



LANtaBus Rider Experience & Planning Committee

Agenda

February 14, 2023

1. Courtesy of the Floor
 2. LANtaBus Rider Experience Dashboard Report
 3. LANtaBus Accidents/Incidents Report
 4. Report on Initiatives
 - A. Service Planning Update
 - B. Major Developments Outreach
 - C. Communications & Outreach Efforts
 5. Actions
 - A. Recommendation for Approval – FFY 23 Federal Certifications and Assurances
 6. Other Business
 - None
 7. Adjournment
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LANtaBus Rider Experience Dashboard - October - December 2022-Q2

Tuesday, 2/14/2023

Metric	Q2 FY 23	Q2 FY 22	% Change	YTD FY 23	YTD FY 22	% Change
Ridership LANtaBus	909,497	697,631	30.37	1,778,768	1,338,423	32.90
Senior Ridership	109,164	99,916	9.26	225,238	195,246	15.36
Ridership LANtaFlex	2,355	1,786	31.86	4,626	3,368	37.35
Senior Ridership LANtaFlex	860	588	46.26	1,580	1,170	35.04
Total Ridership	911,852	699,417	30.37	1,783,394	1,341,791	32.91
Total Senior Ridership	110,024	100,504	9.47	226,818	196,416	15.48
Passenger Revenue (\$)	348,422	313,271	11.22	652,769	607,570	7.44
	Q2 FY 23	Benchmark	% Diff	YTD FY 23	Benchmark	% Diff
Riders per revenue hour	11.4	19.0	-40.12	11.1	19.0	-41.57
Revenue/Revenue Hour (\$)	4.36	19.56	-77.7	4.07	19.56	-79.2

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (LANTA Call Center)	230	89	43	223	84	42
Avg wait time (LANTA Call Center)	2:24	1:13	1:32	3:09	0:45	2:09

Purpose of Call Breakdown	Current Quarter		Previous Quarter		Past Quarter	
Call Type	Calls	% of Total	Calls	% of Total	Calls	% of Total
Complaints	165	0.40%	464	1.40%	372	2.7%
Bus Times	4811	11.63%	1751	5.28%	3276	23.6%
Where is the Bus	100	0.24%	79	0.24%	123	0.9%
Why is the Bus Late	6	0.01%	6	0.02%	10	0.1%
What Bus to Take	441	1.07%	289	0.87%	391	2.8%
Hang Up/ Dead Air	802	1.94%	886	2.67%	314	2.3%
Applications	228	0.55%	150	0.45%	135	1.0%
LANtaVan/ECC	31863	77.05%	26934	81.21%	8423	60.6%
Fares/Tickets	263	0.64%	170	0.51%	139	1.0%
Directions	428	1.03%	871	2.63%	3	0.0%
Transfers to Other Dept	1624	3.93%	1145	3.45%	107	0.8%
Mailed Schedules	10	0.02%	13	0.04%	47	0.3%
Other(lost & found, detours, etc.)	615	1.49%	409	1.23%	561	4.0%
Total Calls	41,356	100.0%	33,167	100.00%	13,901	100.0%
Passenger Trips per Complaint	5,512					

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

LANtaBus OPERATIONS FIGURES				
Safety Performance				
	Total	Chargeable		
Number Vehicle Collisions	42	26		
Number of NTD Reportable Collisions	4	3		
Number of On-Board Incidents	5	2		
Number of NTD Reportable Incidents	2	1		
	Current Q	Benchmark	Previous Q	Prior Q
Rev Miles between Collisions/Incidents	21,038	15,500	22,488	24,880
Rev Miles between Chargeable Collisions/Incidents	33,984	31,000	40,887	51,314
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	55%	24%	20%	80%
Missed Scheduled LANtaBus Trips	32			
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	118	7,708	9,858	11,024
Rider complaints about OTP/route adherence	178	5,110	4,244	8,766
HVAC related customer complaints	0	909,497	640,792	727,564
Transit App Usage	Current Q	Previous Q		
Transit App Users	9,337	8,759		
Downloads to Mobile Device	1,335	2,111		
Service Alert Subscribers	1,676	1,314		
Passes Purchased	2,500	2,201		

LANTA CRASH SUMMARY for the Month of October 2022												
Accident		Operator	Location				Loss			Collision Factors		
Date	Time	Years of Service	Bus #	In Rev Serv	Municipality	Road / Intersection	Authority Property	Other Property	Bodily Injury	Weather	Roadway Surface	Type of Collision
4-Oct	10:40 AM	3 Years	1609	Y	Bangor	E Market Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Parked Vehicle
9-Oct	12:25 AM	17 Years	1720	Y	Allentown	7th & Gordon	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
12-Oct	2:57 PM	< 1 Year	1719	Y	Allentown	10th & Allen Sts	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
13-Oct	1:03 PM	2 Years	2055	Y	Bethlehem	Geopp & High Sts	\$4,038.62	\$0.00	\$0.00	Clear	Dry	Vehicle
13-Oct	3:15 PM	24 Years	2054	Y	Allentown	S. Poplar St	\$1,399.72	\$0.00	\$0.00	Clear	Dry	Vehicle
14-Oct	6:15 AM	25 Years	2159	Y	Hellertown	Creekside Parking Lot	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
15-Oct	1:44 PM	1 Year	2047	Y	Allentown	7th St	\$0.00	\$0.00	\$0.00	Clear	Dry	Parked Vehicle
17-Oct	9:12 AM	8 Years	1944	Y	Bethlehem	Park & Oakland Rds	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
18-Oct	10:00AM	17 Years	1285	Y	Easton	S 25th & Hay Sts	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
18-Oct	12:46 PM	< 1 Year	1830	Y	Allentown	12th & Washington Sts	\$0.00	\$0.00	\$0.00	Clear	Dry	On-Board Incident
20-Oct	9:10 AM	< 1 Year	2273	N	Allentown	Mac Pool Parking lot	\$1,171.91	\$0.00	\$0.00	Clear	Dry	Property
21-Oct	6:11 AM	5 Years	1723	Y	Allentown	N. Ott & W Chew	\$2,740.66	\$0.00	\$0.00	Clear	Dry	Vehicle
21-Oct	7:35 PM	12 Years	1402	Y	Allentown	Turner St	\$0.00	\$0.00	\$0.00	Clear	Dry	Parked Vehicle
25-Oct	11:08 AM	< 1 Year	1833	N	Easton	4th Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
26-Oct	1:26 PM	< 1 year	1082	Y	Slatington	Main St	\$0.00	\$0.00	\$0.00	Clear	Dry	Parked Vehicle
27-Oct	12:09 PM	4 Years	1408	Y	Easton	EITC	\$0.00	\$0.00	\$0.00	Clear	Dry	On-Board Incident
28-Oct	3:10 PM	9 Years	1405	Y	Whitehall	Range & Eberhart	\$0.00	\$0.00	\$0.00	Clear	Dry	On-Board Incident
28-Oct	7:17 PM	1 Year	1714	Y	Bethlehem	Catasauqua Rd	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
31-Oct	1:25 PM	< 1 Year	2047	Y	Easton	13th & Butler Sts	\$0.00	\$0.00	\$0.00	Clear	Dry	Parked Vehicle

\$9,350.91 \$0.00 \$0.00

LANTA CRASH SUMMARY for the Month of November 2022 Board												
Accident		Operator	Location				Loss			Collision Factors		
Date	Time	Years of Service	Bus #	Rev Serv	Municipality	Road / Intersection	Authority Property	Other Property	Bodily Injury	Weather	Roadway Surface	Type of Collision
1-Nov	3:15 AM	8 Years	2157	Y	Whitehall	Mickley Rd & MacArthur Road	\$0.00	\$0.00	\$0.00	Rain	wet	Property
2-Nov	2:28 PM	1 Year	1941	Y	Northampton	Main Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
3-Nov	3:29 PM	< 1 year	1720	Y	Allentown	South 10th Street	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
4-Nov	6:55 PM	< 1 year	1405	N	Easton	Easton Garage	\$3,133.49	\$0.00	\$0.00	Clear	Dry	Property
8-Nov	7:52 AM	4 Years	1936	Y	Allentown	S 12th & Lehigh	\$2,396.23	\$0.00	\$0.00	Clear	Dry	Deer
10-Nov	7:58 AM	17 Years	1286	Y	Easton	Wm Penn & Greenwood	\$0.00	\$0.00	\$0.00	Clear	Dry	vehicle
11-Nov	5:30 PM	6 Years	1401	Y	Bethlehem	Broad & Guetter	\$286.76	\$0.00	\$0.00	Clear	Dry	Property
14-Nov	8:55 AM	8 Years	1945	Y	Northampton	Main Street	\$478.69	\$0.00	\$0.00	Clear	Dry	Vehicle
15-Nov	6:45 AM	1 Year	1828	Y	Northampton	Main Street	\$478.69	\$0.00	\$0.00	Clear	Dry	Vehicle
15-Nov	6:18 PM	2 Years	1936	Y	Allentown	7th & Greenleaf	\$1,103.93	\$0.00	\$0.00	Clear	Dry	Vehicle
16-Nov	4:56 PM	17 Years	1937	Y	Allentown	21st & Tilghman	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
18-Nov	9:05 AM	< 1 year	1082	N	Allentown	Allentown Garage	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
20-Nov	10:44 AM	< 1 year	1945	Y	Catasauqua	4th & Walnut	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
22-Nov	2:41 PM	11 Years	1712	Y	Allentown	ATC	\$0.00	\$0.00	\$0.00	Clear	Dry	On-Board
26-Nov	7:17 AM	12 Years	2270	Y	Fogelsville	Weis Parking Lot	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
29-Nov	1:48 PM	8 Years	2054	Y	Allentown	7th & Hamilton	\$0.00	\$0.00	\$0.00	Clear	Dry	On Board
30-Nov	10:24 AM	< 1 year	2168	N	Bethlehem	4th & Broadhead	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
30-Nov	3:25 PM	2 Years	2015	Y	Whitehall	Presidential	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle

\$7,877.79 \$0.00 \$0.00

LANTA CRASH SUMMARY for the Month of December 2022 Board												
Accident		Operator	Location				Loss			Collision Factors		
Date	Time	Years of Service	Bus #	Rev Serv	Municipality	Road / Intersection	Authority Property	Other Property	Bodily Injury	Weather	Roadway Surface	Type of Collision
12/1/	8:53 AM	< 1 Year	1940	Y	Whitehall	Mickley & royal Ave	\$2,245.88	\$0.00	\$0.00	Clear	Dry	Property
3-Dec	9:22 AM	2 Years	1610	Y	Easton	Walmart Parking Lot	\$0.00	\$0.00	\$0.00	Rain	wet	Property
3-Dec	5:38 PM	< 1 Year	2160	Y	Allentown	Chew & 24th ST	\$0.00	\$0.00	\$0.00	Rain	Wet	Vehicle
5-Dec	5:15 PM	< 1 Year	1286	Y	Pen Argyl	E Main St	\$0.00	\$0.00	\$0.00	Clear	Dry	On Board
6-Dec	9:07 PM	15 Years	2274	Y	Hellertown	Creekside Shopping Center	\$22,846.22	\$9,685.00	\$0.00	Clear	Dry	Property
7-Dec	4:20 PM	11 Years	1611	Y	Palmer Twsp	25th Street	\$4,979.48	\$0.00	\$0.00	Clear	Dry	Vehicle
12-Dec	1:10 PM	< 1 Year	2046	Y	Whitehall	22 & 145	OPEN	\$0.00	\$0.00	Clear	Dry	Property
14-Dec	10:10 AM	1 Year	1832	Y	Bethlehem	Commerce Blvd	\$0.00	\$4,170.00	\$0.00	Clear	Dry	Property
14-Dec	12:35 PM	6 Years	1829	Y	Allentown	7th & Liberty	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle
15-Dec	5:45 PM	< 1 Year	2271	Y	Allentown	Lehigh Street	\$2,415.88	\$0.00	\$0.00	Clear	Dry	Vehicles
16-Dec	5:51 PM	< 1 Year	1714	Y	Allentown	Turner & 7th Sts	\$456.12	\$0.00	\$0.00	Clear	Dry	Vehicle
26-Dec	1:45 PM	1 Year	2051	Y	Schnecksville	Route 309	\$0.00	\$0.00	\$0.00	Clear	Dry	Property
27-Dec	12:01 PM	25 Years	1712	Y	Allentown	Race St	\$331.76	\$0.00	\$0.00	Clear	Dry	Property
28-Dec	2:43 PM	4 Years	1712	Y	Fountain Hill	Broadway	\$331.76	\$0.00	\$0.00	Clear	Dry	Property
28-Dec	9:50 PM	4 Years	1725	Y	Hellertown	Main & Magnolia	\$3,691.42	\$0.00	\$0.00	Clear	Dry	Property
31-Dec	4:25 PM	2 Years	2053	Y	Allentown	8th & Chew	\$0.00	\$0.00	\$0.00	Clear	Dry	Vehicle

\$37,298.52 \$13,855.00 \$0.00