



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. LANTA Bus Service Delivery Dashboard Report
 - B. LANTA Van 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		
Purpose of Call Breakdown	Calls	% of Total	Calls	% of Total	Calls	% of Total			
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								

LANTA Bus 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
September	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
	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
September	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 LANTA Bus Trip	109,128
Valid Complaints per LANTA Bus 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

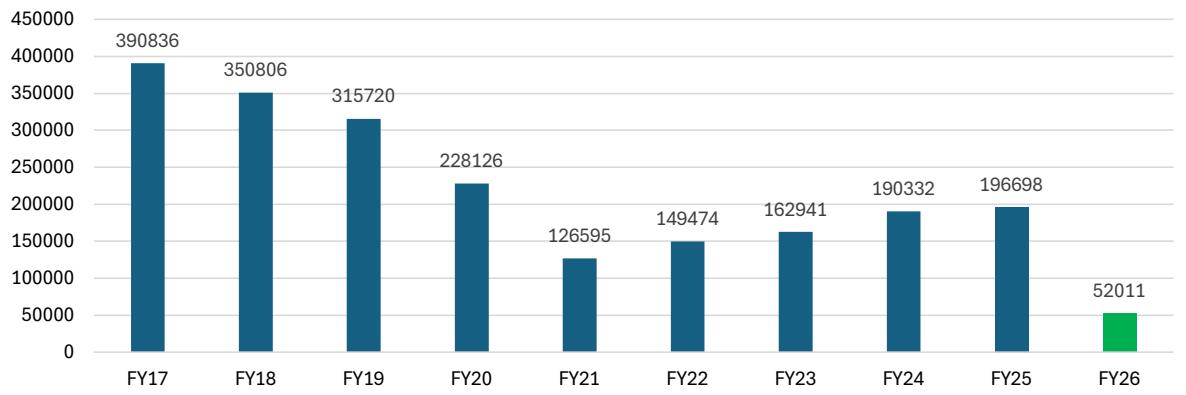
Program	Q1 FY2026		Q1 FY2025		% Change		
	Total	% of Total	Total	% of Total	Total	Sponsor	Funding Source
ADA	9,613	18%	10,272	21%	-6%	LANTA	LANtaBus Op/Cap
Lottery	25,946	50%	24,537	49%	6%	PennDOT	PA Lottery Funds
MATP	14,002	27%	12,496	25%	12%	PA DHS	CMS/State MA Funding
PwD	1,445	3%	1,644	3%	-12%	PennDOT	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		
	Total	% of Total	Total	% of Total	Total	Sponsor	Funding Source
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	2257	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			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
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

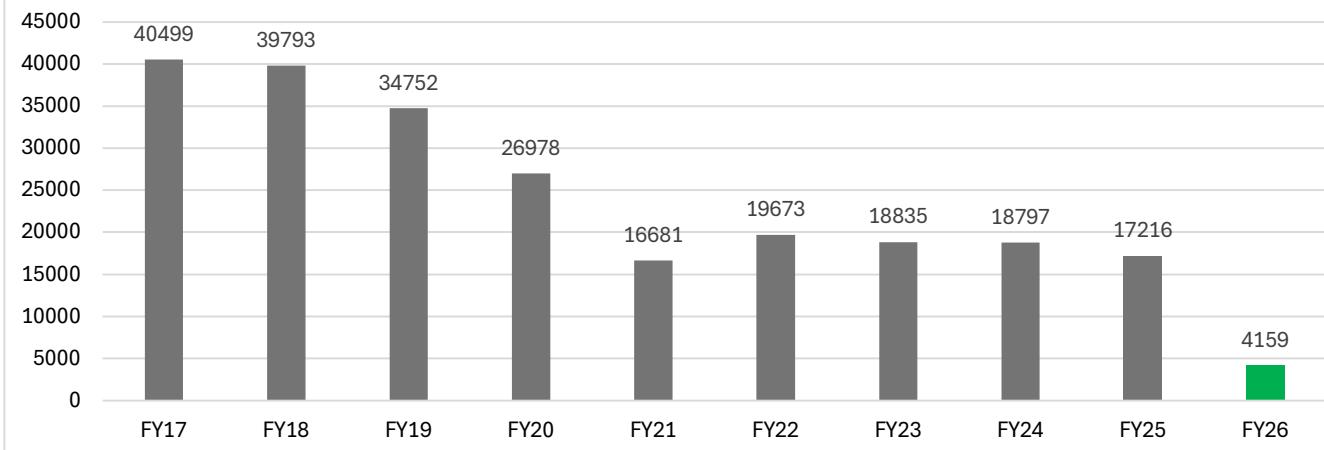
Program	Q1 FY2026		Q1 FY2025		% Change		
	Total	% of Total	Total	% of Total	Total	Sponsor	Funding Source
ADA	437	11%	521	11%	-16%	LANTA	LANtaBus Op/Cap
Lottery	2,180	52%	2,457	53%	-11%	PennDOT	PA Lottery Funds
MATP	1,258	30%	1,246	27%	1%	PA DHS	CMS/State MA Funding
PwD	284	7%	372	8%	-24%	PennDOT	Proj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

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