

**OPERATIONS MEETING
TARC BOARD OF DIRECTORS**



Meeting Notice:

The TARC Board of Directors holds a monthly meeting of the Operations Committee. The next meeting will be held at:

**TARC's Headquarters, Board Room
1000 W. Broadway, Louisville, KY 40203**

Wednesday, August 21, 2024 at 10:45 a.m.

This meeting may also be held via teleconference as permitted by KRS 61.826.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation for assistance with the meeting or meeting materials. Please contact Stephanie Isaacs at 502.561.5103. Requests made as early as possible will allow time to arrange accommodation.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Agenda – August 21, 2024

- | | | |
|---|----------------------------|-------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 10:45 |
| 2. Action Items | | |
| a. Employee Assistance Program Renewal Memo | Melissa Fuqua | 10:50-10:55 |
| 3. Staff Reports and Presentation | | 10:55-11:20 |
| a. JCPS TARC Update | Nathan Love | |
| b. Saturday Plus Report | John Lockhart | |
| c. August Operational Update | Rob Stephens | |
| d. TARC 2025 Network Redesign | Aida Copic & Alex Posorske | |
| 4. Proposed Agenda for September Meeting | | 11:20-11:25 |
| 5. Adjournment | | 11:25 |



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: August 28, 2024

Re: Employee Assistance Program (#20241872) – Renewal Memorandum

Employee Assistance Programs (EAP) can help employees with personal problems that affect their job performance. EAPs can identify and address a wide range of health, financial, and social issues, including mental and/or substance use disorders. Since late 1991, TARC has been an avid promoter of EAP and have afforded the Human Resources Department to lead this program. TARC currently have a contract in place with an EAP provider and has done a great service for TARC employees. That contract will soon expire in September 2024.

In May 2024, the Procurement Department issued a Request for Proposals (RFP 20241872) for an Employee Assistance Program (EAP) Services. TARC received proposals from two (2) responsive and responsible vendors – Chartum Jones Therapeutic Consulting and Human Development Company.

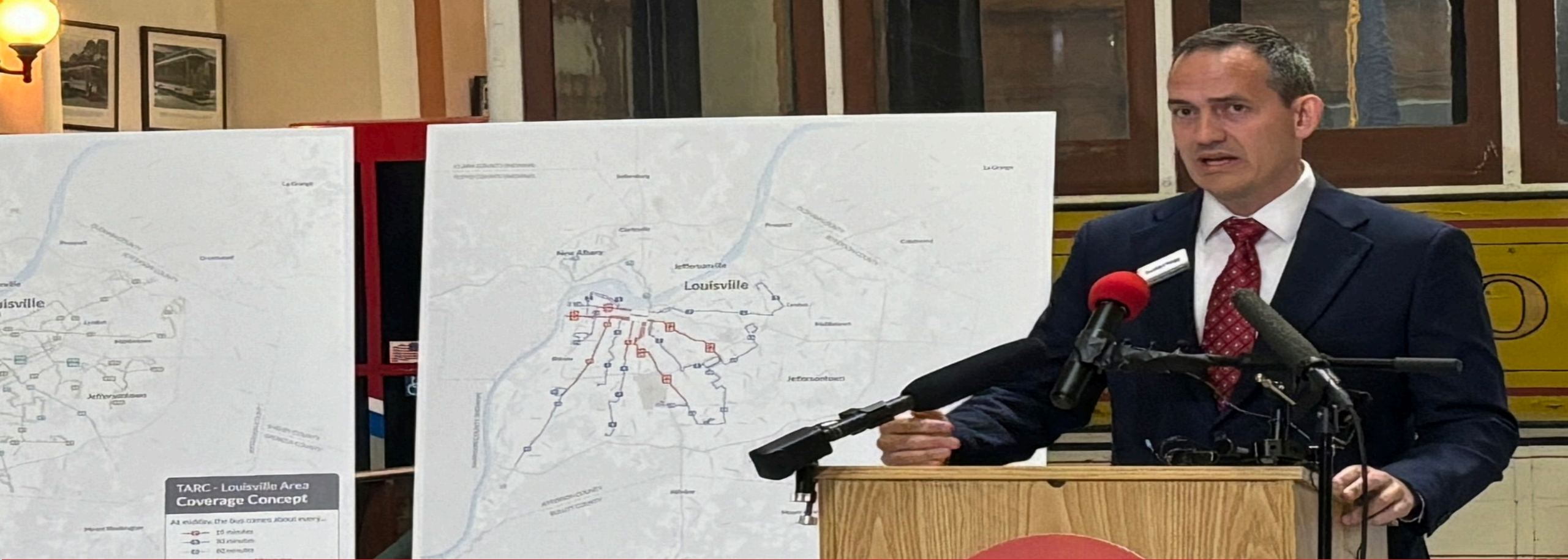
The review committee consisted of four (4) knowledgeable TARC employees who independently reviewed and scored the proposals using the solicitation evaluation criteria. The individual scoring was automatically averaged and weighted against the evaluation criteria in TARC's Bonfire portal with the final calculation resulting in a comparison ranking of each evaluation criteria and a final tabulation score ranking. A unanimous decision to progress both proposers to Step – 2 process, which includes a presentation and interview. Subsequent to the interviews, the evaluation committee went back to re-score both proposers based on the original prescribed criteria factors. The Step-2 final score resulted to an award to the highest rank, Human Development Company.

Human Development Company's (HDC) is a minority-owned business headquarter in Louisville, KY that provides EAP and SAP services to several governmental agencies within Kentucky.

The estimated annual cost of \$16,689 is 30% less than the independent cost estimate conducted by Procurement Department.

This request for proposal has been on the list of upcoming contracts for board approval. However, the contract pricing came in well below the Independent Cost Estimate and the amount does not require board approval.

The Executive Director will enter into a contract with Human Development Company at an annual cost of \$16,689 with a not-to-exceed amount of \$83,445 for the three (3) year initial term, with an option for up to two (2) additional years.



BOARD OF DIRECTORS
AUGUST 21, 2024

AUGUST OPERATIONAL UPDATE

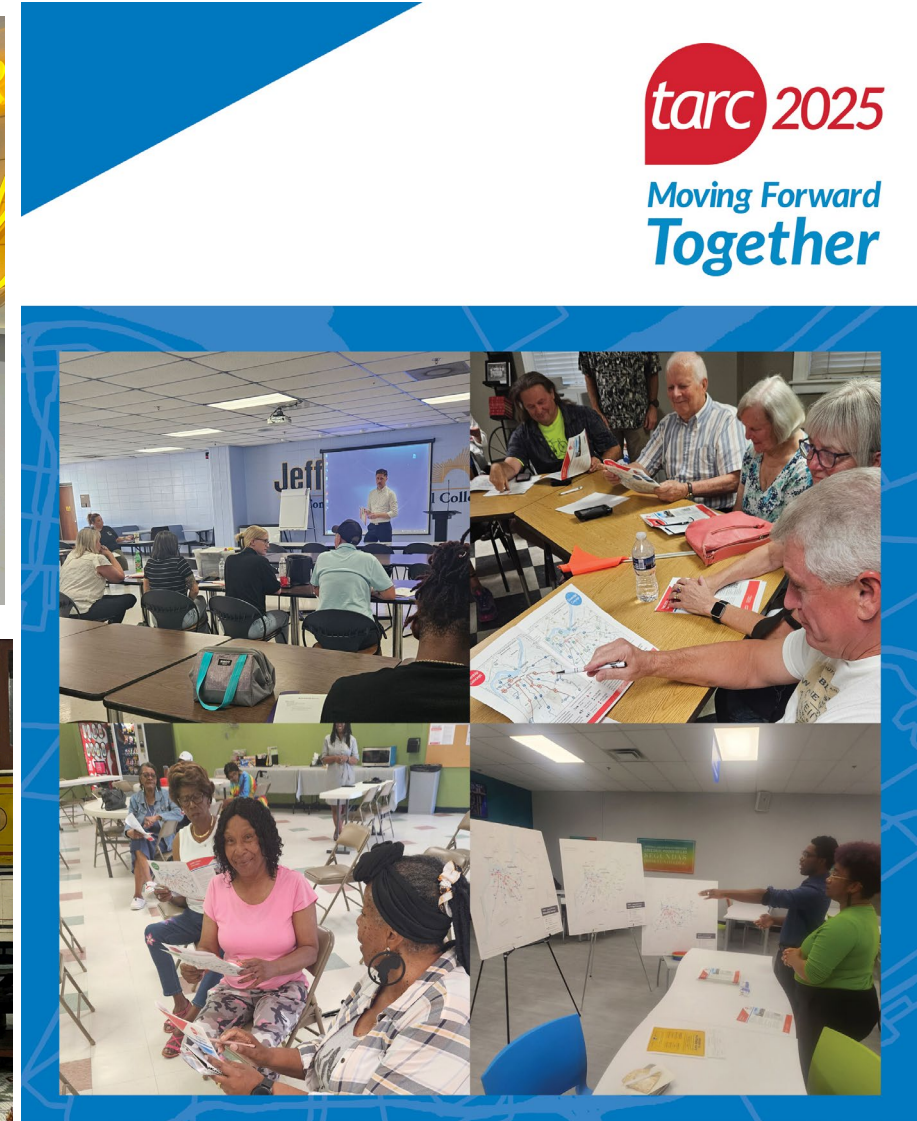




HIGHLIGHTS

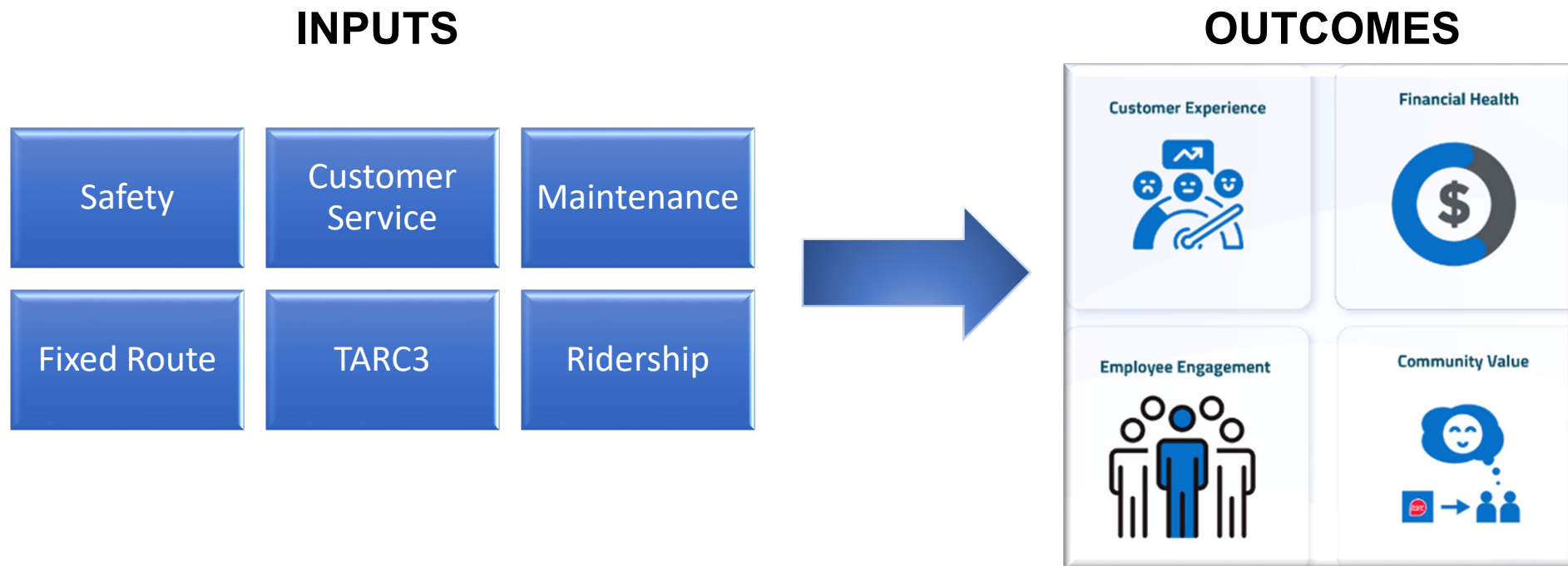
SINCE THE LAST BOARD MEETING, TARC ...

- Launched public engagement phase of TARC 2025, hosting 60 public meetings to date, a series of internal town-halls, and weekly Zoom office hour sessions
- Met community at the Norton Healthcare Unity Jam, Summer Beer Fest at Frazier, and the Buechel Health Fair
- Hosted a TARC Riders Club event at Erhlers Ice Cream, sharing more about TARC 2025
- Held second TARC 2025 Stakeholder Advisory Committee meeting on July 29, at Leadership Louisville.



MONTHLY REPORT

- **Performance Dashboard** - to communicate operating performance in service delivery and utilization. Utilize standard measures used throughout the transit industry, setting goals and putting systems in place to achieve them.
- **Continuous Improvement** - identify areas for improvement and create action plans to demonstrate progress toward our goals.
- **Success Outcomes** - align with Strategic Plan Scorecard and TARC'S Primary Strategic Priorities.

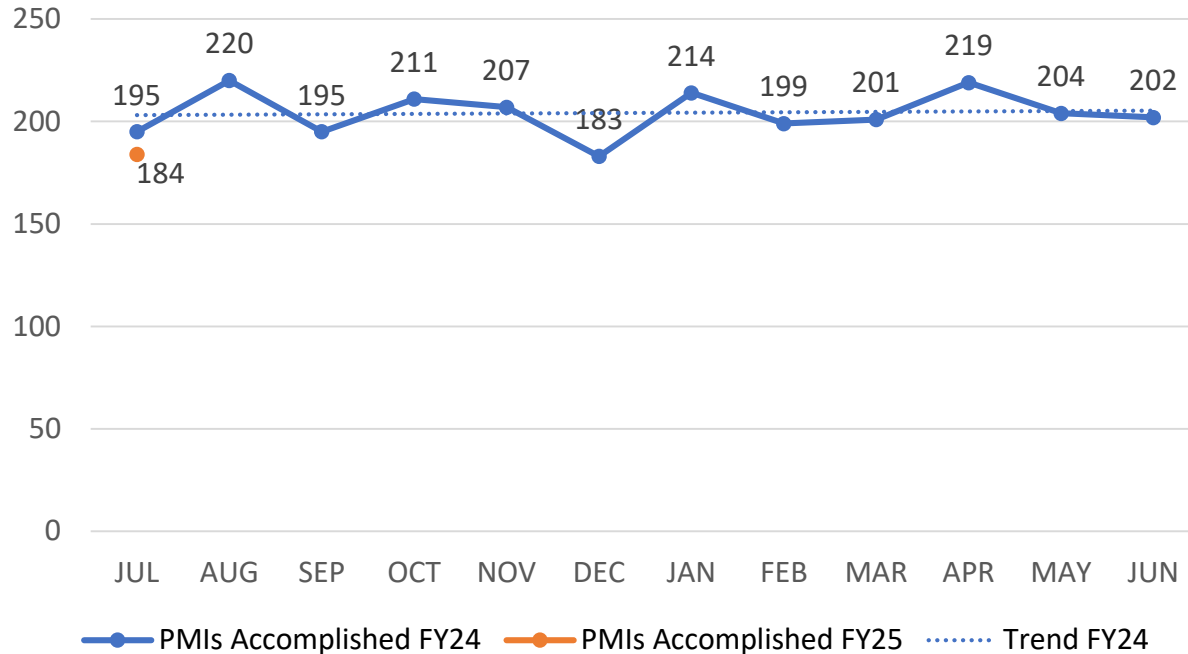




MAINTENANCE

Target PMI: 200
Total Vehicle PMIs: 184

Preventive Maintenance Inspections (PMI)
Accomplished FY24



Coach Maintenance Plan Includes:

3,000 mile inspection:

- Road Test
- Check engine compartment
- Check under coach to include brake systems
- Check Interior-Exterior
- Lube under carriage

6,000 mile inspection:

- Change engine oil, engine fuel filter, and oil filters
- Perform 3,000 mile inspection

12,000 mile inspection

- Perform brake Tapley
- Perform 6,000 mile inspection

24,000 mile inspection

- Change engine air filter and change hydraulic oil filter
- Perform 12,000 mile inspection

48,000 mile inspection

- Fluid change
- Inspect transmission
- Sample transmission fluid

96,000 mile inspection

- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid

* FTA allows a 10 percent deviation from the scheduled interval as being considered on time and 80 percent of the total inspections for any mode or operation is considered on time.



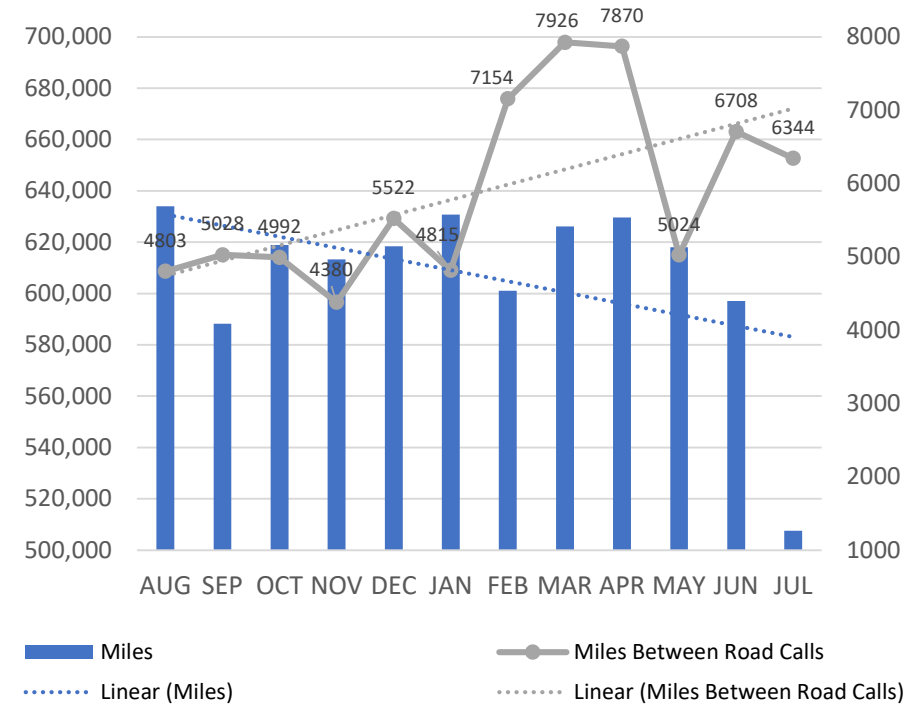
MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
Aug 23	634,015	132	4,803
Sep	588,249	117	5,028
Oct	618,903	124	4,992
Nov	613,224	140	4,380
Dec	618,417	112	5,522
Jan	630,740	131	4,815
Feb	601,018	84	7,154
Mar	626,175	79	7,926
Apr	629,625	80	7,870
May	618,039	126	5,024
Jun	597,066	89	6,708
July 24	507,516	80	6,344

June: Total Miles Between Road Calls = **6344**
 Target Miles Between Road Calls = **5500**

Miles Between Road Calls



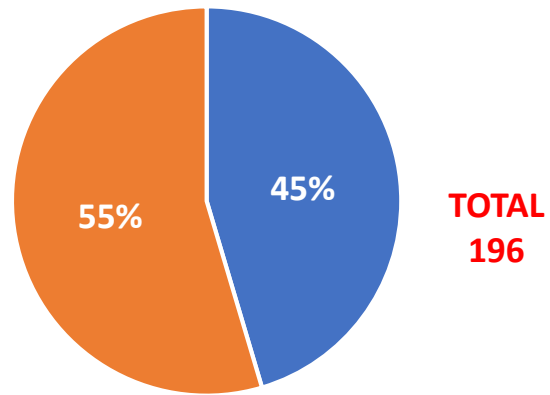
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

June 2024 Maintenance Road Calls

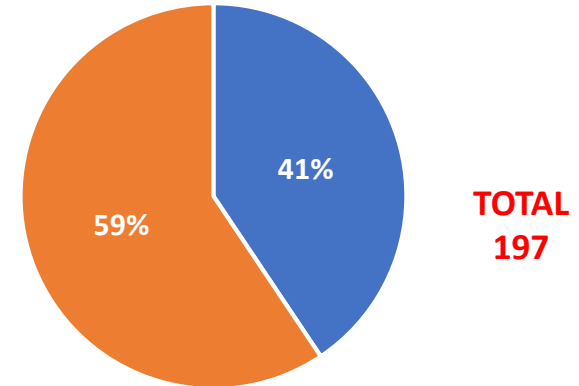


■ Chargeable Road Calls 89 ■ Non-Chargeable Roads Calls 107

Chargeable Categories

- Brakes
- Chassis & Doors
- Electrical System
- Engine
- Fuel Systems
- HVAC
- Transmission
- Wheelchair Lift

July 2024 Maintenance Road Calls

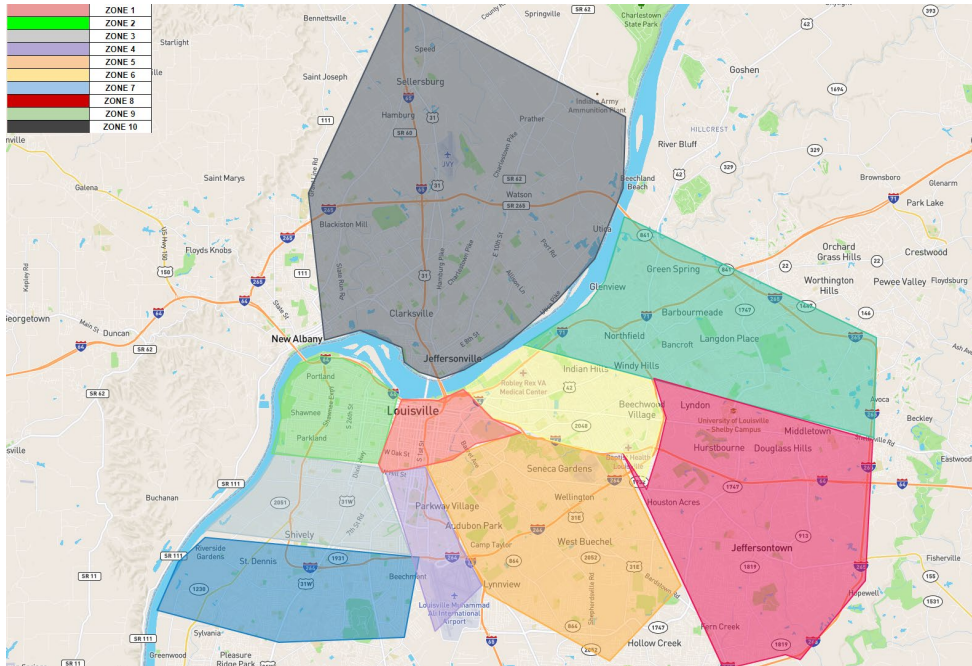


■ Chargeable Road Calls 80 ■ Non-Chargeable Roads Calls 117

Non-Chargeable Categories

- Farebox
- Radio
- Camera
- Tires
- Unit
- Main Cabin

JULY SHELTER CLEANINGS



Task/Zone	1	2	3	4	5	6	7	8	9	10	Total
Shelter Cleaned	621	332	199	175	460	195	281	199	110	177	2749
Trash Can Emptied	26	35	15	15	24	18	15	16	4	4	172
BioHazard Cleaned	8	3	1	0	3	0	0	1	1	0	17
Damage Reported	1	0	0	0	0	0	0	1	0	0	2
Graffiti Removed	8	3	1	8	6	2	1	0	1	0	30
Installation of Advertisements	4	6	2	7	9	5	9	4	3	2	51
Spot Pressure Washing	17	30	6	7	1	6	13	27	0	0	107
Surface Scrubbing	6	6	0	4	6	4	0	7	19	14	66

June Shelter Cleanings **2749**

Other Requests **445**

Goal Shelter Cleanings **45 per day**

THIS MONTH 189%



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly

10

TYPE OF ACCIDENT

Fixed Object	5	50.0%
Moving Vehicle	1	10.0%
Rear-ended OV	4	40.0%

YTD

10

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

2.2

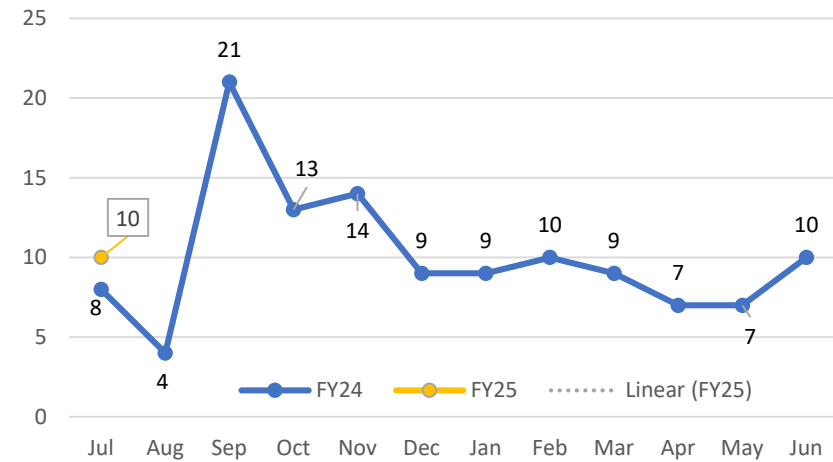
YTD AFR Goal

2.3

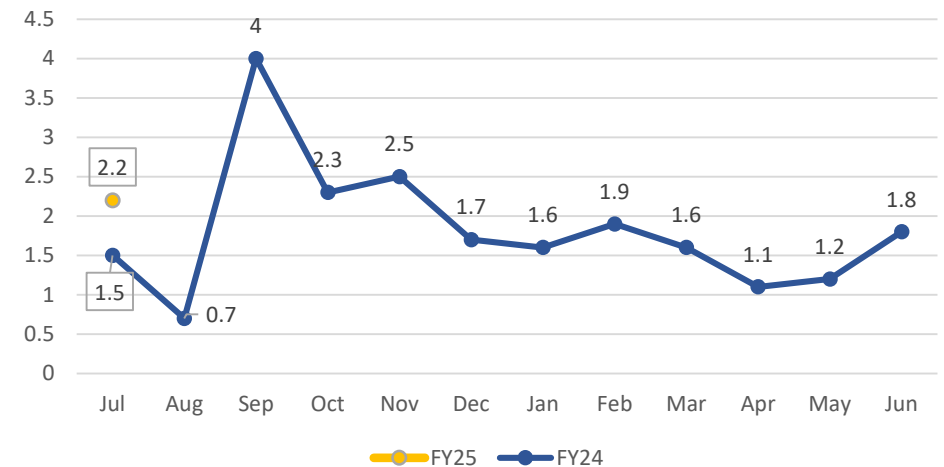
YTD

2.2

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25



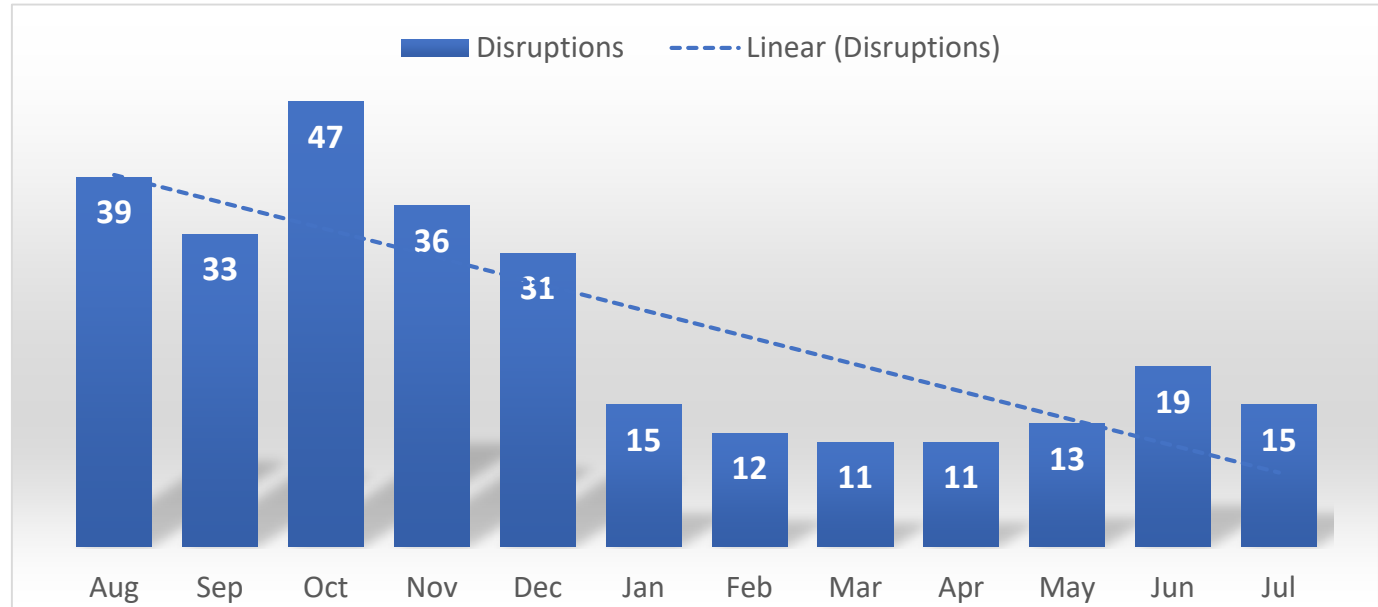


SAFETY

PASSENGER DISRUPTIONS BY LINE AUG 23 – JUL 24

Route ID	Disruptions
Broadway - #23	56
Fourth St - #4	27
Dixie Rapid - #10	22
Preston - #28	22
Market St - #15	26
Bardstown - #17	13
Muhammad Ali - #19	12
Oak-Westport - #25	11
Shelbyville Rd - #31	9
Crums Lane - #63	8
J'ville-Lou-New Albany - #71	8
Dixie Hwy - #18	7
Sixth St - #6	6
Chestnut St - #21	6
Portland Poplar Level - #43	6
Eastern Pkwy - #29	5
Clarksville - #72	5
Taylorsville Rd - #40	4
Cardinal - #94	4
Second St - #2	3
Twelfth St - #12	3
Hill St - #27	2
Outer Loop - #46	0
Med Ctr - #52	0

TOTAL PASSENGER DISRUPTIONS – AUG 23 THRU JUL 24



PASSENGER DISRUPTIONS*

This Month Total

15

Monthly Avg

23.5

***Disruption:** an incident on the coach that delays service more than 5 minutes
Incident: confrontation with a passenger for failure to follow TARC's Code of Conduct
(ie: fare evader, profanity, fighting, etc.)



Survey Methodology

To measure the effectiveness of the Block by Block Ambassador Program pilot on the 23, TARC worked with TransPro Consulting to create a before and after survey. The survey includes questions surrounding personal security, cleanliness, erratic behavior, and overall impression.

The Before survey was conducted prior to the launch of the program and the After survey will launch while the program is underway.

A sample size of 204 customers yields a margin of error of +/-7%



SAFETY AMBASSADOR PROGRAM

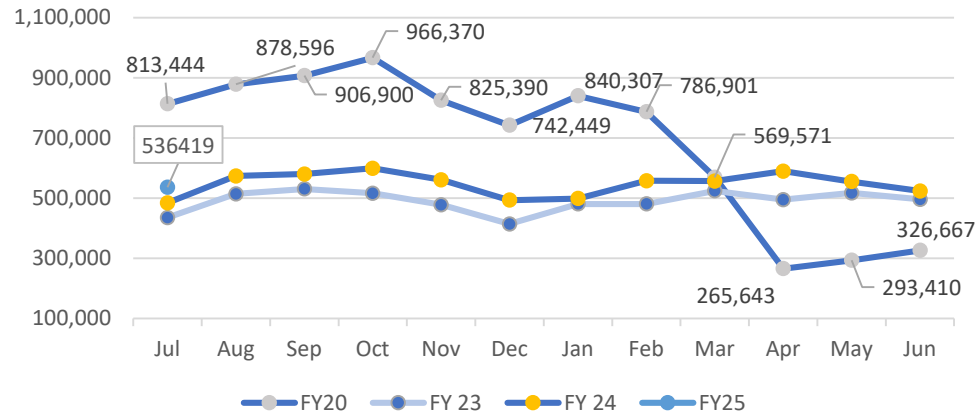
Safety Statistics	Apr	May	Jun	July
911 Called	0	0	2	4
Bus Route Assignment	359	353	350	350
De-Escalation	1	0	2	5
Disruptive Behavior - Loud Music	5	13	11	14
Disruptive Behavior - Physical	2	0	7	8
Disruptive Behavior - Toll Issue	12	0	0	16
Disruptive Behavior - Verbal	18	19	19	20
Greeting	6670	7012	6186	8093
Hospitality Assistance	91	296	258	626
Operator Escalation	0	0	0	0
Request for TARC Security	0	0	4	9
Route Info Provided	15	70	104	313

6 Month Pilot Duration: February - July

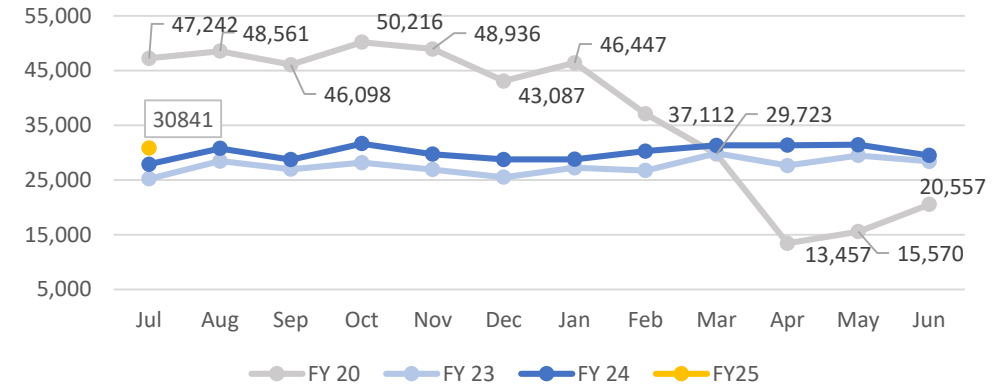


JULY RIDERSHIP

Fixed-Route Ridership



TARC3 Paratransit Ridership



FIXED ROUTE

Monthly
536K

2.4% VLM
10.8% VLY

YTD
536K

PARATRANSIT

Monthly
31K

4.6% VLM
10.5% VLY

YTD
31K

COMBINED

This Month, Last Year
512K

10.5% VLY

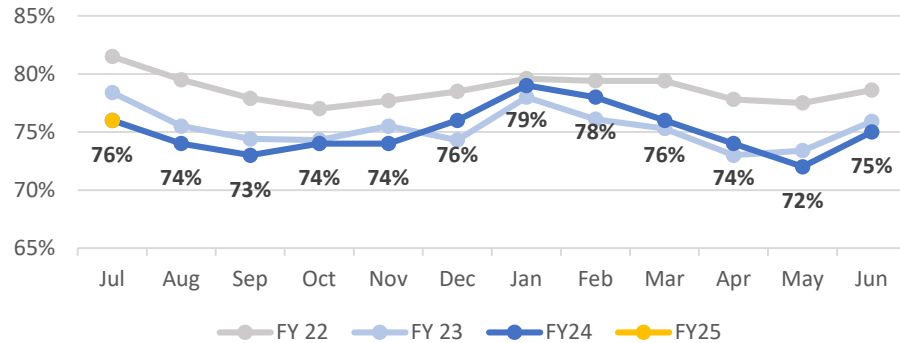
This Month, This Year
567K

Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	System Production	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 YTD	FY20 (COVID)
Total Ridership	536,419	8,187,973	6,573,772	30,841	442,345	360,456
Weekday Ridership		7,135,476	5,562,244		381,276	297,419
Saturday Ridership		642,871	565,636		34,062	27,431
Sunday/Holiday Ridership		506,055	433,148		27,007	35,606
Total Revenue Miles		6,386,306.82	6,517,670		4,930,487.00	4,364,217
Total Revenue Hours		594,178.76	537,581		298,416.00	284,896
Trips per Revenue Mile		1.28	1.01		0.09	.08
Trips per Revenue Hour		13.78	12.20		1.48	1.29

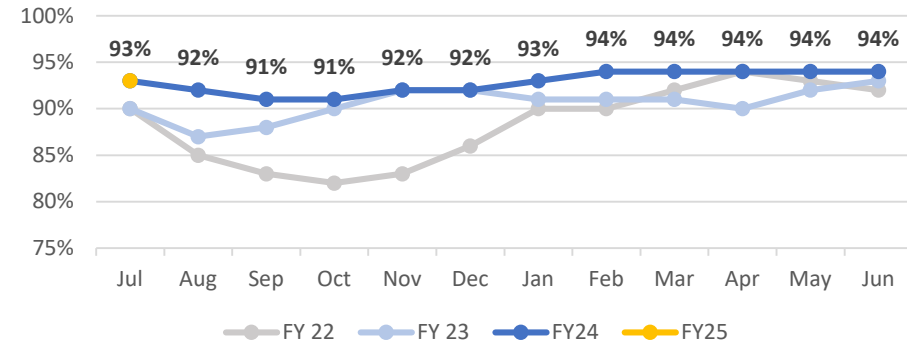


JUNE ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY24 Goal
80%

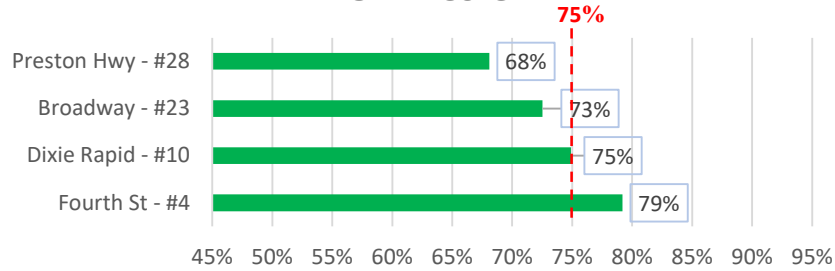
On-Time Performance									
Fixed-Route					Paratransit (TARC3)				
	FY25	FY24	FY23	FY22		FY25	FY24	FY23	FY22
Jul	72%	76%	78%	80%	Jul	95%	93%	90%	90%
Aug		74%	76%	80%	Aug		92%	87%	85%
Sept		73%	74%	78%	Sep		91%	88%	83%
Oct		74%	74%	77%	Oct		91%	90%	82%
Nov		74%	76%	78%	Nov		92%	92%	83%
Dec		76%	74%	79%	Dec		92%	92%	86%
Jan		79%	78%	80%	Jan		93%	91%	90%
Feb		78%	76%	79%	Feb		94%	91%	90%
Mar		76%	75%	79%	Mar		94%	91%	92%
Apr		74%	73%	78%	Apr		94%	90%	94%
May		72%	73%	78%	May		94%	92%	93%
June		75%	76%	79%	Jun		94%	93%	92%
FYTD		75%	75%	79%	FYTD		93%	91%	88%

Paratransit
FY24 Goal
93%

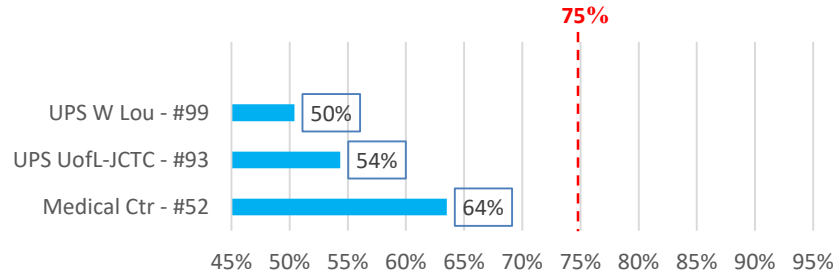


JULY ON-TIME PERFORMANCE

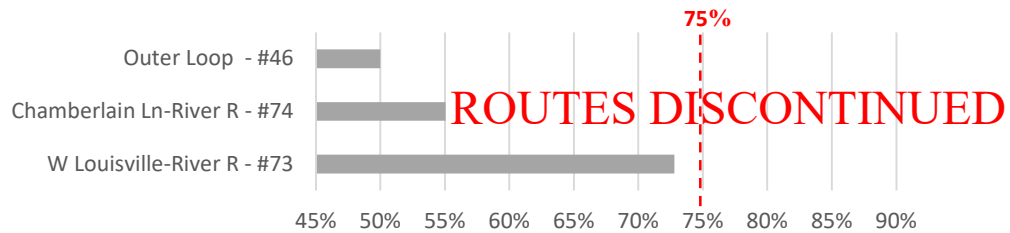
OTP - Core



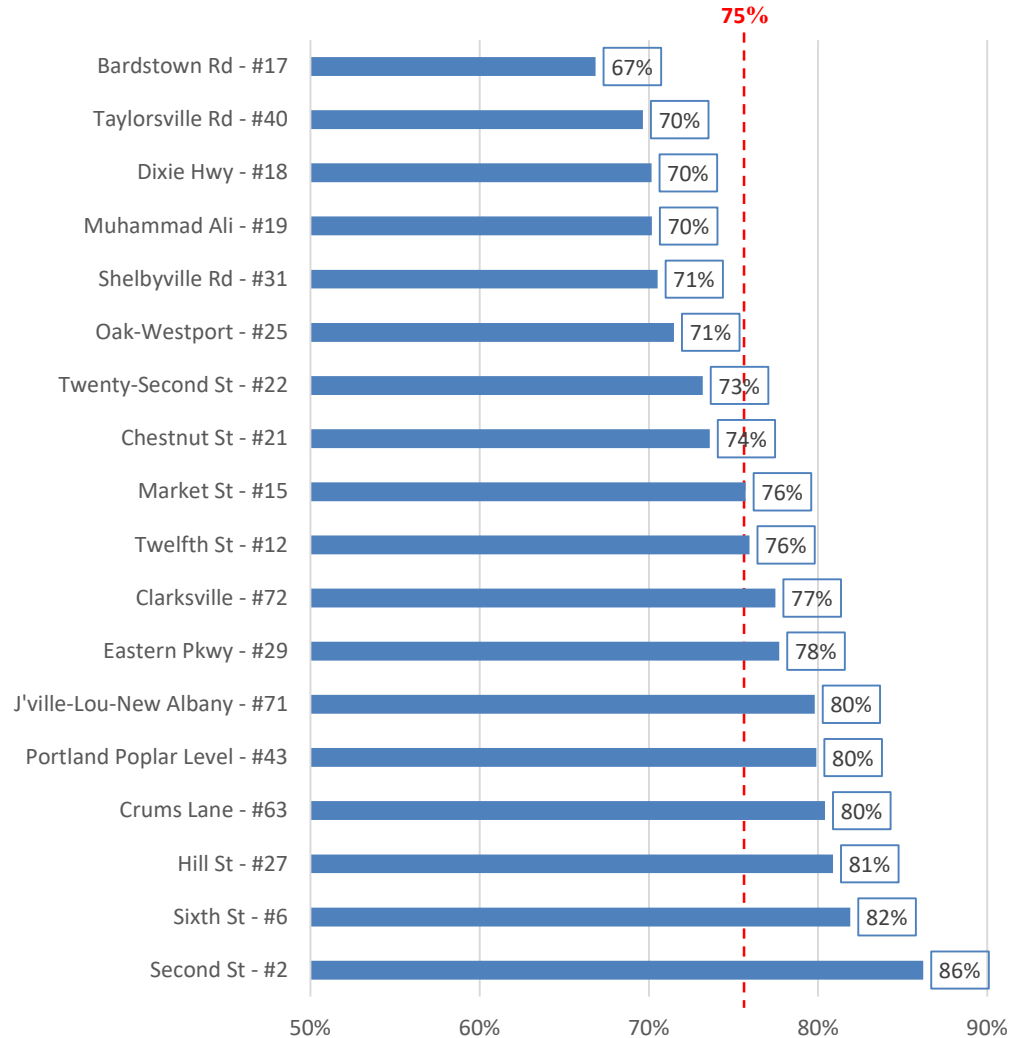
OTP - Circulator



OTP - CMAQ



OTP - Local





FIXED ROUTE MISSED RUNS AND HOURS

2021					2022				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours		Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8065	171	2.12%	538.67	January	8082	468	5.79%	2128.73
February	7628	281	3.68%	968.80	February	7336	353	4.81%	1657.45
March	8600	441	5.13%	1,618.48	March	8089	235	2.91%	795.42
April	8276	488	5.90%	1,996.77	April	7785	439	5.64%	2211.53
May	8053	546	6.78%	2,411.39	May	7773	269	3.46%	974.62
June	7994	472	5.90%	1,801.90	June	7725	262	3.39%	892.18
July	7913	409	5.17%	1,229.65	July	7360	195	2.65%	621.50
August	8438	631	7.48%	2,461.55	August	8675	576	6.64%	2046.67
September	8216	800	9.74%	3,872.40	September	8341	487	5.84%	1999.98
October	8365	685	8.19%	2,936.30	October	8477	680	8.02%	3133.12
November	8216	428	5.21%	1,617.85	November	8341	440	5.28%	1619.67
December	8546	401	4.69%	1,423.73	December	8477	384	4.53%	1304.62
TOTAL	98,310.00	5,753.00	5.85%	22,877.49	TOTAL	96,461.00	4,788.00	4.96%	19,385.48
2023					2024				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours		Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8419	221	2.63%	725.05	January	8158	272	3.33%	900.18
February	8036	248	3.09%	809.07	February	7478	340	4.55%	1,244.60
March	9083	339	3.73%	1,079.17	March	7741	320	4.13%	1,212.88
April	8300	273	3.29%	1,031.53	April	7478	330	4.41%	1,301.53
May	8860	470	5.30%	1,824.82	May	7908	280	3.54%	2,117.90
June	7998	489	6.11%	2,428.38	June	7914	370	4.68%	1,411.20
July	7412	502	6.77%	1,879.65	July	5419	254	4.69%	1,182.70
August	8177	362	4.43%	1,261.10	August				
September	7655	579	7.56%	2,443.57	September				
October	8172	489	5.98%	1,924.43	October				
November	7854	306	3.90%	1,077.48	November				
December	7799	267	3.42%	908.60	December				
TOTAL	97,765.00	4,545.00	4.64%	17,392.85	TOTAL	52096	2166	4.16%	9,371.00



OPERATIONS SUPERVISOR – FIELD & ON-BOARD BUS SUPPORT

Combined Overall

July	Area Sums	
Opr Engagements	389	
Pax De-escalations	13	
On Bus Cust Support	232	

July	Dwntwn/ Ind	1
Opr Engagements	67	
Pax De-escalations	1	
On Bus Cust Support	41	

July	West	2
Opr Engagements	93	
Pax De-escalations	2	
On Bus Cust Support	43	

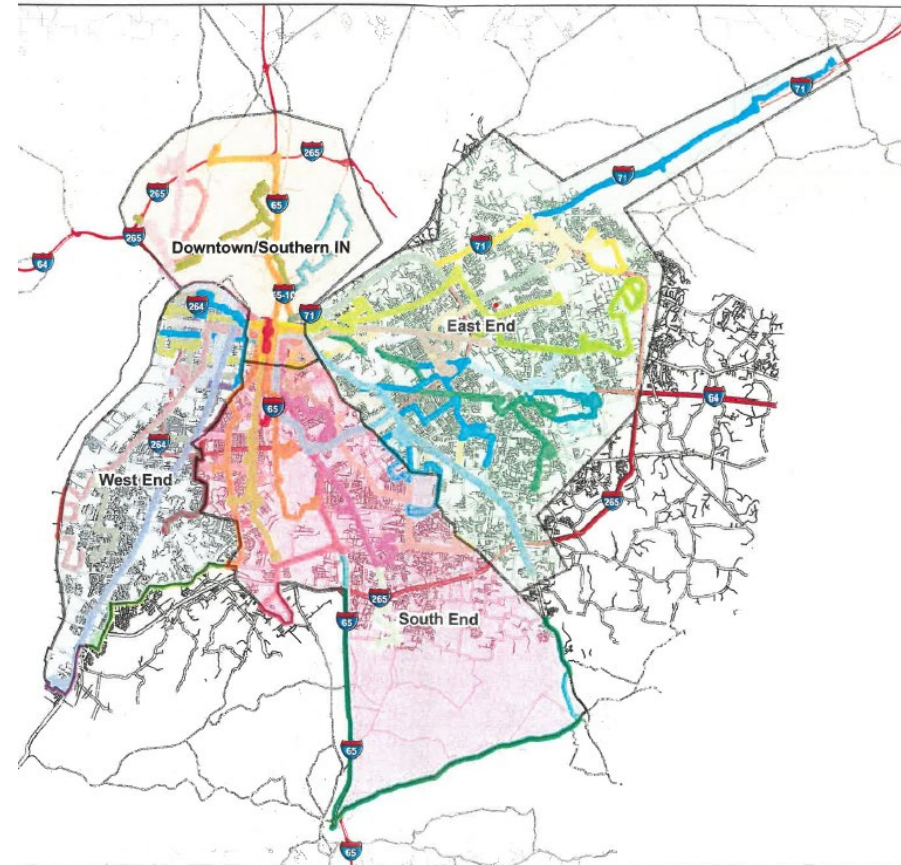
July	South	3
Opr Engagements	52	
Pax De-escalations	4	
On Bus Cust Support	42	

July	East	4
Opr Engagements	82	
Pax De-escalations	2	
On Bus Cust Support	40	

July	Full Cover	5
Opr Engagements	96	
Pax De-escalations	4	
On Bus Cust Support	68	

Area	
1	Dwntwn/Ind
2	West
3	South
4	East
5	Full Cover

Road Supervisor Coverage Zone: System Coverage



- 9 - Operations Supervisors
- 4 Zones / Heat Map Distribution / Hot Spots



FEEDBACK PER RIDERSHIP

FIXED ROUTE / 100K BOARDINGS

Month

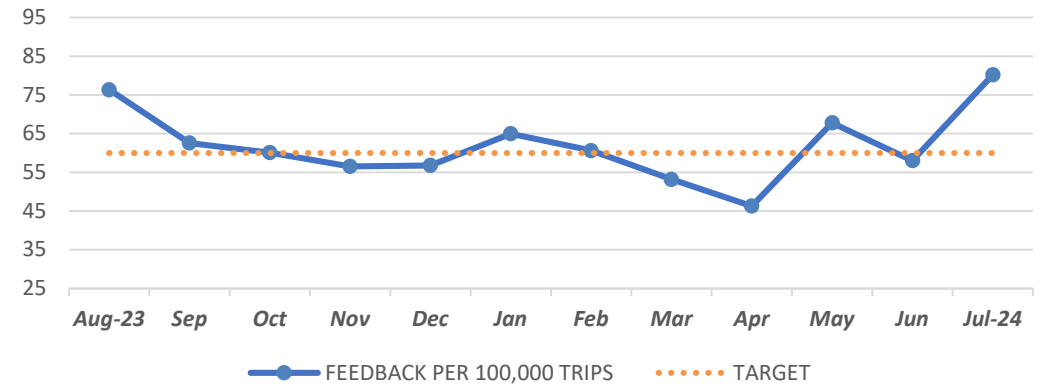
80

14% VLM

**TOTAL RIDERSHIP
536,419**

**TOTAL FEEDBACK
430**

FIXED ROUTE FEEDBACK PER 100,000 BOARDINGS



PARATRANSIT / 1,000 TRIPS

Month

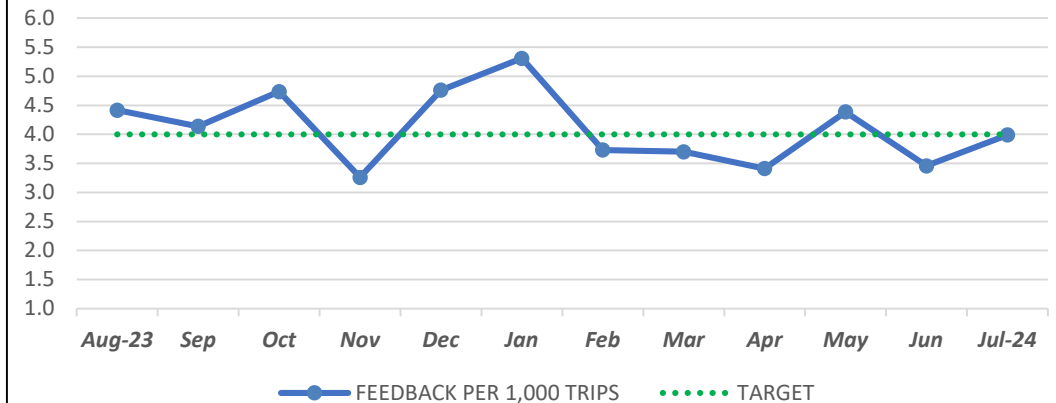
3.5

38% VLM

**TOTAL RIDERSHIP
30,841**

**TOTAL FEEDBACK
123**

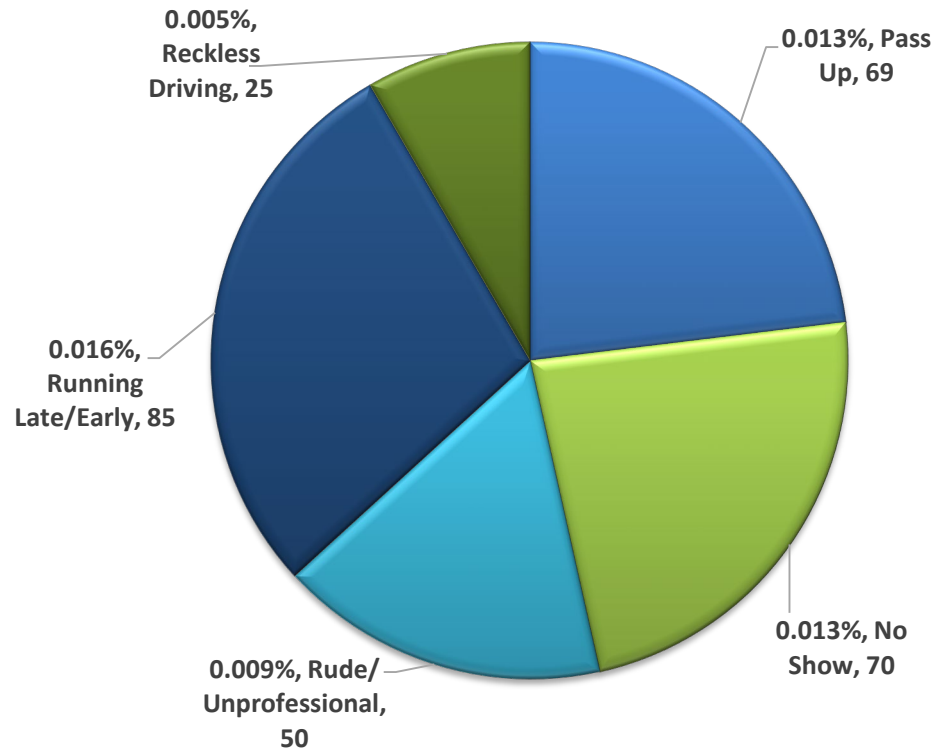
PARATRANSIT FEEDBACK PER 1,000 TRIPS



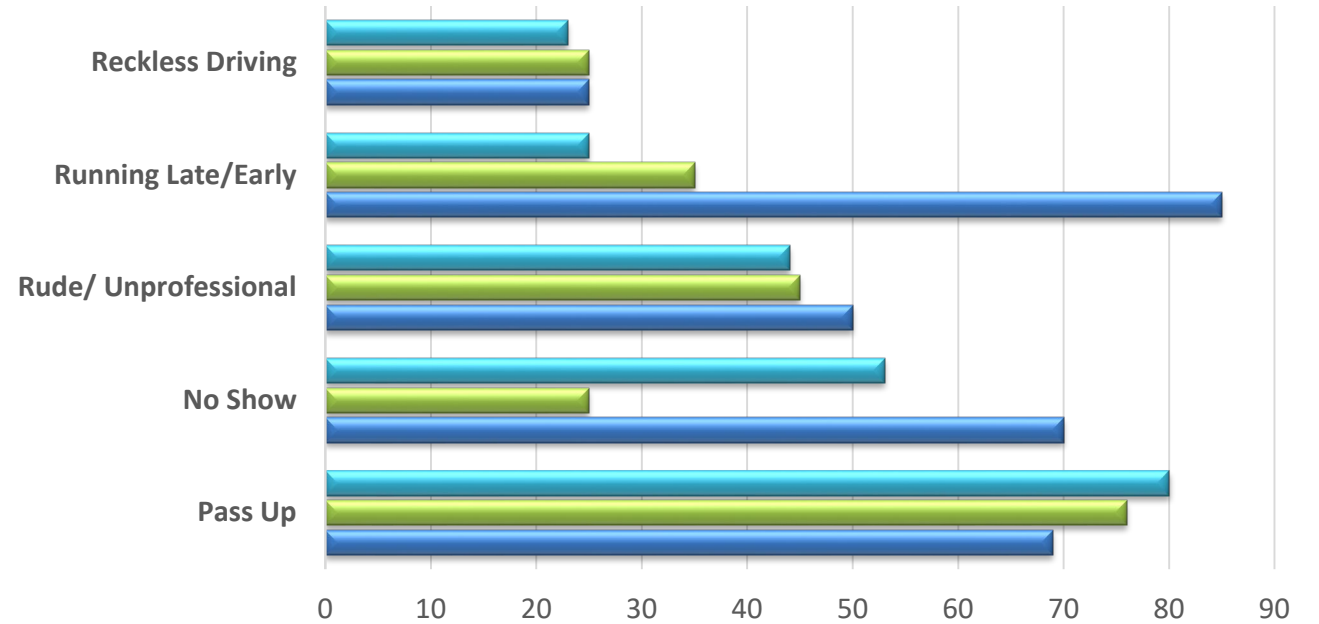


FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – JULY 2024

Feedback Categories



3 Month Comparison



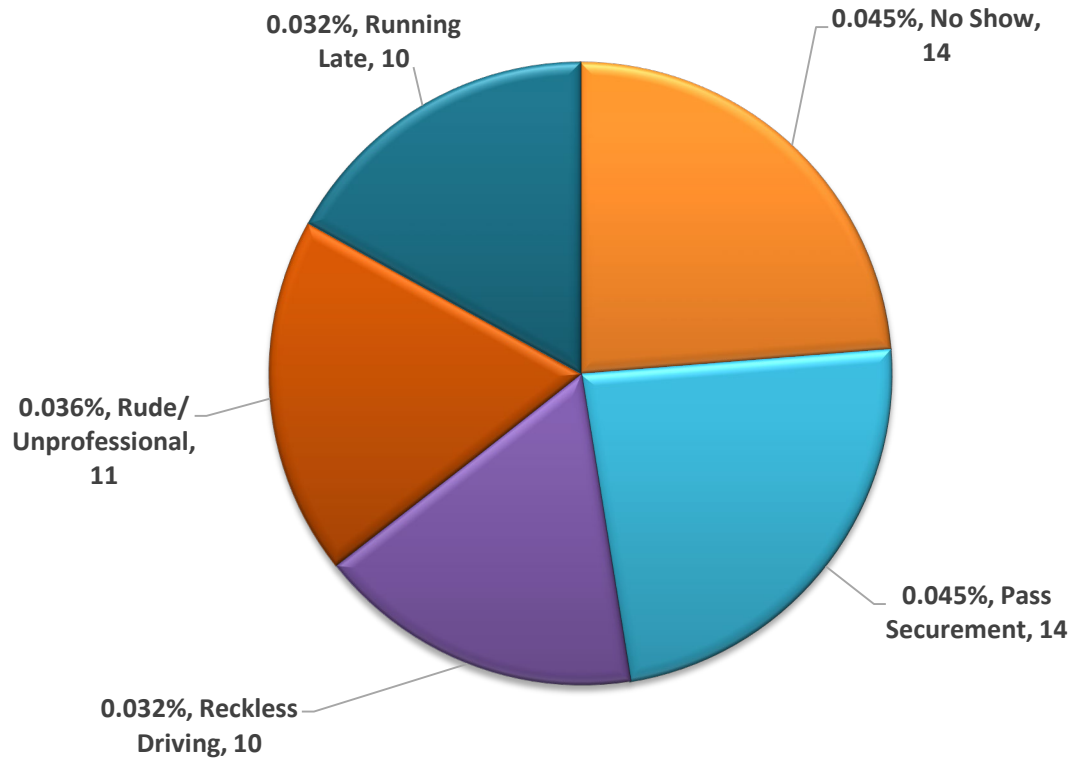
	Pass Up	No Show	Rude/Unprofessional	Running Late/Early	Reckless Driving
May-24	80	53	44	25	23
Jun-24	76	25	45	35	25
Jul-24	69	70	50	85	25

*Note: Feedback Category percentage represents total feedbacks in that category vs total boarding's for the month.

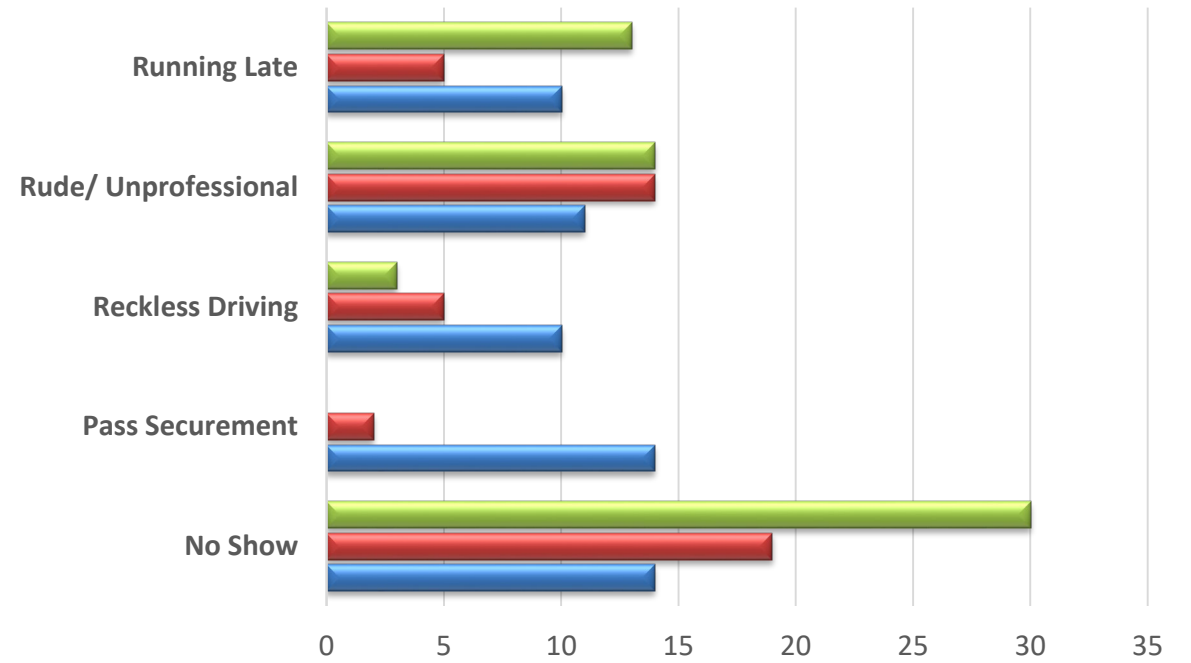


TARC3 TOP 5 FEEDBACK CATEGORIES – JULY 2024

Feedback Categories



3 Month Comparison



	No Show	Pass Securement	Reckless Driving	Rude/Unprofessional	Running Late
■ May-24	30	0	3	14	13
■ Jun-24	19	2	5	14	5
■ Jul-24	14	14	10	11	10

*Note: Feedback Category percentage represents total feedbacks in that category vs total trips for the month.

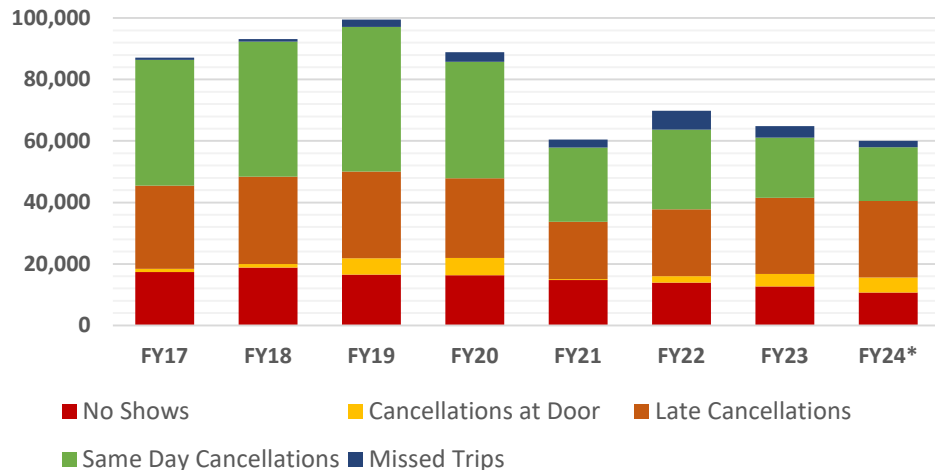


TARC3 SCHEDULED VS PERFORMED

Cancelled Trips									
YEAR	Scheduled Trips	Performed Trips	Late Cancellations	Cancellations at Door	No Shows	Same Day Cancellations	Missed Trips	Total Cancelled Trips	% of Scheduled Trips
FY17	601716	514610	27089	987	17383	40975	672	87106	14%
FY18	640145	547002	28360	1144	18857	43955	827	93143	15%
FY19	660128	560635	28182	5389	16497	47025	2400	99493	15%
FY20	531278	442389	25884	5624	16358	37899	3124	88889	17%
FY21	352203	291740	18642	236	14797	24138	2650	60463	17%
FY22	369232	299413	21796	2037	13969	25893	6124	69819	19%
FY23	395643	330779	24830	4028	12698	19575	3733	64864	16%
FY24*	391017	330960	24895	4965	10659	17403	2135	60057	15%

* YTD (May)

TARC3 Non-Performed Scheduled Trips



FY24*			
	% of Scheduled	% of Cancelled	Definition
MISSED	0.55%	4%	Any trip whereas the driver arrives before or after the 30 minute negotiated pickup window and departs without the passenger before waiting at least 5 minutes within the window. The negotiated time is a time you want to arrive or a time you want to depart. The window is 15 minutes before and 15 minutes after negotiated pickup time.
SAME DAY	4.45%	29%	Trip is cancelled on day of service at least 2 hours prior to scheduled pickup time. Trip can be rerouted.
LATE	6.37%	41%	Trip is cancelled less than 2 hours of the scheduled pick up time. Trip may be able to be rerouted depending on time of cancellation.
AT DOOR	1.27%	8%	Trip is cancelled after driver arrives for pick up and has made contact with the passenger.
NO SHOWS	2.73%	18%	Driver arrives and passenger is unable to be located for transport.



TARC3 SCHEDULED VS PERFORMED

STRATEGIES TO REDUCE LATE CANCELLATIONS AND NO SHOWS

Steps TARC and MV staff are engaging to decrease cancellations (late cancellations, cancellations at the door and no shows).

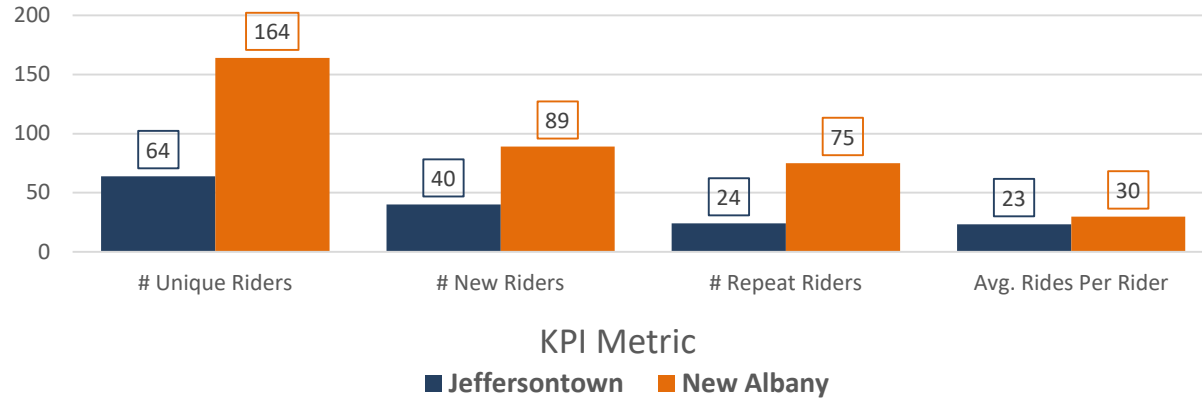
- Customers have begun receiving day before and imminent arrival calls so long as they have not opted out of the program
- We activated the calls for everyone except subscription riders on May 22nd. Subscription riders activated with IT and Trapeze assistance. Everyone was ultimately activated on June 12th.
- No show letters continue to be sent to customers who receive 3 or more no shows during the month
- We will identify and connect with customers who have an excessive amount of no shows and late cancellations during a given period.
- We'll discuss with the individual methods on how to reduce such cancellations and hear any feedback they have for us regarding service.

IMMINENT ARRIVAL CALL ANALYSIS	
BEFORE: 5/15/24-6/11/24 & AFTER: 6/12/24-7/8/24	
IMMINENT ARRIVAL CALLS UP TO 6/11/24	12,858
COMPLETED (APPLICATION ENDED)	8,236
COMPLETED (USER HUNG UP)	3,847
NO ANSWER	610
BAD NUMBER	165
IMMINENT ARRIVAL CALLS AFTER 6/11/24	17,945
COMPLETED (APPLICATION ENDED)	11,838
COMPLETED (USER HUNG UP)	4,860
NO ANSWER	976
BAD NUMBER	271
CANCELS BEFORE ACTIVATING IMMINENT ARRIVALS	4,915
LATE	1,955
SAME DAY	1,592
MISSED TRIP	128
CANCEL AT THE DOOR	353
NO SHOW	887
CANCELS AFTER ACTIVATING IMMINENT ARRIVALS	4,688
LATE	1,945
SAME DAY	1,412
MISSED TRIP	101
CANCEL AT THE DOOR	420
NO SHOW	810



TARC ON-DEMAND PILOT

TARC ON-DEMAND April - July



TARC3 ON-DEMAND April - July			
KPI METRICS	Jeffersontown	New Albany	Total
# Unique Riders	92	244	336
# New Riders	48	124	172
# Repeat Riders	44	120	164
Avg. Rides Per Rider	34	39	72
# Passengers Completed	982	3107	4089
# Rides Completed	887	1649	2367
Passengers Per Vehicle Hour (PVH)	1.5	2.1	3.6
Connect to Fixed Route % of trips	42%	41.8%	42%
Point to Point % of trips	58%	58.2%	58%

Duration: April – September 2024

Purpose: Connect Fixed Route / Zone Point to Point

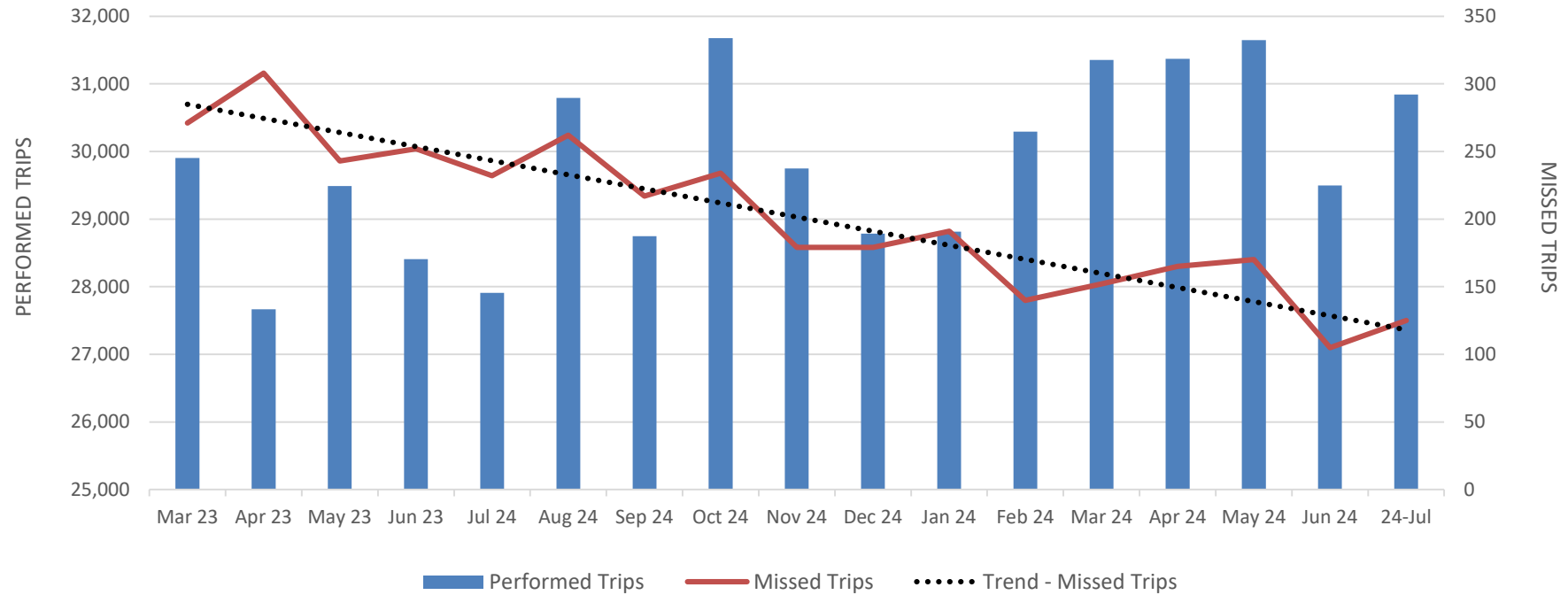
Zones: New Albany and Jeffersontown

Glossary	
Metric	Description
# Unique Riders	The number of unique users who booked and completed a ride during this period (April-July)
# New Riders	The number of unique users who booked and completed a ride for the first time (unduplicated April- July)
# Repeat Riders	The number of unique users who booked and completed a ride and also completed a ride in a previous month
Avg. Rides Per Rider	# Rides Completed
# Passengers Completed	The number of passengers whose rides were completed
# Rides Completed	The number of completed rides, including completed (forgotten)
Passengers Per Vehicle Hour (PVH)	Total number of completed passenger boarding's divided by total number of revenue hours, excluding layover time



MV MONTHLY PERFORMANCE – JULY 2024

MONTHLY PERFORMED AND MISSED TRIPS



Missed Trips (after reconciliation)

FY24 July Missed Trips: 0.40%

30,841 Performed Trips



MV LIQUIDATED DAMAGES – JULY 2024

PARATRANSIT

Monthly

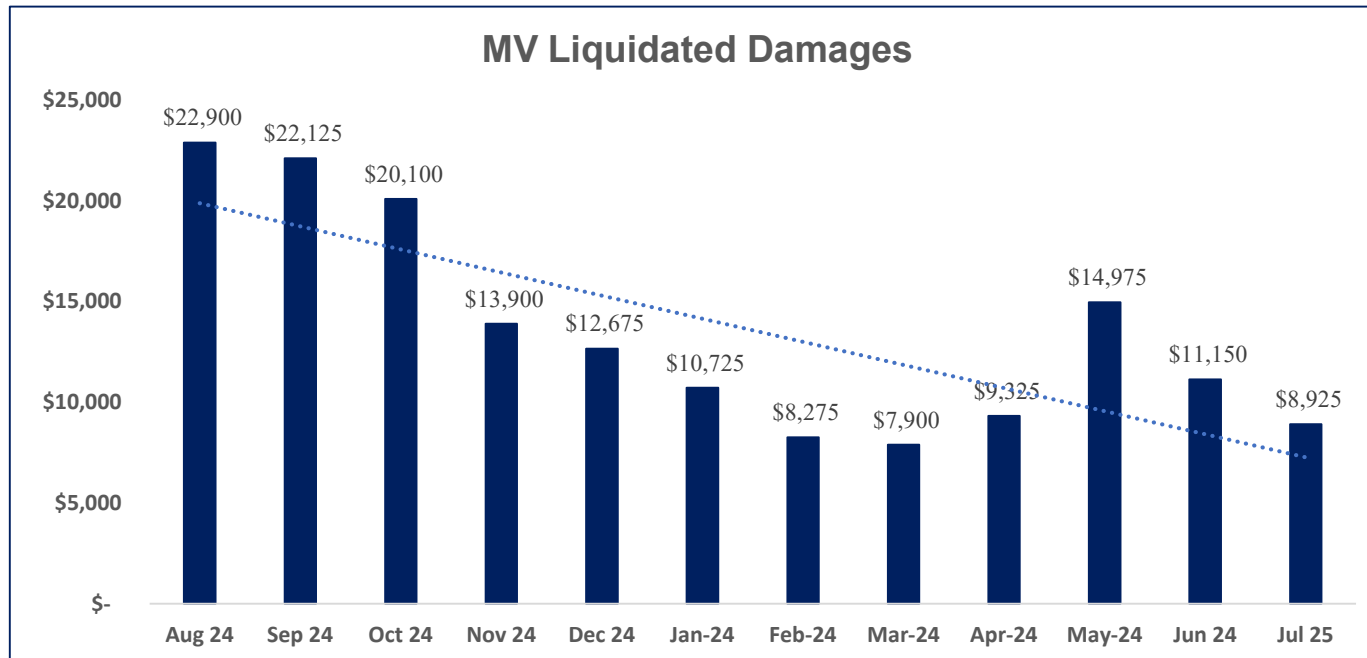
\$8.9K

-19.95% VLM
-51.02% VLY

YTD

\$163K

-66.86% VLY



Monthly Details

\$5K (45%), Late Trip, > 30 mins late

\$3.1K (28%), Accidents

\$3K (27%), Missed Trips

Types of Penalties:

Missed Trip

Late Trip

On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance



TARC ACTION PLAN

ACTION PLAN

Department	Item	Status	Timeline	Completion
Maintenance	Reduce - Chargeable Road Calls	Target Emissions and Fluid Level Systems Alerts	Aug – Dec	10%
Maintenance	Bus Utilization/Shelter and Sign Placements	Implement Bus Utilization Plan and Shelter and Sign Placements	July – Dec	10%
Safety	Lighting and Camera	Main Campus and 29 th St lighting and Union Station cameras	March - Dec	25%
Safety	Safety Ambassador Program	Line #23 2 ambassadors: 16 hrs/day, 7 days/week. 60 days of training Ops Rd Sups	Feb - Sept	100%
Transportation	Reduce Missed Service	Improve performance - Monitor line productivity and execute on performance improvement strategies	Aug - Dec	15%
Transportation	Road Supervisor – Operator Support Dispatch Supervisor – Response Monitoring	Road Supervisors – Operate in Zones Providing Operator and Customer Support Dispatch Supervisor – Monitor Response Times for Operator call in for Assistance	June – Dec	25%
Customer Experience	Feedback Closure Rate	Establish monthly target goal for feedback closures and identify improvements	Feb - Sep	90%
Paratransit	Performed vs. Scheduled Trip Improvements	Improve performance - reduce percentage of trips scheduled but not performed strategies	July - Dec	10%



AUGUST BOARD OF DIRECTORS UPDATE

August 21, 2024