endorsement Trainings – 0
- Safety Meetings - 18



Summary

Syncretic handled 975 LANTA support and project tickets in 2025 (through 12/01/2025). For LANTA, we are actively monitoring and maintaining 16 Windows servers, 8 camera servers, 8 firewalls, 24 wireless access points, approximately 130 workstations, and LANTA's Microsoft Office 365 Tenant. We are also monitoring the Internet at each location and the VPN tunnels between all the sites.

Completed in 2025:

- Conducted Tabletop Disaster Recover Exercise. Attended Tabletop Exercises conducted by PPTA
- Worked with Door System Vendor to replace Door Entry Systems in all locations.
- Decommissioned older Domain Controller and replaced faulty UPS in Server Room.
- Researched alternative CRM solutions to replace Avail's CRM.
- Conducted Cyber Awareness Training
- Participated on CRM replacement research and testing
- Worked with Finance to resolve Square receipt issues.
- Worked with wiring vendor and Facilities to replace fiber connection to Wash Bay. Also worked with same vendor to upgrade network cabinet in Wash Bay.
- Upgraded 20+ desktops and laptops due to age and Windows 10 end of support.
- Pushed out updates due to breaches and vulnerabilities with SSL/VPN to all firewalls on three separate occasions. Also, patched remote access software due to vulnerabilities.
- Researched and implemented replace Zero Trust remote access to replace SSL/VPN remote access
- Worked with Planning on Outdoor display research for BTC and Rider Resources
- New Access Points in Wash Bay for use with Asset Works tablets
- Rolled out Mobile Device Management for new Tablets for Shared Ride and Valley Ride
- Participated in Masabi Fare Collection Project. Supported troubleshooting JRV communications. Helped procure card printers.
- Worked with Finance to organize Verizon Wireless accounts and devices.

Here are some of our weekly and monthly activities:

- Security, network and equipment health and welfare monitoring
- Backup system monitoring, remediation, and restoration for both email and server files
- Support for RingCentral phone system, extension changes, call recording access, and customer service call routing.
- Weekly patching of computers (Windows OS, Hardware Firmware & BIOS Updates).
- Monthly patching for Windows servers, network devices: firewalls, wireless access points, and switches
- Monthly status meetings to review progress, outstanding issues, and future initiatives
- Website support and software licensing management



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION III
Delaware, District of
Columbia, Maryland,
Pennsylvania, Virginia,
West Virginia

1835 Market Street
Suite 1910
Philadelphia, PA 19103-2932
215-656-7100

November 20, 2025

Mr. Owen O'Neil
Executive Director
Lehigh Northampton Transportation Authority
1060 Lehigh St
Allentown, PA 18103

RE: Fiscal Year 2025 Triennial Review Closeout

Dear Mr. O'Neil,

This letter is a follow up to the Federal Transit Administration (FTA) Fiscal Year 2025 Triennial Review Final Report dated June 26, 2025. The review identified 4 deficiencies requiring corrective action by Lehigh Northampton Transportation Authority (LANTA), as outlined in the Final Report.

LANTA has provided responses that addressed all deficiencies. All corrective actions and deficiencies have been closed in FTA's Oversight Tracking System (OTrak).

As a result of all deficiencies being closed, the FY 2025 Triennial Review is also considered closed.

If you have any questions, please contact Benjamin Stoltenberg at (215) 656-7247 or via email at Benjamin.Stoltenberg@dot.gov.

Sincerely,

Terry Garcia Crews
Regional Administrator



Service Delivery & Accessibility Committee

Agenda

December 9, 2025

1. Call to Order
 2. Roll Call
 3. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at September 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. Find-My-Ride Online Scheduling
 - B. Transdev Update
 6. Other Business
 7. Adjournment
-



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

No comments were received during public comment at the September 9, 2025 meeting of the Committee.



LANtaBus Rider Experience Dashboard - July- September 2025-Q1

Tuesday, December 09, 2025

| Metric | Q1 FY 26 | YTD FY 26 | YTD FY 25 | % Change |
|-------------------------------|------------------|------------------|------------------|--------------|
| Ridership LANtaBus | 979,144 | 979,144 | 1,005,989 | -2.67 |
| Senior Ridership | 146,722 | 146,722 | 143,307 | 2.38 |
| Ridership LANtaFlex | 3,010 | 3,010 | 4,561 | -34.01 |
| Senior Ridership LANtaFlex | 1,218 | 1,218 | 582 | 109.28 |
| Total Ridership | 982,154 | 982,154 | 1,010,550 | -2.81 |
| Total Senior Ridership | 147,940 | 147,940 | 143,889 | 2.82 |
| Passenger Revenue (\$) | 739,370 | 739,370 | 835,309 | -11.49 |
| | | | | |
| | YTD FY 26 | Benchmark | % Diff | |
| Riders per revenue hour | 11.0 | 18.4 | -39.99 | |
| Revenue/Revenue Hour (\$) | 8.32 | 9.72 | -14.4 | |

Metrics

| | | | | |
|--------------------------------------------|------------------|---------------------------------------|-------------------|------------------|
| LANtaBus OPERATIONS FIGURES | | | | |
| | | | | |
| Service Reliability | On-Time | Early | Late | Benchmark |
| LANtaBus On Time % | 62% | 7% | 30% | 80% |
| | Missed | Total | Trips/Miss | Miss % |
| Missed Scheduled LANtaBus Trips | 144.5 | 71,695 | 496.16 | 0.20% |
| | | | | |
| | | Psngr Trips Per Complaint Type | | |
| Rider Comfort/Experience | Type | Current Q | Previous Q | Prior Q |
| Complaints regarding driver courtesy | 126 | 7,771 | 11,649 | 8,559 |
| Rider complaints about OTP/route adherence | 233 | 4,202 | 5,273 | 5,568 |
| HVAC related customer complaints | 1 | 979,144 | 1,001,831 | 924,338 |
| | | | | |
| Transit App Usage | Current Q | Previous Q | | |
| Transit App Users | 36,920 | 28,332 | | |
| Downloads to Mobile Device | 4,911 | 2,695 | | |
| Service Alert Subscribers | 8,753 | 7,813 | | |
| Mobile Transactions | 154,930 | 30,971 | | |

| | Current Quarter | | | Previous Quarter | | |
|-------------------------------------|-----------------|---------------|------------------|------------------|---------------|---------------|
| | Weekday | Saturday | Sunday | Weekday | Saturday | Sunday |
| Avg daily call volume (Call Center) | 289 | 90 | 46 | 270 | 84 | 52 |
| Avg wait time (Call Center) | 1:38 | 1:23 | 1:08 | 1:28 | 1:15 | 1:54 |
| | Current Quarter | | Previous Quarter | | Past Quarter | |
| | Calls | % of Total | Calls | % of Total | Calls | % of Total |
| Purpose of Call Breakdown | | | | | | |
| Call Type | | | | | | |
| Complaints | 535 | 1% | 401 | 0.86% | 361 | 0.81% |
| Bus Times | 5797 | 11.56% | 5053 | 10.79% | 4477 | 10.03% |
| Where is the Bus | 10 | 0.02% | 21 | 0.04% | 3 | 0.01% |
| Why is the Bus Late | 4 | 0.01% | 3 | 0.01% | 2 | 0.00% |
| What Bus to Take | 284 | 0.57% | 187 | 0.40% | 114 | 0.26% |
| Hang Up/ Dead Air | 1407 | 2.81% | 1320 | 2.82% | 1218 | 2.73% |
| Applications | 739 | 1.47% | 611 | 1.30% | 549 | 1.23% |
| LANtaVan/Transdev | 37977 | 75.73% | 36560 | 78.03% | 35380 | 79.24% |
| Fares/Tickets | 682 | 1.36% | 347 | 0.74% | 275 | 0.62% |
| Directions | 215 | 0.43% | 140 | 0.30% | 75 | 0.17% |
| Transfers to Other Dept | 1622 | 3.23% | 1531 | 3.27% | 1577 | 3.53% |
| Mailed Schedules | 21 | 0.04% | 5 | 0.01% | 6 | 0.01% |
| Other(lost & found, detours, etc.) | 854 | 1.70% | 673 | 1.44% | 614 | 1.38% |
| Total Calls | 50,147 | 100.0% | 46,852 | 100.0% | 44,651 | 100.0% |
| Passenger Trips per Complaint | 1,830 | | | | | |

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

| LANtaBus ADA Related Complaints July - September 2025 | | | |
|----------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Month | Issue | Details and Response | Determination |
| July | Disability Fare | Rider presenting Reduced Fare card reported driver refused admittance after farebox malfunction. Video confirmed report. Driver received coaching. | Valid |
| August | Ramp/Kneeling | Rider reported that driver did not kneel bus. Video showed driver did kneel bus. | Invalid |
| | Ramp/Kneeling | Rider reported that driver did not deploy ramp when requested. Video showed driver did deploy ramp. | Invalid |
| | Wheelchair Securements | Rider reported driver failed to secure wheelchair properly. No video available of incident to confirm. Driver received coaching as precaution. | Inconclusive |
| | Disability Fare | Rider reported that driver charged full fare rather than reduced fare amount. Video showed that rider did not show driver a Reduced Fare card. | Invalid |
| | Disability Fare | Rider presented a SSI card for reduced fare. Driver correctly issued a single ride reduced fare rather than a day pass which is consistent with LANTA policy. Rider thought an SSI card could be used to buy a reduced fare day pass. | Invalid |
| | Disability Fare | Rider reported that driver did not accept new ValleyRide Reduced Fare card. Video confirmed. Driver received retraining. | Valid |
| September | Ramp/Kneeling | Rider reported that driver did not kneel bus low enough to allow for use of the bike rack. Video was reviewed and no evidence of the incident could be found and rider could not be reached for further information. | Inconclusive |
| | Ramp/Kneeling | Rider reported that driver refused to deploy ramp when requested. Video of reported trip was reviewed no evidence could be found of reported incident to confirm. | Inconclusive |

| | |
|------------------------------------|---------|
| Total Complaints for Quarter | 9 |
| Total Valid | 2 |
| Total Invalid or Inconclusive | 7 |
| Complaints per LANtaBus Trip | 109,128 |
| Valid Complaints per LANtaBus Trip | 491,077 |



LANtaVan Dashboard Report

Tuesday, December 9, 2025

Reporting Period: FY26 Q1 July 2025 - September 2025

Total Completed Trips by Funding Source

Q1 Comparison

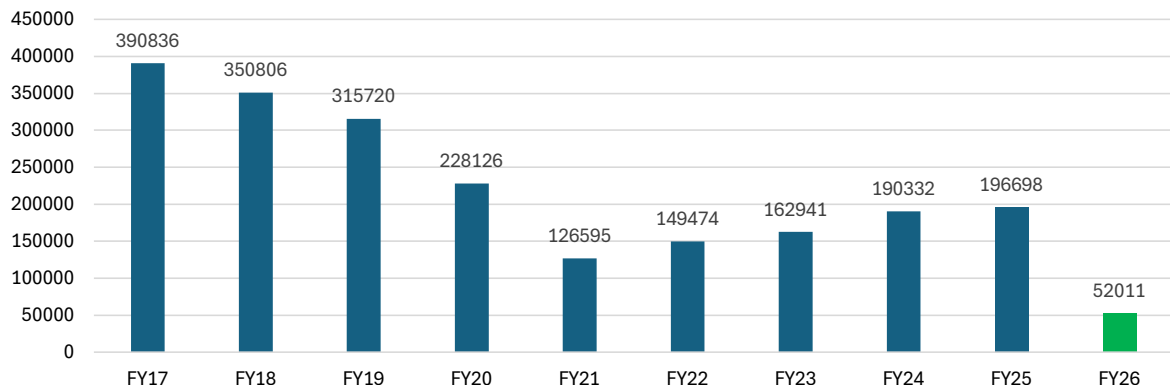
| Program | Q1 FY2026 | | Q1 FY2025 | | % Change | Sponsor | Funding Source |
|---------|-----------|------------|-----------|------------|----------|---------|----------------------|
| | Total | % of Total | Total | % of Total | | | |
| ADA | 9,613 | 18% | 10,272 | 21% | -6% | LANTA | LANtaBus Op/Cap |
| Lottery | 25,946 | 50% | 24,537 | 49% | 6% | PennDOT | PA Lottery Funds |
| MATP | 14,002 | 27% | 12,496 | 25% | 12% | PA DHS | CMS/State MA Funding |
| PwD | 1,445 | 3% | 1,644 | 3% | -12% | PennDOT | Proj of Stwde Signif |
| Other | 1,005 | 2% | 773 | 2% | 30% | Various | Various |
| Total | 52,011 | 100% | 49,722 | 100% | 5% | | |

Total Completed Trips by Funding Source

YTD Comparison

| Program | YTD FY2026 | | YTD FY2025 | | % Change | Sponsor | Funding Source |
|---------|------------|------------|------------|------------|----------|---------|----------------------|
| | Total | % of Total | Total | % of Total | | | |
| ADA | 9,613 | 18% | 10,272 | 21% | -6% | LANTA | LANtaBus Op/Cap |
| Lottery | 25,946 | 50% | 24,537 | 49% | 6% | PennDOT | PA Lottery Funds |
| MATP | 14,002 | 27% | 12,496 | 25% | 12% | PA DHS | CMS/State MA Funding |
| PwD | 1,445 | 3% | 1,644 | 3% | -12% | PennDOT | Proj of Stwde Signif |
| Other | 1,005 | 2% | 773 | 2% | 30% | Various | Various |
| Total | 52,011 | 100% | 49,722 | 100% | 5% | | |

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

| Q1 FY2026 | | |
|--------------|-----------------|---------------|
| Program | Completed Trips | Revenue Miles |
| MA OOC LC | 195 | 4357 |
| MA OOC NC | 264 | 4266 |
| Total | 459 | 8623 |

Service Productivity - All

| Q1 FY2026 | | | | |
|---------------|---------------|-----------------|--------------|---------------|
| Service Hours | Revenue Hours | Passenger Trips | PT/Rev Hours | Scheduled Eff |
| 33,088.88 | 26,577.52 | 64,433 | 2.42 | 3.08 |

Scheduled Trip Summary - All

| Q1 FY2026 | | | |
|-----------------|-------------|-----------------------|----------|
| Scheduled Trips | IVR Cancels | Day of Service Cancel | No Shows |
| 81,846 | 2,057 | 3,450 | 220 |

Riders by Fare Zone - All

| Q1 FY2026 | | | | |
|--------------|-----------|--------|---------------|------------------|
| Zone | Full Fare | Copay | Trips | % of Total Trips |
| Base | \$ 29.35 | \$4.40 | 23,440 | |
| 2 | \$ 35.35 | \$5.30 | 17,171 | |
| 3 | \$ 41.35 | \$6.20 | 7,072 | |
| Total | | | 47,683 | 92% |

Trip Pattern Statistics - All Passengers

Quarter Comparison

| | Q1 FY2026 | | | Q1 FY2025 | | | % Change | | |
|--------------|-----------------|---------|------------|-----------------|---------|------------|----------------|---------|------------|
| | Average Length | | | Average Length | | | Average Length | | |
| | Miles | Minutes | Serv Speed | Miles | Minutes | Serv Speed | Miles | Minutes | Serv Speed |
| Total | 9.4 | 38.17 | 14.71 | 9.6 | 36.78 | 15.66 | -2% | 4% | -6% |
| | LANtaBus Figure | | 13.2 | LANtaBus Figure | | 13.3 | | | |

Duration of Trips

| Q1 FY2026 | | | | | |
|---------------------------------|--------|--------|-------|-------|------|
| Minutes | <30 | 31-60 | 61-90 | >90 | >120 |
| Trip Total | 30,183 | 11,980 | 7,036 | 2,257 | 555 |
| Trip Total As Percentage | 58.0% | 23.0% | 13.5% | 4.3% | 1.1% |

| | |
|-------------------------------|-----|
| Percent Trips 30 mins or less | 58% |
| Percent Trips 90 mins or less | 95% |
| % ADA Trips within FRE | 52% |
| % ADA within 15 mins. of FRE | 86% |

On Time Performance - Client Pick Up Trips

| Q1 FY2026 | | | |
|---------------------------------|-----------------------|-------------------|-------|
| | Before Pick Up Window | In Pick Up Window | Late |
| Time vs Window | | | |
| Trip Total | 13375 | 32237 | 6399 |
| Trip Total As Percentage | 25.7% | 62.0% | 12.3% |

| | |
|------------------------------------|-----|
| Total % On Time & Early | 88% |
| LANtaBus On Time | 62% |

LANTA Call Center Report

Comparison

| | Q1 FY2026 (Current) | | | Q4 FY2025 (Previous) | | |
|---------------------------|---------------------|----------|--------|----------------------|----------|--------|
| | Weekday | Saturday | Sunday | Weekday | Saturday | Sunday |
| Average Daily Call Volume | 503 | 109 | 77 | 510 | 107 | 74 |
| Average Call Wait Time | 2:23 | 2:10 | 0:44 | 2:07 | 1:22 | 1:23 |

Complaints Received

| Subject of Complaint | Q1 FY2026 (Current) | | Q4 FY2025 (Previous) | |
|------------------------------------------|---------------------|-------------|----------------------|-------------|
| | Number | % of Total | Number | % of Total |
| Late | 49 | 29% | 59 | 33% |
| Early | 9 | 5% | 8 | 4% |
| Driver Attitude | 26 | 16% | 26 | 14% |
| Care Driving/Comfort | 30 | 18% | 20 | 11% |
| Van did not show | 7 | 4% | 10 | 6% |
| Fare Disputes | 15 | 9% | 23 | 13% |
| Overcrowding | 2 | 1% | 0 | 0% |
| Trip Length | 8 | 5% | 15 | 8% |
| Other | 21 | 13% | 19 | 11% |
| Total | 167 | 100% | 180 | 100% |
| | | | | |
| Trips per Complaint | 311 | | | |
| | | | | |
| Complaints Deemed Valid | 81 | | | |
| Trips per Complaints Deemed Valid | 642 | | | |



Carbon Transit Dashboard Report

Tuesday, December 9, 2025

Reporting Period: FY26 Q1 July 2025 - September 2025

Total Completed Trips by Funding Source

Q1 Comparison

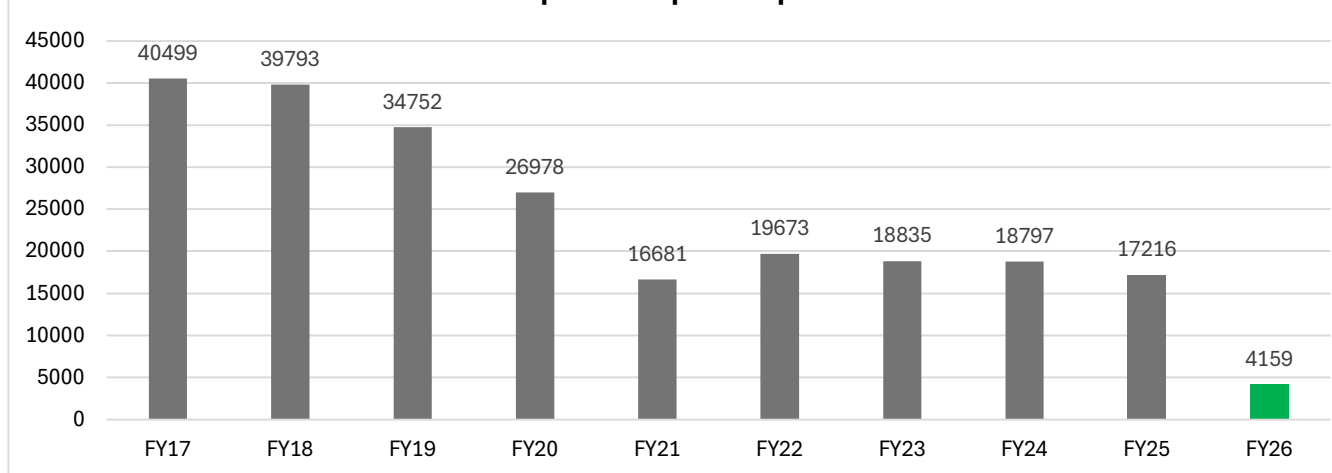
| Program | Q1 FY2026 | | Q1 FY2025 | | % Change | Sponsor | Funding Source |
|---------|-----------|------------|-----------|------------|----------|---------|----------------------|
| | Total | % of Total | Total | % of Total | Total | | |
| ADA | 437 | 11% | 521 | 11% | -16% | LANTA | LANtaBus Op/Cap |
| Lottery | 2,180 | 52% | 2,457 | 53% | -11% | PennDOT | PA Lottery Funds |
| MATP | 1,258 | 30% | 1,246 | 27% | 1% | PA DHS | CMS/State MA Funding |
| PwD | 284 | 7% | 372 | 8% | -24% | PennDOT | Proj of Stwde Signif |
| Other | - | 0% | - | 0% | 0% | Various | Various |
| Total | 4,159 | 100% | 4,596 | 100% | -10% | | |

Total Completed Trips by Funding Source

YTD Comparison

| Program | YTD FY2026 | | YTD FY2025 | | % Change | Sponsor | Funding Source |
|---------|------------|------------|------------|------------|----------|---------|----------------------|
| | Total | % of Total | Total | % of Total | Total | | |
| ADA | 437 | 11% | 521 | 11% | -16% | LANTA | LANtaBus Op/Cap |
| Lottery | 2,180 | 52% | 2,457 | 53% | -11% | PennDOT | PA Lottery Funds |
| MATP | 1,258 | 30% | 1,246 | 27% | 1% | PA DHS | CMS/State MA Funding |
| PwD | 284 | 7% | 372 | 8% | -24% | PennDOT | Proj of Stwde Signif |
| Other | - | 0% | - | 0% | 0% | Various | Various |
| Total | 4,159 | 100% | 4,596 | 100% | -10% | | |

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

| Q1 FY2026 | | |
|--------------|-----------------|------------------|
| Program | Completed Trips | Revenue Miles |
| MA OOC CC | 824 | 13,012.70 |
| Total | 824 | 13,012.70 |

Service Productivity - All

| Q1 FY2026 | | | | |
|---------------|---------------|-----------------|--------------|---------------|
| Service Hours | Revenue Hours | Passenger Trips | PT/Rev Hours | Scheduled Eff |
| 3,145.43 | 2,461.61 | 4,795 | 1.95 | 3.06 |

Scheduled Trip Summary - All

| Q1 FY2026 | | | |
|-----------------|-------------|-----------------------|----------|
| Scheduled Trips | IVR Cancels | Day of Service Cancel | No Shows |
| 7,539 | 152 | 344 | 175 |

Riders by Fare Zone - ADA PwD MATP Lottery

| Q1 FY2026 | | | | |
|-----------|-----------|--------|-------|------------|
| Zone | Full Fare | Copay | Trips | % of Trips |
| Base | \$ 27.00 | \$4.05 | 2,079 | 50% |
| 2 | \$ 31.00 | \$4.65 | 1,390 | 33% |
| 3 | \$ 36.00 | \$5.40 | 674 | 16% |
| Total | | | 4,143 | 100% |

Trip Pattern Statistics - All Passengers

| Comparison | | | | | | | | | |
|--------------|----------------|---------|------------|----------------|---------|------------|----------------|---------|------------|
| | Q1 FY2026 | | | Q1 FY2025 | | | % Change | | |
| | Average Length | | | Average Length | | | Average Length | | |
| | Miles | Minutes | Serv Speed | Miles | Minutes | Serv Speed | Miles | Minutes | Serv Speed |
| Total | 14.35 | 45.38 | 18.97 | 15.74 | 52.8 | 17.89 | -9% | -14% | 6% |

Duration of Trips

| Q1 FY2026 | | | | | |
|--------------------------|-------|-------|-------|------|------|
| Minutes | <30 | 31-60 | 61-90 | >90 | >120 |
| Trip Total | 2,665 | 935 | 428 | 105 | 26 |
| Trip Total As Percentage | 64.1% | 22.5% | 10.3% | 2.5% | 0.6% |

| | |
|-------------------------------|-----|
| Percent Trips 30 mins or less | 64% |
| Percent Trips 90 mins or less | 97% |

On Time Performance - Client Pick Up Trips

| Q1 FY2026 | | | |
|--------------------------|-----------------------|-------------------|------|
| Time vs Window | Before Pick Up Window | In Pick Up Window | Late |
| Trip Total | 1012 | 3024 | 123 |
| Trip Total As Percentage | 24.3% | 72.7% | 3.0% |
| Total % On Time & Early | 97% | | |

MATP Out of Service Area Trip Statistics

| Q1 FY2026 | | |
|--------------|-----------------|------------------|
| Program | Completed Trips | Revenue Miles |
| MA OOC CC | 824 | 13,012.70 |
| Total | 824 | 13,012.70 |

Service Productivity - All

| Q1 FY2026 | | | | |
|---------------|---------------|-----------------|--------------|---------------|
| Service Hours | Revenue Hours | Passenger Trips | PT/Rev Hours | Scheduled Eff |
| 3,145.43 | 2,461.61 | 4,795 | 1.95 | 3.06 |

Scheduled Trip Summary - All

| Q1 FY2026 | | | |
|-----------------|-------------|-----------------------|----------|
| Scheduled Trips | IVR Cancels | Day of Service Cancel | No Shows |
| 7,539 | 152 | 344 | 175 |

Riders by Fare Zone - ADA PwD MATP Lottery

| Q1 FY2026 | | | | |
|-----------|-----------|--------|-------|------------|
| Zone | Full Fare | Copay | Trips | % of Trips |
| Base | \$ 27.00 | \$4.05 | 2,079 | 50% |
| 2 | \$ 31.00 | \$4.65 | 1,390 | 33% |
| 3 | \$ 36.00 | \$5.40 | 674 | 16% |
| Total | | | 4,143 | 100% |

Trip Pattern Statistics - All Passengers

| Comparison | | | | | | | | | |
|--------------|----------------|---------|------------|----------------|---------|------------|----------------|---------|------------|
| | Q1 FY2026 | | | Q1 FY2025 | | | % Change | | |
| | Average Length | | | Average Length | | | Average Length | | |
| | Miles | Minutes | Serv Speed | Miles | Minutes | Serv Speed | Miles | Minutes | Serv Speed |
| Total | 14.35 | 45.38 | 18.97 | 15.74 | 52.8 | 17.89 | -9% | -14% | 6% |

Duration of Trips

| Q1 FY2026 | | | | | |
|--------------------------|-------|-------|-------|------|------|
| Minutes | <30 | 31-60 | 61-90 | >90 | >120 |
| Trip Total | 2,665 | 935 | 428 | 105 | 26 |
| Trip Total As Percentage | 64.1% | 22.5% | 10.3% | 2.5% | 0.6% |

| | |
|-------------------------------|-----|
| Percent Trips 30 mins or less | 64% |
| Percent Trips 90 mins or less | 97% |

On Time Performance - Client Pick Up Trips

| Q1 FY2026 | | | |
|--------------------------|-----------------------|-------------------|------|
| Time vs Window | Before Pick Up Window | In Pick Up Window | Late |
| Trip Total | 1012 | 3024 | 123 |
| Trip Total As Percentage | 24.3% | 72.7% | 3.0% |
| Total % On Time & Early | 97% | | |