



Service Delivery & Accessibility Committee

Agenda

June 10, 2025

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
 5. Report on Initiatives
 - A. Transdev Update
 6. Other Business
 7. Adjournment
-



**Response to Comments Received During Courtesy of the Floor
at the previous Service Delivery & Accessibility Committee Meeting**

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



LANtaBus Service Delivery Dashboard - Jan - Mar 2025-Q3

Tuesday, June 10, 2025

Metric	Q3 FY 25	YTD FY 25	YTD FY 24	% Change
Ridership LANtaBus	924,338	2,976,553	2,989,325	-0.43
Senior Ridership	112,372	385,636	359,381	7.31
Ridership LANtaFlex	3,756	12,885	13,419	-3.98
Senior Ridership LANtaFlex	811	2,212	2,586	-14.46
Total Ridership	928,094	2,989,438	3,002,744	-0.44
Total Senior Ridership	113,183	387,848	361,967	7.15
Passenger Revenue (\$)	715,674	2,574,770	1,693,389	52.05
	YTD FY 25	Benchmark	% Diff	
Riders per revenue hour	10.8	19	-42.93	
Revenue/Revenue Hour (\$)	8.40	19.56	-57.1	

Metrics

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	57%	19%	24%	80%
Missed Scheduled LANtaBus Trips	28.75			
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	108	8,559	10,359	7,738
Rider complaints about OTP/rte adherence	166	5,568	5,393	4,299
HVAC related customer complaints	1	924,338	1,046,226	1,005,989
Transit App Usage	Current Q	Previous Q		
Transit App Users	23,455	23,924		
Downloads to Mobile Device	1,926	2,105		
Service Alert Subscribers	6,591	6,387		
Passes Purchased	21,101	22,180		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	237	83	46	172	82	56
Avg wait time (Call Center)	1:33	1:15	1:33	1:31	1:30	1:06
	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Purpose of Call Breakdown						
Call Type						
Complaints	361	0.81%	416	0.89%	480	1%
Bus Times	4477	10.03%	5185	11.09%	6233	13.15%
Where is the Bus	3	0.01%	61	0.13%	82	0.17%
Why is the Bus Late	2	0.00%	1	0.00%	3	0.01%
What Bus to Take	114	0.26%	125	0.27%	138	0.29%
Hang Up/ Dead Air	1218	2.73%	1202	2.57%	1281	2.70%
Applications	549	1.23%	507	1.08%	616	1.30%
LANTaVan/ECC	35380	79.24%	36256	77.58%	36049	76.03%
Fares/Tickets	275	0.62%	342	0.73%	231	0.49%
Directions	75	0.17%	119	0.25%	142	0.30%
Transfers to Other Dept	1577	3.53%	1932	4.13%	1632	3.44%
Mailed Schedules	6	0.01%	2	0.00%	6	0.01%
Other(lost & found, detours, etc.)	614	1.38%	585	1.25%	521	1.10%
Total Calls	44,651	100.0%	46,733	100.0%	47,414	100.0%
Passenger Trips per Complaint	2,560					

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

LANTaBus ADA Related Complaints January - March 2025			
Month	Issue	Details and Response	Determination
January	Kneeling Bus	Rider reported driver did not kneel the bus. Review of video showed rider did not request kneeling.	Not Valid
February	Denial of Service	Rider in a wheelchair was told bus was full. Video was reviewed. Driver should have accomodated rider. Driver received coaching on how to address such situations.	Valid
March	Reduced Fare Refusal	Rider reported that driver refused to give discounted fare. Driver allowed passenger to ride and advised rider they need a Reduced Fare Card in future. Video review shows rider did not have Reduced Fare Card for discount. Driver followed correct procedure.	Not Valid
Total Complaints for Quarter	3		
Total Valid	1		
Total Valid or Inconclusive	1		
Complaints per LANTaBus Trip	928,094		
Valid Complaints per LANTaBus Trip	928,094		



LANtaVan Dashboard Report

Tuesday, June 10, 2025

Reporting Period: FY25 Q3 January 2025 - March 2025

Total Completed Trips by Funding Source

Q3 Comparison

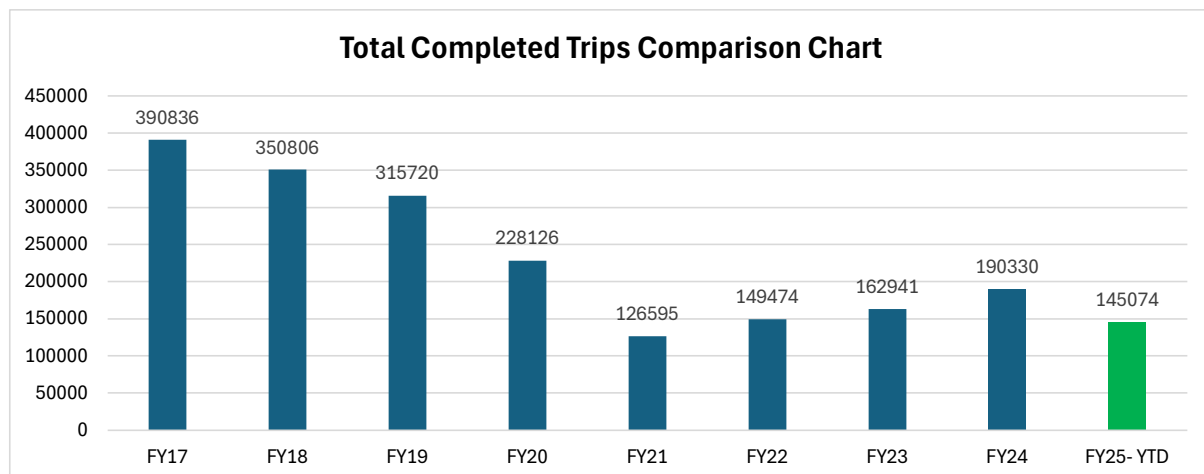
Program	Q3 FY2025		Q3 FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	9,822	21%	10,528	22%	-7%	LANTA	LANtaBus Op/Cap
Lottery	22,361	48%	22,558	48%	-1%	PennDOT	PA Lottery Funds
MATP	12,434	27%	12,140	26%	2%	PA DHS	CMS/State MA Funding
PwD	1,542	3%	1,236	3%	25%	PennDOT	Proj of Stwde Signif
Other	683	1%	765	2%	-10%	Various	Various
Total	46,842	100%	47,227	100%	-1%		

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	30,300	21%	31,628	23%	-4%	LANTA	LANtaBus Op/Cap
Lottery	71,192	49%	65,708	47%	8%	PennDOT	PA Lottery Funds
MATP	36,780	25%	36,650	26%	1%	PA DHS	CMS/State MA Funding
PwD	4,754	3%	3,767	3%	26%	PennDOT	Proj of Stwde Signif
Other	2,048	1%	2,274	2%	-10%	Various	Various
Total	145,074	100%	140,027	100%	4%		

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

Q3 FY2025		
Program	Completed Trips	Revenue Miles
MA OOC LC	111	2387.10
MA OOC NC	49	1421.20
Total	160	3808.30

Service Productivity - All

Q3 FY2025				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
29,521.85	23,822.57	56,185	2.36	3.29

Scheduled Trip Summary - All

Q3 FY2025			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
78,294	3,434	2,850	196

Riders by Fare Zone - All

Q3 FY2025				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	21,383	
2	\$ 35.35	\$5.30	15,180	
3	\$ 41.35	\$6.20	6,491	
Total			43,054	92%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q3 FY2025			Q3 FY2024			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	9.3	37.81	14.76	9.82	38.42	15.34	-5%	-2%	-4%
	LANtaBus Figure		13.2	LANtaBus Figure		13.5			

Duration of Trips

Q3 FY2025					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	27,131	10,105	6,206	2,434	966
Trip Total As Percentage	57.9%	21.6%	13.2%	5.2%	2.1%

Percent Trips 30 mins or less	58%
Percent Trips 90 mins or less	93%
% ADA Trips within FRE	44%
% ADA within 15 mins. of FRE	89%

On Time Performance - Client Pick Up Trips

Q3 FY2025			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	11065	29135	6642
Trip Total As Percentage	23.6%	62.2%	14.2%

Total % On Time & Early	86%
LANtaBus On Time	57%

LANTA Call Center Report Comparison

	Q3 FY2025 (Current)			Q2 FY2025 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	490	116	69	491	123	76
Average Call Wait Time	2:13	1:15	1:26	2:01	1:27	1:07

Complaints Received

Subject of Complaint	Q3 FY2025 (Current)		Q2 FY2025 (Previous)	
	Number	% of Total	Number	% of Total
Late	29	28%	27	24%
Early	7	7%	1	1%
Driver Attitude	13	13%	12	11%
Care Driving/Comfort	10	10%	12	11%
Van did not show	4	4%	3	3%
Fare Disputes	12	12%	21	19%
Overcrowding	0	0%	0	0%
Trip Length	12	12%	24	21%
Other	15	15%	12	11%
Total	102	100%	112	100%
Trips per Complaint	459			
Complaints Deemed Valid	45			
Trips per Complaints Deemed Valid	1,041			