



LANtaVan & Accessibility Committee

Agenda

March 14, 2023

1. Call to Order
 2. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at December LANtaVan Committee meeting
 3. Dashboard Report
 4. Actions
 - A. None
 5. Report on Initiatives
 - A. Transdev Update
 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 December 13 meeting of the Committee.



LANtaVan Dashboard Report

Tuesday, March 14, 2023

Reporting Period:

Q2 October 2022 - December 2022

Total Completed Trips by Funding Source

Q2 Comparison

Program	Q2 FY2023		Q2 FY2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	9,870	25%	10,103	27%	-2%	LANTA	LANtaBus Op/Cap
Lottery	17,277	44%	16,637	44%	4%	PennDOT	PA Lottery Funds
MATP	9,988	26%	9,103	24%	10%	PA DHS	CMS/State MA Funding
PwD	1,319	3%	1,149	3%	15%	PennDOT	Proj of Stwde Signif
Other	390	1%	970	3%	-60%	Various	Various
Total	38,844	100%	37,962	100%	2%		

Total Completed Trips by Funding Source

YTD Comparison

Program	YTD FY2023		YTD FY2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	19,155	26%	14,914	22%	28%	LANTA	LANtaBus Op/Cap
Lottery	33,261	44%	27,242	41%	22%	PennDOT	PA Lottery Funds
MATP	18,870	25%	19,936	30%	-5%	PA DHS	CMS/State MA Funding
PwD	2,501	3%	2,542	4%	-2%	PennDOT	Proj of Stwde Signif
Other	1,102	1%	2,210	3%	-50%	Various	Various
Total	74,889	100%	66,844	100%	12%		

MATP Out of County Trip Statistics

Q2 FY2023		
Program	Completed Trips	Revenue Miles
MA OOC LC	257	6400.17
MA OOC NC	376	8063.87
Total	633	14464.04

Service Productivity - All

Q2 FY2023				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
26,575.30	20,930.05	44,583	2.13	3.04

Scheduled Trip Summary - All

Q2 FY2023			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
63,560	2,449	3,124	726

Riders by Fare Zone - All

Q2 FY2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	29.35	\$4.40	17,578	49%
2	35.35	\$5.30	12,271	35%
3	41.35	\$6.20	5,671	16%
Total			35,520	100%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q2 FY2023			Q2 FY2022			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	10.91	41.05	15.95	10.20	34.85	17.56	7%	18%	-9%
	LANtaBus Figure		13.6	LANtaBus Figure		13.5			

Duration of Trips - Q2 FY2023

Q2 FY2023					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	22,149	10,429	3,902	1501	863
Trip Total As Percentage	57.0%	26.8%	10.0%	3.9%	2.2%

Percent Trips 30 mins or less	57%
Percent Trips 90 mins or less	94%
% ADA Trips within FRE	77%
% ADA within 15 mins. of FRE	88%

On Time Performance - Client Pick Up Trips

Q2 FY2023					
Time vs Window	Before Pick Up Window	In Pick Up Window	1 - 30 Minutes Late	31 - 60 Minutes Late	>60 Minutes Late
Trip Total	7952	22058	8834	0	0
Trip Total As Percentage	20.5%	56.8%	22.7%	0.0%	0.0%

Total % On Time & Early	77%
LANtaBus On Time	55%

LANTA Call Center Report

Comparison

	Q2 FY2023 (Current)			Q1 2023 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	481	104	59	542	117	61
Average Call Wait Time	3:17	1:21	1:24	4:52	0:49	1:43

Complaints Received

Q2 Comparison

Subject of Complaint	Q2 FY2023		Q2 FY2022	
	Number	% of Total	Number	% of Total
Late	34	18%	35	38%
Early	6	3%	7	8%
Driver Attitude	22	11%	9	10%
Care Driving/Comfort	28	15%	13	14%
Van did not show	7	4%	7	8%
Fare Disputes	37	19%	4	4%
Overcrowding	0	0%	0	0%
Trip Length	40	21%	6	7%
Other	19	10%	11	12%
Total	193	100%	92	100%
Trips per Complaint	201		413	
Complaints Deemed Valid	113		56	
Trips per Complaints Deemed Valid	344		678	

Oct - Dec 2022			
Month	Issue	Details and Response	Determination
October	Ramp Deployment	Rider reported that driver did not deploy the ramp upon request. Review confirmed. Driver received coaching on policy.	Valid
	Mobility Device Securement	Rider reported that driver did not secure wheelchair properly. Review confirmed. Driver received coaching on policy and retraining.	Valid
November	None		
December	Ramp Deployment	Rider reported that driver made comment to rider when deplyong ramp after driver request. Review confirmed. Driver received coaching on policy.	Valid
	Ramp Deployment	Rider reported that driver made comment to rider when deplyong ramp after driver request. Review confirmed. Driver received coaching on policy.	Valid

Total Complaints for Quarter	4
Total Valid	4
Total Valid or Inconclusive	4
Valid Complaints per LANtaBus Trip	227,963



Carbon Transit Dashboard Report

Tuesday, March 14, 2023

Reporting Period:

Q1 - Q2 FY23

July 2022 - December 2022

Total Completed Trips by Funding Source Comparison

Program	July - December 2022		July - December 2021		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	1,010	11%	1,178	12%	-14%	LANTA	LANtaBus Op/Cap
Lottery	5,498	59%	5,742	58%	-4%	PennDOT	PA Lottery Funds
MATP	2,338	25%	2,567	26%	-9%	PA DHS	CMS/State MA Funding
PwD	537	6%	409	4%	-31%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	9,383	100%	9,896	100%	-5%		

MATP Out of County Trip Statistics

July - December 2022		
Program	Completed Trips	Revenue Miles
MA OOC CC	1134	27272.67
Total	1134	27272.67

Service Productivity - All

July - December 2022				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
6,996.22	5,650.57	10,580	1.87	2.57

Scheduled Trip Summary - All

July - December 2022			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
14,544	367	916	679

Riders by Fare Zone - ADA PwD MATP Lottery

July - December 2022				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	4,826	54%
2	\$ 31.00	\$4.65	2,936	33%
3	\$ 36.00	\$5.40	1,238	14%
Total			9,000	100%

Riders by Fare Zone - AAA Carbon Sponsorship Trips Only

July - December 2022				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	1,791	47%
2	\$ 31.00	\$1.25	1,342	35%
3	\$ 36.00	\$1.50	674	18%
Total			3,807	100%

Trip Pattern Statistics - All Passengers

Comparison

	July - December 2022			July - December 2021			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	13.24	44.74	17.76	13.71	47.23	17.42	-4%	-5%	2%

Duration of Trips - 2022

July - December 2022					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	6,068	2,237	785	204	89
Trip Total As Percentage	64.7%	23.8%	8.4%	2.2%	0.9%

Percent Trips 30 mins or less	65%
Percent Trips 90 mins or less	97%

On Time Performance - Client Pick Up Trips

July - December 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	1797	6144	1442	0	0
Trip Total As Percentage	19.2%	65.5%	15.4%	0.0%	0.0%

Total % On Time & Early	85%
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