



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

1. Call to Order
 2. Roll Call
 3. Courtesy of the Floor
 - A. Public Comment
 - B. Update on comments received at September Committee meeting
 4. Dashboard Reports
 - A. LANtaBus Service Delivery Dashboard Report
 - B. LANtaVan Service Delivery Dashboard Report
 5. Report on Initiatives
 - A. Medical Certification for Eligibility Trends
 - B. Dispatch Staffing Approach
 - 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 September 10 meeting of the Committee.



LANtaBus Rider Experience Dashboard - July- September 2024-Q1

Tuesday, December 10, 2024

Metric	Q1 FY 25	YTD FY 25	YTD FY 24	% Change
Ridership LANtaBus	1,005,989	1,005,989	1,030,887	-2.42
Senior Ridership	143,307	143,307	125,820	13.90
Ridership LANtaFlex	4,561	4,561	3,961	15.15
Senior Ridership LANtaFlex	582	582	893	-34.83
Total Ridership	1,010,550	1,010,550	1,034,848	-2.35
Total Senior Ridership	143,889	143,889	126,713	13.56
Passenger Revenue (\$)	835,309	835,309	337,285	147.66
	YTD FY 25	Benchmark	% Diff	
Riders per revenue hour	14.2	18.4	-22.90	
Revenue/Revenue Hour (\$)	9.76	9.72	0.4	

Metrics

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	57%	21%	22%	80%
Missed Scheduled LANtaBus Trips	28			
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	130	7,738	9,689	8,099
Rider complaints about OTP/route adherence	234	4,299	5,400	5,384
HVAC related customer complaints	3	335,330	988,283	931,352
Transit App Usage	Current Q	Previous Q		
Transit App Users	24,132	19,858		
Downloads to Mobile Device	2,883	2,143		
Service Alert Subscribers	5,699	4,968		
Mobile Transactions	20,726	15,979		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	168	78	52	250	80	51
Avg wait time (Call Center)	1:23	1:20	1:27	0:58	0:43	0:56
	Current Quarter		Previous Quarter		Past Quarter	
Purpose of Call Breakdown	Calls	% of Total	Calls	% of Total	Calls	% of Total
Call Type						
Complaints	480	1%	451	0.99%	346	0.79%
Bus Times	6233	13.15%	5960	13.07%	5487	12.53%
Where is the Bus	82	0.17%	8	0.02%	1	0.00%
Why is the Bus Late	3	0.01%	0	0.00%	2	0.00%
What Bus to Take	138	0.29%	201	0.44%	11	0.03%
Hang Up/ Dead Air	1281	2.70%	1189	2.61%	1028	2.35%
Applications	616	1.30%	510	1.12%	313	0.71%
LANtaVan/ECC	36049	76.03%	34449	75.53%	33047	75.46%
Fares/Tickets	231	0.49%	231	0.51%	187	0.43%
Directions	142	0.30%	291	0.64%	272	0.62%
Transfers to Other Dept	1632	3.44%	1780	3.90%	2493	5.69%
Mailed Schedules	6	0.01%	11	0.02%	5	0.01%
Other(lost & found, detours, etc.)	521	1.10%	530	1.16%	600	1.37%
Total Calls	47,414	100.0%	45,611	100.0%	43,792	100.0%
Passenger Trips per Complaint	2,096					

On Time response to LANtaBus complaints	No open complaints more than 8 days old
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LANtaBus ADA Related Complaints July - September 2024			
Month	Issue	Details and Response	Determination
July	Ramp/Kneeling	Rider reported driver did not kneel bus. Video showed rider did not request bus be kneeled. Once requested, driver did kneel bus.	Invalid
	Ramp/Kneeling	Rider reported that driver did not deploy ramp when requested. Video did not substantiate claim.	Invalid
	Disability Fare	Driver changed full fare to rider with Reduced Fare Card. Driver rectified mistake with complimentary passes.	Valid
August	Ramp/Kneeling	Rider reported driver did not deploy ramp when requested. Video substantiated rider's claim. Driver received coaching on policy.	Valid
	Stop Announcements	Rider reported that bus did not announce that the bus changed from one route to another. System should announce route at beginning of trip. Bus was scheduled for maintenance check.	Valid
September	Ramp/Kneeling	Rider reported driver did not deploy ramp when requested. Driver reported that requested loction was not safe for ramp deployment. Driver deployed ramp at alternate location. Video substantiated driver's account.	Invalid

Total Complaints for Quarter	6
Total Valid	3
Total Valid or Inconclusive	3
Complaints per LANtaBus Trip	168,425
Valid Complaints per LANtaBus Trip	336,850



LANtaVan Dashboard Report

Tuesday, December 10, 2024

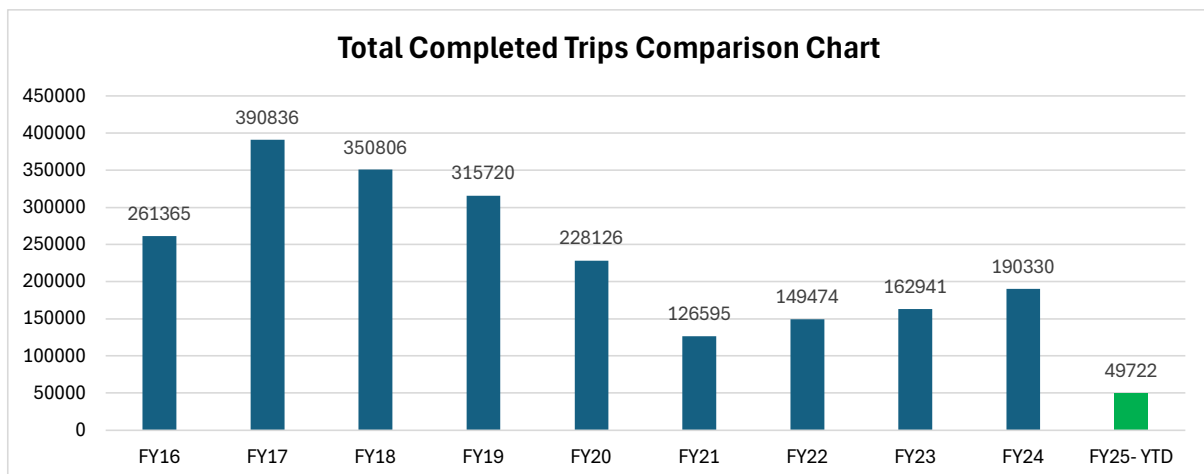
Reporting Period: FY25 Q1 July 2024 - September 2024

Total Completed Trips by Funding Source Q4 Comparison

Program	Q1 FY2025		Q1 FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	10,272	21%	10,413	23%	-1%	LANTA	LANtaBus Op/Cap
Lottery	24,537	49%	21,324	46%	15%	PennDOT	PA Lottery Funds
MATP	12,496	25%	12,101	26%	3%	PA DHS	CMS/State MA Funding
PwD	1,644	3%	1,267	3%	30%	PennDOT	Proj of Stwde Signif
Other	773	2%	763	2%	1%	Various	Various
Total	49,722	100%	45,868	100%	8%		

Total Completed Trips by Funding Source YTD Comparison

Program	YTD FY2025		YTD FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	10,272	21%	10,413	23%	-1%	LANTA	LANtaBus Op/Cap
Lottery	24,537	49%	21,324	46%	15%	PennDOT	PA Lottery Funds
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MATP Out of Service Area Trip Statistics

Q1 FY2025		
Program	Completed Trips	Revenue Miles
MA OOC LC	72	3774.00
MA OOC NC	124	3096.30
Total	196	6870.30

Service Productivity - All

Q1 FY2025				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
30,483.67	24,632.20	59,395	2.41	3.27

Scheduled Trip Summary - All

Q1 FY2025			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
80,607	3,084	3,169	197

Riders by Fare Zone - All

Q1 FY2025				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	13,360	
2	\$ 35.35	\$5.30	11,399	
3	\$ 41.35	\$6.20	6,085	
Total			30,844	62%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q1 FY2025			Q1 FY2024			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	9.6	36.78	15.66	11.60	39.46	17.73	-17%	-7%	-12%
	LANtaBus Figure		13.3	LANtaBus Figure		13.6			

Duration of Trips - Q1 FY2025

Q1 FY2025					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	27,497	11,026	7,169	2925	1105
Trip Total As Percentage	55.3%	22.2%	14.4%	5.9%	2.2%

Percent Trips 30 mins or less	55%
Percent Trips 90 mins or less	92%
% ADA Trips within FRE	35%
% ADA within 15 mins. of FRE	82%

On Time Performance - Client Pick Up Trips

Q1 FY2025			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	12226	30945	6551
Trip Total As Percentage	24.6%	62.2%	13.2%

Total % On Time & Early	87%
LANtaBus On Time or Early	78%

**LANTA Call Center Report
Comparison**

	Q1 FY2025 (Current)			Q4 FY2024 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	321	115	77	480	114	75
Average Call Wait Time	1:53	2:03	1:49	1:40	1:29	0:48

Complaints Received

Subject of Complaint	Q1 FY2025 (Current)		Q4 FY2024 (Previous)	
	Number	% of Total	Number	% of Total
Late	15	11%	19	18%
Early	6	5%	5	5%
Driver Attitude	13	10%	18	17%
Care Driving/Comfort	26	20%	22	20%
Van did not show	14	11%	6	6%
Fare Disputes	15	11%	11	10%
Overcrowding	0	0%	0	0%
Trip Length	21	16%	18	17%
Other	22	17%	9	8%
Total	132	100%	108	100%
Trips per Complaint				
	377			
Complaints Deemed Valid				
	47			
Trips per Complaints Deemed Valid				
	1,058			