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**Service Delivery & Accessibility Committee**

**Agenda**

**September 9, 2025**

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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 June Committee meeting
  4. Dashboard Reports
    - A. LANtaBus Service Delivery Dashboard Report
    - B. LANtaVan Service Delivery Dashboard Report
    - C. Carbon Transit Service Delivery Dashboard Report
  5. Report on Initiatives
    - A. 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**

At the June 10 meeting of the Committee:

Deb Rozear from the Lehigh Valley Center for Independent Living (LVCIL) provided information about fare payment and service issues being experienced by an LVCIL consumer. Staff followed up with Ms. Rozear and the issues raised have been addressed.

Brenda King and Melody Simmons both raised concerns about their trip length on LANtaVan services and the reliability of pick-up times. Staff has monitored the trips of both riders and have not observed continued problems.



## LANtaBus Service Delivery Dashboard -April-June 2025-Q4

Tuesday, September 9, 2025

Metric	Q4 FY 25	YTD FY 25	YTD FY 24	% Change
Ridership LANtaBus	1,001,831	3,978,384	3,977,639	0.02
Senior Ridership	122,824	508,460	496,701	2.37
Ridership LANtaFlex	4,663	17,548	18,069	-2.88
Senior Ridership LANtaFlex	1,165	3,377	3,233	4.45
<b>Total Ridership</b>	<b>1,006,494</b>	<b>3,995,932</b>	<b>3,995,708</b>	<b>0.01</b>
<b>Total Senior Ridership</b>	<b>123,989</b>	<b>511,837</b>	<b>499,934</b>	<b>2.38</b>
Passenger Revenue (\$)	759,447	3,097,682	2,454,798	26.19
	<b>YTD FY 25</b>	<b>Benchmark</b>	<b>% Diff</b>	
Riders per revenue hour	11.3	19	-40.31	
Revenue/Revenue Hour (\$)	8.60	19.56	-56.0	

### 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 % (1 min variance)	64%	7%	29%	80%
Missed Scheduled LANtaBus Trips	80.5			
		<b>Psngtr 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	86	11,649	8,559	10,359
Rider complaints about OTP/rte adherence	190	5,273	5,568	5,393
HVAC related customer complaints	1	1,001,831	924,338	1,046,226
<b>Transit App Usage</b>	<b>Current Q</b>	<b>Previous Q</b>		
Transit App Users	28,332	23,455		
Downloads to Mobile Device	2,695	1,926		
Service Alert Subscribers	7,813	6,591		
Passes Purchased	30,971	21,101		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	270	84	52	237	83	46
Avg wait time (Call Center)	1:28	1:15	1:54	1:33	1:15	1:33
	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Purpose of Call Breakdown						
Call Type						
Complaints	401	0.86%	361	0.81%	416	0.89%
Bus Times	5053	10.79%	4477	10.03%	5185	11.09%
Where is the Bus	21	0.04%	3	0.01%	61	0.13%
Why is the Bus Late	3	0.01%	2	0.00%	1	0.00%
What Bus to Take	187	0.40%	114	0.26%	125	0.27%
Hang Up/ Dead Air	1320	2.82%	1218	2.73%	1202	2.57%
Applications	611	1.30%	549	1.23%	507	1.08%
LANtaVan/ECC	36560	78.03%	35380	79.24%	36256	77.58%
Fares/Tickets	347	0.74%	275	0.62%	342	0.73%
Directions	140	0.30%	75	0.17%	119	0.25%
Transfers to Other Dept	1531	3.27%	1577	3.53%	1932	4.13%
Mailed Schedules	5	0.01%	6	0.01%	2	0.00%
Other(lost & found, detours, etc.)	673	1.44%	614	1.38%	585	1.25%
<b>Total Calls</b>	<b>46,852</b>	<b>100.0%</b>	<b>44,651</b>	<b>100.0%</b>	<b>46,733</b>	<b>100.0%</b>
Passenger Trips per Complaint	2,498					

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

LANtaBus ADA Related Complaints April -June 2025			
Month	Issue	Details and Response	Determination
April	Bus Kneeling	The passenger reported difficulty boarding, stating that the driver did not kneel the bus sufficiently. However, video footage confirms that the driver activated the kneeling feature and lowered the bus to its maximum extent.	Not Valid
	Reduced Fare	Passenger presented Reduced Fare Card for discounted fare. Driver charge passenger incorrect amount. The driver was unfamiliar with the procedure and has since been coached by a supervisor to ensure proper protocol is followed.	Valid
May			
June		Passenger reported that the driver declined service because she was using a wheelchair and did not pull alongside the curb to deploy the ramp. Review of the video footage shows the driver failed to pull up to the curb, which prevented proper deployment of the ramp. The driver has since been scheduled for coaching.	Valid
Total Complaints for Quarter	3		
Total Valid	2		
Total Valid or Inconclusive	2		
Complaints per LANtaBus Trip	1,006,494		
Valid Complaints per LANtaBus Trip	503,247		



## LANtaVan Dashboard Report

Tuesday, September 9, 2025

Reporting Period: FY25 Q4 April 2025 - June 2025

### Total Completed Trips by Funding Source

#### Q4 Comparison

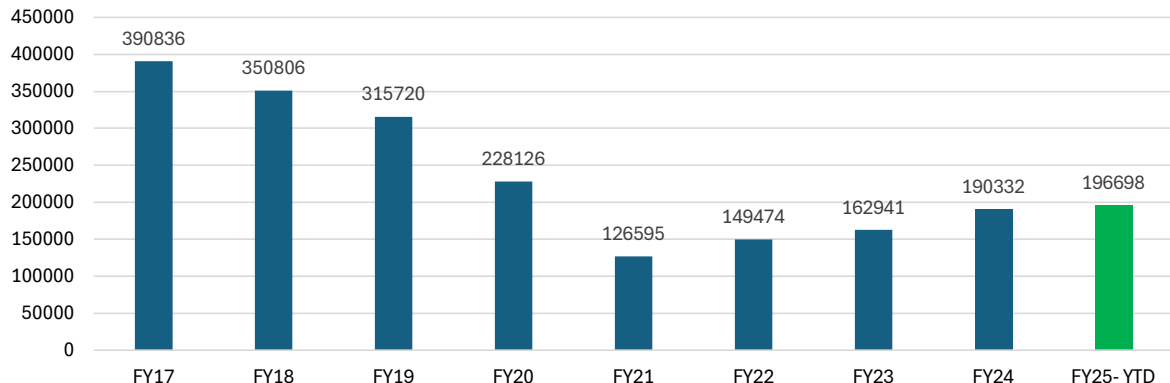
Program	Q4 FY2025		Q4 FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	10,773	21%	10,802	21%	1%	LANTA	LANtaBus Op/Cap
Lottery	25,261	49%	24,787	49%	2%	PennDOT	PA Lottery Funds
MATP	13,426	26%	12,461	25%	8%	PA DHS	CMS/State MA Funding
PwD	1,300	3%	1,485	3%	-12%	PennDOT	Proj of Stwde Signif
Other	864	2%	770	2%	12%	Various	Various
Total	51,624	100%	50,305	100%	3%		

### Total Completed Trips by Funding Source

#### YTD Comparison

Program	YTD FY2025		YTD FY2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	41,073	21%	42,430	22%	-3%	LANTA	LANtaBus Op/Cap
Lottery	96,453	49%	90,495	48%	7%	PennDOT	PA Lottery Funds
MATP	50,206	26%	49,111	26%	2%	PA DHS	CMS/State MA Funding
PwD	6,054	3%	5,252	3%	15%	PennDOT	Proj of Stwde Signif
Other	2,912	1%	3,044	2%	-4%	Various	Various
Total	196,698	100%	190,332	100%	3%		

### Total Completed Trips Comparison Chart



### MATP Out of Service Area Trip Statistics

Q4 FY2025		
Program	Completed Trips	Revenue Miles
MA OOC LC	68	2340
MA OOC NC	48	1850
<b>Total</b>	<b>116</b>	<b>4190</b>

### Service Productivity - All

Q4 FY2025				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
31,609.40	25,796.20	62,847	2.44	3.13

### Scheduled Trip Summary - All

Q4 FY2025			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
80,830	3,176	3,194	180

### Riders by Fare Zone - All

Q4 FY2025				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	23,807	
2	\$ 35.35	\$5.30	16,355	
3	\$ 41.35	\$6.20	7,376	
<b>Total</b>			<b>47,538</b>	<b>92%</b>

### Trip Pattern Statistics - All Passengers

#### Quarter Comparison

	Q4 FY2025			Q4 FY2024			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
<b>Total</b>	9.2	36.73	15.01	9.6	36.58	15.75	-4%	1%	5%
	LANtaBus Figure		13.2	LANtaBus Figure		13.5			

### Duration of Trips

Q4 FY2025					
Minutes	<30	31-60	61-90	>90	>120
<b>Trip Total</b>	28,866	11,725	7,330	2588	1115
<b>Trip Total As Percentage</b>	55.9%	22.7%	14.2%	5.0%	2.2%

Percent Trips 30 mins or less	56%
Percent Trips 90 mins or less	93%
% ADA Trips within FRE	53%
% ADA within 15 mins. of FRE	79%

### On Time Performance - Client Pick Up Trips

Q4 FY2025			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	12283	31650	7691
Trip Total As Percentage	23.8%	61.3%	14.9%

Total % On Time & Early	85%
LANtaBus On Time	80%

### LANTA Call Center Report Comparison

	Q4 FY2025 (Current)			Q3 FY2025 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	510	107	74	490	116	69
Average Call Wait Time	2:07	1:22	1:23	2:13	1:15	1:26

### Complaints Received

Subject of Complaint	Q4 FY2025 (Current)		Q3 FY2025 (Previous)	
	Number	% of Total	Number	% of Total
Late	59	33%	29	28%
Early	8	4%	7	7%
Driver Attitude	26	14%	13	13%
Care Driving/Comfort	20	11%	10	10%
Van did not show	10	6%	4	4%
Fare Disputes	23	13%	12	12%
Overcrowding	0	0%	0	0%
Trip Length	15	8%	12	12%
Other	19	11%	15	15%
<b>Total</b>	<b>180</b>	100%	102	100%
<b>Trips per Complaint</b>	287			
<b>Complaints Deemed Valid</b>	88			
<b>Trips per Complaints Deemed Valid</b>	587			





## Carbon Transit Dashboard Report

Tuesday, September 9, 2025

Reporting Period:

Q3 - Q4 FY25

January 2025 - June 2025

### Total Completed Trips by Funding Source Comparison

Program	January - June 2025		January - June 2024		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	826	10%	1,123	12%	-26%	LANTA	LANtaBus Op/Cap
Lottery	4,009	49%	4,958	55%	-19%	PennDOT	PA Lottery Funds
MATP	2,512	31%	2,333	26%	8%	PA DHS	CMS/State MA Funding
PwD	762	9%	602	7%	27%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	8,109	100%	9,016	100%	-10%		

### MATP Out of Service Area Trip Statistics

January - June 2025		
Program	Completed Trips	Revenue Miles
MA OOC CC	1,926	28,277.70
Total	1,926	28,277.70

### Service Productivity - All

January - June 2025				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
6,290.69	4,877.04	9,309	1.91	3.17

### Scheduled Trip Summary - All

January - June 2025			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
15,448	291	780	403

Riders by Fare Zone - ADA PwD MATP Lottery

January - June 2025				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	3,814	47%
2	\$ 31.00	\$4.65	2,818	35%
3	\$ 36.00	\$5.40	1,409	18%
Total			8,041	99%

Riders by Fare Zone - AAA Carbon Sponsorship Trips Only

January - June 2025				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$1.05	997	45%
2	\$ 31.00	\$1.25	617	28%
3	\$ 36.00	\$1.50	578	26%
Total			2,192	27%

Trip Pattern Statistics - All Passengers  
Comparison

	January - June 2025			January - June 2024			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	14.81	46.55	19.09	15.39	52.65	17.54	-4%	-12%	9%

Duration of Trips - 2024

January - June 2025					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	5,331	1,713	828	212	25
Trip Total As Percentage	65.7%	21.1%	10.2%	2.6%	0.3%

Percent Trips 30 mins or less	66%
Percent Trips 90 mins or less	97%

On Time Performance - Client Pick Up Trips

January - June 2025			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	1723	6235	151
Trip Total As Percentage	21.2%	76.9%	1.9%

Total % On Time & Early	98%
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