



LANtaVan & Accessibility Committee

Agenda

June 14, 2022

1. Call to Order
 2. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at March LANtaVan Committee meeting
 3. Dashboard Report
 4. Actions
 - A. None
 5. Report on Initiatives
 - A. Transdev Transition
 6. Other Business
 7. Adjournment
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**Response to Comments Received During Courtesy of the Floor
at the previous LANtaVan & Accessibility Committee Meeting**

One person spoke during Courtesy of the Floor at the March 8, 2022 meeting of the Committee.

- Mr. Scott Fetterman expressed concerns for the length and reliability of his daughter's LANtaVan trips. Staff has had several follow up conversations with Mr. Fetterman and has taken steps to attempt to improve the consistency and reliability of his daughter's trips.



LANtaVan Dashboard Report

Tuesday, June 14, 2022

Reporting Period:

Q3 January 2022 - March 2022

Total Completed Trips by Funding Source

Q3 Comparison

Program	Q3 FY2022		Q3 FY2021		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	10,030	27%	6,832	21%	47%	LANTA	LANtaBus Op/Cap
Lottery	15,797	43%	13,851	43%	14%	PennDOT	PA Lottery Funds
MATP	9,345	25%	9,975	31%	-6%	PA DHS	CMS/State MA Funding
PwD	1,000	3%	1,124	3%	-11%	PennDOT	Proj of Stwde Signif
Other	967	3%	702	2%	38%	Various	Various
Total	37,139	100%	32,484	100%	14%		

Total Completed Trips by Funding Source

YTD Comparison

Program	YTD FY2022		YTD FY2021		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	30,770	27%	22,969	22%	34%	LANTA	LANtaBus Op/Cap
Lottery	50,399	44%	43,233	41%	17%	PennDOT	PA Lottery Funds
MATP	28,039	24%	32,021	31%	-12%	PA DHS	CMS/State MA Funding
PwD	3,601	3%	3,710	4%	-3%	PennDOT	Proj of Stwde Signif
Other	2,913	3%	2,332	2%	25%	Various	Various
Total	115,722	100%	104,265	100%	11%		

MATP Out of County Trip Statistics

Q3 FY 2022		
Program	Completed Trips	Revenue Miles
MA OOC LC	289	10909.29
MA OOC NC	73	4384.65
Total	362	15293.94

Service Productivity - All

Q3 FY2022				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
22,144.48	17,851.53	41,823	2.34	3.27

Scheduled Trip Summary - All

Q3 FY2022			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
58,388	2472	3759	511

Riders by Fare Zone - All

Q3 FY2022				
Zone	Full Fare	Copay	Trips	% of Trips
Base	29.35	\$4.40	17,668	51%
2	35.35	\$5.30	11,394	33%
3	41.35	\$6.20	5,394	16%
Total			34,456	100%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q3 FY2022			Q3 FY2021			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	10.08	35.78	16.90	9	34.4	15.70	12%	4%	8%
	LANtaBus Figure		13.5	LANtaBus Figure		12.9			

Duration of Trips - Q3 FY2022

Q3 FY 2022					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	21,109	7,414	5,217	2135	1264
Trip Total As Percentage	56.8%	20.0%	14.0%	5.7%	3.4%

Percent Trips 30 mins or less	57%
Percent Trips 90 mins or less	91%
% ADA Trips within FRE	79%
% ADA within 15 mins. of FRE	90%

On Time Performance - Client Pick Up Trips

Q3 FY 2022					
Time vs Window	Before Pick Up Window	In Pick Up Window	1 - 30 Minutes Late	31 - 60 Minutes Late	>60 Minutes Late
Trip Total	7346	24511	5282	0	0
Trip Total As Percentage	19.8%	66.0%	14.2%	0.0%	0.0%

Total % On Time & Early	86%
LANtaBus On Time	62%

LANTA Call Center Report

Comparison

	Q3 FY2022 (Current)			Q2 2022 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	503	114	82	542	118	79
Average Call Wait Time	0:52	0:43	0:37	0:49	0:39	0:42

Complaints Received

Q3 Comparison

Subject of Complaint	Q3 FY2022		Q3 FY2021	
	Number	% of Total	Number	% of Total
Late	37	29%	6	7%
Early	2	2%	9	11%
Driver Attitude	15	12%	14	16%
Care Driving/Comfort	17	13%	8	9%
Van did not show	12	9%	20	24%
Fare Disputes	1	1%	3	4%
Overcrowding	0	0%	-	0%
Trip Length	20	16%	4	5%
Other	24	19%	21	25%
Total	128	100%	85	100%
Trips per Complaint	290		382	
Complaints Deemed Valid	87		44	
Trips per Complaints Deemed Valid	427		738	

LANtaBus ADA Related Complaints Jan - Mar 2022			
Month	Issue	Details and Response	Determination
January	None		
February	None		
March	Kneeling Bus	Rider reported that driver did not kneel bus and as a result, rider tripped. Video footage was reviewed and determined that rider did not request for driver to kneel bus.	Invalid
March	Ramp Deployments	Rider reported that driver did not make the ramp available to them for boarding and pulled away before the rider could board. Investigation of incident showed that driver did not see the rider and rider did not attempt to board. Driver was made aware of incident and coached on being aware of riders who may be looking to board bus.	Invalid

Total Complaints for Quarter	2
Total Valid	0
Total Valid or Inconclusive	2
Valid Complaints per LANtaBus Trip	1,975,729