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**LANtaVan & Accessibility Committee**

**Agenda**

**September 13, 2022**

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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. Staffing Recruitment Efforts
  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**

No comments were received during the June 14 meeting of the Committee.



## LANtaVan Dashboard Report

Tuesday, September 13, 2022

Reporting Period:

Q4 April 2022 - June 2022

### Total Completed Trips by Funding Source

#### Q4 Comparison

Program	Q4 FY2022		Q4 FY2021		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	10,446	27%	9,943	27%	5%	LANTA	LANtaBus Op/Cap
Lottery	16,571	42%	15,373	41%	8%	PennDOT	PA Lottery Funds
MATP	9,980	25%	9,804	26%	2%	PA DHS	CMS/State MA Funding
PwD	1,127	3%	1,185	3%	5%	PennDOT	Proj of Stwde Signif
Other	1,028	3%	884	2%	16%	Various	Various
Total	39,152	100%	37,189	100%	5%		

### Total Completed Trips by Funding Source

#### YTD Comparison

Program	YTD FY2022		YTD FY2021		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	41,216	27%	30,998	24%	33%	LANTA	LANtaBus Op/Cap
Lottery	66,970	43%	52,275	41%	28%	PennDOT	PA Lottery Funds
MATP	38,019	25%	35,473	28%	7%	PA DHS	CMS/State MA Funding
PwD	4,728	3%	4,754	4%	-0.5%	PennDOT	Proj of Stwde Signif
Other	3,941	3%	3,097	2%	27%	Various	Various
Total	154,874	100%	126,597	100%	22%		

### MATP Out of County Trip Statistics

Q4 FY 2022		
Program	Completed Trips	Revenue Miles
MA OOC LC	247	9436.91
MA OOC NC	64	2299.57
Total	311	11736.48

### Service Productivity - All

Q4 FY2022				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
22,796.17	18,550.09	44,878	2.42	3.45

### Scheduled Trip Summary - All

Q4 FY2022			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
64,050	2463	3965	540

# Riders by Fare Zone - All

Q4 FY2022				
Zone	Full Fare	Copay	Trips	% of Trips
Base	29.35	\$4.40	17,289	49%
2	35.35	\$5.30	12,068	34%
3	41.35	\$6.20	5,814	17%
Total			35,171	100%

## Trip Pattern Statistics - All Passengers

### Quarter Comparison

	Q4 FY2022			Q4 FY2021			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	10.99	34.93	18.88	10.95	39.82	16.50	0.3%	-12%	14%
	LANtaBus Figure		13.5	LANtaBus Figure		13.0			

## Duration of Trips - Q4 FY2022

Q4 FY 2022					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	21,684	10,221	4,353	1337	1557
Trip Total As Percentage	55.4%	26.1%	11.1%	3.4%	4.0%

Percent Trips 30 mins or less	55%
Percent Trips 90 mins or less	93%
% ADA Trips within FRE	74%
% ADA within 15 mins. of FRE	88%

## On Time Performance - Client Pick Up Trips

Q4 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	5927	24352	9519	0	0
Trip Total As Percentage	15.1%	62.2%	24.3%	0.0%	0.0%

Total % On Time & Early	77%
LANtaBus On Time	83%

**LANTA Call Center Report  
Comparison**

	Q4 FY2022 (Current)			Q2 2022 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Call Volume</b>	573	122	81	407	87	65
<b>Average Call Wait Time</b>	0:52	0:26	0:30	0:30	0:41	0:29

**Complaints Received  
Q4 Comparison**

Subject of Complaint	Q4 FY2022		Q4 FY2021	
	Number	% of Total	Number	% of Total
Late	45	28%	23	22%
Early	12	8%	14	13%
Driver Attitude	19	12%	6	6%
Care Driving/Comfort	9	6%	8	8%
Van did not show	10	6%	20	19%
Fare Disputes	7	4%	2	2%
Safety	8	5%	-	0%
Trip Length	25	16%	7	7%
Other	25	16%	24	23%
<b>Total</b>	160	100%	104	100%
<b>Trips per Complaint</b>	245		358	
<b>Complaints Deemed Valid</b>	95		71	
<b>Trips per Complaints Deemed Valid</b>	412		524	

LANtaBus ADA Related Complaints Apr - Jun 2022			
Month	Issue	Details and Response	Determination
April	Kneeling Bus	Driver did not kneel bus when requested. Driver received coaching regarding policy.	Valid
May	Kneeling Bus	Rider reports driver did not kneel bus when requested. Video provided by rider showed bus was knelt. Driver received coaching.	Not Valid
June	Ramp Deployment	Driver did not lower ramp when requested. Review showed driver did lower ramp.	Not Valid
June	Reduced Fare Pass	Driver overcharged rider with Reduced Fare Card. Rider was provided a complimentary pass and driver received coaching.	Valid

Total Complaints for Quarter	4
Total Valid	2
Total Valid or Inconclusive	2
Valid Complaints per LANtaBus Trip	390,040