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

LANTA Board of Directors Meeting Minutes
September 18, 2018
PA CareerLink Office, PPL Conference Room, 555 Union Blvd, Allentown, PA

Members Attending: Holly Edinger – Chair of the Authority; Kim Schaffer – Vice Chair; Fred Williams – Treasurer; Matt Malozi – Secretary; Peter Schweyer; Cordelia Miller; Becky Bradley; Iris Linares; and Kevin Lynn.

Members Attending by Teleconference: None.

Members Absent: Michelle Griffin-Young; and Dawn Ferrante Hart.

Staff and Contractors Attending: O. O'Neil, T. Williams, B. Cotter, R. Lease, R. Flyte, A. Ganchoso, M. Gemelli - LANTA Staff; K. Herman - Solicitor.

Public Attending: Chris Schmidt

1. **Call to Order**

The meeting was called to order at 12:06 p.m. by Holly Edinger, Chair of the Authority.

2. **Report of the Chair**

As part of the Report of the Chair, Ms. Edinger noted that at last week's Finance & Administration Committee meeting, staff announced that LANTA has entered into an agreement with Muhlenberg College which will allow Muhlenberg students to ride any LANTA bus by swiping their student ID. LANTA will track ridership and invoice the college a specified per trip reimbursement rate for each trip taken by a Muhlenberg student. This is similar to the arrangement reached with Lehigh University last year. Ms. Edinger expressed the Board's appreciation to Muhlenberg College for partnering with LANTA on this transit access program for its students.

Also, the start of the school year has gone smoothly with the new middle and high school student fare arrangement. In addition to the Allentown School District and Bethlehem Area

School District, several charter schools in the area, and now all three of the Catholic high schools in the valley have begun participating in the $1 Day Pass program under which the passes are sold to students in the schools.

Lastly, Ms. Edinger informed the members of the Board that there may be a need to hold the October committee or Board meetings at an off-site location depending on the schedule for the replacement of the elevator at LANTA's offices. Staff will keep everyone informed.

Ms. Edinger then concluded the Report of the Chair.

3. Courtesy of the Floor

No comments were offered during Courtesy of the Floor.

4. Approval of the Minutes

The minutes of the August 21, 2018 Board of Directors meeting were approved on a motion made by Ms. Miller and seconded by Mr. Schweyer.

5. Report of the Committees

A. Finance & Administration Committee – Mr. Williams, Treasurer of the Authority and Chair of the Finance & Administration Committee, reported that the Finance & Administration Committee met on Tuesday September 11.

As part of the agenda, staff presented an award recommendation for on-call task order planning, engineering, design, and construction management services. The summary is attached.

On a motion made by Mr. Williams and seconded by Ms. Schaffer, the Board voted to approve the award of three-year, on-call, task-order contracts with two, one-year optional extensions for planning, engineering, design, and construction management services to McMahon Associates, Inc.; Johnson, Mirmiran & Thompson (JMT); and T&M Associates.

Staff also noted that LANTA currently has three open requests for proposals including benefits brokerage services, legal services, and flexible savings account management services.

Also as part of the agenda, staff presented the Act 205 required certifications for the 2019 Minimum Municipal Obligation (MMO) for the Union and Non-Union pension plans. The certification memos and details are attached.

On a motion made by Mr. Williams and seconded by Ms. Linares, the Board voted to approve the 2019 MMO certifications for the Union and Non-Union pension plans as presented.

Staff also provided updates on several initiatives including the Federal Transit Administration Transit Asset Management TAM Plan Compliance, as well as the response to requested documents as part of the Federal Transit Administration Triennial Review. Summaries of these two efforts are attached. Staff also provided a report of progress on the Fiscal Year 18-19 Audit.

Mr. Williams then concluded his report.

B. Capital Asset Planning & Maintenance Committee – Ms. Bradley, Chair of the Capital Asset Planning & Maintenance Committee, reported that the Capital Asset Planning & Maintenance Committee did not meet in September and that the next meeting of the committee is scheduled for Tuesday, November 13.

C. LANtaBus Rider Experience Committee – Mr. Malozi, Chair of the LANtaBus Rider Experience Committee, reported that the LANtaBus Rider Experience Committee did not meet in September and that the next meeting of the committee is scheduled for Tuesday, November 13.

D. LANtaVan & Accessibility Committee – Ms. Miller, Chair of the LANtaVan and Accessibility Committee, reported that the LANtaVan & Accessibility Committee met prior to the Board meeting.

The agenda included a review of staff response to comments received during Courtesy of the Floor during the June 2018 meeting of the committee. A summary is attached.

The agenda also included a review of the LANtaVan Dashboard report for the fiscal year ending June 30, 2018. The report is included in the Committee meeting packet. The report shows that ridership is down in FY 2018 from FY 2017. Staff discussed that this decrease is substantially due to changes in trip eligibility or companion rules on the PwD

and MATP programs. Other key items from the report include the fact that contractor adherence to the schedule produced by Ecolane meets target levels, but on-time performance of actual pick up or drop off times compared to promised times was below target. Staff provided an update on efforts to analyze and improve performance.

Also as part of the agenda, staff provided updates on an initiative such as the recent and planned outreach sessions; updates to LANtaVan applications and rider communications; safety site visits; as well as changes to procedures for addressing passengers who cannot be left unattended.

6. Other Items

No other business was brought before the Board.

7. Adjournment

There being no further business, the meeting adjourned at 12:13 p.m.

Lehigh and Northampton Transportation Authority

LANTA Board Meeting
Agenda
September 18, 2018

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1. Call to Order
2. Report of the Chair
3. Courtesy of the Floor
4. Approval of the Minutes – August 21, 2018 Board Meeting
5. Report of Committees

    A. Finance & Administration – Fred Williams
        i. Contract Award – On Call Engineering & Architectural Services
    B. LANtaBus Rider Experience Committee – Matt Malozi
    C. Capital Asset Planning & Maintenance Committee – Becky Bradley
    D. LANtaVan & Accessibility Committee – Cordelia Miller

6. Other Items
7. Adjournment

Lehigh and Northampton Transportation Authority

LANTA Finance & Administration Committee
Agenda
September 11, 2018

1. Call to Order
2. Courtesy of the Floor
3. Procurements
   A. Procurement Award Recommendations
      a. On-Call Architecture and Engineering Services RFP
   B. Procurement Updates
      a. Update – Benefits Brokerage Services RFP
      b. Update – Legal Services RFP
      c. Update – Flexible Savings Account RFP
4. Actions
   A. Approval of Pension MMO
5. Report on Initiatives
   A. Update - FTA TAM Plan Compliance
   B. Update - FY 18-19 Audit
   C. Update - Federal Transit Administration Triennial Review Response
6. Other Items
   A. Muhlenberg College Transit Access Agreement
7. Adjournment

MEMORANDUM

To: LANTA Board of Directors, Finance & Administration Committee
Fr: Brendan Cotter, Senior Director, Capital Asset Planning & Maintenance
Re: Contract Award Recommendation - On Call Task Order Planning, Engineering, Design and Construction Management Services
Date: September 11, 2018

On July 27, 2018, LANTA issued a Request for Proposals (RFP) seeking submittals from qualified parties to provide planning, engineering, design and construction management services on an on-call basis. The RFP was posted on PennBID on that date. The announcement informed bidders that submittals would be due Monday August 27, 2018. Work expected to be assigned under the contract will include assistance with the bus shelter program, road treatment aspects of the Enhanced Bus/Bus Rapid Transit Plan, passenger amenity improvements, tenant fit-out plans for LANTA facilities, site analysis, planning, engineering and design for potential future LANTA operating facilities, transportation planning and engineering services related to bus service route planning, scheduling, runcutting and blocking and construction administration.

A total of 150 RFP packages were requested from the PennBID system for prospective bidders. Fourteen statements of qualifications were submitted by sole bidders or teams with the following prime contractor:

- Acela Engineering Co.
- American Engineers Group, LLC (AEG)
- Bergmann, PC
- Bogia Engineering Inc.
- D'Huy Engineering Inc.
- Dumack Engineering, P.C.
- Hanover Engineering Associates Inc.
- Johnson, Mirmiran & Thompson
- McMahon Associates, Inc.
- Ott Consulting Inc.
- Pennoni Associates, Inc.
- Sabra & Associates, Inc.
- T&M Associates
- W2A Design Group – Wallace & Watson Associates, PC

Statements of Qualifications were reviewed by a committee consisting of the Senior Director of Capital Asset Planning & Maintenance, Director of Materials & Maintenance and Planner/Land Use Specialist. Scores for each submittal were calculated based on the following criteria:

- Qualifications of the Firm(s)
- Relevant Experience
- Cost Structure
- Quality and Reliability from References
- Responsiveness of the Statement of Qualifications to the Request for Proposal.

The qualifications packages receiving the highest scores and overall responsiveness to the RFP were submitted from **McMahon Associates, Inc., Johnson, Mirmiran & Thompson (JMT)** and **T&M Associates**. It is staff's recommendation to enter into a three-year on-call contract (with two one-year optional extensions) with McMahon Associates, Inc., Johnson, Mirmiran & Thompson and T&M Associates. Estimated total billable work for the three-year period is dependent upon tasks pursued and will be based on available funding.

Lehigh and Northampton Transportation Authority
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www.lantabus.com

Date: September 18, 2018

Subject: Union Employee Pension Plan
2019 Minimum Municipal Obligation

To: LANTA Board of Directors

From: Owen P. O'Neil, Executive Director, Chief Administrative Officer

Act 205 of 1984 requires that the "chief administrative officer" of the pension plan inform the "governing board" of the municipality of the Minimum Municipal Obligation for the following year by the last business day in September. This memo, provided under the guidance of the Beyer-Barber Company (our plan's actuary), is intended to satisfy this legal requirement. Questions on our pension costs can either be addressed to me or to Beyer-Barber Company at 610-435-9577.

The calculation of the 2019 Minimum Municipal Obligation requires several assumptions relating to projected payroll. The attached 2019 Minimum Municipal Obligation certification details this determination.

Owen P. O'Neil 9/18/2018

Executive Director, Chief Administrative Officer Date

LANTA
UNION EMPLOYEES' PENSION PLAN
WORKSHEET FOR 2019 MMO

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2018)	$ 11,640,000.00
2. TOTAL NORMAL COST PERCENTAGE	8.64%
3. TOTAL NORMAL COST (Item 1 x Item 2)	$ 1,005,696.00
4. TOTAL AMORTIZATION REQUIREMENT	$ 847,731
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	$ 6,025
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	$ 1,859,452.00
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	$ 523,800.00
8. FUNDING ADJUSTMENT	$ 0
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	$ 1,335,652.00

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Signature of Chief Administrative Officer

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Date Certified to Governing Body

Note: The 2019 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2017.

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1060 Lehigh Street, Allentown, PA 18103
*Phone: 610-435-4052 * Fax: 610-435-6774*
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Date: September 18, 2018

Subject: Non-Union Employee Pension Plan
2019 Minimum Municipal Obligation

To: LANTA Board of Directors

From: Owen P. O'Neil, Executive Director, Chief Administrative Officer

Act 205 of 1984 requires that the "chief administrative officer" of the pension plan inform the "governing board" of the municipality of the Minimum Municipal Obligation for the following year by the last business day in September. This memo, provided under the guidance of the Beyer-Barber Company (our plan's actuary), is intended to satisfy this legal requirement. Questions on our pension costs can either be addressed to me or to Beyer-Barber Company at 610-435-9577.

The calculation of the 2019 Minimum Municipal Obligation requires several assumptions relating to projected payroll. The attached 2019 Minimum Municipal Obligation certification details this determination.

Owen P. O'Neil 9/18/2018

Executive Director, Chief Administrative Officer Date

LANTA
NON-UNION EMPLOYEES' PENSION PLAN
WORKSHEET FOR 2019 MMO

1. TOTAL ANNUAL PAYROLL (W-2 payroll for 2018)	$	2,875,000.00
2. TOTAL NORMAL COST PERCENTAGE		14.70%
3. TOTAL NORMAL COST (Item 1 x Item 2)	$	422,625.00
4. TOTAL AMORTIZATION REQUIREMENT	$	204,898
5. TOTAL ADMINISTRATIVE EXPENSES (Estimated based on recent experience)	$	200
6. TOTAL FINANCIAL REQUIREMENTS (Item 3 + Item 4 + Item 5)	$	627,723.00
7. TOTAL MEMBER CONTRIBUTIONS (Member Contribution Rate x Item 1)	$	86,250.00
8. FUNDING ADJUSTMENT	$	0
9. MINIMUM MUNICIPAL OBLIGATION (Item 6 - Item 7 - Item 8)	$	541,473.00

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Signature of Chief Administrative Officer

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Date Certified to Governing Body

Note: The 2019 Minimum Municipal Obligation is based on the most recent Actuarial Valuation Report on January 1, 2017.

MEMORANDUM

To: LANTA Board of Directors, Finance & Administration Committee
Fr: Brendan Cotter, Senior Director, Capital Asset Planning & Maintenance
Re: Federal Transit Administration (FTA) Transit Asset Management (TAM) Plan
Date: September 11, 2018

In July 2016 the Federal Transit Administration (FTA) issued a final ruling requiring transit agencies to maintain and document minimum Transit Asset Management (TAM) standards, policies, and procedures. The TAM rule applies to all recipients of Chapter 53 funds that either own, operate or manage federally-funded capital assets used in providing public transportation services.

TAM divides public transportation agencies in two categories:

- Tier I Agencies – operate any mode of rail/fixed guideway, or operate over 100 vehicles across all fixed route modes or operates over 100 vehicles in one non-fixed route mode.
- Tier II Agencies – Are urban and rural public transportation agencies receiving Federal funding under Section 5307, 5310 or 5311, or operate up to and including 100 vehicles across all fixed route modes or operates up to and including 100 vehicles in one non-fixed route mode.

By definition, LANTA is a Tier II Agency. As such, LANTA is eligible to participate in a Group TAM Plan. The Pennsylvania Group TAM Plan was prepared and administered by the Pennsylvania Department of Transportation (PennDOT). LANTA elected to participate in the Group TAM Plan as prepared by PennDOT.

TAM requires LANTA to maintain and update assets in a Statewide Asset Management System, Pennsylvania Capital Planning Tool (CPT). CPT tracks condition, usage, value and depreciation for asset categories: Rolling Stock (Revenue Vehicles), Equipment and Facilities. Assets are included in TAM if they are valued at over $50,000. Bus Passenger Waiting Shelters are excluded from the list of facilities required to be tracked for TAM purposes.

The PennDOT Group TAM Plan will be submitted to FTA by the mandated deadline of October 1, 2018. PennDOT sets targets and goals annually for asset replacement based on age and condition of the assets in conjunction with anticipated levels of Federal, State and local funding.

While targets and goals will be established annually by PennDOT, LANTA as a Tier II agency that receives FTA Section 5307 funding directly will report inventory and performance data directly to the National Transit Database (NTD).

The 2018 submission of the Pennsylvania Group TAM Plan as prepared by PennDOT has established FY2017-18 performance data and FY2018-19 Targets for assets which LANTA would fall underneath. These items are listed in the table below and are only inclusive to assets LANTA owns and operates.

Performance Measure	Asset Class	FY2017-18 Performance	FY2018-19 Target
Rolling Stock (Revenue Vehicles)			
Age based. Percent of revenue vehicles within a particular asset class that have met or exceeded their Estimated Service Life (ESL)	BU – Bus	29%	29%
	CU - Cutaway	29%	29%
Equipment (Non-Revenue Vehicles)			
Age based. Percent of non-revenue/service vehicles within a particular asset class that have met or exceeded their ESL.	Pickup Truck	24%	24%
	Sedan/Station Wagon	13%	13%
	Sports Utility Vehicle	74%	74%
Facilities			
Condition based. Percent of facilities within a condition rating below 3.0 on the FTA Transit Economic Requirements Model (TERM) scale.	Maintenance and Operations	XX%	XX%
	Passenger and Parking	XX%	XX%

Prior year performance and upcoming targets are set at a statewide level and are not specific to each agency.

LANTA through the annual capital budget and program of projects will use the Pennsylvania Group TAM Plan as guidance to ensure proper asset replacement schedules are met and programmed for funding. The TAM Plan will also be used for the four (4) year Transportation Improvement Program (TIP) submission to ensure alignment between TAM goals and objectives that are being sought for asset replacement funding.

FTA LANTA FY 2018 Triennial Review
Status of Responses

Review Area	Deficiencies		Corrective Action	Response Due Date
	Code	Description		
2. Financial Management and Capacity	F4-1	ECHO documentation deficient	LANTA must: • Submit to the FTA regional office procedures for documenting ECHO draws. • Implement and submit to the FTA regional office documentation of training conducted of the appropriate staff on new policies and procedures. • Submit to the FTA regional office documentation to support all ECHO draws made between April 24, 2015 and June 12, 2017. Documentation must demonstrate that expenses were eligible and show the underlying transaction amount and the date FTA funds were disbursed.	9/24/2018 **Submitted 7/23/18** 9/24/2018 **Submitted 7/18/18** 12/31/2018 **Submitted 7/23/18**
8. Procurement	P4-1	Responsibility determination deficiencies	LANTA must: • Provide the FTA regional office documentation of an implemented process to make adequate responsibility determinations prior to award of a contract. • Demonstrate that all staff that participate in procurement actions have been adequately trained in LANTA's procurement policies and procedures. • For its next procurement, submit to the FTA regional office documentation that the required process was implemented prior to award.	9/24/2018 **Submitted 6/20/18** 9/24/2018 **Submitted 6/20/18** 1/31/2019 **Submitted 9/5/18**
	P10-1	Lacking independent cost estimate	LANTA must: • Provide the FTA regional office documentation that it has updated its procurement process to include development of independent cost estimates prior to receipt of bids or proposals. • Demonstrate that all staff that participate in procurement actions have been adequately trained in LANTA's procurement policies and procedures. • For its next applicable procurement, submit to the FTA regional office	9/24/2018 **Submitted 6/20/18** 9/24/2018 **Submitted 6/20/18** 1/31/2019

			documentation that the required process was implemented prior to receipt of bids or proposals.	**Submitted 9/5/18**
	P10-2	Lacking required cost/ price analysis	LANTA must: • Provide the FTA regional office documentation that it has updated its procurement process to include performing a cost or price analysis for procurements above the Simplified Acquisition Threshold or as a part of a sole source award. • Demonstrate that all staff that participate in procurement actions have been adequately trained in LANTA's procurement policies and procedures. • For its next applicable procurement, submit to FTA documentation that the required analysis was implemented prior to award.	9/24/2018 **Submitted 6/20/18** 9/24/2018 **Submitted 6/20/18** 1/31/2019 **Submitted 9/5/18**

	P20-2	Pre-award and/or post-delivery audits not performed	LANTA must: • Submit to the FTA regional office procedures for pre-award inspection and audit. • Submit the pre-audit documentation for the award of the buses off the SCTA joint procurement contract. • Submit documentation that post-delivery inspection and audit was completed upon delivery of its next buses. • Demonstrate that all staff that participate in procurement actions have been adequately trained in LANTA's procurement policies and procedures. • For its next rolling stock procurement, submit to the FTA regional office documentation that the pre-award audit was completed prior to award of the contract.	9/24/2018 **Submitted 8/23/18** 9/24/2018 9/24/2018 **Submitted 7/27/18** 9/24/2018 **Submitted 6/20/18** 1/31/2019

Lehigh and Northampton Transportation Authority

LANtaVan & Accessibility Committee
Agenda
September 18, 2018

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1. Call to Order
2. Courtesy of the Floor
   A. Public Comment
   B. Update on comments received at June LANtaVan Committee meeting

3. Dashboard Report

4. Actions
   A. None

5. Report on Initiatives
   A. Update on Outreach Sessions Conducted
   B. Application and Rider Communications Updates
   C. Safety Site Visits
   D. Unattended Policy

6. Other Business
7. Adjournment

Response to Comments Received During Courtesy of the Floor
at the June 12, 2018 LANtaVan & Accessibility Committee Meeting

Several case workers, advocates, and LANtaVan riders made comments all suggesting that LANTA's procedures for LANtaVan eligibility application, in-person evaluation, and recertification process do not take into account special needs of persons with mental health issues. Some speakers noted and thanked LANTA staff for having met with them previously to discuss the issues and other asked for the opportunity to meet with LANTA staff further.

Those presenting comments included: Tom Walker; Matt Bauder; Emily Gore; Wesley Bush; Becky Shultz; Sophia Harbone; Nicole Seiple; Amy Ford; Marissa Turner; and Ronnie Colbert.

In response, LANTA staff has met with several groups to discuss these issues including a group of case workers and program administrators organized by Northampton County. Staff has a similar session scheduled with Lehigh County in late September.

In addition, LANTA has added a mental health questionnaire that can be completed by applicants as part of their initial application or as part of their appeal. This may help to identify factors that could lead to eligibility earlier in the process.

It should be noted that LANTA complies with Pennsylvania Department of Human Services stipulations regarding mental health issues and how they relate to the Medical Assistance Transportation Program (MATP). In addition, LANTA complies with Federal Transit Administration regulations regarding mental health issues and how they relate to the Americans with Disabilities Act (ADA) paratransit program.

LANtaVan Dashboard Report
Tuesday, September 18, 2018

Jul 17 - Jun 18

Completed Client Trips by Funding Source

	FY18		FY17		% Change
Program	Total	% of Total	Total	% of Total	Total
ADA	128,863	36.7	141,722	36.3	-9%
Lottery	133,056	37.9	144,101	36.9	-8%
MATP	65,153	18.6	74,965	19.2	-13%
PwD	11,455	3.3	21,787	5.6	-47%
Other	12,279	3.5	8,261	2.1	49%
Total	350,806	100.0	390,836	100.0	-10%

Additional Passengers by Funding Source

	FY18			FY17			% Change
Program	Total	% of Total	Prog Rate	Total	% of Total	Prog Rate	Total
ADA	9,326	22.3	6.7	24,460	29.7	14.7	-62%
Lottery	14,761	35.3	10.0	25,842	31.3	15.2	-43%
MATP	15,884	38.0	19.6	26,867	32.6	26.4	-41%
PwD	705	1.7	5.8	3,231	3.9	12.9	-78%
Other	1,089	2.6	8.1	2,047	2.5	19.9	-47%
Total	41,765	100.0	10.6	82,447	100.0	17.4	-49%

Total Completed Trips by Funding Source

	FY18		FY17		% Change
Program	Total	% of Total	Total	% of Total	Total
ADA	138,189	35.2	166,182	35.1	-17%
Lottery	147,817	37.7	169,943	35.9	-13%
MATP	81,037	20.6	101,832	21.5	-20%
PwD	12,160	3.1	25,018	5.3	-51%
Other	13,368	3.4	10,308	2.2	30%
Total	392,571	100.0	473,283	100.0	-17%

Cancels by Funding Source - Clients

	FY18			FY17			% Change
Program	Total	% of Total	Prog Rate	Total	% of Total	Prog Rate	Total
ADA	6,749	29.9	5.0	6,893	29.2	4.6	-2%
Lottery	7,275	32.2	5.2	6,840	29.0	4.5	6%
MATP	7,243	32.1	10.0	8,165	34.6	9.8	-11%
PwD	513	2.3	4.3	1,145	4.9	5.0	-55%
Other	802	3.6	6.1	546	2.3	6.2	47%
Total	22,582	100.0	6.0	23,589	100.0	5.7	-4%

Cancels by Funding Source - All

	FY18			FY17			% Change
Program	Total	% of Total	Prog Rate	Total	% of Total	Prog Rate	Total
ADA	7,424	27.9	5.1	8,437	28.0	4.8	-12%
Lottery	8,556	32.2	5.5	8,648	28.7	4.8	-1%
MATP	9,138	34.4	10.1	11,160	37.0	9.9	-18%
PwD	568	2.1	4.5	1,273	4.2	99.6	-55%
Other	905	3.4	6.3	654	2.2	6.0	38%
Total	26,591	100.0	6.3	30,172	100.0	6.0	-12%

No Show by Funding Source - Clients

	FY18			FY17			% Change
Program	Total	% of Total	Prog Rate	Total	% of Total	Prog Rate	Total
ADA	4,647	25.9	3.5	7,976	29.1	5.3	-42%
Lottery	6,072	33.9	4.4	8,747	31.9	5.7	-31%
MATP	6,255	34.9	8.8	9,299	34.0	11.0	-33%
PwD	243	1.4	2.1	668	2.4	3.0	-64%
Other	718	4.0	5.5	690	2.5	7.7	4%
Total	17,935	100.0	4.9	27,380	100.0	6.5	-34%

No Show by Funding Source - All

	FY18			FY17			% Change
Program	Total	% of Total	Prog Rate	Total	% of Total	Prog Rate	Total
ADA	5,037	23.6	3.6	9,810	27.9	5.9	-49%
Lottery	7,110	33.4	4.8	10,840	30.9	6.4	-34%
MATP	8,069	37.9	10.0	12,849	36.6	12.6	-37%
PwD	257	1.2	2.1	730	2.1	2.9	-65%
Other	841	3.9	6.3	904	2.6	8.8	-7%
Total	21,314	100.0	5.4	35,133	100.0	7.4	-39%

Scheduled Trip Summary - Client

	Scheduled	Cancels	No Shows	Completed	% Cancel	% No Show	% Completed
FY18	391,323	22,582	17,935	350,806	5.8	4.6	89.6
FY17	441,805	23,589	27,380	390,836	5.3	6.2	88.5
% Change	-11%	-4%	-34%	-10%			

Scheduled Trip Summary - All

	Scheduled	Cancels	No Shows	Completed	% Cancel	% No Show	% Completed
FY18	440,476	26,591	21,314	392,571	6.0	4.8	89.1
FY17	538,588	30,172	35,133	473,283	5.6	6.5	87.9
% Change	-18%	-12%	-39%	-17%			

Service Productivity - Clients

	Service Hours	Rev Hours	Psngr Trips	PT/Rev Hr	Sched Eff
FY18	201,389	161,994	350,806	2.17	2.46
FY17	216,921	175,194	390,836	2.23	2.57
% Change	-7%	-8%	-10%	-3%	-4%

Service Productivity - All

	Service Hours	Rev Hours	Psngr Trips	PT/Rev Hr	Sched Eff
FY18	201,577	162,147	392,571	2.42	2.77
FY17	217,305	175,508	473,283	2.70	3.13
% Change	-7%	-8%	-17%	-10%	-12%

Trip Pattern Statistics - Clients

	FY18			FY17			% Change		
	Average Length			Average Length			Average Length		
Program	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
ADA	14.6	59.0	14.9	14.5	59.3	14.7	1%	-1%	1%
Lottery	9.4	41.0	13.8	9.4	41.6	13.6	0%	-2%	2%
MATP	9.5	37.8	15.1	9.4	37.8	15.0	1%	0%	1%
PwD	16.2	50.8	19.1	20.5	65.5	18.7	-21%	-22%	2%
Other	18.5	68.6	16.2	11.7	48.2	14.6	58%	42%	11%
Total	11.9	48.3	14.8	11.9	48.8	14.7	0%	-1%	1%
	LANtaBus Figure		12.7	LANtaBus Figure		12.7			

Trip Pattern Statistics - All Passengers

	FY18			FY17			% Change		
	Average Length			Average Length			Average Length		
Program	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
ADA	15.4	62.4	14.8	14.2	58.2	14.6	9%	7%	2%
Lottery	10.4	45.2	13.8	9.3	41.4	13.5	11%	9%	2%
MATP	11.7	47.3	14.9	9.4	37.9	14.8	25%	25%	0%
PwD	17.1	53.8	19.0	20.4	65.6	18.7	-16%	-18%	2%
Other	19.4	72.8	16.0	11.3	47.4	14.3	71%	53%	12%
Total	13.0	53.2	14.7	11.7	47.9	14.6	12%	11%	1%
	LANtaBus Figure		12.7	LANtaBus Figure		12.7			

Duration of Trips (in minutes) - FY18

Program	<30	40	50	60	70	80	90	100	110	120	>120	Total
AAA Lehigh	217	42	37	29	23	11	5	3	2	2	2	373
AAA Northampton	351	218	220	113	67	44	36	20	9	2	5	1,085
ADA	48,132	13,392	12,503	11,383	9,406	8,011	6,561	5,328	4,288	3,267	6,592	128,863
CER	850	263	192	169	110	106	59	39	29	26	39	1,882
Gen Pub	505	510	545	642	759	727	693	602	533	451	823	6,790
Lottery	75,936	16,892	11,918	9,013	6,225	4,240	2,929	2,055	1,332	899	1,615	133,054
MATP	38,802	8,042	5,831	4,006	2,758	1,997	1,334	845	556	371	611	65,153
NUR	1,571	249	144	72	47	25	12	17	5	1	6	2,149
PwD	4,722	1,644	1,265	912	688	589	408	285	220	173	549	11,455
Total	171,086	41,252	32,655	26,339	20,083	15,750	12,037	9,194	6,974	5,192	10,242	350,804

Total Trips 90 mins or less	319,202
Percent Trips 90 mins or less	91%
% ADA Trips within Fixed Route Equivalent	93%

Duration of Trips (in minutes) - FY17

Program	<30	40	50	60	70	80	90	100	110	120	>120	Total
AAA Lehigh	381	20	23	23	21	20	14	17	22	8	12	561
AAA Northampton	157	60	35	13	8	5	1	1	1	-	-	281
ADA	51,575	15,021	13,999	12,421	10,803	8,908	7,372	6,058	4,748	3,738	7,069	141,712
CER	458	150	115	88	72	55	37	24	16	3	10	1,028
Gen Pub	95	164	218	275	190	208	172	182	159	120	140	1,923
Lottery	81,790	18,089	13,035	9,606	7,058	4,970	3,410	2,249	1,520	937	1,434	144,098
MATP	44,185	9,656	6,803	4,801	3,316	2,341	1,471	918	598	390	484	74,963
NUR	3,108	474	303	256	172	64	46	21	12	5	7	4,468
PwD	5,916	2,879	1,891	1,807	1,787	1,668	1,409	1,141	900	729	1,660	21,787
Total	187,665	46,513	36,422	29,290	23,427	18,239	13,932	10,611	7,976	5,930	10,816	390,821

Total Trips 90 mins or less	355,488
Percent Trips 90 mins or less	91%
% ADA Trips within Fixed Route Equivalent	95%

Riders by Fare Zone - Clients

			FY18		FY17		% Change
Zone	Full Fare	Rider Copay	Trips	% of Trips	Trips	% of Trips	Trips
Base	$ 23.35	$3.50	142,033	40.7	158,020	40.5	-10%
2	$ 25.35	$3.80	117,496	33.7	131,151	33.6	-10%
3	$ 27.35	$4.10	52,285	15.0	56,862	14.6	-8%
4	$ 29.35	$4.40	23,472	6.7	28,550	7.3	-18%
5	$ 31.35	$4.70	9,787	2.8	10,888	2.8	-10%
6	$ 33.35	$5.00	3,376	1.0	3,770	1.0	-10%
7	$ 35.35	$5.30	349	0.1	403	0.1	-13%
8	$ 37.35	$5.60	89	0.0	122	0.0	-27%
9	$ 39.35	$5.90	17	0.0	23	0.0	-26%
10	$ 41.35	$6.20	19	0.0	19	0.0	0%
Total			348,923	100.00	389,808	100.00	-10%

Riders by Fare Zone - All

			FY18		FY17		% Change
Zone	Full Fare	Rider Copay	Trips	% of Trips	Trips	% of Trips	Trips
Base	$ 23.35	$3.50	161,014	41.2	194,720	41.2	-17%
2	$ 23.35	$3.50	131,007	33.6	156,817	33.2	-16%
3	$ 25.35	$3.80	57,615	14.8	67,882	14.4	-15%
4	$ 27.35	$4.10	25,408	6.5	33,915	7.2	-25%
5	$ 29.35	$4.40	11,100	2.8	13,468	2.9	-18%
6	$ 31.35	$4.70	3,697	0.9	4,618	1.0	-20%
7	$ 33.35	$5.00	407	0.1	500	0.1	-19%
8	$ 35.35	$5.30	113	0.0	153	0.0	-26%
9	$ 37.35	$5.60	24	0.0	35	0.0	-31%
10	$ 39.35	$5.90	28	0.0	26	0.0	8%
Total	$ 41.35	$6.20	390,413	100.00	472,134	100.00	-17%

Pick Up On Time Performance - Completed Trips Only - Clients (Trips with Promised Time Only) - FY18

Funding Program	>(30)	(30)	(15)	(10)	(5)	-	5	10	15	30	45	60	75	90	Total
AAA Lehigh	36	61	48	46	66	-	46	23	21	29	12	1	-	-	389
AAA Northampton	22	88	63	73	99	-	86	79	124	346	76	25	1	-	1,082
ADA	2,810	11,647	8,067	10,369	13,908	26	15,476	15,234	15,303	25,769	7,328	1,630	311	53	127,931
CER	48	240	160	176	204	-	236	225	231	311	33	5	1	-	1,870
Gen Pub	158	488	337	436	608	3	914	844	752	1,449	628	109	15	2	6,743
Lottery	2,770	12,288	8,822	11,363	14,462	25	16,776	16,438	16,952	25,954	5,109	1,009	239	54	132,261
MATP	1,512	7,043	5,018	6,138	7,994	10	8,586	7,963	7,826	10,715	1,732	229	38	8	64,812
NUR	57	263	147	181	226	1	290	228	240	372	94	26	3	-	2,128
PwD	262	1,138	828	1,102	1,229	1	1,376	1,559	1,463	2,045	305	51	10	1	11,370
Total	7,675	33,256	23,490	29,884	38,796	66	43,786	42,593	42,912	66,990	15,317	3,085	618	118	348,586

Pick Up On Time Performance - Completed Trips Only - Clients (Trips with Promised Time Only) - FY17

Funding Program	>(30)	(30)	(15)	(10)	(5)	-	5	10	15	30	45	60	75	90	Total
AAA Lehigh	28	91	43	42	57	-	61	61	57	96	12	-	-	-	548
AAA Northampton	3	19	24	29	21	-	25	22	37	91	7	2	-	1	281
ADA	4,227	13,728	8,929	11,176	14,885	49	16,460	15,711	15,827	27,849	8,517	2,080	532	123	140,093
CER	56	137	81	96	112	-	111	99	84	193	45	1	-	-	1,015
Gen Pub	44	152	144	214	292	-	234	195	170	326	86	43	8	1	1,909
Lottery	4,408	14,990	9,412	11,990	15,119	48	16,840	16,245	16,365	29,307	6,328	1,148	238	51	142,489
MATP	2,431	9,018	5,743	6,958	8,496	14	9,106	8,612	8,257	12,738	2,301	411	79	18	74,182
NUR	127	489	311	393	497	1	616	560	507	725	157	32	6	3	4,424
PwD	701	2,295	1,472	1,829	2,262	6	2,659	2,464	2,373	4,280	951	148	33	5	21,478
Total	12,025	40,919	26,159	32,727	41,741	118	46,112	43,969	43,677	75,605	18,404	3,865	896	202	386,419

	FY18	FY17	% Change
W/in On Time Window	221,527	234,503	-6%
Percent in Window	64%	61%	5%
On Time & Early	262,458	287,447	-9%
Percent On Time or Early	75%	74%	1%

Drop Off On Time Performance - Completed Trips Only - Clients (Trips with Promised Time Only) - FY18

Funding Program	>(30)	(30)	(15)	(10)	(5)	-	5	10	15	30	45	60	75	90	Total
AAA Lehigh	42	30	16	19	10	-	17	16	17	40	3	1	-	-	211
AAA Northampton	31	57	29	30	37	1	28	41	40	84	87	23	4	-	492
ADA	2,667	6,860	3,872	4,942	5,922	48	6,653	6,336	6,357	14,379	4,889	1,276	400	104	64,705
CER	26	80	66	79	99	-	124	101	95	222	47	3	-	-	942
Gen Pub	119	363	219	282	399	6	445	347	283	620	206	62	29	6	3,386
Lottery	2,063	5,835	3,635	4,820	5,689	56	6,873	7,601	7,475	16,631	4,964	1,077	240	74	67,033
MATP	695	2,505	1,775	2,382	3,077	20	3,677	3,979	3,879	8,826	2,521	355	29	3	33,723
NUR	25	104	70	86	111	-	115	114	129	222	79	14	-	-	1,069
PwD	153	466	325	392	507	1	509	636	582	1,444	516	84	17	2	5,634
Total	5,821	16,300	10,007	13,032	15,851	132	18,441	19,171	18,857	42,468	13,312	2,895	719	189	177,195

Drop Off On Time Performance - Completed Trips Only - Clients (Trips with Promised Time Only) - FY17

Funding Program	>(30)	(30)	(15)	(10)	(5)	-	5	10	15	30	45	60	75	90	Total
AAA Lehigh	20	50	29	27	33	-	36	26	19	41	4	-	-	-	285
AAA Northampton	2	11	14	11	10	-	10	6	10	31	9	13	4	-	131
ADA	3,352	7,271	3,952	5,041	6,642	141	6,979	7,136	7,167	15,744	5,394	1,004	429	72	70,324
CER	22	53	32	44	53	-	57	62	55	96	35	2	-	-	511
Gen Pub	64	102	76	77	122	-	118	105	67	187	57	22	10	2	1,009
Lottery	2,821	7,047	4,074	5,294	6,270	53	7,460	7,518	7,444	16,912	5,230	1,287	347	92	71,849
MATP	999	3,422	2,243	2,957	3,477	9	4,125	4,343	4,071	9,506	3,004	465	33	1	38,655
NUR	49	215	120	146	187	4	214	218	258	650	141	16	3	-	2,221
PwD	518	1,130	574	737	982	3	1,100	1,079	1,074	2,394	816	175	81	16	10,679
Total	7,847	19,301	11,114	14,334	17,776	210	20,099	20,493	20,165	45,561	14,690	2,984	907	183	195,664

	FY18	FY17	% Change
W/in On Time Window	95,491	104,191	-8%
Percent in Window	54%	53%	1%
On Time & Early	117,612	131,339	-10%
Percent On Time or Early	66%	67%	-1%

Pick Up & Drop Off On Time Performance - Clients - FY18

Funding Programs	>(30)	(30)	(15)	(10)	(5)	-	5	10	15	30	45	60	75	90	Total
AAA Lehigh	78	91	64	65	76	-	63	39	38	69	15	2	-	-	600
AAA Northampton	53	145	92	103	136	1	114	120	164	430	163	48	5	-	1,574
ADA	5,477	18,507	11,939	15,311	19,830	74	22,129	21,570	21,660	40,148	12,217	2,906	711	157	192,636
CER	74	320	226	255	303	-	360	326	326	533	80	8	1	-	2,812
Gen Pub	277	851	556	718	1,007	9	1,359	1,191	1,035	2,069	834	171	44	8	
Lottery	4,833	18,123	12,457	16,183	20,151	81	23,649	24,039	24,427	42,585	10,073	2,086	479	128	199,294
MATP	2,207	9,548	6,793	8,520	11,071	30	12,263	11,942	11,705	19,541	4,253	584	67	11	98,535
NUR	82	367	217	267	337	1	405	342	369	594	173	40	3	-	3,197
PwD	415	1,604	1,153	1,494	1,736	2	1,885	2,195	2,045	3,489	821	135	27	3	17,004
Total	13,496	49,556	33,497	42,916	54,647	198	62,227	61,764	61,769	109,458	28,629	5,980	1,337	307	525,781

Pick Up & Drop Off On Time Performance - Clients - FY17

Funding Programs	>(30)	(30)	(15)	(10)	(5)	-	5	10	15	30	45	60	75	90	Total
AAA Lehigh	48	141	72	69	90	-	97	87	76	137	16	-	-	-	833
AAA Northampton	5	30	38	40	31	-	35	28	47	122	16	15	4	1	412
ADA	7,579	20,999	12,881	16,217	21,527	190	23,439	22,847	22,994	43,593	13,911	3,084	961	195	210,417
CER	78	190	113	140	165	-	168	161	139	289	80	3	-	-	1,526
Gen Pub	108	254	220	291	414	-	352	300	237	513	143	65	18	3	
Lottery	7,229	22,037	13,486	17,284	21,389	101	24,300	23,763	23,809	46,219	11,558	2,435	585	143	214,338
MATP	3,430	12,440	7,986	9,915	11,973	23	13,231	12,955	12,328	22,244	5,305	876	112	19	112,837
NUR	176	704	431	539	684	5	830	778	765	1,375	298	48	9	3	6,645
PwD	1,219	3,425	2,046	2,566	3,244	9	3,759	3,543	3,447	6,674	1,767	323	114	21	32,157
Total	19,872	60,220	37,273	47,061	59,517	328	66,211	64,462	63,842	121,166	33,094	6,849	1,803	385	582,083

	FY18	FY17	% Change
W/in On Time Window	283,521	301,421	-6%
Percent in Window	54%	52%	4%
On Time & Early	380,070	418,786	-9%
Percent On Time or Early	72%	72%	0%
LANtaBus On Time or Early	85.2		

Ecolane OTP Report	FY18	FY17	% Change
Adherence	%	%	%
On Time	89	87	2%
15	99	98	1%
30	100	99	1%
45	100	100	0%
60	100	100	0%
75	100	100	0%
90	100	100	0%
> 90	100	100	0%

Call Center Report

	FY18	Avg/Month	FY17	Avg/Month
Average call wait times		1:30		1:43
Calls in	133,748	44,582.7	152,753	25,458.8
Calls answered	129,985	43,328.3	144,818	48,272.7
% of calls answered	97%		95%	
Average length of calls		1:31		1:46
< 3	12	0%	11	0%
3 < 5	116,892	87%	124,948	82%
5 < 10	11,365	8%	17,590	12%
> 10	1,716	1%	2,269	1%

Complaints

	FY18		FY17		% Change
Subject of Complaint	Number	% of Total	Number	% of Total	Number
Late	67	24%	62	24%	8%
Early	13	5%	2	1%	550%
Driver Attitude	12	4%	20	8%	-40%
Care Driving/Comfort	19	7%	21	8%	-10%
Van did not show	62	22%	16	6%	288%
Fare Disputes	2	1%	-	0%	100%
Overcrowding	1	0%	-	0%	100%
Trip Length	59	21%	8	3%	638%
Other	49	17%	125	49%	-61%
Total	284	100%	254	100%	12%
Trips per Complaint	1,382		1,863		-26%

Complaints Resolved as Valid

	FY18		FY17		% Change
Subject of Complaint	Number	% of Total	Number	% of Total	Number
Late	57	20%	55	22%	4%
Early	6	2%	1	0%	500%
Driver Attitude	3	1%	17	7%	-82%
Care Driving/Comfort	4	1%	13	5%	-69%
Van did not show	21	7%	9	4%	133%
Fare Disputes	1	0%	-	0%	100%
Overcrowding	-	0%	-	0%	100%
Trip Length	10	4%	4	2%	150%
Other	13	5%	74	29%	-82%
Total	115	40%	173	68%	-34%
Trips per Valid Complaint	3,414		2,736		25%

ADA RELATED LANTABUS COMPLAINTS

	ISSUE	VALID
Apr-18		
	Driver did not kneel the bus when requested	Yes
	Driver did not properly use ramp or did not function	Yes
May-18		
	Driver questioned a rider about their disability	Inconclusive
	Driver refused a disability pass	No
Jun-18		
	Driver did not make the ramp available when requested/did not know how to use the ramp or ramp did not function	Yes
	Driver questioned a rider about their use of disability pass	No

TOTAL COMPLAINTS FOR APRIL-MAY-JUNE	6
TOTAL VALID	3
TOTAL NOT VALID/INCONCLUSIVE	3
VALID COMPLAINTS PER LANtaBus PASSNEGER TRIP	375,956