



Service Delivery & Accessibility Committee

Agenda

December 9, 2025

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
 - C. Carbon Transit Service Delivery Dashboard Report
 5. Report on Initiatives
 - A. Find-My-Ride Online Scheduling
 - B. 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 public comment at the September 9, 2025 meeting of the Committee.



LANtaBus Rider Experience Dashboard - July- September 2025-Q1

Tuesday, December 09, 2025

Metric	Q1 FY 26	YTD FY 26	YTD FY 25	% Change
Ridership LANtaBus	979,144	979,144	1,005,989	-2.67
Senior Ridership	146,722	146,722	143,307	2.38
Ridership LANtaFlex	3,010	3,010	4,561	-34.01
Senior Ridership LANtaFlex	1,218	1,218	582	109.28
Total Ridership	982,154	982,154	1,010,550	-2.81
Total Senior Ridership	147,940	147,940	143,889	2.82
Passenger Revenue (\$)	739,370	739,370	835,309	-11.49
	YTD FY 26	Benchmark	% Diff	
Riders per revenue hour	11.0	18.4	-39.99	
Revenue/Revenue Hour (\$)	8.32	9.72	-14.4	

Metrics

LANtaBus OPERATIONS FIGURES				
Service Reliability	On-Time	Early	Late	Benchmark
LANtaBus On Time %	62%	7%	30%	80%
	Missed	Total	Trips/Miss	Miss %
Missed Scheduled LANtaBus Trips	144.5	71,695	496.16	0.20%
		Psngr Trips Per Complaint Type		
Rider Comfort/Experience	Type	Current Q	Previous Q	Prior Q
Complaints regarding driver courtesy	126	7,771	11,649	8,559
Rider complaints about OTP/route adherence	233	4,202	5,273	5,568
HVAC related customer complaints	1	979,144	1,001,831	924,338
Transit App Usage	Current Q	Previous Q		
Transit App Users	36,920	28,332		
Downloads to Mobile Device	4,911	2,695		
Service Alert Subscribers	8,753	7,813		
Mobile Transactions	154,930	30,971		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	289	90	46	270	84	52
Avg wait time (Call Center)	1:38	1:23	1:08	1:28	1:15	1:54
	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Purpose of Call Breakdown						
Call Type						
Complaints	535	1%	401	0.86%	361	0.81%
Bus Times	5797	11.56%	5053	10.79%	4477	10.03%
Where is the Bus	10	0.02%	21	0.04%	3	0.01%
Why is the Bus Late	4	0.01%	3	0.01%	2	0.00%
What Bus to Take	284	0.57%	187	0.40%	114	0.26%
Hang Up/ Dead Air	1407	2.81%	1320	2.82%	1218	2.73%
Applications	739	1.47%	611	1.30%	549	1.23%
LANtaVan/Transdev	37977	75.73%	36560	78.03%	35380	79.24%
Fares/Tickets	682	1.36%	347	0.74%	275	0.62%
Directions	215	0.43%	140	0.30%	75	0.17%
Transfers to Other Dept	1622	3.23%	1531	3.27%	1577	3.53%
Mailed Schedules	21	0.04%	5	0.01%	6	0.01%
Other(lost & found, detours, etc.)	854	1.70%	673	1.44%	614	1.38%
Total Calls	50,147	100.0%	46,852	100.0%	44,651	100.0%
Passenger Trips per Complaint	1,830					

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

LANtaBus ADA Related Complaints July - September 2025			
Month	Issue	Details and Response	Determination
July	Disability Fare	Rider presenting Reduced Fare card reported driver refused admittance after farebox malfunction. Video confirmed report. Driver received coaching.	Valid
August	Ramp/Kneeling	Rider reported that driver did not kneel bus. Video showed driver did kneel bus.	Invalid
	Ramp/Kneeling	Rider reported that driver did not deploy ramp when requested. Video showed driver did deploy ramp.	Invalid
	Wheelchair Securements	Rider reported driver failed to secure wheelchair properly. No video available of incident to confirm. Driver received coaching as precaution.	Inconclusive
	Disability Fare	Rider reported that driver charged full fare rather than reduced fare amount. Video showed that rider did not show driver a Reduced Fare card.	Invalid
	Disability Fare	Rider presented a SSI card for reduced fare. Driver correctly issued a single ride reduced fare rather than a day pass which is consistent with LANTA policy. Rider thought an SSI card could be used to buy a reduced fare day pass.	Invalid
	Disability Fare	Rider reported that driver did not accept new ValleyRide Reduced Fare card. Video confirmed. Driver received retraining.	Valid
September	Ramp/Kneeling	Rider reported that driver did not kneel bus low enough to allow for use of the bike rack. Video was reviewed and no evidence of the incident could be found and rider could not be reached for further information.	Inconclusive
	Ramp/Kneeling	Rider reported that driver refused to deploy ramp when requested. Video of reported trip was reviewed no evidence could be found of reported incident to confirm.	Inconclusive

Total Complaints for Quarter	9
Total Valid	2
Total Invalid or Inconclusive	7
Complaints per LANtaBus Trip	109,128
Valid Complaints per LANtaBus Trip	491,077



LANtaVan Dashboard Report

Tuesday, December 9, 2025

Reporting Period: FY26 Q1 July 2025 - September 2025

Total Completed Trips by Funding Source

Q1 Comparison

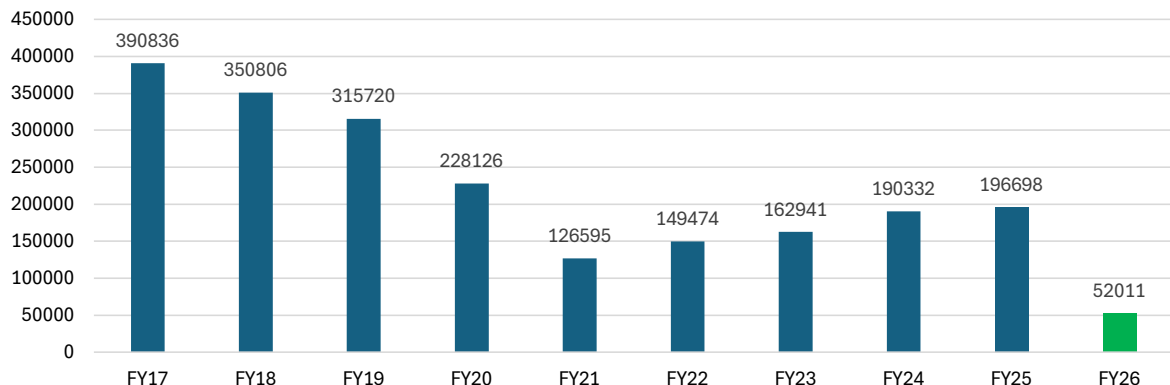
Program	Q1 FY2026		Q1 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	9,613	18%	10,272	21%	-6%	LANTA	LANtaBus Op/Cap
Lottery	25,946	50%	24,537	49%	6%	PennDOT	PA Lottery Funds
MATP	14,002	27%	12,496	25%	12%	PA DHS	CMS/State MA Funding
PwD	1,445	3%	1,644	3%	-12%	PennDOT	Proj of Stwde Signif
Other	1,005	2%	773	2%	30%	Various	Various
Total	52,011	100%	49,722	100%	5%		

Total Completed Trips by Funding Source

YTD Comparison

Program	YTD FY2026		YTD FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total			
ADA	9,613	18%	10,272	21%	-6%	LANTA	LANtaBus Op/Cap
Lottery	25,946	50%	24,537	49%	6%	PennDOT	PA Lottery Funds
MATP	14,002	27%	12,496	25%	12%	PA DHS	CMS/State MA Funding
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Other	1,005	2%	773	2%	30%	Various	Various
Total	52,011	100%	49,722	100%	5%		

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

Q1 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC LC	195	4357
MA OOC NC	264	4266
Total	459	8623

Service Productivity - All

Q1 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
33,088.88	26,577.52	64,433	2.42	3.08

Scheduled Trip Summary - All

Q1 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
81,846	2,057	3,450	220

Riders by Fare Zone - All

Q1 FY2026				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	23,440	
2	\$ 35.35	\$5.30	17,171	
3	\$ 41.35	\$6.20	7,072	
Total			47,683	92%

Trip Pattern Statistics - All Passengers

Quarter Comparison

	Q1 FY2026			Q1 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	9.4	38.17	14.71	9.6	36.78	15.66	-2%	4%	-6%
	LANtaBus Figure		13.2	LANtaBus Figure		13.3			

Duration of Trips

Q1 FY2026					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	30,183	11,980	7,036	2,257	555
Trip Total As Percentage	58.0%	23.0%	13.5%	4.3%	1.1%

Percent Trips 30 mins or less	58%
Percent Trips 90 mins or less	95%
% ADA Trips within FRE	52%
% ADA within 15 mins. of FRE	86%

On Time Performance - Client Pick Up Trips

Q1 FY2026			
	Before Pick Up Window	In Pick Up Window	Late
Time vs Window			
Trip Total	13375	32237	6399
Trip Total As Percentage	25.7%	62.0%	12.3%

Total % On Time & Early	88%
LANtaBus On Time	62%

LANTA Call Center Report

Comparison

	Q1 FY2026 (Current)			Q4 FY2025 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Call Volume	503	109	77	510	107	74
Average Call Wait Time	2:23	2:10	0:44	2:07	1:22	1:23

Complaints Received

Subject of Complaint	Q1 FY2026 (Current)		Q4 FY2025 (Previous)	
	Number	% of Total	Number	% of Total
Late	49	29%	59	33%
Early	9	5%	8	4%
Driver Attitude	26	16%	26	14%
Care Driving/Comfort	30	18%	20	11%
Van did not show	7	4%	10	6%
Fare Disputes	15	9%	23	13%
Overcrowding	2	1%	0	0%
Trip Length	8	5%	15	8%
Other	21	13%	19	11%
Total	167	100%	180	100%
Trips per Complaint	311			
Complaints Deemed Valid	81			
Trips per Complaints Deemed Valid	642			



Carbon Transit Dashboard Report

Tuesday, December 9, 2025

Reporting Period: FY26 Q1 July 2025 - September 2025

Total Completed Trips by Funding Source

Q1 Comparison

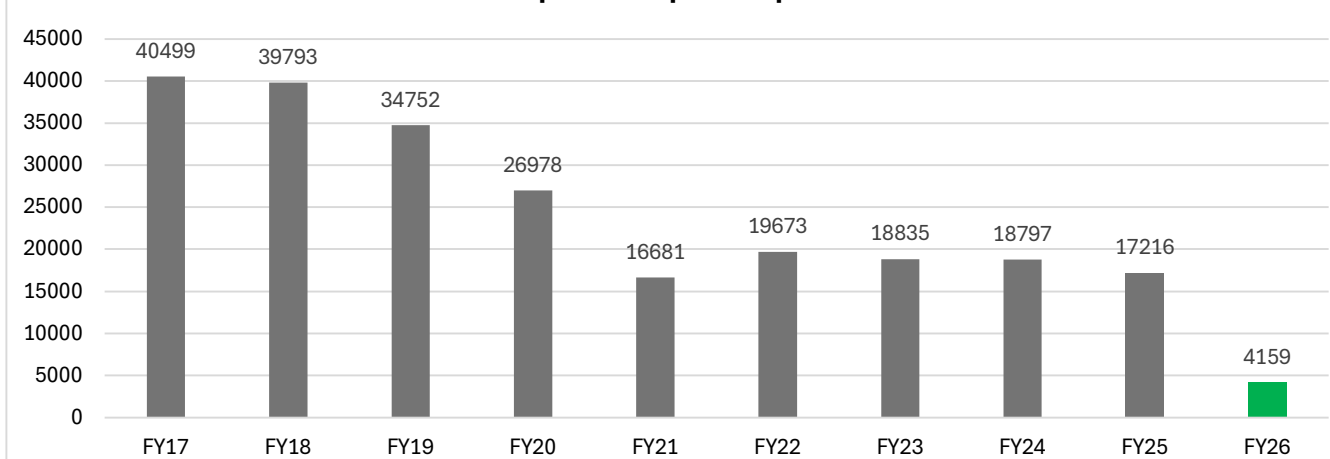
Program	Q1 FY2026		Q1 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	437	11%	521	11%	-16%	LANTA	LANtaBus Op/Cap
Lottery	2,180	52%	2,457	53%	-11%	PennDOT	PA Lottery Funds
MATP	1,258	30%	1,246	27%	1%	PA DHS	CMS/State MA Funding
PwD	284	7%	372	8%	-24%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
Total	4,159	100%	4,596	100%	-10%		

Total Completed Trips by Funding Source

YTD Comparison

Program	YTD FY2026		YTD FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	437	11%	521	11%	-16%	LANTA	LANtaBus Op/Cap
Lottery	2,180	52%	2,457	53%	-11%	PennDOT	PA Lottery Funds
MATP	1,258	30%	1,246	27%	1%	PA DHS	CMS/State MA Funding
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Total	4,159	100%	4,596	100%	-10%		

Total Completed Trips Comparison Chart



MATP Out of Service Area Trip Statistics

Q1 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC CC	824	13,012.70
Total	824	13,012.70

Service Productivity - All

Q1 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
3,145.43	2,461.61	4,795	1.95	3.06

Scheduled Trip Summary - All

Q1 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
7,539	152	344	175

Riders by Fare Zone - ADA PwD MATP Lottery

Q1 FY2026				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	2,079	50%
2	\$ 31.00	\$4.65	1,390	33%
3	\$ 36.00	\$5.40	674	16%
Total			4,143	100%

Trip Pattern Statistics - All Passengers

Comparison									
	Q1 FY2026			Q1 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
Total	14.35	45.38	18.97	15.74	52.8	17.89	-9%	-14%	6%

Duration of Trips

Q1 FY2026					
Minutes	<30	31-60	61-90	>90	>120
Trip Total	2,665	935	428	105	26
Trip Total As Percentage	64.1%	22.5%	10.3%	2.5%	0.6%

Percent Trips 30 mins or less	64%
Percent Trips 90 mins or less	97%

On Time Performance - Client Pick Up Trips

Q1 FY2026			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
Trip Total	1012	3024	123
Trip Total As Percentage	24.3%	72.7%	3.0%
Total % On Time & Early	97%		

MATP Out of Service Area Trip Statistics

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Total	824	13,012.70

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Total	14.35	45.38	18.97	15.74	52.8	17.89	-9%	-14%	6%

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Total % On Time & Early	97%		