



**Service Delivery & Accessibility Committee
Agenda
September 10, 2024**

1. Call to Order
 2. Roll Call
 3. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at June Committee meeting
 4. Dashboard Reports
 - A. LANtaBus Service Delivery Dashboard Report
 - B. LANtaVan Service Delivery Dashboard Report
 - C. Carbon Transit Paratransit Service Delivery Dashboard Report
 5. Report on Initiatives
 - A. Accessibility of Signage and Information
 - B. School Demand Service Modifications
 - C. Transdev Update
 6. Other Business
 7. Adjournment
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**Response to Comments Received During Courtesy of the Floor
at the previous Service Delivery & Accessibility Committee Meeting**

No comments were received during the June 11 meeting of the Committee.



LANtaBus Service Delivery Dashboard - April - June 2024-Q4

Tuesday, September 10, 2024

Metric	Q4 FY 24	YTD FY 24	YTD FY 23	% Change
Ridership LANtaBus	988,283	3,977,367	3,671,448	8.33
Senior Ridership	137,320	496,505	451,726	9.91
Ridership LANtaFlex	4,650	18,069	9,363	92.98
Senior Ridership LANtaFlex	647	3,233	3,122	3.56
Total Ridership	992,933	3,995,436	3,680,811	8.55
Total Senior Ridership	137,967	499,738	454,848	9.87
Passenger Revenue (\$)	761,409	1,693,389	1,282,676	32.02
	YTD FY 24	Benchmark	% Diff	
Riders per revenue hour	11.5	19	-39.62	
Revenue/Revenue Hour (\$)	8.84	19.56	-54.8	

Metrics

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	57%	21%	23%	80%
Missed Scheduled LANtaBus Trips	2.5			
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	102	9,689	8,099	8,929
Rider complaints about OTP/route adherence	183	5,400	5,384	5,936
HVAC related customer complaints	1	988,283	931,352	1,026,885
Transit App Usage	Current Q	Previous Q		
Transit App Users	19,858	17,682		
Downloads to Mobile Device	2,143	1,753		
Service Alert Subscribers	4,968	4,325		
Mobile Transactions	15,979	12,696		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	250	80	51	236	73	54
Avg wait time (Call Center)	0:58	0:43	0:56	1:28	0:46	0:34
	Current Quarter		Previous Quarter		Past Quarter	
Purpose of Call Breakdown	Calls	% of Total	Calls	% of Total	Calls	% of Total
Call Type						
Complaints	451	0.99%	346	0.79%	352	0.80%
Bus Times	5960	13.07%	5487	12.53%	6925	15.74%
Where is the Bus	8	0.02%	1	0.00%	1	0.00%
Why is the Bus Late	0	0.00%	2	0.00%	0	0.00%
What Bus to Take	201	0.44%	11	0.03%	103	0.23%
Hang Up/ Dead Air	1189	2.61%	1028	2.35%	949	2.16%
Applications	510	1.12%	313	0.71%	255	0.58%
LANtaVan/ECC	34449	75.53%	33047	75.46%	31625	71.88%
Fares/Tickets	231	0.51%	187	0.43%	173	0.39%
Directions	291	0.64%	272	0.62%	313	0.71%
Transfers to Other Dept	1780	3.90%	2493	5.69%	2690	6.11%
Mailed Schedules	11	0.02%	5	0.01%	2	0.00%
Other(lost & found, detours, etc.)	530	1.16%	600	1.37%	606	1.38%
Total Calls	45,611	100.0%	43,792	100.0%	43,994	100.0%
Passenger Trips per Complaint	2,191					

On Time response to LANtaBus complaints	No open complaints more than 8 days old
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LANtaBus ADA Related Complaints April - June 2024		
Issue	Details and Response	Determination
Securement	Rider reported Driver did not properly secure wheelchair. Investigation confirmed. Driver received coaching and retraining.	Valid
Ramp Deployment	Rider reported Driver did not deploy ramp upon request. Driver reported ramp malfunctioned. Investigation confirmed ramp malfunction. Maintenance was notified and ramp was repaired. Driver received coaching on how to address situations when ramp is unable to deploy.	Valid
Reduced Fare	Rider reported that Driver refused to Medicare card for reduced fare. Investigation confirmed. Driver received coaching on acceptable use of Medicare Card for discounted fare.	Valid

Total Complaints for Quarter	3
Total Valid	3
Total Valid or Inconclusive	3
Complaints per LANtaBus Trip	330,978
Valid Complaints per LANtaBus Trip	330,978



LANtaVan Dashboard Report
Tuesday, September 10, 2024
 Reporting Period:
 Q4 April 2024 - June 2024

Total Completed Trips by Funding Source
Q4 Comparison

Program	Q4 FY2024		Q4 FY2023		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	10,802	21%	10,125	23%	7%	LANTA	LANtaBus Op/Cap
Lottery	24,787	49%	20,323	45%	22%	PennDOT	PA Lottery Funds
MATP	12,461	25%	12,248	27%	2%	PA DHS	CMS/State MA Funding
PwD	1,485	3%	1,266	3%	17%	PennDOT	Proj of Stwde Signif
Other	770	2%	877	2%	-12%	Various	Various
Total	50,305	100%	44,839	100%	12%		

Total Completed Trips by Funding Source
YTD Comparison

Program	YTD FY2024		YTD FY2023		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	42,430	22%	39,803	24%	7%	LANTA	LANtaBus Op/Cap
Lottery	90,495	48%	72,447	44%	25%	PennDOT	PA Lottery Funds
MATP	49,111	26%	43,034	26%	14%	PA DHS	CMS/State MA Funding
PwD	5,252	3%	5,045	3%	4%	PennDOT	Proj of Stwde Signif
Other	3,044	2%	2,612	2%	17%	Various	Various
Total	190,332	100%	162,941	100%	17%		

MATP Out of Service Area Trip Statistics

Q4 FY2024		
Program	Completed Trips	Revenue Miles
MA OOC LC	63	3467.50
MA OOC NC	205	3498.90
Total	268	6966.40

Service Productivity - All

Q4 FY2024				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
30,671.64	24,845.99	60,642	2.44	3.19

Scheduled Trip Summary - All

Q4 FY2024			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
79,358	2,900	2,965	212

Riders by Fare Zone - All

Q4 FY2024				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	29.35	\$4.40	22,952	
2	35.35	\$5.30	15,824	
3	41.35	\$6.20	7,298	
Total			46,074	92%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q4 FY2024			Q4 FY2023			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	9.6	36.58	15.75	10.34	38.52	16.11	-7%	-5%	-2%
	LANtaBus Figure		13.5	LANtaBus Figure		14.0			

Duration of Trips - Q4 FY2024

Q4 FY2024					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	27,287	11,168	7,600	3067	1183
Trip Total As Percentage	54.2%	22.2%	15.1%	6.1%	2.4%

Percent Trips 30 mins or less	54%
Percent Trips 90 mins or less	92%
% ADA Trips within FRE	39%
% ADA within 15 mins. of FRE	85%

On Time Performance - Client Pick Up Trips

Q4 FY2024			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	13796	30599	5910
Trip Total As Percentage	27.4%	60.8%	11.7%

Total % On Time & Early	88%
LANtaBus On Time	57%

LANTA Call Center Report

Comparison

	Q4 FY2024 (Current)			Q3 FY2024 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	480	114	75	462	106	69
Average Call Wait Time	1:40	1:29	0:48	1:58	0:41	0:38

Complaints Received

Subject of Complaint	Q4 FY2024 (Current)		Q3 FY2024 (Previous)	
	Number	% of Total	Number	% of Total
Late	19	18%	11	9%
Early	5	5%	4	3%
Driver Attitude	18	17%	29	24%
Care Driving/Comfort	22	20%	22	18%
Van did not show	6	6%	5	4%
Fare Disputes	11	10%	10	8%
Overcrowding	0	0%	0	0%
Trip Length	18	17%	16	13%
Other	9	8%	25	20%
Total	108	100%	122	100%
Summary Statistics				
Trips per Complaint	466			
Complaints Deemed Valid	45			
Trips per Complaints Deemed Valid	1,118			



Carbon Transit Dashboard Report

Tuesday, September 10, 2024

Reporting Period: January 2024 - June 2024

**Total Completed Trips by Funding Source
Comparison**

Program	January - June 2024		January - June 2023		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	1,123	12%	1,180	13%	-5%	LANTA	LANtaBus Op/Cap
Lottery	4,958	55%	5,426	58%	-9%	PennDOT	PA Lottery Funds
MATP	2,333	26%	2,324	25%	0%	PA DHS	CMS/State MA Funding
PwD	602	7%	491	5%	23%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	9,016	100%	9,421	100%	-4%		

MATP Out of Service Area Trip Statistics

January - June 2024		
Program	Completed Trips	Revenue Miles
MA OOC CC	1424	27999.80
Total	1424	27999.80

Service Productivity - All

January - June 2024				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
7,911.01	5,758.95	10,359	1.80	2.38

Scheduled Trip Summary - All

January - June 2024			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
13,709	303	763	441

Riders by Fare Zone - ADA PwD MATP Lottery

January - June 2024				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	2,412	34%
2	\$ 31.00	\$4.65	3,237	45%
3	\$ 36.00	\$5.40	1,516	21%
Total			7,165	100%

Riders by Fare Zone - AAA Carbon Sponsorship Trips Only

January - June 2024				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	1,377	41%
2	\$ 31.00	\$1.25	1,109	33%
3	\$ 36.00	\$1.50	878	26%
Total			3,364	100%

**Trip Pattern Statistics - All Passengers
Comparison**

	January - June 2024			January - June 2023			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	15.39	52.65	17.54	14.26	54.95	15.57	8%	-4%	13%

Duration of Trips - 2024

January - June 2024					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	6,113	1,910	799	172	22
Trip Total As Percentage	67.8%	21.2%	8.9%	1.9%	0.2%

Percent Trips 30 mins or less	68%
Percent Trips 90 mins or less	98%

On Time Performance - Client Pick Up Trips

January - June 2024			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	2065	6743	207
Trip Total As Percentage	22.9%	74.8%	2.3%

Total % On Time & Early	98%
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