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**Service Delivery & Accessibility Committee  
Agenda  
June 9, 2026**

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1. Call to Order
  2. Welcome and Public Involvement Instructions
  3. Roll Call
  4. Courtesy of the Floor
    - A. Public Comment
    - B. Update on comments received at March Committee meeting
  5. Dashboard Reports
    - A. LANtaBus Service Delivery Dashboard Report
    - B. LANtaVan Service Delivery Dashboard Report
    - C. Carbon Transit Service Delivery Dashboard Report
  6. Report on Initiatives
    - A. Find my Ride Online Trip Scheduling
    - B. Reduce Fare Transit ID – Valley Ride
    - C. Transdev Update
  7. Other Business
  8. 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 public comment at the March 10, 2026 meeting of the Committee.



## LANtaBus Service Delivery Dashboard - Jan - Mar 2026-Q3

Tuesday, June 9, 2026

Metric	Q3 FY 26	YTD FY 26	YTD FY 25	% Change
Ridership LANtaBus	889,815	2,904,980	2,989,325	-2.82
Senior Ridership	121,466	407,115	359,381	13.28
Ridership LANtaFlex	2,306	8,299	13,419	-38.15
Senior Ridership LANtaFlex	962	3,481	2,586	34.61
<b>Total Ridership</b>	<b>892,121</b>	<b>2,913,279</b>	<b>3,002,744</b>	<b>-2.98</b>
<b>Total Senior Ridership</b>	<b>122,428</b>	<b>410,596</b>	<b>361,967</b>	<b>13.43</b>
Passenger Revenue (\$)	180,833	1,612,962	1,693,389	-4.75
	<b>YTD FY 26</b>	<b>Benchmark</b>	<b>% Diff</b>	
Riders per revenue hour	14.3	14.9	-4.03	

### Metrics

LANtaBus OPERATIONS FIGURES				
<b>Service Reliability</b>	<b>On-Time</b>	<b>Early</b>	<b>Late</b>	<b>Benchmark</b>
LANtaBus On Time %	65%	9%	26%	80%
Missed Scheduled LANtaBus Trips	196			
		Psngr Trips Per Complaint Type		
<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	10,347	7,647	7,922
Rider complaints about OTP/rte adherence	148	6,012	5,619	4,284
HVAC related customer complaints	0	889,815	254,262	998,118
<b>Transit App Usage</b>	<b>Current Q</b>	<b>Previous Q</b>		
Transit App Users	37,236	37,237		
Downloads to Mobile Device	3,102	2,598		
Service Alert Subscribers	970	9,497		
Passes Purchased	36,754	40,331		

	Current Quarter			Previous Quarter		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Avg daily call volume (Call Center)	268	95	43	258	91	47
Avg wait time (Call Center)	1:28	1:36	1:46	1:15	1:48	1:29
Purpose of Call Breakdown	Current Quarter		Previous Quarter		Past Quarter	
	Calls	% of Total	Calls	% of Total	Calls	% of Total
Call Type						
Complaints	364	0.78%	426	0.92%	535	1%
Bus Times	4215	9.00%	4407	9.48%	5797	11.56%
Where is the Bus	17	0.04%	10	0.02%	10	0.02%
Why is the Bus Late	6	0.01%	4	0.01%	4	0.01%
What Bus to Take	253	0.54%	303	0.65%	284	0.57%
Hang Up/ Dead Air	1189	2.54%	1128	2.43%	1407	2.81%
Applications	579	1.24%	559	1.20%	739	1.47%
LANtaVan/ECC	37702	80.52%	36853	79.29%	37977	75.73%
Fares/Tickets	378	0.81%	373	0.80%	682	1.36%
Directions	61	0.13%	175	0.38%	215	0.43%
Transfers to Other Dept	1458	3.11%	1506	3.24%	1622	3.23%
Mailed Schedules	8	0.02%	0	0.00%	21	0.04%
Other(lost & found, detours, etc.)	593	1.27%	733	1.58%	854	1.70%
<b>Total Calls</b>	<b>46,823</b>	<b>100.0%</b>	<b>46,477</b>	<b>100.0%</b>	<b>50,147</b>	<b>100.0%</b>
Passenger Trips per Complaint	2,445					

On Time response to LANtaBus complaints	No open complaints more than 8 days old
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LANtaBus ADA Related Complaints			
January - March 2026			
Month	Issue	Details and Response	Determination
January			
February			
March			
<b>Total Complaints for Quarter</b>	<b>0</b>		
<b>Total Valid</b>	<b>0</b>		
<b>Total Valid or Inconclusive</b>	<b>0</b>		
<b>Complaints per LANtaBus Trip</b>	<b>892,121</b>		



## LANtaVan Dashboard Report

Tuesday, June 9, 2026

Reporting Period: FY26 Q3 January 2026 - March 2026

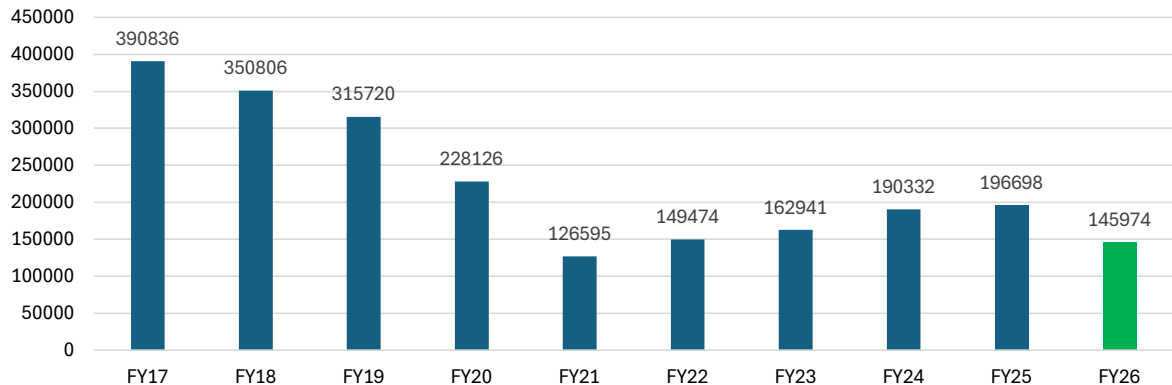
### Total Completed Trips by Funding Source Q3 Comparison

Program	Q3 FY2026		Q3 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	8,849	20%	9,822	21%	-10%	LANTA	LANtaBus Op/Cap
Lottery	21,295	47%	22,361	48%	-5%	PennDOT	PA Lottery Funds
MATP	13,200	29%	12,434	27%	6%	PA DHS	CMS/State MA Funding
PwD	1,050	2%	1,542	3%	-32%	PennDOT	Proj of Stwde Signif
Other	824	2%	683	1%	21%	Various	Various
<b>Total</b>	<b>45,218</b>	<b>100%</b>	<b>46,842</b>	<b>100%</b>	<b>-3%</b>		

### 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	27,836	19%	30,300	21%	-8%	LANTA	LANtaBus Op/Cap
Lottery	71,090	49%	71,192	49%	1%	PennDOT	PA Lottery Funds
MATP	40,437	28%	36,780	25%	10%	PA DHS	CMS/State MA Funding
PwD	3,769	3%	4,754	3%	-21%	PennDOT	Proj of Stwde Signif
Other	2,842	2%	2,048	1%	39%	Various	Various
<b>Total</b>	<b>145,974</b>	<b>100%</b>	<b>145,074</b>	<b>100%</b>	<b>1%</b>		

### Total Completed Trips Comparison Chart



**MATP Out of Service Area Trip Statistics**

Q3 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC LC	83	4291.3
MA OOC NC	279	6560.9
<b>Total</b>	<b>362</b>	<b>10852.2</b>

**Service Productivity - All**

Q3 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
29,350	23,118	56,688	2.45	3.46

**Scheduled Trip Summary - All**

Q3 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
79,915	2,665	3,330	225

**Riders by Fare Zone - All**

Q3 FY2026				
Zone	Full Fare	Copay	Trips	% of Total Trips
Base	\$ 29.35	\$4.40	20,519	
2	\$ 35.35	\$5.30	15,579	
3	\$ 41.35	\$6.20	5,597	
<b>Total</b>			<b>41,695</b>	<b>92%</b>

**Trip Pattern Statistics - All Passengers**

**Quarter Comparison**

	Q3 FY2026			Q3 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
<b>Total</b>	9.9	38.9	15.18	9.3	37.81	14.76	6%	3%	3%
	LANtaBus Figure		13.2	LANtaBus Figure		13.2			

**Duration of Trips**

Q3 FY2026					
Minutes	<30	31-60	61-90	>90	>120
<b>Trip Total</b>	26,129	10,134	6,451	2117	387
<b>Trip Total As Percentage</b>	57.8%	22.4%	14.3%	4.7%	0.9%

Percent Trips 30 mins or less	58%
Percent Trips 90 mins or less	94%
% ADA Trips within FRE	49%
% ADA within 15 mins. of FRE	91%

**On Time Performance - Client Pick Up Trips**

Q3 FY2026			
	Before Pick Up Window	In Pick Up Window	Late
<b>Time vs Window</b>			
<b>Trip Total</b>	9200	26301	9717
<b>Trip Total As Percentage</b>	20.3%	58.2%	21.5%

<b>Total % On Time &amp; Early</b>	79%
<b>LANtaBus On Time</b>	65%

## LANTA Call Center Report

### Comparison

	Q3 FY2026 (Current)			Q2 FY2026 (Previous)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Call Volume</b>	539	123	79	516	116	88
<b>Average Call Wait Time</b>	1:51	2:04	1:23	1:47	1:36	1:40

### Complaints Received

Subject of Complaint	Q3 FY2026 (Current)		Q2 FY2026 (Previous)	
	Number	% of Total	Number	% of Total
Late	61	33%	57	35%
Early	4	2%	8	5%
Driver Attitude	18	10%	20	12%
Care Driving/Comfort	21	11%	22	13%
Van did not show	11	6%	7	4%
Fare Disputes	19	10%	12	7%
Overcrowding	0	0%	0	0%
Trip Length	21	11%	14	9%
Other	29	16%	24	15%
<b>Total</b>	<b>184</b>	100%	164	100%
<b>Summary Metrics</b>				
<b>Trips per Complaint</b>	246			
<b>Complaints Deemed Valid</b>	106			
<b>Trips per Complaints Deemed Valid</b>	427			



**Carbon Transit Dashboard Report**

Tuesday, June 9, 2026

Reporting Period: FY26 Q3 January 2026 - March 2026

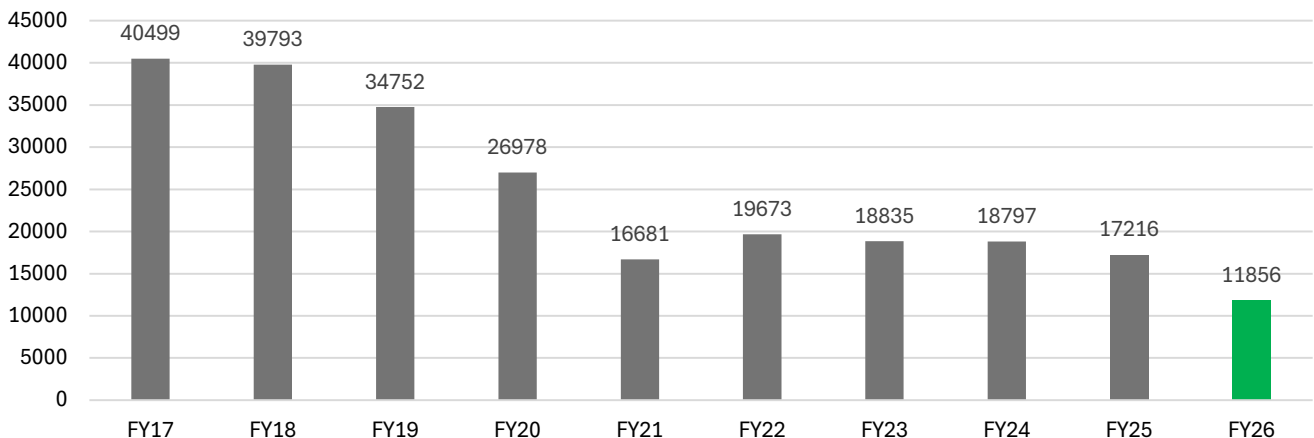
**Total Completed Trips by Funding Source  
Q3 Comparison**

Program	Q3 FY2026		Q3 FY2025		% Change	Sponsor	Funding Source
	Total	% of Total	Total	% of Total	Total		
ADA	309	8%	347	9%	-11%	LANTA	LANtaBus Op/Cap
Lottery	2,048	52%	1,969	50%	4%	PennDOT	PA Lottery Funds
MATP	1,321	33%	1,201	30%	10%	PA DHS	CMS/State MA Funding
PwD	278	7%	435	11%	-36%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
<b>Total</b>	<b>3,956</b>	<b>100%</b>	<b>3,952</b>	<b>100%</b>	<b>1%</b>		

**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	1,112	9%	1,242	10%	-10%	LANTA	LANtaBus Op/Cap
Lottery	6,091	51%	6,692	51%	-9%	PennDOT	PA Lottery Funds
MATP	3,761	32%	3,788	29%	-1%	PA DHS	CMS/State MA Funding
PwD	892	8%	1,337	10%	-33%	PennDOT	Proj of Stwde Signif
Other	-	0%	-	0%	0%	Various	Various
<b>Total</b>	<b>11,856</b>	<b>100%</b>	<b>13,059</b>	<b>100%</b>	<b>-9%</b>		

**Total Completed Trips Comparison Chart**



**MATP Out of Service Area Trip Statistics**

Q3 FY2026		
Program	Completed Trips	Revenue Miles
MA OOC CC	653	10,657.10
<b>Total</b>	<b>653</b>	<b>10,657.10</b>

**Service Productivity - All**

Q3 FY2026				
Service Hours	Revenue Hours	Passenger Trips	PT/Rev Hours	Scheduled Eff
2,939.17	2,265.15	4,644	2.05	3.21

**Scheduled Trip Summary - All**

Q3 FY2026			
Scheduled Trips	IVR Cancels	Day of Service Cancel	No Shows
7,267	189	326	34

**Riders by Fare Zone - ADA PwD MATP Lottery**

Q3 FY2026				
Zone	Full Fare	Copay	Trips	% of Trips
Base	\$ 27.00	\$4.05	2,154	54%
2	\$ 31.00	\$4.65	1,330	34%
3	\$ 36.00	\$5.40	451	11%
<b>Total</b>			<b>3,935</b>	<b>99%</b>

**Trip Pattern Statistics - All Passengers**

**Comparison**

	Q3 FY2026			Q3 FY2025			% Change		
	Average Length			Average Length			Average Length		
	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed	Miles	Minutes	Serv Speed
<b>Total</b>	13.6	44.6	18.3	15.0	46.9	19.2	-9%	-5%	-5%

**Duration of Trips**

Q3 FY2026					
Minutes	<30	31-60	61-90	>90	>120
<b>Trip Total</b>	2,606	821	406	110	13
<b>Trip Total As Percentage</b>	66%	20.8%	10.3%	2.8%	0.3%

Percent Trips 30 mins or less	<b>66%</b>
Percent Trips 90 mins or less	<b>97%</b>

**On Time Performance - Client Pick Up Trips**

Q3 FY2026			
Time vs Window	Before Pick Up Window	In Pick Up Window	Late
<b>Trip Total</b>	1233	2651	72
<b>Trip Total As Percentage</b>	31.2%	67.0%	67.0%
<b>Total % On Time &amp; Early</b>	<b>98%</b>		

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(888) 253-8333**  
for support or questions.

\*not all trips can be scheduled online



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