



Service Delivery & Accessibility Committee

Agenda

September 15, 2026

1. Call to Order
 2. Welcome and Public Involvement Instructions
 3. Roll Call
 4. Courtesy of the Floor
 5. Procurements
 - A. Consideration for Forward to Board – One-Year Contract Extension - On-Call Engineering & Design Services
 - B. Consideration for Forward to Board – One-Year Contract Extension – Bus Stop Signage & Installation Services
 - C. Consideration for Forward to Board – Contract Award – Purchase of B-2 Ultra Low Sulfur Diesel Fuel
 6. Dashboard Reports
 - A. LANtaBus Service Delivery Dashboard Report
 - B. LANtaVan Service Delivery Dashboard Report
 - C. Carbon Transit Service Delivery Dashboard Report
 7. Report on Initiatives
 - A. LANtaVan Run Scheduling Update
 - B. Transdev Update
 8. Other Business
 9. Adjournment
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MEMORANDUM

To: LANTA Board of Directors
Fr: Brendan Cotter, Senior Director, Service Support & Planning
Re: Optional Extension Years - On Call Task Order Planning, Engineering, Design and Construction Management Services
Date: September 15, 2026

In September 2023, the LANTA Board of Directors approved a three-year contract to three separate Planning, Engineering, Design and Construction Management firms to provide support services on as needed, on-call basis. The award also offers two (2) optional one-year extensions for each firm.

With the pending expiration of these initial three-year agreements, first extension year, LANTA staff solicited reached out to the firms to identify their willingness to be retained for one additional year each.

Staff is recommending the Board of Directors approve the award of one-year extensions to Bowman Consulting Group, Ltd, Johnson, Mirmiran & Thompson (JMT) and WSP USA Inc. The extension of services will extend these firms through September 30, 2027.



MEMORANDUM

To: LANTA Board of Directors
Fr: Molly Wood, Planner/Land Use Specialist
Re: LANTA Bus Stop Sign Installation – One Year Renewal
Date: September 15, 2026

The Lehigh and Northampton Transportation Authority (LANTA) entered into agreement with Fastsigns Lehigh Valley for Bus Stop Sign Installation Services on October 1, 2023, for a three-year period. Upon agreement of the Parties, the agreement may be extended for two separate periods of one-year beyond September 30, 2026.

LANTA staff are seeking Recommendation and Approval from the Board of Directors to extend the contract with FastSigns Lehigh Valley for one year starting October 1, 2026 until September 30, 2027.



MEMORANDUM

To: LANTA Board of Directors
Fr: Adam Yacko, Director of Maintenance
Re: Purchase of B-2 Ultra Low Sulfur Diesel Fuel
Date: September 15, 2026

In July 2026 LANTA released a Request for Proposal (RFP) through PENNBID for the Purchase of B-2 Ultra Low Sulfur Diesel Fuel. Bids closed at the end of August 2026 with thirty-nine (39) companies accessing the program and downloading the Bid package. Four (4) completed bids were submitted.

Overview

The bid is to supply Diesel fuel for LANTA's facilities in Allentown and Easton, on an as needed basis. The length of the contract is for the period of October 1, 2026, through June 30, 2030.

The Bid took into consideration the amount of Diesel fuel currently used at the two sites. LANTA, Allentown, averages one (1) load of fuel delivered every four (4) months while LANTA, Easton averages one (1) delivery per month. Each delivery is 7,500 gallons.

Submitted Pricing

FIRM / Site	Delivery Charge	Cap Price per Gallon	NYMEX Lock-in Cost
Campbell Oil Company			
Allentown	\$0.0369	\$5.6999	\$0.0451
Easton	\$0.0369	\$5.6999	\$0.0451
Colonial Oil Industries, Inc.			
Allentown	-\$0.0454	\$4.85	\$0.13
Easton	-\$0.0454	\$4.85	\$0.13
Gresham Petroleum Company			
Allentown	-\$0.0093	\$6.00	No Bid
Easton	-\$0.0093	\$6.00	No Bid
Petroleum Traders Corporation			
Allentown	-\$0.0356	No Bid	\$0.1909
Easton	-\$0.0254	No Bid	\$0.2011

Recommendation

It is recommended that the Bid to Supply Diesel fuel for LANTA's two sites, as needed, be awarded to Colonial Oil Industries, Inc. of Savannah, GA.



LANtaBus Service Delivery Dashboard - April - June 2026-Q4

Tuesday, September 15, 2026

Metric	Q4 FY 26	YTD FY 26	YTD FY 25	% Change
Ridership LANtaBus	977,813	3,882,793	3,979,002	-2.42
Senior Ridership	156,683	563,798	508,868	10.79
Ridership LANtaFlex	2,548	10,847	17,548	-38.19
Senior Ridership LANtaFlex	1,055	4,536	3,377	34.32
Total Ridership	980,361	3,893,640	3,996,550	-2.57
Total Senior Ridership	157,738	568,334	512,245	10.95
Passenger Revenue (\$)	774,411	2,593,677	3,097,682	-16.27
	YTD FY 26	Benchmark	% Diff	
Riders per revenue hour	11.2	14.9	-24.61	

Metrics

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	65%	9%	26%	80%
	Missed	Scheduled	% of Sched	
Missed Scheduled LANtaBus Trips	124.5	62,550	0.20	
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	77	12,699	10,347	7,647
Rider complaints about OTP/rte adherence	163	5,999	6,012	5,619
HVAC related customer complaints	2	488,907	889,815	254,262
Transit App Usage	Current Q	Previous Q		
Transit App Users	40,213	37,236		
Downloads to Mobile Device	4,122	3,102		
Service Alert Subscribers	818	970		
Passes Purchased	43,973	36,754		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	228	80	40	268	95	43
Avg wait time (Call Center)	2:21	2:05	3:14	1:28	1:36	1:46
	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Purpose of Call Breakdown						
Call Type						
Complaints	325	0.76%	364	0.78%	426	0.92%
Bus Times	3572	8.38%	4215	9.00%	4407	9.48%
Where is the Bus	18	0.04%	17	0.04%	10	0.02%
Why is the Bus Late	101	0.24%	6	0.01%	4	0.01%
What Bus to Take	184	0.43%	253	0.54%	303	0.65%
Hang Up/ Dead Air	1086	2.55%	1189	2.54%	1128	2.43%
Applications	502	1.18%	579	1.24%	559	1.20%
LANtaVan/ECC	34637	81.29%	37702	80.52%	36853	79.29%
Fares/Tickets	353	0.83%	378	0.81%	373	0.80%
Directions	74	0.17%	61	0.13%	175	0.38%
Transfers to Other Dept	1091	2.56%	1458	3.11%	1506	3.24%
Mailed Schedules	3	0.01%	8	0.02%	0	0.00%
Other(lost & found, detours, etc.)	664	1.56%	593	1.27%	733	1.58%
Total Calls	42,610	100.0%	46,823	100.0%	46,477	100.0%
Passenger Trips per Complaint	3,009					

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

LANtaBus ADA Related Complaints			
April - June 2026			
Month	Issue	Details and Response	Determination
April			
May	Ramp Deployment	Rider reported that driver did not make ramp available when requested. Video of incident showed that driver explained to rider that she was raise seats first then deploy ramp. Driver deployed ramp.	Not Valid
June	Ramp Deployment	Rider reported that ramp did not deploy properly. Incident was referred to Maintenance Depatment for inspection. No issue found with equipment.	Incolclusive
Total Complaints for Quarter	2		
Total Valid	0		
Total Valid or Inconclusive	1		
Complaints per LANtaBus Trip	977,813		



LANtaVan Dashboard Report

Tuesday, September 15, 2026

Reporting Period: FY26 Q4 April 2026 - June 2026

Total Completed Trips by Funding Source

Q4 Comparison

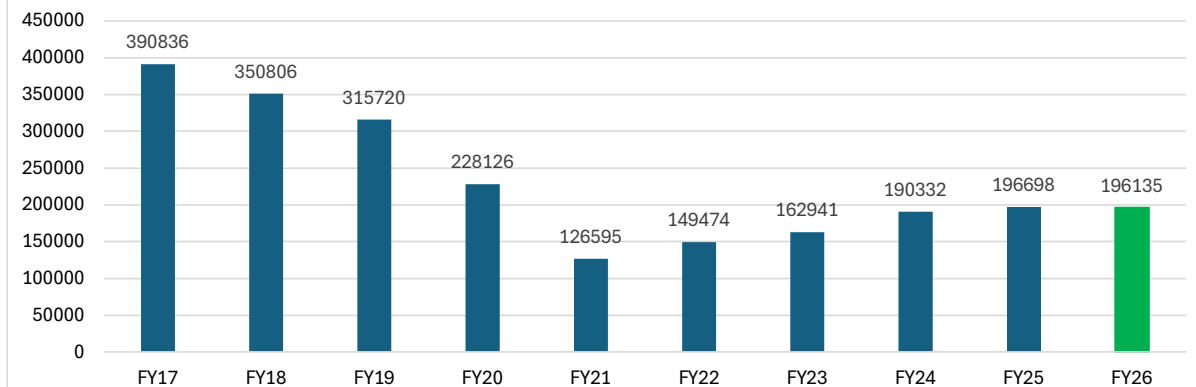
Program	Q4 FY2026		Q4 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	9,448	19%	10,773	21%	-12%	LANTA	LANtaBus Op/Cap
Lottery	24,560	49%	25,261	49%	-3%	PennDOT	PA Lottery Funds
MATP	13,966	28%	13,426	26%	4%	PA DHS	CMS/State MA Funding
PwD	1,364	3%	1,300	3%	5%	PennDOT	Proj of Stwde Signif
Other	823	2%	864	2%	-5%	Various	Various
Total	50,161	100%	51,624	100%	-3%		

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	37,284	19%	41,073	21%	-9%	LANTA	LANtaBus Op/Cap
Lottery	95,650	49%	96,453	49%	-1%	PennDOT	PA Lottery Funds
MATP	54,403	28%	50,206	26%	8%	PA DHS	CMS/State MA Funding
PwD	5,133	3%	6,054	3%	-15%	PennDOT	Proj of Stwde Signif
Other	3,665	2%	2,912	1%	26%	Various	Various
Total	196,135	100%	196,698	100%	-1%		

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

Q4 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC LC	194	5608
MA OOC NC	205	4268
Total	399	9876

Service Productivity - All

Q4 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
32,074	25,680	62,975	2.45	3.14

Scheduled Trip Summary - All

Q4 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
80,596	2,857	3,281	224

Riders by Fare Zone - All

Q4 FY2026				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	22,819	
2	\$ 35.35	\$5.30	16,793	
3	\$ 41.35	\$6.20	6,316	
Total			45,928	92%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q4 FY2026			Q4 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	9.8	38.4	15.38	9.2	36.73	15.01	7%	5%	2%
	LANtaBus Figure		13.2	LANtaBus Figure		13.2			

Duration of Trips

Q4 FY2026					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	28,859	11,314	7,281	2,286	421
Trip Total As Percentage	57.5%	22.6%	14.5%	4.6%	0.8%

Percent Trips 30 mins or less	58%
Percent Trips 90 mins or less	95%
% ADA Trips within FRE	57%
% ADA within 15 mins. of FRE	81%

On Time Performance - Client Pick Up Trips

Q4 FY2026			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	11,175	30,407	8,579
Trip Total As Percentage	22.3%	60.6%	17.1%

Total % On Time & Early	83%
LANtaBus On Time	65%

LANTA Call Center Report Comparison

	Q4 FY2026 (Current)			Q3 FY2026 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	480	130	67	539	123	79
Average Call Wait Time	3:05	3:18	0:24	1:51	2:04	1:23

Complaints Received

Subject of Complaint	Q4 FY2026 (Current)		Q3 FY2026 (Previous)	
	Number	% of Total	Number	% of Total
Late	55	31%	61	33%
Early	8	5%	4	2%
Driver Attitude	26	15%	18	10%
Care Driving/Comfort	21	12%	21	11%
Van did not show	8	5%	11	6%
Fare Disputes	18	10%	19	10%
Overcrowding	0	0%	0	0%
Trip Length	10	6%	21	11%
Other	29	17%	29	16%
Total	175	100%	184	100%
Trips per Complaint	287			
Complaints Deemed Valid	91			
Trips per Complaints Deemed Valid	551			



Carbon Transit Dashboard Report

Tuesday, September 15, 2026

Reporting Period: FY26 Q4 April 2026 - June 2026

Total Completed Trips by Funding Source

Q4 Comparison

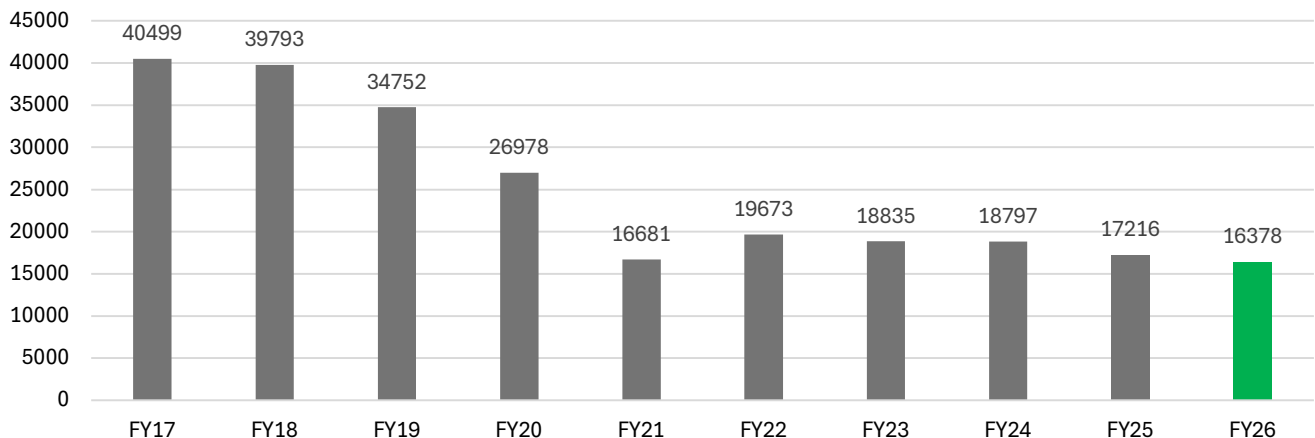
Program	Q4 FY2026		Q4 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	381	8%	479	12%	-20%	LANTA	LANtaBus Op/Cap
Lottery	2,326	51%	2,040	49%	14%	PennDOT	PA Lottery Funds
MATP	1,516	34%	1,311	32%	16%	PA DHS	CMS/State MA Funding
PwD	299	7%	327	8%	-9%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	4,522	100%	4,157	100%	9%		

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	1,493	9%	1,721	10%	-13%	LANTA	LANtaBus Op/Cap
Lottery	8,417	51%	8,732	51%	-4%	PennDOT	PA Lottery Funds
MATP	5,277	32%	5,099	30%	3%	PA DHS	CMS/State MA Funding
PwD	1,191	7%	1,664	10%	-28%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	16,378	100%	17,216	100%	-5%		

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

Q4 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC CC	782	13,875
Total	782	13,875

Service Productivity - All

Q4 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
3,307	2,601	5,205	2.00	2.89

Scheduled Trip Summary - All

Q4 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
7,512	229	422	32

Riders by Fare Zone - ADA PwD MATP Lottery

Q4 FY2026				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	2,428	54%
2	\$ 31.00	\$4.65	1,645	36%
3	\$ 36.00	\$5.40	412	9%
Total			4,485	99%

Trip Pattern Statistics - All Passengers

	Q4 FY2026			Q4 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	13.4	43.9	18.4	14.6	46.2	19.0	-8%	-5%	-3%

Duration of Trips

Q4 FY2026					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	2,958	985	422	132	25
Trip Total As Percentage	65%	21.8%	9.3%	2.9%	0.6%

Percent Trips 30 mins or less	65%
Percent Trips 90 mins or less	97%

On Time Performance - Client Pick Up Trips

Q4 FY2026			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	1472	2927	123
Trip Total As Percentage	32.6%	64.7%	64.7%
Total % On Time & Early	97%		

CT Bus (Fixed Route)

	Q4 FY2026	YTD
Passenger Trips	777	7429
Seniors Trips	351	1557
Flex Trips	389	1944
Rev Veh Hours	550	2429
Rev Veh Miles	11072	45927