



**LANtaVan & Accessibility Committee
Agenda
September 12, 2023**

1. Call to Order
 2. Roll Call
 3. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at June LANtaVan Committee meeting
 4. Dashboard Report
 5. Actions
 - A. None
 6. Report on Initiatives
 - A. Accessibility of Signage and Information
 - B. Transdev Update
 7. Other Business
 8. 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 13 meeting of the Committee.



LANtaVan Dashboard Report

Tuesday, September 12, 2023

Reporting Period:

Q4 April 2023 - June 2023

Total Completed Trips by Funding Source

Q4 Comparison

Program	Q4 FY2023		Q4 FY2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	10,125	23%	10,446	27%	-3%	LANTA	LANtaBus Op/Cap
Lottery	20,323	45%	16,571	42%	22%	PennDOT	PA Lottery Funds
MATP	12,248	27%	9,980	25%	23%	PA DHS	CMS/State MA Funding
PwD	1,266	3%	1,127	3%	12%	PennDOT	Proj of Stwde Signif
Other	877	2%	1,028	3%	-15%	Various	Various
Total	44,839	100%	39,152	100%	15%		

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	39,803	24%	41,216	27%	-3%	LANTA	LANtaBus Op/Cap
Lottery	72,447	44%	66,970	43%	8%	PennDOT	PA Lottery Funds
MATP	43,034	26%	38,019	25%	13%	PA DHS	CMS/State MA Funding
PwD	5,045	3%	4,728	3%	7%	PennDOT	Proj of Stwde Signif
Other	2,612	2%	3,941	3%	-34%	Various	Various
Total	162,941	100%	154,874	100%	5%		

MATP Out of Service Area Trip Statistics

Q4 FY2023		
Program	Completed Trips	Revenue Miles
MA OOC LC	538	7734.49
MA OOC NC	118	3257.49
Total	656	10991.98

Service Productivity - All

Q4 FY2023				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
28,789.99	22,853.84	52,916	2.32	3.09

Scheduled Trip Summary - All

Q4 FY2023			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
70,569	2,214	2,847	222

Riders by Fare Zone - All

Q4 FY2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	29.35	\$4.40	19,162	48%
2	35.35	\$5.30	14,047	35%
3	41.35	\$6.20	6,759	17%
Total			39,968	100%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q4 FY2023			Q4 FY2022			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	10.34	38.52	16.11	10.99	34.93	18.88	-6%	10%	-15%
	LANtaBus Figure		14.0	LANtaBus Figure		13.5			

Duration of Trips - Q4 FY2023

Q4 FY2023					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	23,946	12,807	4,904	1,928	1,254
Trip Total As Percentage	53.4%	28.6%	10.9%	4.3%	2.8%

Percent Trips 30 mins or less	53%
Percent Trips 90 mins or less	93%
% ADA Trips within FRE	68%
% ADA within 15 mins. of FRE	87%

On Time Performance - Client Pick Up Trips

Q4 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	8587	28410	7842	0	0
Trip Total As Percentage	19.2%	63.4%	17.5%	0.0%	0.0%

Total % On Time & Early	83%
LANtaBus On Time	61%

**LANTA Call Center Report
Comparison**

	Q4 FY2023 (Current)			Q3 2023 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	473	100	66	473	121	64
Average Call Wait Time	3:07	0:46	0:55	2:41	0:52	1:24

**Complaints Received
Q4 Comparison**

Subject of Complaint	Q4 FY2023		Q4 FY2022	
	Number	% of Total	Number	% of Total
Late	48	17%	45	28%
Early	6	2%	12	8%
Driver Attitude	34	12%	19	12%
Care Driving/Comfort	48	17%	9	6%
Van did not show	11	4%	10	6%
Fare Disputes	65	23%	7	4%
Overcrowding	0	0%	8	5%
Trip Length	38	13%	25	16%
Other	38	13%	25	16%
Total	288	100%	160	100%
Trips per Complaint				
	156		245	
Complaints Deemed Valid				
	180		95	
Trips per Complaints Deemed Valid				
	249		412	

LANtaBus ADA Related Complaints			
Apr - Jun 2023			
Month	Issue	Details and Response	Determination
April	Mobility Device Securement	Rider reported that Driver did not strap down wheelchair well enough. Chair was moving during the entire ride. Management provided coaching to the driver.	Valid
April	Mobility Device Securement	Rider claimed scooter was not strapped correctly, which resulted in the passenger falling over. Incident was reported to our insurance company. Driver was retrained.	Valid
May	Disability Fares	Rider claimed Driver refused passenger Reduced Fare discount. Passenger did not have card on hand to show the driver. Driver followed policy.	Not Valid
June		None	

Total Complaints for Quarter	3
Total Valid	2
Total Valid or Inconclusive	2
Valid Complaints per LANtaBus Trip	485,716



Carbon Transit Dashboard Report

Tuesday, March 14, 2023

Reporting Period:

Fiscal Year 23 - 7/1/22-6/30/23

July 2022 - December 2022

**Total Completed Trips by Funding Source
Comparison**

Program	July - June 2023		July - June 2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	2,190	12%	2,349	12%	-7%	LANTA	LANTaBus Op/Cap
Lottery	10,924	58%	11,264	57%	-3%	PennDOT	PA Lottery Funds
MATP	4,662	25%	5,229	27%	-11%	PA DHS	CMS/State MA Funding
PwD	1,028	5%	831	4%	24%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	18,804	100%	19,673	100%	-4%		

MATP Out of County Trip Statistics

July - June 2023		
Program	Completed Trips	Revenue Miles
MA OOC CC	2863	65152.59
Total	2863	65152.59

Service Productivity - All

July - June 2023				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
15,579.85	11,622.61	21,254	1.83	2.81

Scheduled Trip Summary - All

July - June 2023			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
32,680	854	1678	1288

Riders by Fare Zone - ADA PwD MATP Lottery

July - June 2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	9,585	53%
2	\$ 31.00	\$4.65	6,032	33%
3	\$ 36.00	\$5.40	2,589	14%
Total			18,206	100%

Riders by Fare Zone - AAA Carbon Sponsorship Trips Only

July - June 2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	3,539	46%
2	\$ 31.00	\$1.25	2,850	37%
3	\$ 36.00	\$1.50	1,383	18%
Total			7,772	100%

Trip Pattern Statistics - All Passengers

Comparison

	July - June 2023			July - June 2022			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	13.71	49.71	16.55	13.51	45.5	17.82	1%	9%	-7%

Duration of Trips - 2023

July - June 2023					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	12,377	4,613	1,381	324	109
Trip Total As Percentage	65.8%	24.5%	7.3%	1.7%	0.6%

Percent Trips 30 mins or less	66%
Percent Trips 90 mins or less	98%

On Time Performance - Client Pick Up Trips

July - June 2023					
Time vs Window	Before Pick Up Window	In Pick Up Window	1 - 30 Minutes Late	31 - 60 Minutes Late	>60 Minutes Late
Trip Total	3982	12783	2039	0	0
Trip Total As Percentage	21.2%	68.0%	10.8%	0.0%	0.0%

Total % On Time & Early	89%
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