



**LANtaBus Rider Experience Committee
Agenda
August 8, 2023**

1. Courtesy of the Floor
 2. LANtaBus Rider Experience Dashboard Report
 3. Report on Initiatives
 - A. Service Planning Update
 - B. Communications & Outreach Efforts
 4. Actions
 - None
 5. Other Business
 - None
 6. Adjournment
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LANtaBus Rider Experience Dashboard - April - June 2023-Q4

Tuesday, August 8, 2023

Metric	Q4 FY 23	YTD FY 23	YTD FY 22	% Change
Ridership LANtaBus	971,432	3,673,582	2,765,903	32.82
Senior Ridership	118,790	453,378	388,191	16.79
Ridership LANtaFlex	2,402	9,363	7,197	30.10
Senior Ridership LANtaFlex	665	3,122	2,261	38.08
Total Ridership	973,834	3,682,945	2,773,100	32.81
Total Senior Ridership	119,455	456,500	390,452	16.92
Passenger Revenue (\$)	325,272	1,282,676	1,186,230	8.13
	YTD FY 23	Benchmark	% Diff	
Riders per revenue hour	11.2	19	-40.80	
Revenue/Revenue Hour (\$)	3.93	19.56	-79.9	

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (LANTA Call Center)	236	81	53	226	77	50
Avg wait time (LANTA Call Center)	2:13	0:38	0:43	2:16	0:42	1:11
	Current Quarter		Previous Quarter		Past Quarter	
Purpose of Call Breakdown	Calls	% of Total	Calls	% of Total	Calls	% of Total
Call Type						
Complaints	349	0.8%	180	0.39%	165	0.40%
Bus Times	7862	17.0%	6137	13.44%	4811	11.63%
Where is the Bus	31	0.1%	88	0.19%	100	0.24%
Why is the Bus Late	0	0.0%	2	0.00%	6	0.01%
What Bus to Take	324	0.7%	382	0.84%	441	1.07%
Hang Up/ Dead Air	1288	2.8%	1151	2.52%	802	1.94%
Applications	296	0.6%	249	0.55%	228	0.55%
LANtaVan/ECC	32208	69.6%	34224	74.94%	31863	77.05%
Fares/Tickets	192	0.4%	201	0.44%	263	0.64%
Directions	384	0.8%	372	0.81%	428	1.03%
Transfers to Other Dept	2797	6.0%	2037	4.46%	1624	3.93%
Mailed Schedules	5	0.0%	6	0.01%	10	0.02%
Other(lost & found, detours, etc.)	550	1.2%	641	1.40%	615	1.49%
Total Calls	46,286	100.0%	45,670	100.0%	41,356	100.0%
Passenger Trips per Complaint	2,783					

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

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	61.1%	17.4%	21.5%	80%
Missed Scheduled LANtaBus Trips	0			
		Psngtr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	101	9,618	11,069	7,728
Rider complaints about OTP/route adherence	216	4,497	5,535	5,123
HVAC related customer complaints	0	971,432	918,756	911,852
Transit App Usage	Current Q	Previous Q		
Transit App Users	12,757	10,966		
Downloads to Mobile Device	1,502	1,253		
Service Alert Subscribers	2,541	2,028		
Passes Purchased	3,462	2,308		