



**Service Delivery & Accessibility Committee
Agenda
March 10, 2026**

1. Call to Order
 2. Welcome and Public Involvement Instructions
 3. Roll Call
 4. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at December Committee meeting
 5. Dashboard Reports
 - A. LANtaBus Service Delivery Dashboard Report
 - B. LANtaVan Service Delivery Dashboard Report
 - C. Carbon Transit Service Delivery Dashboard Report
 6. Actions
 - A. Consideration for Forward to Board – 2026 LANTA Title VI Program
 7. Report on Initiatives
 - A. Transdev Update
 8. Other Business
 9. 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 December 9, 2025 meeting of the Committee.



LANtaBus Rider Experience Dashboard - October - December 2025-Q2
Tuesday, 3/10/2026

Metric	Q2 FY 26	Q2 FY 25	% Change	YTD FY 26	YTD FY 25	% Change
Ridership LANtaBus	1,016,967	1,041,412	-2.35	2,022,950	2,046,172	-1.13
Senior Ridership	138,738	129,446	7.18	285,608	272,136	4.95
Ridership LANtaFlex	2,983	4,568	-34.70	5,993	9,129	-34.35
Senior Ridership LANtaFlex	1,313	819	60.32	2,531	1,401	80.66
Total Ridership	1,019,950	1,045,980	-2.49	2,028,943	2,055,301	-1.28
Total Senior Ridership	140,051	130,265	7.51	288,139	273,537	5.34
Passenger Revenue (\$)	692,759	597,898	15.87	1,612,962	1,210,153	33.29
	YTD FY 26	Benchmark	% Diff			
Riders per revenue hour	12.7	15.9	-20.18			
Revenue/Revenue Hour (\$)	9.23	9.72	-5.0			

Metrics

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	63%	9%	28%	80%
	Missed	Scheduled	% of Sched	
Missed Scheduled LANtaBus Trips	169.25	71,430	0.24	
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	133	7,646	7,984	11,649
Rider complaints about OTP/route adherence	181	5,619	4,318	5,273
HVAC related customer complaints	4	254,242	1,005,983	1,001,831
Transit App Usage	Current Q	Previous Q		
Transit App Users	37,237	36,920		
Downloads to Mobile Device	2,598	4,911		
Service Alert Subscribers	9,497	8,753		
Passes Purchased	40,331	154,930		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (LANTA Call Center)	258	91	47	289	90	46
Avg wait time (LANTA Call Center)	1:15	1:48	1:29	1:38	1:23	1:08
Purpose of Call Breakdown	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Call Type						
Complaints	426	0.92%	535	1%	401	0.86%
Bus Times	4407	9.48%	5797	11.56%	5053	10.79%
Where is the Bus	10	0.02%	10	0.02%	21	0.04%
Why is the Bus Late	4	0.01%	4	0.01%	3	0.01%
What Bus to Take	303	0.65%	284	0.57%	187	0.40%
Hang Up/ Dead Air	1128	2.43%	1407	2.81%	1320	2.82%
Applications	559	1.20%	739	1.47%	611	1.30%
LANtaVan	36853	79.29%	37977	75.73%	36560	78.03%
Fares/Tickets	373	0.80%	682	1.36%	347	0.74%
Directions	175	0.38%	215	0.43%	140	0.30%
Transfers to Other Dept	1506	3.24%	1622	3.23%	1531	3.27%
Mailed Schedules	0	0.00%	21	0.04%	5	0.01%
Other(lost & found, detours, etc.)	733	1.58%	854	1.70%	673	1.44%
Total Calls	46,477	100.0%	50,147	100.0%	46,852	100.0%
Passenger Trips per Complaint	2,387					

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

LANtaBus ADA Related Complaints			
October - December 2025			
Month	Issue	Details and Response	Determination
October			
November	Disability Fare	Passenger boarded using a Medicare card. Driver charged full fare rather than half fare. Video was reviewed. Driver has been coached on policy.	Valid
December			

Total Complaints for Quarter	1
Total Valid	1
Total Valid or Inconclusive	1
Complaints per LANtaBus Trip	1,016,868
Valid Complaints per LANtaBus Trip	1,016,868



LANtaVan Dashboard Report

Tuesday, March 10, 2026

Reporting Period: FY26 Q2 October 2025 - December 2025

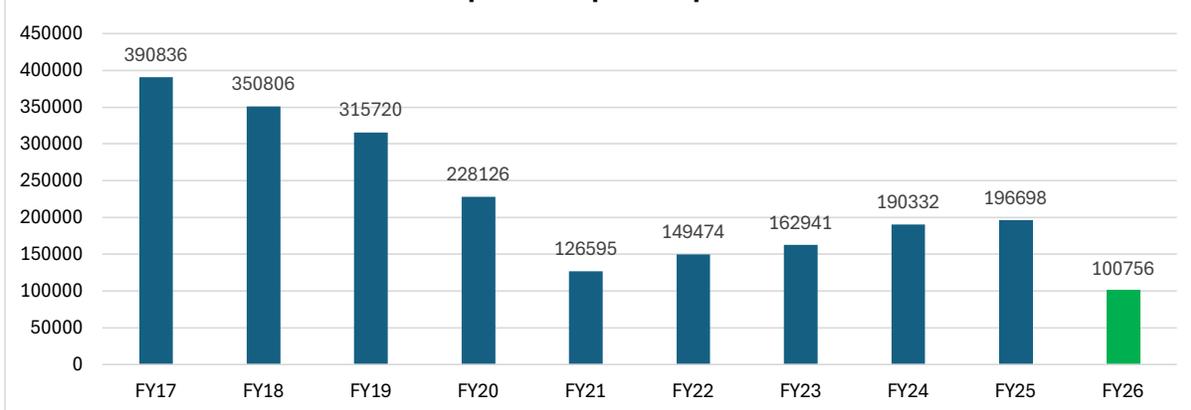
Total Completed Trips by Funding Source Q2 Comparison

Program	Q2 FY2026		Q2 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	9,374	19%	10,206	21%	-8%	LANTA	LANtaBus Op/Cap
Lottery	23,849	49%	24,294	50%	-2%	PennDOT	PA Lottery Funds
MATP	13,235	27%	11,850	24%	12%	PA DHS	CMS/State MA Funding
PwD	1,274	3%	1,568	3%	-19%	PennDOT	Proj of Stwde Signif
Other	1,013	2%	592	1%	71%	Various	Various
Total	48,745	100%	48,510	100%	1%		

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	18,987	19%	20,478	21%	-7%	LANTA	LANtaBus Op/Cap
Lottery	49,795	49%	48,831	50%	2%	PennDOT	PA Lottery Funds
MATP	27,237	27%	24,346	25%	13%	PA DHS	CMS/State MA Funding
PwD	2,719	3%	3,212	3%	-15%	PennDOT	Proj of Stwde Signif
Other	2,018	2%	1,365	1%	48%	Various	Various
Total	100,756	100%	98,232	100%	3%		

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

Q2 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC LC	202	6513.1
MA OOC NC	259	3292.8
Total	461	9805.9

Service Productivity - All

Q2 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
31,775	25,358	60,969	2.40	3.18

Scheduled Trip Summary - All

Q2 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
80,759	2,634	3,486	263

Riders by Fare Zone - All

Q2 FY2026				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	21,429	
2	\$ 35.35	\$5.30	16,832	
3	\$ 41.35	\$6.20	6,524	
Total			44,785	92%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q2 FY2026			Q2 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	9.6	39.1	14.7	9.4	39.2	14.4	2%	-1%	2%
	LANtaBus Figure		13.3	LANtaBus Figure		13.1			

Duration of Trips

Q2 FY2026					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	28,125	11,087	7,127	2078	328
Trip Total As Percentage	57.7%	22.7%	14.6%	4.3%	0.7%

Percent Trips 30 mins or less	58%
Percent Trips 90 mins or less	95%
% ADA Trips within FRE	40%
% ADA within 15 mins. of FRE	76%

On Time Performance - Client Pick Up Trips

Q2 FY2026			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	11386	29444	7915
Trip Total As Percentage	23.4%	60.4%	16.2%

Total % On Time & Early	84%
LANtaBus On Time	63%

**LANTA Call Center Report
Comparison**

	Q2 FY2026 (Current)			Q1 FY2026 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	516	116	88	503	109	77
Average Call Wait Time	1:47	1:36	1:40	2:23	2:10	0:44

Complaints Received

Subject of Complaint	Q2 FY2026 (Current)		Q1 FY2026 (Previous)	
	Number	% of Total	Number	% of Total
Late	57	35%	49	29%
Early	8	5%	9	5%
Driver Attitude	20	12%	26	16%
Care Driving/Comfort	22	13%	30	18%
Van did not show	7	4%	7	4%
Fare Disputes	12	7%	15	9%
Overcrowding	0	0%	2	1%
Trip Length	14	9%	8	5%
Other	24	15%	21	13%
Total	164	100%	167	100%
Trips per Complaint				
	297			
Complaints Deemed Valid				
	82			
Trips per Complaints Deemed Valid				
	594			



Carbon Transit Dashboard Report

Tuesday, March 10, 2026

Reporting Period: FY26 Q2 October 2025 - December 2025

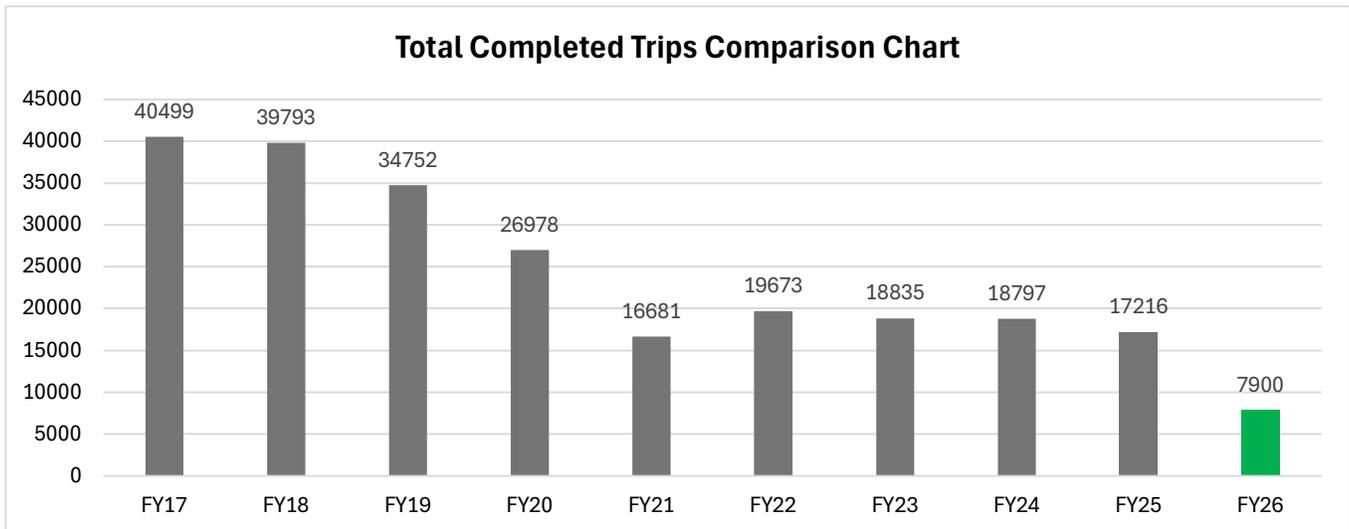
**Total Completed Trips by Funding Source
Q2 Comparison**

Program	Q2 FY2026		Q2 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	366	10%	374	8%	-2%	LANTA	CT Bus Op
Lottery	1,863	50%	2,266	50%	-18%	PennDOT	PA Lottery Funds
MATP	1,182	32%	1,341	30%	-12%	PA DHS	CMS/State MA Funding
PwD	330	9%	530	12%	-38%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	3,741	100%	4,511	100%	-17%		

**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	803	10%	895	10%	-10%	LANTA	CT Bus Op
Lottery	4,043	51%	4,723	52%	-14%	PennDOT	PA Lottery Funds
MATP	2,440	31%	2,587	28%	-6%	PA DHS	CMS/State MA Funding
PwD	614	8%	902	10%	-32%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	7,900	100%	9,107	100%	-13%		

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

Q2 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC CC	793	12,026.80
Total	793	12,026.80

Service Productivity - All

Q2 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
3,042.03	2,263.13	4,442	1.96	3.18

Scheduled Trip Summary - All

Q2 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
7,199	160	344	207

Riders by Fare Zone - ADA PwD MATP Lottery

Q2 FY2026				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	2,056	55%
2	\$ 31.00	\$4.65	1,115	30%
3	\$ 36.00	\$5.40	547	15%
Total			3,718	99%

Trip Pattern Statistics - All Passengers

Comparison

	Q2 FY2026			Q2 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	14.2	48.8	17.5	15.3	51.7	17.8	-7%	-6%	-1%

Duration of Trips

Q2 FY2026					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	2,462	792	379	90	18
Trip Total As Percentage	65.8%	21.2%	10.1%	2.4%	0.5%

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

On Time Performance - Client Pick Up Trips

Q2 FY2026			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	968	2685	88
Trip Total As Percentage	25.9%	71.8%	2.4%
Total % On Time & Early	98%		



MEMORANDUM

To: LANTA Board of Directors

From: Darryl Lightner, Communications and Strategic Initiatives Manager

Date: 3/10/2026

Subject: Adoption of LANTA Title VI Program and Components

Background

The Lehigh and Northampton Transportation Authority (LANTA) receives federal funding through the Federal Transit Administration (FTA) and is required to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin in programs and services receiving federal assistance.

Recipients of federal transit funding must maintain and periodically update a Title VI Program in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients. The program documents the policies, procedures, and analyses used to ensure that LANTA provides transit services in a fair, equitable, and nondiscriminatory manner.

Title VI Program Elements

The updated Title VI Program includes the following required elements:

- Title VI Notice to the Public
- Title VI Complaint Procedures and Complaint Form
- List of Title VI Investigations, Complaints, and Lawsuits
- Public Participation Plan
- Limited English Proficiency (LEP) Plan and Four-Factor Analysis
- Language Assistance Measures
- Demographic Analysis of the Service Area
- Rider Demographics and Travel Characteristics
- Monitoring Service Standards and Service Policies
- Major Service Change Policy
- Disparate Impact Policy

- Disproportionate Burden Policy
- Fare Equity Analysis
- Service Equity Analysis

These elements collectively establish the framework that LANTA uses to ensure that service planning, fare changes, and operational decisions are evaluated for potential impacts on minority and low-income populations and to provide meaningful opportunities for public participation.

Public Participation Plan

The Public Participation Plan outlines the procedures LANTA uses to ensure that members of the public have meaningful opportunities to participate in transportation planning and decision-making processes. The plan includes outreach strategies such as public notices, public meetings, comment periods, surveys, and engagement with community organizations.

The plan also establishes procedures for notifying the public of proposed fare increases and major service changes and provides opportunities for public comment prior to implementation.

Major Service Change Policy

LANTA's **Major Service Change Policy** defines the threshold at which proposed service modifications require additional public outreach and Title VI equity analysis.

A major service change is defined as a change in service that results in a net increase or decrease of twenty-five percent (25%) or more of the total revenue hours on a route.

Disparate Impact Policy

The **Disparate Impact Policy** establishes the criteria for determining whether a proposed fare or service change would have an inequitable impact on minority populations.

LANTA defines a disparate impact as occurring when a proposed fare or service change results in an adverse effect on minority populations that is more than fifteen percent (15%) greater than the impact experienced by non-minority populations.

Disproportionate Burden Policy

The **Disproportionate Burden Policy** establishes the criteria for determining whether a proposed fare or service change would disproportionately affect low-income populations.

A disproportionate burden occurs when a proposed fare or service change results in an adverse effect on low-income populations that exceeds fifteen percent (15%) of the impact experienced by non-low-income populations.

For the purposes of LANTA's Title VI analysis, low-income populations are defined using income limits established by the U.S. Department of Housing and Urban Development (HUD). LANTA uses extremely low-income populations (households earning 30 percent or less of Area Median Income) to identify riders most vulnerable to potential impacts from fare or service changes.

Recommendation

Staff recommends that the Board of Directors approve and adopt the LANTA Title VI Program and all associated elements as presented. Adoption of the program is required and ensures that LANTA remains compliant with Federal Transit Administration Title VI requirements and continues to provide equitable transit services throughout its service area.