



Lehigh and Northampton Transportation Authority  
1060 Lehigh Street, Allentown, PA 18103  
Phone: 610-435-4052

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

**March 9, 2016**

### **Community Room, LANTA Administrative Offices**

Attending: Michelle Griffin-Young – Chair; Cordelia Miller – Vice Chair; Fred Williams – Treasurer; Holly Edinger – Secretary; Becky Bradley; Kim Schaffer; and Tony Swartz.

Joining by teleconference: Peter Schweyer.

Absent: Tim Brady; Freddy Lutz; Kevin Lynn; and Jim Reilly.

Also Attending: O. O’Neil, M. Gemelli; R. Flyte, J. Ozoa, B. Cotter, A. Ganchoso - LANTA Staff; Kent Herman – Solicitor; Mr. Kirk Raup.

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

The meeting was called to order at 12:03 p.m. by Michelle Griffin-Young, Chair of the Authority.

#### **2. Report of the Chair**

The Report of the Chair was presented by Michelle Griffin-Young, Chair of the Authority.

As part of the Report of the Chair, Ms. Griffin-Young thanked State Representative Peter Schweyer for his efforts to pass legislation at the state level which would classify the assault on a transit worker while performing his or her duties as a felony offense in the Commonwealth. Representative Schweyer worked to include an amendment into House Bill 1219 which would include such language. Last month, Representative Schweyer’s amendment as well as HB 1219 passed the Pennsylvania House of Representatives with unanimous approval. The bill has now been referred to the Senate where we hope the legislation will receive similar treatment.

Mr. Schweyer commended the work of the Pennsylvania Public Transportation Association (PPTA) in building support for the legislation.

Ms. Griffin-Young then concluded the Report of the Chair.

#### **3. Courtesy of the Floor**

No comments were provided during Courtesy of the Floor.

**4. Approval of the Minutes**

*The minutes of the February 16, 2016 Board of Directors meeting were approved on a motion made by Ms. Bradley and seconded by Mr. Williams.*

**5. Approval of Financial Statements**

*The financial statements for November 2015, December 2015, and January 2016 were approved on a motion by Mr. Williams and seconded by Ms. Edinger subject to audit.*

**6. Report of the Committees**

A. Finance & Administration Committee – Finance & Administration Committee Chair, Fred Williams, reported the Finance & Administration Committee had met on Tuesday, March 1, 2016 at the Authority offices. As part of the Committee Report, Mr. Williams noted:

- The agenda included a review of the Finance & Administration Dashboard Report which is attached. Staff noted that the monthly performance for January was worse than benchmark figure measures due to several large expenses processed during the month which spiked operating costs for the month. This, coupled with lower monthly ridership due to lost service from the January 30 storm, resulted in operating cost per passenger trip and operating subsidy per passenger trip measures for the month being worse than benchmark. However, performance metrics year to date for the fiscal year through January are better than budget in all areas. The line of credit had been used in November and into December resulting in interest being paid on the line in December and January. Through seven months of the fiscal year, the total amount of interest paid to the line is \$20,348, which is 65% below budget. The balance on the line of credit is currently \$0.
- LANTA received five proposals in response to the On-Board Camera System Upgrade RFP. Staff is currently reviewing the proposals and expect to recommend an award at the April meeting of the Committee.
- Staff reported that the three new hybrid buses for the LANtaBus fleet had been delivered in February. All three buses have been put into revenue service. The new buses have replaced one 1998 bus and two 2001 buses.

- Staff reported that PennDOT plans to announce the award of the CNG P3 program within the next week. LANTA is one of the transit systems included in the program. Once a winner is announced, PennDOT will be providing LANTA with a draft contract for review and comment. Staff, along with Mr. Herman, will review the draft contract and provide an update to the Board when available.
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- The agenda also included an update on the process for submitting applications for LANTA's FY 2016 federal formula grants. Staff explained that after the FTA releases the formula grant funding allocations by urbanized area (UZA), the allocations are published in the Federal Register. Once published in the Federal Register, LANTA works with SEPTA and New Jersey Transit to develop letters of agreement which state how the funding for the Allentown-Bethlehem-Easton-Phillipsburg UZA will be split between the three agencies. This is necessary since some of the UZA extends into SEPTA and New Jersey Transit's service areas.

LANTA is currently in the process of finalizing the split letters. Once finalized, staff will begin to enter the FY 2016 formula grant applications which are based on the approved Program of Projects. This fiscal year, major projects will include the purchase of replacement buses and vans; fleet and facility preventative maintenance activities; and the purchase and implementation of a new Fleet and Facilities Information System.

Mr. Williams then concluded his report.

- B. LANtaBus Operations & Maintenance Committee – Mr. O'Neil reported that the LANtaBus Operations & Maintenance Committee did not meet in March and that the next meeting of the Committee is scheduled for Tuesday, May 10.
- C. Planning & Development Committee – Ms. Bradley, Chair of the Planning & Development Committee reported that the Planning & Development Committee did not meet in March and that the next meeting of the Committee is scheduled for Tuesday, May 10.
- D. LANtaVan / Special Services Committee – Ms. Miller, Chair of the LANtaVan / Special Services Committee reported that the Committee had met on Wednesday March 9 prior to the Board meeting. As part of the Committee Report, Ms. Miller noted:
  - As part of Courtesy of the Floor, staff provided an update on comments received during Courtesy of the Floor at the December meeting of the Committee. That update report is attached.
  - The agenda also included a review of the LANtaVan Dashboard Report which is attached. The Dashboard Report included several data items provided by the new Ecolane software. Key

metrics include the fact that 93% of trips between December and February were either within the pick-up window or early. These early trips are completed trips, which means that either the passenger was ready to leave at the time the van arrived, or the driver waited until five minutes within the pick-up window.

No-shows represented 11.4% of scheduled trips throughout the quarter. The percentage of no-shows decreased each month in the quarter which may be due to the new IVR telephone system which allows riders to cancel their trip the night before as part of their reservation reminder call.

Passenger trips per hour for the report period was 2.6, which represents a significant improvement over the previous scheduling software.

93% of trips were 90 minutes or shorter, which exceeds the goal of 90%.

Information collected through the new complaint tracking system showed that 212 complaints were logged and responded to during the quarter. The report shows the breakdown of the types of complaints received.

- As part of a discussion of the effectiveness of the new Ecolane software, staff discussed the overall on-time performance observed as well as the gains in service productivity as positive aspects of the new system. LANTA and Easton Coach staff are still learning the reporting capabilities and procedures of the system.

Mr. Swartz asked how PennDOT defines productivity of service and if PennDOT had set a productivity target for LANtaVan services. Ms. Gemelli noted that PennDOT measures productivity in terms of passenger trips per service hour and that PennDOT had not set specific targets to date. Mr. O'Neil noted that one of PennDOT's goals for the Ecolane conversion was to increase overall productivity of Shared Ride services across the state as a way to contain costs. Mr. O'Neil noted that performance to date shows that Ecolane does generate more productive schedules than the previous scheduling system. This means that more passenger trips are placed on each vehicle run, which is consistent with some of the feedback being provided by riders who are saying that the vans are making more stops for pick-ups and drop-offs between their origins and destinations. Mr. O'Neil noted that the Board should be aware that there are trade-offs for more productive service in that the more passenger trips per van run translates into less direct service on average for riders. However, the software will still schedule the trips in a way that is compliant with service requirements.

Ms. Schaffer asked if Ecolane or PennDOT provide training for the use of Ecolane. Mr. O'Neil answered that Ecolane did provide initial training for staff and that there are ongoing user trainings provided by Ecolane.

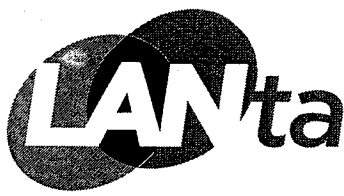
- Similar performance has been observed for Ecolane in Carbon since going live in late January. Staff noted that LANTA has received approval from PennDOT for the proposed CCCT paratransit fare increase. The increase will go into effect on April 1. LANTA and Easton Coach staff have been visiting senior centers and dialysis centers in Carbon County to answer questions and to allow riders to purchase new tickets.
- Staff also reported that the first of 30 new paratransit vans for the LANtaVan system arrived this week. Five to six vans will be delivered each week until the 30 have arrived. These vans will replace 2008 and 2009 vans currently in the fleet. The 30 vans being delivered are diesel powered but this will be the last order which will have diesel engines since the diesel model has been discontinued. Future vans will be gasoline powered.

## **7. Other Items**

No other business was brought before the Board under Other Items.

## **8. Adjournment**

There being no further business, the meeting adjourned at 12:33 p.m.



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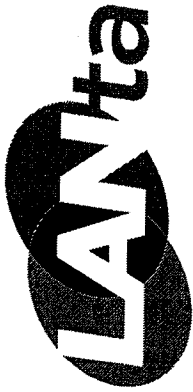
**LANTA Board Meeting  
Agenda  
March 9, 2016**

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1. Call to Order
  2. Report of the Chair
  3. Courtesy of the Floor
  4. Approval of the Minutes – February 12 Board Meeting
  5. Approval of Financial Statements – November 2015, December 2015, January 2016;  
subject to audit
  6. Report of Committees
    - A. Finance & Administration – Fred Williams
    - B. LANtaBus Operations & Maintenance Committee – Freddy Lutz
    - C. Planning & Development Committee – Becky Bradley
    - D. LANtaVan/Special Services Committee – Cordelia Miller
  7. Other Items
    - A. None
  8. Adjournment
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**Important Dates:**

- Tuesday, 4/5 – Finance & Administration Committee Meeting, 12:00 noon; LANTA
- Tuesday, 4/12 – LANTA Board Meeting, 12:00 noon; Location TBD



**Finance & Administration Dashboard**  
**Tuesday, March 01, 2016**

	Jan-16	FY YTD	Benchmark/Budget	Difference*	% Difference*
Operating Cost/Passenger Trip	\$6.87	\$4.53	\$5.05	-\$0.52	-10.3%
Operating Subsidy/Passenger Trip	\$5.84	\$3.50	\$4.08	-\$0.58	-14.3%
Overall Budget Adherence		\$14,758,083	\$14,938,000	-\$179,917	-1.2%
Interest Paid on Line of Credit	\$15,987.00	\$20,348.00	\$58,331.33	-\$37,983.33	-65.1%

Balance of Line of Credit	\$	3/1/2016	-
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\* Negative values indicate positive performance compared to budget

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**LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY**  
**LANTaBUS DIVISION**  
**STATEMENTS OF NET ASSETS**  
**NOVEMBER 30, 2015**

**CURRENT ASSETS**

Cash	\$ 5,050,229
Accounts receivable	641,192
Inventories	613,915
Prepaid expenses	461,217
Grants receivable	<u>2,097,693</u>

**Total current assets**

8,864,246

**RESTRICTED ASSET, cash**

89,905

**CAPITAL ASSETS**

Capital assets not being depreciated	147,970
Capital assets being depreciated, net	<u>34,014,076</u>

34,162,046

\$ 43,116,197

**CURRENT LIABILITIES**

Note payable	\$ 2,000,000
Loan payable	1,554,608
Interdivisional payable	(2,304,592)
Accounts payable	530,153
Accrued expenses:	
Wages	304,630
Professional fees	4,240
Other	580,982
Deferred other funding	6,279,619
Due to Commonwealth of Pennsylvania	
Deferred local grant funding	<u>-</u>

**Total current liabilities**

8,929,640

**NET ASSETS**

Invested in capital assets	<u>34,162,046</u>
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Unrestricted

24,511

34,186,557

\$ 43,116,197



LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY  
 BUDGET STATUS REPORT - LANI-BUS DIVISION  
 FIVE MONTHS ENDED NOVEMBER 30, 2015

	ANNUAL BUDGET	CURRENT MONTH		YEAR-TO-DATE BUDGET	YEAR-TO-DATE ACTUAL	BUDGET VARIANCE FAVORABLE (UNFAVORABLE)	
		BUDGET	ACTUAL			AMOUNT	PERCENT
<b>OPERATING REVENUE</b>							
PASSENGER FARES	\$ 4,696,974	\$ 391,415	\$ 392,037	\$ 1,957,073	\$ 2,059,292	\$ 102,220	5.2%
SPECIAL TRANSIT FARES	30,000	2,500	10,554	12,500	38,634	26,134	209.1%
AUXILIARY TRANSPORTATION REVENUE	145,111	12,093	22,701	60,463	100,019	39,556	65.4%
NONTRANSPORTATION REVENUE	58,600	4,863	70	24,417	31,293	6,876	28.2%
<b>TOTAL REVENUES</b>	<b>4,930,685</b>	<b>410,890</b>	<b>425,362</b>	<b>2,054,452</b>	<b>2,229,238</b>	<b>174,786</b>	<b>8.5%</b>
<b>OPERATING EXPENSE</b>							
LABOR	8,658,754	721,563	770,483	3,607,814	3,595,762	12,052	0.3%
FRINGE BENEFITS	7,479,225	623,289	711,967	3,116,344	2,747,598	368,746	11.8%
SERVICES	1,146,500	95,542	42,546	477,708	357,379	120,329	25.2%
MATERIALS & SUPPLIES	3,446,111	287,176	462,784	1,435,880	1,829,861	(393,981)	-27.4%
UTILITIES	332,200	27,683	25,115	138,417	93,374	45,043	32.5%
CASUALTY & LIABILITY COSTS	850,500	70,875	232	354,375	93,501	260,874	73.6%
TAXES	5,550	463	54	2,313	607	1,706	73.8%
PURCHASED TRANSPORTATION	3,342,892	278,574	483,591	1,392,872	1,273,735	119,137	8.6%
MISCELLANEOUS EXPENSES	209,500	17,458	6,203	87,292	47,784	39,508	45.3%
EXPENSE TRANSFERS							0.0%
INTEREST EXPENSES	100,000	8,333	248	41,667	248	41,419	99.4%
LEASES & RENTALS	40,081	3,340	550	16,701	14,416	2,285	13.7%
<b>TOTAL EXPENSES</b>	<b>25,611,313</b>	<b>2,134,276</b>	<b>2,503,773</b>	<b>10,671,380</b>	<b>10,054,265</b>	<b>617,115</b>	<b>5.8%</b>
<b>NET OPERATING LOSS</b>	<b>\$ (20,680,628)</b>	<b>\$ (1,723,386)</b>	<b>\$ (2,078,411)</b>	<b>\$ (8,616,928)</b>	<b>\$ (7,825,027)</b>	<b>\$ 791,901</b>	<b>9.2%</b>
GRANTS	20,680,628	1,723,386	2,078,411	8,616,928	7,825,027	(791,901)	9.2%
<b>NET OPERATING (LOSS) SURPLUS</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>
BEGINNING FUND BALANCE	6,572,990	6,572,990	6,449,619	6,572,990	6,449,619	(123,371)	-1.9%
<b>NET OPERATING (LOSS) SURPLUS</b>	<b>\$ 6,572,990</b>	<b>\$ 6,572,990</b>	<b>\$ 6,449,619</b>	<b>\$ 6,572,990</b>	<b>\$ 6,449,619</b>	<b>\$ (123,371)</b>	<b>-1.9%</b>

LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY

LANTAVAN  
STATEMENTS OF NET ASSETS  
NOVEMBER 30, 2015

**ASSETS**

**CURRENT ASSETS**

Cash	
Accounts receivable	\$ 200
Interdivisional receivable	1,235,048
Prepaid expenses	(2,304,592)
Due from (to) Commonwealth of Pennsylvania	14,586
Due from (to) local governments	1,072,411
	<u>1,720,215</u>
<b>Total current assets</b>	<u>1,737,868</u>
	<u>\$ 1,737,868</u>

**LIABILITIES AND NET ASSETS**

**CURRENT LIABILITIES**

Accounts payable	
Deferred revenue	\$ 1,662,519
Accrued expenses:	19,400
Wages	
Professional fees	-
Other	13,810
	<u>25,372</u>
<b>Total current liabilities</b>	<u>1,721,101</u>

**COMMITMENTS AND CONTINGENCIES**

**NET ASSETS**

Unrestricted	
	<u>16,767</u>
	<u>\$ 1,737,868</u>

LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY  
 BUDGET STATUS REPORT - LANIYAN DIVISION  
 FIVE MONTHS ENDED NOVEMBER 30, 2015

	ANNUAL BUDGET	CURRENT MONTH BUDGET	CURRENT MONTH ACTUAL	YEAR-TO-DATE BUDGET	YEAR-TO-DATE ACTUAL	BUDGET VARIANCE FAVORABLE (UNFAVORABLE)	
						AMOUNT	PERCENT
<b>REVENUES</b>							
PASSENGER FARES	\$ 859,781	\$ 71,648	\$ 68,948	\$ 358,242	\$ 314,013	\$ (44,229)	-12.35%
NON-TRANSPORTATION REVENUES	62,000	5,167	5,166	25,833	25,833	(0)	0.00%
LOCAL SPECIAL FARE ASSISTANCE	3,381,066	281,756	218,299	1,408,778	1,302,944	(44,229)	-3.14%
STATE REIMBURSEMENTS	365,000	30,417	-	152,083	178,225	26,142	17.19%
STATE SPECIAL FARE ASSISTANCE	7,832,858	652,738	-	2,889,704	2,622,990	(266,714)	-9.23%
<b>TOTAL OPERATING REVENUE</b>	<b>12,500,705</b>	<b>1,041,725</b>	<b>292,413</b>	<b>4,834,640</b>	<b>4,444,005</b>	<b>(329,031)</b>	<b>-6.81%</b>
<b>EXPENSES</b>							
SALARIES	250,000	20,833	20,835	104,167	104,167	(0)	0.00%
FRINGE BENEFITS	212,500	17,708	17,708	88,542	88,540	2	0.00%
SERVICES	250,600	20,883	21,485	104,417	116,510	(12,093)	-11.58%
MATERIALS & SUPPLIES	40,000	3,333	1,104	16,667	48,156	(31,489)	-188.94%
UTILITIES	74,100	6,175	3,387	30,875	13,537	17,338	56.16%
CASUALTY AND LIABILITY COSTS	6,500	542	-	2,708	2,708	0	0.01%
TAXES	-	-	-	-	-	-	#DIV/0!
PURCHASED TRANSPORTATION	11,018,156	918,180	819,926	4,590,898	4,540,285	50,613	1.10%
MISCELLANEOUS	10,000	833	-	4,167	-	4,167	0.00%
<b>TOTAL OPERATING EXPENSE</b>	<b>11,861,856</b>	<b>988,488</b>	<b>884,445</b>	<b>4,942,440</b>	<b>4,913,903</b>	<b>28,537</b>	<b>0.58%</b>
<b>EXCESS (DEFICIENCY) REVENUES OVER EXPENSES</b>	<b>638,849</b>	<b>53,237</b>	<b>(592,032)</b>	<b>(107,800)</b>	<b>(469,898)</b>	<b>(362,098)</b>	<b>-335.90%</b>
<b>BEGINNING FUND BALANCE</b>	<b>(379,574)</b>	<b>(379,574)</b>	<b>486,665</b>	<b>(379,574)</b>	<b>486,665</b>	<b>866,239</b>	<b>228.21%</b>
<b>NET SURPLUS (LOSS)</b>	<b>\$ 259,275</b>	<b>\$ (326,337)</b>	<b>\$ (105,367)</b>	<b>\$ (487,374)</b>	<b>\$ 16,767</b>	<b>\$ 504,141</b>	<b>103.44%</b>

**LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY**  
**LANTaBUS DIVISION**  
**STATEMENTS OF NET ASSETS**  
**DECEMBER 31, 2015**

**CURRENT ASSETS**

Cash	\$ 586,711
Accounts receivable	759,786
Inventories	675,402
Prepaid expenses	517,292
Grants receivable	6,865,686

**Total current assets**

9,404,877

**RESTRICTED ASSET, cash**

89,905

**CAPITAL ASSETS**

Capital assets not being depreciated	147,970
Capital assets being depreciated, net	34,014,076

34,162,046

\$ 43,656,828

**CURRENT LIABILITIES**

Note payable	\$ 2,000,000
Loan payable	-
Interdivisional payable	(2,811,940)
Accounts payable	3,091,125
Accrued expenses:	
Wages	315,726
Professional fees	8,420
Other	575,470
Deferred other funding	11,851
Due to Commonwealth of Pennsylvania	6,279,619
Deferred local grant funding	-

**Total current liabilities**

9,470,271

**NET ASSETS**

Invested in capital assets	34,162,046
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Unrestricted	24,511
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34,186,557

\$ 43,656,828

LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY  
 BUDGET STATUS REPORT - LANCASTER DIVISION  
 SIX MONTHS ENDED DECEMBER 31, 2015

	ANNUAL BUDGET		CURRENT MONTH		CURRENT MONTH ACTUAL		YEAR-TO-DATE BUDGET		YEAR-TO-DATE ACTUAL		BUDGET VARIANCE FAVORABLE (UNFAVORABLE)	
	BUDGET		BUDGET		BUDGET	ACTUAL	BUDGET		ACTUAL	AMOUNT	PERCENT	
<b>OPERATING REVENUE</b>												
PASSENGER FARES	\$ 4,696,974	\$ 391,415	\$ 421,761	\$ 2,348,487	\$ 2,481,053	\$ 132,566						5.6%
SPECIAL TRANSIT FARES	30,000	2,500	-	15,000	38,634	23,634						157.6%
AUXILIARY TRANSPORTATION REVENUE	145,111	12,093	12,619	72,556	112,638	40,083						55.2%
NONTRANSPORTATION REVENUE	58,600	4,883	820	29,300	32,113	2,813						9.6%
<b>TOTAL REVENUES</b>	<b>4,930,685</b>	<b>410,890</b>	<b>435,200</b>	<b>2,465,343</b>	<b>2,664,438</b>	<b>199,096</b>						<b>8.1%</b>
<b>OPERATING EXPENSE</b>												
LABOR	8,658,754	721,563	683,149	4,329,377	4,276,911	50,466						1.2%
FRINGE BENEFITS	7,479,225	623,269	325,356	3,739,613	3,072,954	666,659						17.8%
SERVICES	1,146,500	95,542	91,796	573,250	449,175	124,075						21.6%
MATERIALS & SUPPLIES	3,446,111	287,176	570,361	1,723,055	2,400,242	(677,187)						-39.3%
UTILITIES	332,200	27,663	35,212	166,100	128,586	37,514						22.6%
CASUALTY & LIABILITY COSTS	850,500	70,875	116,002	425,250	209,503	215,747						50.7%
TAXES	5,550	463	542	2,775	1,149	1,626						58.6%
PURCHASED TRANSPORTATION	3,342,892	278,574	259,382	1,671,446	1,533,117	138,329						8.3%
MISCELLANEOUS EXPENSES	209,500	17,456	1,556	104,750	49,340	55,410						52.9%
EXPENSE TRANSFERS	-	-	-	-	-	-						0.0%
INTEREST EXPENSES	100,000	8,333	3,865	50,000	4,113	45,887						91.8%
LEASES & RENTALS	40,081	3,340	3,858	20,041	18,274	1,767						8.8%
<b>TOTAL EXPENSES</b>	<b>25,611,313</b>	<b>2,134,276</b>	<b>2,091,099</b>	<b>12,805,657</b>	<b>12,145,364</b>	<b>660,293</b>						<b>5.2%</b>
<b>NET OPERATING LOSS</b>	<b>\$ (20,680,628)</b>	<b>\$ (1,723,386)</b>	<b>\$ (1,655,899)</b>	<b>\$ (10,340,314)</b>	<b>\$ (9,480,926)</b>	<b>\$ 859,388</b>						<b>8.3%</b>
GRANTS	20,680,628	1,723,386	1,655,899	10,340,314	9,480,926	(859,388)						8.3%
<b>NET OPERATING (LOSS) SURPLUS</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>						<b>0.0%</b>
BEGINNING FUND BALANCE	6,572,990	6,572,990	6,449,619	6,572,990	6,449,619	(123,371)						-1.9%
<b>NET OPERATING (LOSS) SURPLUS</b>	<b>\$ 6,572,990</b>	<b>\$ 6,572,990</b>	<b>\$ 6,449,619</b>	<b>\$ 6,572,990</b>	<b>\$ 6,449,619</b>	<b>\$ (123,371)</b>						<b>-1.9%</b>

LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY

LANtaVAN  
STATEMENTS OF NET ASSETS  
DECEMBER 31, 2015

ASSETS

CURRENT ASSETS

Cash	\$	200
Accounts receivable		720,873
Interdivisional receivable		(2,811,940)
Prepaid expenses		14,586
Due from (to) Commonwealth of Pennsylvania		1,072,411
Due from (to) local governments		<u>2,634,012</u>
<b>Total current assets</b>		<u>1,630,142</u>
	\$	<u>1,630,142</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts payable	\$	1,583,102
Deferred revenue		19,400
Accrued expenses:		
Wages		-
Professional fees		4,210
Other		<u>40,379</u>
<b>Total current liabilities</b>		<u>1,647,091</u>

COMMITMENTS AND CONTINGENCIES

NET ASSETS

Unrestricted		<u>(16,949)</u>
	\$	<u>1,630,142</u>

**LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY**  
**BUDGET STATUS REPORT - LANIHVAN DIVISION**  
**SIX MONTHS ENDED DECEMBER 31, 2015**

BUDGET VARIANCE  
 FAVORABLE  
 (UNFAVORABLE)

	ANNUAL		CURRENT MONTH		CURRENT MONTH		YEAR-TO-DATE		YEAR-TO-DATE		AMOUNT	PERCENT
	BUDGET	BUDGET	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	ACTUAL				
<b>REVENUES</b>												
PASSENGER FARES	\$ 859,781	\$ 71,648	\$ 38,127	\$ 429,891	\$ 352,140	\$ (77,751)						-18.09%
NON-TRANSPORTATION REVENUES	62,000	5,197	5,167	31,000	31,000	-						0.00%
LOCAL SPECIAL FARE ASSISTANCE	3,381,066	281,756	266,099	1,690,533	1,569,043	(77,751)						-4.60%
STATE REIMBURSEMENTS	365,000	30,417	-	182,500	178,225	(4,275)						0.00%
STATE SPECIAL FARE ASSISTANCE	7,832,858	652,738	608,477	3,916,429	3,231,467	(684,962)						-17.49%
<b>TOTAL OPERATING REVENUE</b>	<b>12,500,705</b>	<b>4,166,902</b>	<b>917,870</b>	<b>6,250,363</b>	<b>5,361,875</b>	<b>(844,738)</b>						<b>-13.52%</b>

	ANNUAL		CURRENT MONTH		CURRENT MONTH		YEAR-TO-DATE		YEAR-TO-DATE		AMOUNT	PERCENT
	BUDGET	BUDGET	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	ACTUAL				
<b>EXPENSES</b>												
SALARIES	250,000	20,833	20,831	125,000	124,998	2						0.00%
FRINGE BENEFITS	212,500	17,708	17,708	106,250	106,248	2						0.00%
SERVICES	250,600	20,883	13,004	125,300	129,514	(4,214)						-3.36%
MATERIALS & SUPPLIES	40,000	3,333	1,350	20,000	49,506	(29,506)						-147.53%
UTILITIES	74,100	6,175	3,549	37,050	17,086	19,964						53.88%
CASUALTY AND LIABILITY COSTS	6,500	542	542	3,250	3,250	-						0.00%
TAXES	-	-	-	-	-	-						-
PURCHASED TRANSPORTATION	11,018,156	918,180	894,602	5,509,078	5,434,887	74,191						1.35%
MISCELLANEOUS	10,000	833	-	5,000	-	5,000						0.00%
<b>TOTAL OPERATING EXPENSE</b>	<b>11,861,856</b>	<b>988,498</b>	<b>951,586</b>	<b>5,930,928</b>	<b>5,865,489</b>	<b>65,439</b>						<b>1.10%</b>

EXCESS (DEFICIENCY) REVENUES OVER EXPENSE:	638,849	3,178,414	(33,716)	319,425	(503,614)	(823,039)	-257,66%
BEGINNING FUND BALANCE	(379,574)	(379,574)	486,665	(379,574)	486,665	866,239	228.21%
<b>NET SURPLUS (LOSS)</b>	<b>\$ 259,275</b>	<b>\$ 2,798,840</b>	<b>\$ 452,949</b>	<b>\$ (60,150)</b>	<b>\$ (16,949)</b>	<b>\$ 43,201</b>	<b>71.82%</b>

**LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY**  
**LANTaBUS DIVISION**  
**STATEMENTS OF NET ASSETS**  
**JANUARY 31, 2016**

<b>CURRENT ASSETS</b>	
Cash	\$ 1,522,902
Accounts receivable	737,372
Inventories	615,182
Prepaid expenses	500,943
Grants receivable	<u>4,008,866</u>
<b>Total current assets</b>	<u>7,385,265</u>
<b>RESTRICTED ASSET, cash</b>	<u>89,905</u>
<b>CAPITAL ASSETS</b>	
Capital assets not being depreciated	147,970
Capital assets being depreciated, net	<u>34,014,076</u>
	<u>34,162,046</u>
	<u><u>\$ 41,637,216</u></u>
<b>CURRENT LIABILITIES</b>	
Note payable	\$ 2,000,000
Loan payable	-
Interdivisional payable	(3,452,095)
Accounts payable	516,004
Accrued expenses:	
Wages	342,132
Professional fees	12,420
Other	1,740,728
Deferred other funding	11,851
Due to Commonwealth of Pennsylvania	6,279,619
Deferred local grant funding	<u>-</u>
<b>Total current liabilities</b>	<u>7,450,659</u>
<b>NET ASSETS</b>	
Invested in capital assets	<u>34,162,046</u>
Unrestricted	<u>24,511</u>
	<u>34,186,557</u>
	<u><u>\$ 41,637,216</u></u>



LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY  
 BUDGET STATUS REPORT - LANIABUS DIVISION  
 SEVEN MONTHS ENDED JANUARY 31, 2016

	ANNUAL BUDGET	CURRENT MONTH		YEAR-TO-DATE BUDGET	YEAR-TO-DATE ACTUAL	BUDGET VARIANCE FAVORABLE (UNFAVORABLE)	
		BUDGET	ACTUAL			AMOUNT	PERCENT
<b>OPERATING REVENUE</b>							
PASSENGER FARES	\$ 4,696,974	\$ 391,415	\$ 335,379	\$ 2,739,902	\$ 2,816,432	\$ 76,531	2.8%
SPECIAL TRANSIT FARES	30,000	2,500	-	17,500	38,634	21,134	120.8%
AUXILIARY TRANSPORTATION REVENUE	145,111	12,093	8,071	84,648	120,709	36,061	42.6%
NONTRANSPORTATION REVENUE	58,600	4,883	229	34,183	32,342	(1,841)	-5.4%
<b>TOTAL REVENUES</b>	<b>4,930,685</b>	<b>410,890</b>	<b>343,679</b>	<b>2,876,233</b>	<b>3,008,117</b>	<b>131,884</b>	<b>4.6%</b>
<b>OPERATING EXPENSE</b>							
LABOR	8,658,754	721,563	735,702	5,050,940	5,014,613	36,327	0.7%
FRINGE BENEFITS	7,479,225	623,269	964,152	4,362,881	4,037,106	325,775	7.5%
SERVICES	1,146,500	95,542	87,682	668,792	536,857	131,935	19.7%
MATERIALS & SUPPLIES	3,446,111	287,176	270,830	2,010,231	2,671,072	(660,841)	-32.9%
UTILITIES	332,200	27,683	47,750	193,783	176,336	17,447	9.0%
CASUALTY & LIABILITY COSTS	850,500	70,875	58,205	496,125	267,708	228,417	46.0%
TAXES	5,550	463	52	3,238	1,201	2,037	62.9%
PURCHASED TRANSPORTATION	3,342,892	278,574	230,354	1,950,020	1,763,471	186,549	9.6%
MISCELLANEOUS EXPENSES	209,500	17,458	195,201	122,208	244,541	(122,333)	-100.1%
EXPENSE TRANSFERS							0.0%
INTEREST EXPENSES	100,000	8,333	16,236	58,333	20,349	37,984	65.1%
LEASES & RENTALS	40,081	3,340	6,555	23,381	24,829	(1,448)	-6.2%
<b>TOTAL EXPENSES</b>	<b>25,611,313</b>	<b>2,134,276</b>	<b>2,612,719</b>	<b>14,939,933</b>	<b>14,758,083</b>	<b>181,850</b>	<b>1.2%</b>
<b>NET OPERATING LOSS</b>	<b>\$ (20,680,628)</b>	<b>\$ (1,723,386)</b>	<b>\$ (2,269,040)</b>	<b>\$ (12,063,700)</b>	<b>\$ (11,749,966)</b>	<b>\$ 313,734</b>	<b>2.6%</b>
GRANTS	20,680,628	1,723,386	2,269,040	12,063,700	11,749,966	(313,734)	2.6%
<b>NET OPERATING (LOSS) SURPLUS</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>
BEGINNING FUND BALANCE	6,572,990	6,572,990	6,449,619	6,572,990	6,449,619	(123,371)	-1.9%
<b>NET OPERATING (LOSS) SURPLUS</b>	<b>\$ 6,572,990</b>	<b>\$ 6,572,990</b>	<b>\$ 6,449,619</b>	<b>\$ 6,572,990</b>	<b>\$ 6,449,619</b>	<b>\$ (123,371)</b>	<b>-1.9%</b>

LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY

LANTA VAN  
STATEMENTS OF NET ASSETS  
JANUARY 31, 2016

ASSETS

CURRENT ASSETS

Cash	\$ 200
Accounts receivable	1,060,545
Interdivisional receivable	(3,452,095)
Prepaid expenses	21,849
Due from (to) Commonwealth of Pennsylvania	1,040,000
Due from (to) local governments	<u>3,636,904</u>
<b>Total current assets</b>	<u>2,307,403</u>
	<u>\$ 2,307,403</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts payable	\$ 1,556,004
Deferred revenue	19,400
Accrued expenses:	-
Wages	15,494
Professional fees	36,293
Other	<u>-</u>
<b>Total current liabilities</b>	<u>1,627,191</u>

COMMITMENTS AND CONTINGENCIES

NET ASSETS

Unrestricted	<u>680,212</u>
	<u>\$ 2,307,403</u>





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**LANtaVan/Special Services Committee  
Agenda  
March 9, 2016**

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1. Call to Order
2. Courtesy of the Floor
  - A. Update on comments received at December LANtaVan Committee meeting
3. Dashboard Report
4. Report on Initiatives
  - A. Ecolane Conversion/Fare Restructure
  - B. Carbon Ecolane Conversion/Paratransit Fare Restructure
5. Procurements
  - A. Van Purchase Update
6. Other Business
7. Adjournment

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Important Dates:

- Tuesday, 4/5 – Finance & Administration Committee Meeting, 12:00 noon; LANTA
- Tuesday, 4/12 – LANTA Board Meeting, 12:00 noon; Location TBD

**Summary of Follow Up  
Courtesy of the Floor Items  
LANTAVan / Special Services Committee Meeting December 15, 2015**

**Debi Evans**, independent transportation advocate, inquired about fixed route buses going into shopping centers. She was advised that property owners decide who can come onto the property, that there are liability issues they want LANTA to accept, or that the layout of the shopping center may be difficult for the buses to navigate. Ms. Evans also inquired about the ride to wellness program and she was advised that LANTA was working in partnership with LVHN and Sacred Heart Hospitals.

Ms. Evans had a conversation with LANTA staff on 12/16/15 in which she inquired about the LANTaVan application and complaint process. Conversation included a description of different ways to provide customer feedback. LANTA staff sent a letter to Ms. Evans a letter on 12/18/15 and included the rider's guide, customer feedback guidelines, and informational brochures (ADA, shared ride program, etc.)

**Andy Pollack**, RHD, commented that RHD is a provider for people with disabilities. He inquired about the possibility of using an electronic card or some type of online system instead of the paper tickets. He was advised that eventually we are going to an electronic based system. He was also told that SEPTA is currently using it on their fixed route buses but that LANTA is just beginning to look at that possibility. Mr. Pollack also indicated that they have riders going to day programs and that there are several vans coming and going. The riders are not aware that the vans are coming back so they believe that the vans are late. There is no communication, particularly at VIA. Per ECC Staff, additional details are needed. Per LANTA staff, she and Andy Pollack discussed this on 12/11/15 and the situation is being looked into. Mr. Pollack also indicated that he/RHD were not aware of the software changes until he met with LANTA staff.

LANTA staff made attempts to contact Mr. Pollack subsequently. LANTA staff spoke with Mr. Pollack in January and again on 3/8/16 and he reported satisfactory resolution of his concerns.

**Bob LaBuda**, says his brother, Thomas, has cerebral palsy and mental retardation. Thomas is a LANTAVan rider who attends the ARC day program. The LaBuda family has temporarily suspended using the door to door service because his brother's pick up times have changed to 6:30 am which puts him on the van for about 2 hours. The ARC doesn't open until 8:30 am. In the summer, his brother was being picked up at about 8/8:15 and in early November the scheduled pick up changed to 6:30/6:45. Mr. LaBuda was advised that the van should be the fixed route equivalent and Thomas' 2 hour ride does appear to be outside of the norm. Need to revisit this situation.

Monday, 12/21/15, Easton Coach staff spoke with Mr. LaBuda. Bob LaBuda sent an email to LANTA staff 12/22/15 with an update. He seemed encouraged by the conversation he had and the attempts to find a solution.

Late December 2015, Easton Coach was able to establish a later pick up time for Tom and a shorter overall trip. In Ecolane, this appears to be working out. Have not received any additional complaints, to date, from Bob LaBuda, Tom's brother.

**Rebecca Dubin**, LVCIL, inquired as to how much the system allows the pick up and drop off times to be changed from the times provided in 'the night before' calls. She also asked if drivers were able to change the pick up order and she was told that drivers are not able to adjust the times.

ECC staff met with Debbie Dubin 12/22/15. LANTA staff continues to discuss service issues with Ms. Rozear.

**Debbie Rozear**, LVCIL, said that before Ecolane, her standing order was a pick up at 7:10 am. Since Ecolane, her pick up times have varied on a daily basis. The week of 12/7/15, Ms. Rozear says her pick up times were 6:41, 7:26, 6:40. On 12/11/15 the pick up was 6:42 am. On 12/14, it was 7:26 am and on 12/15, it was 7:06 am. Some days it's been 7:45 am. LANTA staff advised that it would be looked into and that Ms. Rozear would hear back from LANtaVan/Easton Coach.

Spoke to Ms. Rozear on 12/17/15. Ms. Rozear indicated that ECC staff had called her and indicated that she had found some instances out of the norm but that in general, standing orders not assigned to specific runs have no set times. Ms. Rozear and LANTA Staff discussed the various complaints she receives. ECC staff met with Debbie Rozear 12/22/15. LANTA staff continues to discuss service issues with Ms. Rozear.

**Kevin Lynn**, LANtaVan Board Member, commented about a friend who routinely has difficulties using the LANtaVan service. Mr. Lynn was unable to recall the customer's name.



**Proposed LANtaVan/Special Services Dashboard Report**  
**Wednesday, March 09, 2016**

Metric						
<b>Completed Trips December 2015 - February 2016</b>						
Program	Dec	Jan	Feb	Total	% of Total	
ADA	11,518	10,241	11,131	32,890	34.7	
Lottery - Shared Ride	11,747	10,280	11,344	33,371	35.2	
MATP	6,210	6,041	6,675	18,926	19.9	
PwD	1,743	1,616	1,784	5,143	5.4	
Other	1,578	1,435	1,529	4,542	4.8	
<b>Total</b>	<b>32,796</b>	<b>29,613</b>	<b>32,463</b>	<b>94,872</b>	<b>100.0</b>	
<b>LANtaVan On-Time Performance</b>	See Attached Report					
<b>No Shows</b>						
	Scheduled	No Shows	%			
Dec-15	38,892	4,783	12.3			
Jan-16	34,795	3,931	11.3			
Feb-16	37,821	4,030	10.7			
<b>Total</b>	<b>111,508</b>	<b>12,744</b>	<b>11.4</b>			
<b>Service Productivity</b>	Dec	Jan	Feb	Period	Prior Quarter	Change %
Passenger Trips per Rev. Hour	2.53	2.6	2.64	2.59	2.03	27.6
	Sched	Actual				
Average Trip Duration (in minutes)	46.8	49.2	See attached report for distribution			
% LANtaVan trips under 90 minutes	See attached report					
	Sep	Oct	Nov	Dec	Jan	Feb
Avg. ECC Call Center wait times	2:25	5:06	7:46	3:54	2:53	1:43
Calls In	11373	12393	10881	12454	15069	19049
Calls Answered	8590	7797	10116	11761	13916	16500

Total LANtaVan Complaints Recorded Dec-Feb	212
Complaints per Completed Trip	0.0022

Subject of Complaint	
Late	122
Early	13
Driver Attitude	6
Care Driving/Comfort	15
Van did not show	52
Fare Disputes	4
<b>Total</b>	<b>212</b>

**LANtaBus Related Measures**

ADA related LANtaBus complaints	See attached report
ATMS Announcements Monitoring (%)	Manual checks to be performed in March

Duration of Trips (in minutes)

Duration of Trips (in minutes)	<30	40	50	60	70	80	90	100	110	120	130	140	150	160	170	180*	Grand Total
AAA Lehigh	92	3	10	7	10	16	9	14	14	7	4	2	1	0	1	0	190
AAA Northampton	154	6	9	7	4	0	0	0	0	0	0	0	0	0	0	0	180
ADA	15022	3303	3068	2674	2383	1677	1420	1083	831	530	325	240	143	76	51	64	32890
CER	132	35	26	26	12	10	9	6	2	2	0	0	0	0	0	0	261
Gen Pub	47	6	9	8	10	7	2	4	0	3	0	0	1	0	0	0	97
Lottery	21707	3306	2392	1847	1369	925	674	496	302	167	83	49	28	9	6	11	33371
MATP	12814	1893	1354	1010	679	450	309	178	103	49	31	20	13	4	5	14	18926
MHMR Lehigh	406	129	133	109	96	87	119	88	98	72	52	27	10	2	1	0	1429
MHMR Northampton	301	91	95	133	169	149	156	106	82	80	81	55	26	10	9	26	1569
NUR	563	84	54	57	38	9	5	2	1	1	1	1	0	0	1	0	816
PwD	1605	608	549	488	387	303	329	250	181	149	129	65	46	22	15	17	3143
Grand Total	52883	9484	7699	6386	5357	3633	3092	2227	1614	1060	706	499	288	123	89	132	94872

Total 90 mins or less 88,194  
 Percent 90 mins or less 93.0



Dec-Feb Pick Up On Time Performance

Funding Programs	< 30	-30	-20	-10	0	10	20	30	40	50	60	70	80	Grand Total
AAA Lehigh	0	1	1	8	177	2	1	0	0	0	0	0	0	190
AAA Northampton	1	0	4	23	145	2	3	1	1	0	0	0	0	180
ADA	330	380	725	2407	27107	1538	319	67	10	2	4	1	0	32890
CER	0	2	1	18	229	9	2	0	0	0	0	0	0	261
Gen Pub	2	2	4	4	71	10	3	1	0	0	0	0	0	97
Lottery	146	216	568	2709	27551	1674	355	119	24	7	1	1	0	33371
MATP	76	140	350	1330	15741	1087	154	39	8	0	1	0	0	18925
MHMR Lehigh	25	33	48	124	1132	57	8	1	1	0	0	1	0	1429
MHMR Northampton	23	24	54	124	1214	120	8	0	2	0	0	0	0	1569
NUR	10	8	32	74	625	49	14	4	0	0	0	0	0	816
PWD	45	49	124	373	4123	324	80	17	6	1	1	0	0	5143
<b>Grand Total</b>	<b>658</b>	<b>855</b>	<b>1911</b>	<b>7194</b>	<b>78115</b>	<b>4872</b>	<b>947</b>	<b>249</b>	<b>51</b>	<b>10</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>94872</b>

W/in On Time Window 78115  
 Percent in Window 82.3  
 On Time & Early 88733  
 Percent On Time or Early 93.5

Dec-Feb Drop Off On Time Performance

Funding Programs	< 30	-30	-20	-10	0	10	20	30	40	50	60	70	80	Grand Total
AAA Lehigh	5	3	7	9	147	14	3	2	0	0	0	0	0	190
AAA Northampton	0	0	1	2	161	16	0	0	0	0	0	0	0	180
ADA	27	63	251	1053	29015	1986	355	90	25	12	4	4	4	32889
CER	0	0	4	7	223	23	2	1	1	0	0	0	0	261
Gen Pub	0	0	0	6	82	7	1	0	0	0	0	1	0	97
Lottery	23	54	218	1050	29283	2179	411	91	35	7	12	3	3	33369
MATP	6	38	153	761	16756	932	179	67	18	6	4	2	0	18922
MHMR Lehigh	0	5	27	67	1123	169	30	7	0	0	0	1	0	1429
MHMR Northampton	0	1	10	96	1277	169	15	1	0	0	0	0	0	1569
NUR	0	1	4	37	652	98	15	4	3	1	0	0	1	816
PWD	3	15	46	291	4202	368	152	42	13	6	4	1	0	5143
<b>Grand Total</b>	<b>64</b>	<b>180</b>	<b>721</b>	<b>3379</b>	<b>82921</b>	<b>5961</b>	<b>1163</b>	<b>305</b>	<b>95</b>	<b>32</b>	<b>24</b>	<b>12</b>	<b>8</b>	<b>94865</b>

W/in On Time Window 82,921  
 Percent in Window 87.4  
 On Time & Early 87,265  
 Percent On Time or Early 92.0

Dec-Feb Pick Up & Drop Off On Time Performance

Funding Programs	< -30	-30	-20	-10	0	10	20	30	40	50	60	70	80	Grand Total
AAA Lehigh	5	4	8	17	324	16	4	2	0	0	0	0	0	380
AAA Northampton	1	0	5	25	306	18	3	1	1	0	0	0	0	369
ADA	357	443	976	3460	56122	3524	674	157	35	14	8	5	4	65779
CER	0	2	5	25	452	32	4	1	1	0	0	0	0	522
Gen Pub	2	2	4	10	153	17	4	1	0	0	0	1	0	194
Lottery	169	270	786	3759	56834	3853	766	210	59	14	13	4	3	66740
MAATP	82	178	503	2091	32497	2019	333	106	26	6	5	2	0	37848
M/HMR Lehigh	25	38	75	191	2255	226	38	8	0	0	0	2	0	2858
M/HMR Northampton	23	25	64	220	2491	289	23	1	2	0	0	0	0	3138
NUR	10	9	36	111	1277	147	29	8	3	1	0	0	1	1632
PwD	48	64	170	664	8325	692	232	59	19	7	5	1	0	10286
Grand Total	722	1035	2632	10573	161036	10833	2110	554	146	42	31	15	8	189737

W/in On Time Window 161036  
 Percent in Window 84.9  
 On Time & Early 175998  
 Percent On Time or Early 92.8

Riders by Zone - Dec 2015 - Feb 2016

Zone	Full Fare	Rider Copay	Trips	% of Trips
Base	\$ 23.35	\$3.50	38096	40.27
2	\$ 25.35	\$3.80	31274	33.06
3	\$ 27.35	\$4.10	15137	16.00
4	\$ 29.35	\$4.40	6124	6.47
5	\$ 31.35	\$4.70	2650	2.80
6	\$ 33.35	\$5.00	1111	1.17
7	\$ 35.35	\$5.30	120	0.13
8	\$ 37.35	\$5.60	51	0.05
9	\$ 39.35	\$5.90	34	0.04
10	\$ 41.35	\$6.20	14	0.01
Total			94611	100

**ADA RELATED LANTABUS COMPLAINTS**

Dec-15	# OF COMPLAINTS	ISSUE	RESOLUTION	VALID
	1	Driver did not kneel the bus when requested	General comment, not specific complaint	NO
	1	Driver did not make the ramp available when requested/did not know how to use the ramp or ramp did not function/wheelchair could not get up ramp	Driver tried to assist two times but could not load the chair safely	YES
<b>TOTAL</b>	<b>2</b>			<b>(1) YES (1) NO</b>

Jan-16	# OF COMPLAINTS	ISSUE	RESOLUTION	VALID
	0	NONE		0
<b>TOTAL</b>	<b>0</b>			<b>0</b>

Feb-16	# OF COMPLAINTS	ISSUE	RESOLUTION	VALID
	0	NONE		0
<b>TOTAL</b>	<b>0</b>			<b>0</b>

**TOTAL COMPLAINTS FOR DECEMBER, JANUARY & FEBRUARY = 2**

**TOTAL VALID = 1**

**TOTAL INVALID = 1**