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**Service Delivery & Accessibility Committee**

**Agenda**

**March 19, 2024**

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1. Call to Order
  2. Roll Call
  3. Courtesy of the Floor
    - A. Public Comment
    - B. Update on comments received at December Committee meeting
  4. Dashboard Reports
    - A. LANtaBus Service Delivery Dashboard Report
    - B. LANtaVan Service Delivery Dashboard Report
    - C. Carbon Transit Shared Ride Service Delivery Dashboard Report
  5. Report on Initiatives
    - A. Accessibility of Signage and Information
    - B. Transdev Update
    - C. Verification Questionnaire Adoption
    - D. Online Application Trends
    - E. ADA Appeal Committee Training
  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**

Two comments were received during the December 12 meeting of the Committee by one individual.

- A. Debbie Rozear commented that the Center for Independent Living (LVCIL) had discussed conducting sensitivity training for Transdev but had not heard back. Mr. May from Transdev provided a response during the meeting that Transdev utilizes internal options they have available to them for that type of training. Mr. May also noted that Transdev's training program does include a sensitivity training element.
- B. Ms. Rozear also noted that one of the Transdev drivers is allergic to her guide dog and asked if her trips could not be scheduled with that driver out of concern for the driver's health. Ms. Rozear did not know the name of the driver or specific dates of when the driver was assigned her trip. Staff identified the driver to which Ms. Rozear was referring. The concern is no longer an issue since the driver is no longer employed at Transdev.



## LANtaBus Rider Experience Dashboard - October - December 2023-Q2

Tuesday, 3/19/2024

Metric	Q2 FY 24	Q2 FY 23	% Change	YTD FY 24	YTD FY 23	% Change
Ridership LANtaBus	1,026,885	909,749	12.88	2,361,790	1,779,020	32.76
Senior Ridership	120,086	109,340	9.83	281,811	225,414	25.02
Ridership LANtaFlex	4,509	2,355	91.46	8,470	4,626	83.10
Senior Ridership LANtaFlex	892	860	3.72	1,785	1,580	12.97
<b>Total Ridership</b>	<b>1,031,394</b>	<b>912,104</b>	<b>13.08</b>	<b>2,370,260</b>	<b>1,783,646</b>	<b>32.89</b>
<b>Total Senior Ridership</b>	<b>120,978</b>	<b>110,200</b>	<b>9.78</b>	<b>283,596</b>	<b>226,994</b>	<b>24.94</b>
Passenger Revenue (\$)	597,194	652,769	-8.51	934,479	607,570	53.81
	<b>Q2 FY 24</b>	<b>Benchmark</b>	<b>% Diff</b>	<b>YTD FY 24</b>	<b>Benchmark</b>	<b>% Diff</b>
Riders per revenue hour	13.0	19.0	-31.69	12.2	19.0	-35.75
Revenue/Revenue Hour (\$)	7.55	19.56	-61.4	4.83	19.56	-75.3
	<b>Current Quarter</b>			<b>Previous Quarter</b>		
	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
Avg daily call volume (LANTA Call Center)	243	85	50	257	91	49
Avg wait time (LANTA Call Center)	2:14	0:30	1:07	2:22	0:39	0:53
	<b>Current Quarter</b>		<b>Previous Quarter</b>		<b>Past Quarter</b>	
Purpose of Call Breakdown	<b>Calls</b>	<b>% of Total</b>	<b>Calls</b>	<b>% of Total</b>	<b>Calls</b>	<b>% of Total</b>
Call Type						
Complaints	352	0.80%	459	1.00%	349	0.8%
Bus Times	6925	15.74%	8546	18.54%	7862	17.0%
Where is the Bus	1	0.00%	4	0.01%	31	0.1%
Why is the Bus Late	0	0.00%	0	0.00%	0	0.0%
What Bus to Take	103	0.23%	172	0.37%	324	0.7%
Hang Up/ Dead Air	949	2.16%	1234	2.68%	1288	2.8%
Applications	255	0.58%	300	0.65%	296	0.6%
LANtaVan/ECC	31625	71.88%	31266	67.84%	32208	69.6%
Fares/Tickets	173	0.39%	136	0.30%	192	0.4%
Directions	313	0.71%	413	0.90%	384	0.8%
Transfers to Other Dept	2690	6.11%	2913	6.32%	2797	6.0%
Mailed Schedules	2	0.00%	9	0.02%	5	0.0%
Other(lost & found, detours, etc.)	606	1.38%	639	1.39%	550	1.2%
<b>Total Calls</b>	<b>43,994</b>	<b>100.0%</b>	<b>46,091</b>	<b>100.0%</b>	<b>46,286</b>	<b>100.0%</b>
Passenger Trips per Complaint	2,917					

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

**Metrics**

<b>LANtaBus OPERATIONS FIGURES</b>				
<b>Service Reliability</b>	<b>On-Time</b>	<b>Early</b>	<b>Late</b>	<b>Benchmark</b>
LANtaBus On Time %	56%	23%	21%	80%
Missed Scheduled LANtaBus Trips	5.5			
		<b>Psngr Trips Per Complaint Type</b>		
<b>Rider Comfort/Experience</b>	<b>Type</b>	<b>Current Q</b>	<b>Previous Q</b>	<b>Prior Q</b>
Complaints regarding driver courtesy	115	8,929	8,964	9,618
Rider complaints about OTP/route adherence	173	5,936	5,959	4,497
HVAC related customer complaints	1	1,026,885	1,030,847	971,449
<b>Transit App Usage</b>	<b>Current Q</b>	<b>Previous Q</b>		
Transit App Users	14,517	16,354		
Downloads to Mobile Device	1,627	2,322		
Service Alert Subscribers	4,799	3,195		
Passes Purchased	9,157	5,236		



## LANtaVan Dashboard Report

Tuesday, March 19, 2024

Reporting Period:

Q2 October 2023 - December 2023

### Total Completed Trips by Funding Source

#### Q2 Comparison

Program	Q2 FY2024		Q2 FY2023		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	10,687	23%	9,870	25%	8%	LANTA	LANtaBus Op/Cap
Lottery	21,826	47%	17,277	44%	26%	PennDOT	PA Lottery Funds
MATP	12,409	26%	9,988	26%	24%	PA DHS	CMS/State MA Funding
PwD	1,264	3%	1,319	3%	4%	PennDOT	Proj of Stwde Signif
Other	746	2%	390	1%	91%	Various	Various
Total	46,932	100%	38,844	100%	21%		

### Total Completed Trips by Funding Source

#### YTD Comparison

Program	YTD FY2024		YTD FY2023		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	21,100	23%	19,155	26%	10%	LANTA	LANtaBus Op/Cap
Lottery	43,150	46%	33,261	44%	30%	PennDOT	PA Lottery Funds
MATP	24,510	26%	18,870	25%	30%	PA DHS	CMS/State MA Funding
PwD	2,531	3%	2,501	3%	1%	PennDOT	Proj of Stwde Signif
Other	1,509	2%	1,102	1%	37%	Various	Various
Total	92,800	100%	74,889	100%	24%		

### MATP Out of Service Area Trip Statistics

Q2 FY2024		
Program	Completed Trips	Revenue Miles
MA OOC LC	208	6437.09
MA OOC NC	382	5138.86
Total	590	11575.95

### Service Productivity - All

Q2 FY2024				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
30,122.31	23,879.59	55,881	2.34	3.11

### Scheduled Trip Summary - All

Q2 FY2024			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
74,319	2,484	2,907	194

Riders by Fare Zone - All

Q2 FY2024				
Zone	Full Fare	Copay	Trips	% of Trips
Base	29.35	\$4.40	21,244	50%
2	35.35	\$5.30	14,211	33%
3	41.35	\$6.20	7,182	17%
Total			42,637	100%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q2 FY2024			Q2 FY2023			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	9.98	38.5	15.55	10.91	41.05	15.95	-9%	-6%	-3%
	LANtaBus Figure		13.7	LANtaBus Figure		13.6			

Duration of Trips - Q2 FY2024

Q2 FY2024					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	26,318	12,906	4,871	1740	1097
Trip Total As Percentage	56.1%	27.5%	10.4%	3.7%	2.3%

Percent Trips 30 mins or less	56%
Percent Trips 90 mins or less	94%
% ADA Trips within FRE	63%
% ADA within 15 mins. of FRE	91%

On Time Performance - Client Pick Up Trips

Q2 FY2024			
	Before Pick Up Window	In Pick Up Window	Late
Time vs Window			
Trip Total	14057	27841	5034
Trip Total As Percentage	30.0%	59.3%	10.7%

Total % On Time & Early	89%
LANtaBus On Time	56%

**LANTA Call Center Report  
Comparison**

	Q2 FY2024 (Current)			Q1 2024 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	447	105	72	474	116	69
Average Call Wait Time	3:09	0:45	0:45	3:13	0:45	0:56

**Complaints Received  
Q2 Comparison**

Subject of Complaint	Q2 FY2024		Q2 FY2023	
	Number	% of Total	Number	% of Total
Late	12	8%	34	18%
Early	7	4%	6	3%
Driver Attitude	21	13%	22	11%
Care Driving/Comfort	30	19%	28	15%
Van did not show	12	8%	7	4%
Fare Disputes	36	23%	37	19%
Overcrowding	0	0%	0	0%
Trip Length	23	14%	40	21%
Other	18	11%	19	10%
<b>Total</b>	159	100%	193	100%
<b>Trips per Complaint</b>	295		201	
<b>Complaints Deemed Valid</b>	67		113	
<b>Trips per Complaints Deemed Valid</b>	700		344	

**LANTA Bus ADA Related Complaints  
October - December 2023**

Month	Issue	Details and Response	Determination
October			None
November	Securements	Rider reported that driver did not secure wheelchair properly. Investigation was inconclusive. Driver received retraining as precaution.	Inconclusive
November	Securements	Rider reported that driver wanted to use securement loops to strap wheelchair. Rider refused. Rider stated wheelchair has placement hooks, securement loops were not needed. Driver was retrained on proper securement of wheelchairs.	Valid
December	Kneeling Bus	Rider with a walker reported that driver did not kneel the bus. Review of video showed that rider did not request to kneel the bus. Driver was coached as precaution.	Not Valid

<b>Total Complaints for Quarter</b>	3
<b>Total Valid</b>	1
<b>Total Valid or Inconclusive</b>	2
<b>Total LANTA Bus Passenger Trips for Period</b>	1031394
<b>LANTA Bus Pax Trips per Valid/Inc. Complaint</b>	515,697



## Carbon Transit Dashboard Report

Tuesday, March 19, 2024

Reporting Period:

Q1 - Q2 FY24

July 2023 - December 2023

### Total Completed Trips by Funding Source Comparison

Program	July - December 2023		July - December 2022		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	1,359	14%	1,010	11%	35%	CT	CT Op/Cap
Lottery	5,576	57%	5,498	59%	1%	PennDOT	PA Lottery Funds
MATP	2,480	25%	2,338	25%	6%	PA DHS	CMS/State MA Funding
PwD	365	4%	537	6%	-32%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	9,780	100%	9,383	100%	4%		

### MATP Out of Service Area Trip Statistics

July - December 2023		
Program	Completed Trips	Revenue Miles
MA OOC CC	1365	28444.98
Total	1365	28444.98

### Service Productivity - All

July - December 2023				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
8,393.75	6,237.75	11,177	1.79	2.34

### Scheduled Trip Summary - All

July - December 2023			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
14,571	361	884	597



**Riders by Fare Zone - ADA PwD MATP Lottery**

July - December 2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	4,923	51%
2	\$ 31.00	\$4.65	2,989	31%
3	\$ 36.00	\$5.40	1,650	17%
Total			9,562	100%

**Riders by Fare Zone - AAA Carbon Sponsorship Trips Only**

July - December 2023				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	1,778	45%
2	\$ 31.00	\$1.25	1,322	33%
3	\$ 36.00	\$1.50	887	22%
Total			3,987	100%

**Trip Pattern Statistics - All Passengers**
**Comparison**

	July - December 2023			July - December 2022			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	14.53	51.5	16.93	13.24	44.74	17.76	10%	15%	-5%

**Duration of Trips - 2023**

July - December 2023					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	6,251	2,653	674	161	41
Trip Total As Percentage	63.9%	27.1%	6.9%	1.6%	0.4%

Percent Trips 30 mins or less	64%
Percent Trips 90 mins or less	98%

**On Time Performance - Client Pick Up Trips**

July - December 2023			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	2651	6687	532
Trip Total As Percentage	27.1%	68.4%	5.4%

Total % On Time & Early	95%
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