

**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, October 16, 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 – October 16, 2024

- | | | |
|---|----------------------------|-------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 10:45 |
| a. Approval of September Minutes | | |
| 2. Staff Reports and Presentation | | 10:50-11:20 |
| a. JCPS TARC Update | Ozzy Gibson | |
| b. Saturday Plus Report | John Lockhart | |
| c. September Operational Update | Rob Stephens | |
| d. TARC 2025 Network Redesign | Aida Copic & Alex Posorske | |
| 3. Proposed Agenda for November Meeting | | 11:20-11:25 |
| 4. Adjournment | | 11:30 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



September 18, 2024 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, September 18, 2024 at 11:35 a.m. in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Members in Person

Ted Smith
Alice Houston
Steve Miller
Abbie Gilbert

Members Virtual

DuWayne Gant
Michael Schnuerle

Declined

Christy Ames
Justin Brown

Call to Order

Alice Houston called the meeting to order at 11:39 a.m.

Approved the August Operation Committee Meeting Minutes.

Alex Posorske presented the TARC 2025 Network Redesign Report. Refer to Power Point.

Alice Houston stated how important it is to participate in the survey process for TARC 2025.

Abbey Gilbert stated how impressed she has been with Alex Posorske and the Marketing team regarding the presentations and the willingness to answer questions from the audience.

Michael Schnuerle praised Alex Posorske & Rob Stephens for their presentation at the Louisville Forum Lunch Meeting.

Ozzy Gibson presented the JCPS -TARC Update.

- TARC currently has approximately 71 drivers that are still in the program.
- TARC has added 6 new hires.
- After Fall Break, JCPS may be ready to make announcements regarding added routes.
- We are reviewing training procedures and will have a better understanding of JCPS expectations.

Alice Houston asked, "Does TARC have a regular meeting with JCPS?"

Ozzy Gibson answered, "We do have regular meetings at the training level. We have not gotten back together with their Executive leadership."

Alice Houston said, "We should have an active role with that group."

The Operations Committee made a motion and passed it directing Ozzy Gibson to engage in coordinating a meeting with the JCPS Executive Leadership.

Rob Stephens presented the Saturday Plus Update.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Abbie Gilbert asked, "Do people have to sign up for the text alerts regarding missed service?"

Rob Stephens answered, "Yes, they do have to sign up for that service."

Board Members continued to discuss good ways to have effective communication with the public regarding the impact of service changes moving forward. The numbers of riders have stayed steady despite the reduced service.

Rob Stephens presented several of the issues that the car pool congestion in front and near schools is causing for our bus routes.

Board Members continued to discuss the effects of the cuts by JCPS bus lines have had on our community.

Rob Stephens presented the Operations Packet. Refer to the Power Point presentation.

Moving forward, the Operations Report will contain highlights of emerging issues, trends and celebrated successes.

Ted Smith adjourned the meeting at 12:30 p.m.

ADOPTED THIS 16th DAY OF OCTOBER, 2024

Alice Houston, Chair of the Operations Committee



PARC it and TARC it!

**BOARD OF DIRECTORS
OCTOBER 23, 2024**

OCTOBER OPERATIONAL UPDATE





HIGHLIGHTS

SINCE THE LAST BOARD MEETING, TARC ...

- Concluded the first public engagement phase of TARC 2025. During this period of public engagement the TARC team held 164 meetings, briefings, and presentations on TARC 2025, and collected over 2,800 survey responses!
- Completed TARC On-Demand, a pilot ride-share program in Jeffersontown and New Albany.
- Partnered with PARC to help over 200 parties get to the St. James Court Art Festival.
- TARC non-CDL employees had the opportunity to drive the new skills course (training facility) on an actual TARC bus and perform a mock-service stop.
- Welcomed students from the Ahrens Work Transition Program to Union Station for travel training.



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.
- **Emerging Issues** – Identify emerging needs and communicate impact to service
- **Trends** – Identify trends in the industry and benchmark performance through peer analysis
- **Celebrate Success** – Taking time to recognize and appreciate achievements, both big and small.



SAFETY

OVERVIEW

Emerging Issues:

- Completing Block By Block Ambassador Program Post Pilot Survey
- Completing BBB training with Operations Road Supervisors
- Evaluating Coach Operator Barriers

Trends:

- Passenger disruptions up in “other or general category” (15 total)- crowded coaches
- Safety Preventable Accidents down – YTD 1.8 / YTD AFR Goal 2.3

Celebrate Successes:

- Planning for a 2023 Safety Awards Banquet – currently an estimated 89 recipients
- Safety Highlight training continues to be entertaining and educational

MAINTENANCE

OVERVIEW

Emerging Issues:

- Finalizing CAD AVL installation 11 buses
- Preparing electric bus installation and charging infrastructure
- Winterizing all TARC vehicles

Trends:

- Year end vacation picks started
- Shortage of Mechanics available for hire (13)

Celebrate Successes:

- Took Delivery of 3 new support vehicles
- 197/191 = 103% buses deep cleaned



TRANSPORTATION

OVERVIEW

Emerging Issues:

- Decrease of On Time Performance
- Missed service and revenue hours

Trends:

- On Time Performance is below Peer Average
- September missed service trending in a positive direction 3.48% of total

Celebrate Successes:

- Completing BBB Ambassador training with Operations Road Supervisors
- New training program for supervisors – de-escalation scenario based
- August saw a significant decrease in daily call-in average / missed service

MOBILITY SERVICES – TARC3

OVERVIEW

Emerging Issues:

- Demand for paratransit service is increasing
- Need for No Show and Suspension Policy with Appeals Process
- Mobility Services Contract Extension in Progress

Trends:

- Same Day cancellations and no shows continue to increase despite proactive steps taken by TARC and MV.

Celebrate Successes:

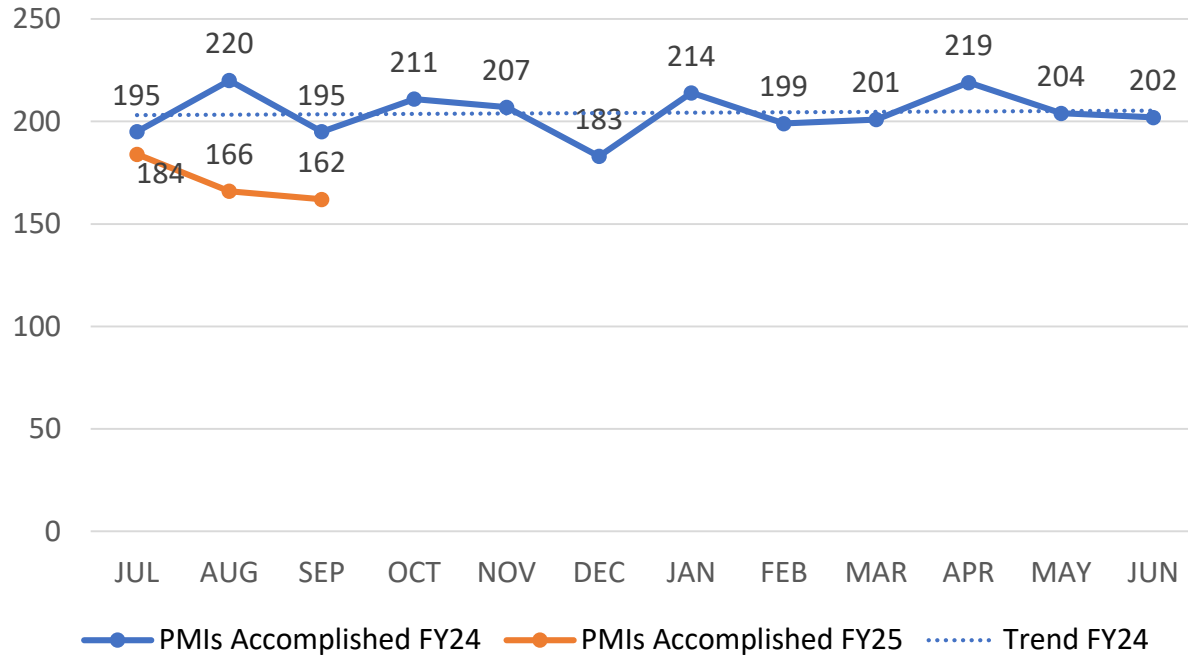
- On time performance has continuously met or exceeded KPI goal of 93%
- Missed trips continue to decline staying well below the 2% benchmark
- Late cancellations (occurring within 2 hours of scheduled pick up time) have decreased by nearly 10%



MAINTENANCE

Target PMI: 200
Total Vehicle PMIs: 166

Preventive Maintenance Inspections (PMI) Accomplished FY24 and FY 25



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.



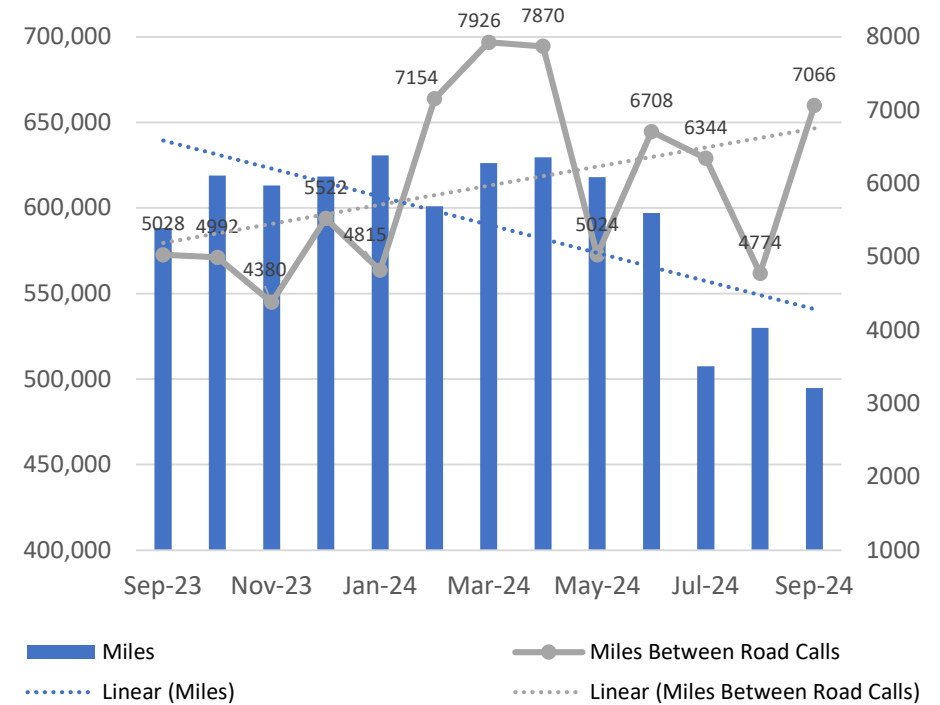
MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
Sep 23	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
Jul	507,516	80	6,344
Aug	529,940	111	4,774
Sep 24	494,672	70	7,066

SEPTEMBER: Total Miles Between Road Calls = 7,066
Target Miles Between Road Calls = 5500

Miles Between Road Calls

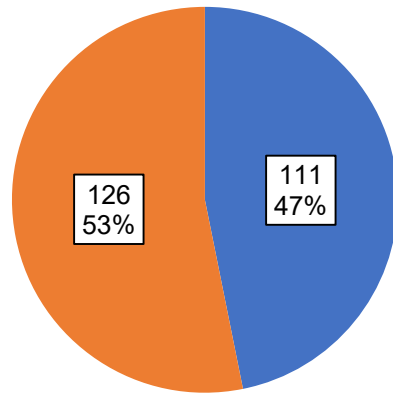


A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.

MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

August 2024 Maintenance Road Calls



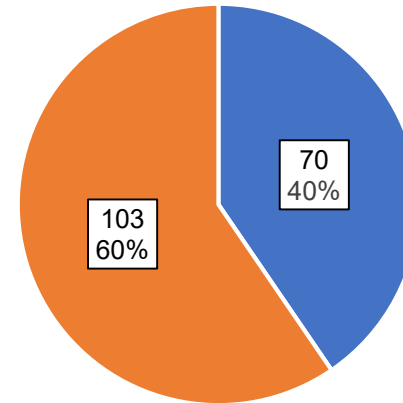
TOTAL
237

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

Chargeable Categories

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

September 2024 Maintenance Road Calls



TOTAL
173

■ Chargeable Road Calls 70 ■ Non Chargeable Road Calls 103

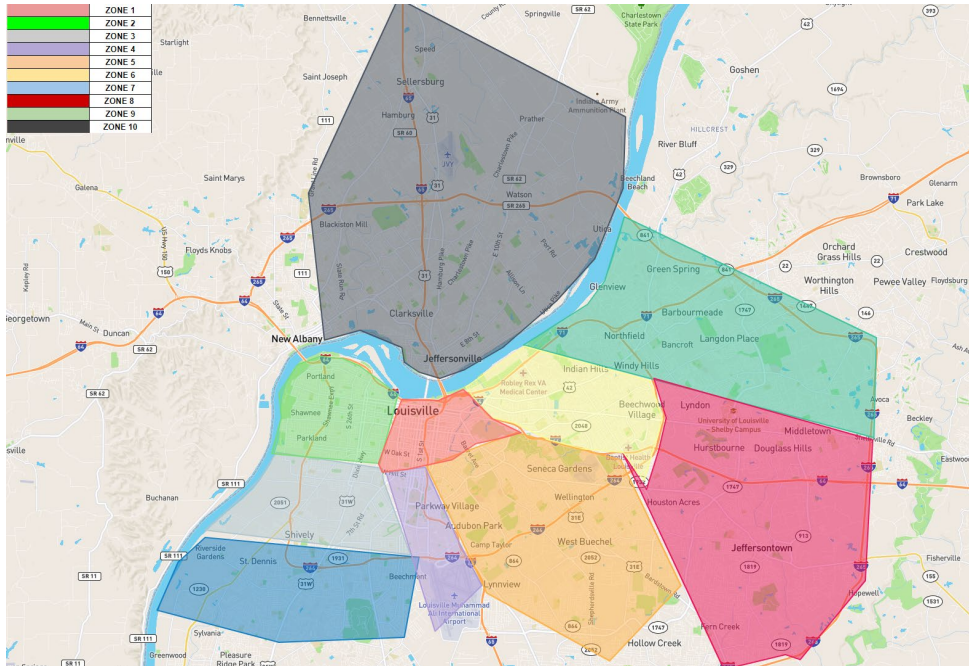
Non-Chargeable Categories

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



MAINTENANCE

SEPTEMBER SHELTER CLEANINGS



Task/Zone	1	2	3	4	5	6	7	8	9	10	Total
Shelter Cleaned	616	344	218	241	319	194	232	122	51	189	2526
Trash Can Emptied	32	43	20	17	23	13	16	9	3	5	181
BioHazard Cleaned	1	3	1	0	1	0	0	1	0	0	7
Damage Reported	0	1	0	0	0	1	1	0	0	0	3
Graffiti Removed	22	2	0	0	0	1	0	0	0	0	25
Installation of Advertisements	0	0	0	0	0	0	0	0	0	0	0
Spot Pressure Washing	5	15	0	0	1	0	6	0	0	0	27
Surface Scrubbing	1	2	0	0	0	0	1	0	0	0	4

September Shelter Cleanings **2526**
Other Requests **247**
Goal Shelter Cleanings **45 per day**
THIS MONTH **187%**



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly

9

TYPE OF ACCIDENT

Fixed Object	6	66.7%
Moving Vehicle	1	11.0%
Rear-ended OV	2	22.3%

YTD

17

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

2.0

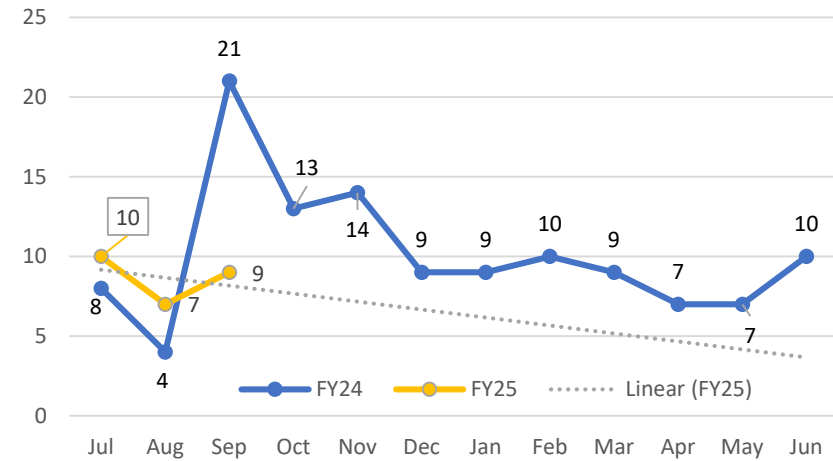
YTD AFR Goal

2.3

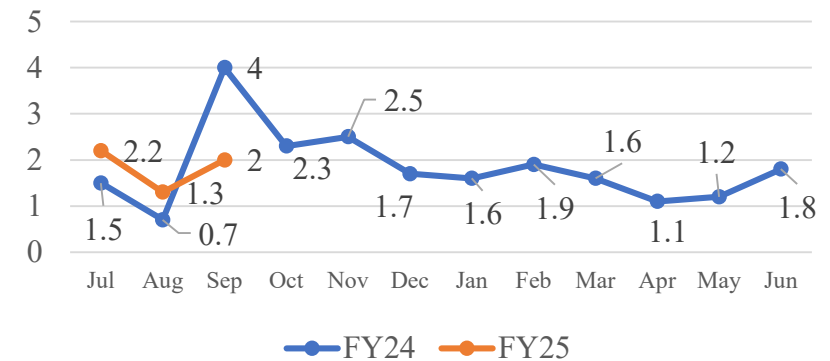
YTD

1.8

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25



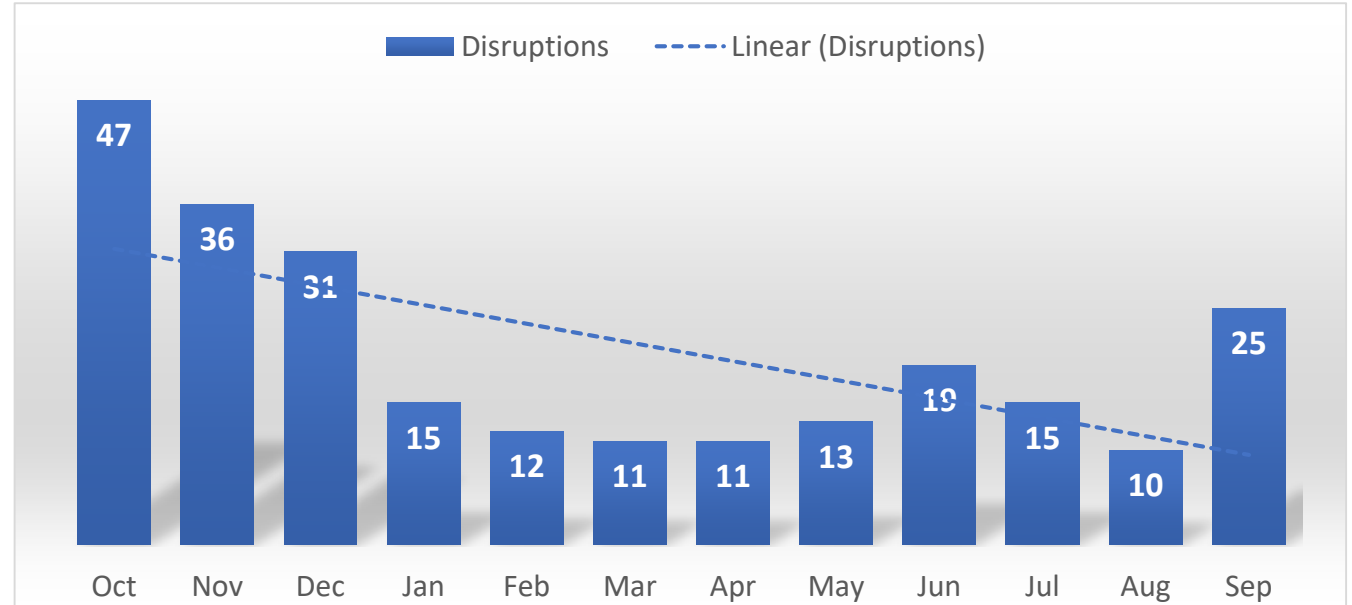


SAFETY

PASSENGER DISRUPTIONS BY LINE OCT 23 – SEP 24

Route ID	Disruptions	Rider Ship	% Disruption to Ridership
Broadway - #23	54	611,839	0.00883%
Fourth St - #4	27	331,712	0.00814%
Market St - #15	27	150,525	0.01794%
Preston - #28	26	344,703	0.00754%
Dixie Rapid - #10	25	282,679	0.00884%
Muhammad Ali - #19	12	210,447	0.00570%
Bardstown - #17	10	64,404	0.01553%
Oak-Westport - #25	10	112,165	0.00892%
Shelbyville Rd - #31	7	62,430	0.01121%
J'ville-Lou-New Albany - #71	7	67,876	0.01031%
Sixth St - #6	6	99,023	0.00606%
Dixie Hwy - #18	6	102,937	0.00583%
Eastern Pkwy - #29	6	100,696	0.00596%
Portland Poplar Level - #43	5	121,144	0.00413%
Crums Lane - #63	5	77,688	0.00644%
Clarksville - #72	4	54,682	0.00732%
Cardinal - #94	4	198,549	0.00201%
Chestnut St - #21	3	87,993	0.00341%
Taylorsville Rd - #40	3	60,857	0.00493%
Second St - #2	2	31,017	0.00645%
Hill St - #27	2	72,559	0.00276%
Twelfth St - #12	1	27,041	0.00370%
Med Ctr - #52	1	6,902	0.01449%
Outer Loop - #46	0	1,796	0.00000%

TOTAL PASSENGER DISRUPTIONS – OCT 23 THRU SEP 24



PASSENGER DISRUPTIONS*

This Month Total

25

Monthly Avg

23.17

***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

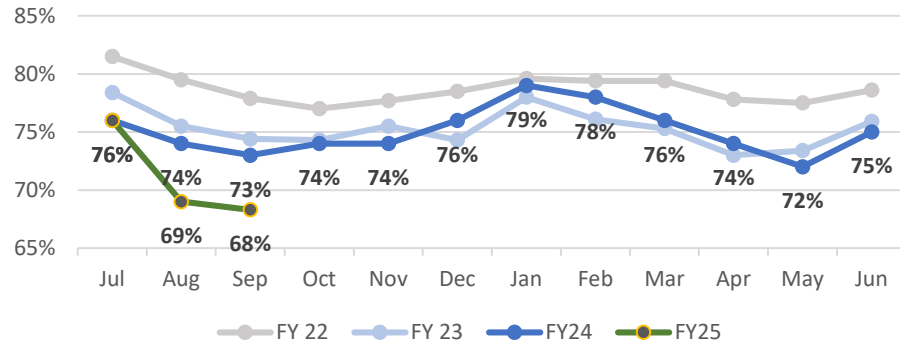
Safety Statistics	Apr	May	Jun	July	Aug	Sep
911 Called	0	0	2	4	4	1
Bus Route Assignment	359	353	350	350	333	131
De-Escalation	1	0	2	5	2	0
Disruptive Behavior - Loud Music	5	13	11	14	24	5
Disruptive Behavior - Physical	2	0	7	8	5	2
Disruptive Behavior - Toll Issue	12	0	0	16	17	0
Disruptive Behavior - Verbal	18	19	19	20	14	5
Greeting	6670	7012	6186	8093	7708	3178
Hospitality Assistance	91	296	258	626	428	97
Operator Escalation	0	0	0	0	0	0
Request for TARC Security	0	0	4	9	1	0
Route Info Provided	15	70	104	313	205	45

6 Month Pilot Duration: February – July
 Extended 2 months – Operations Supervisor Training

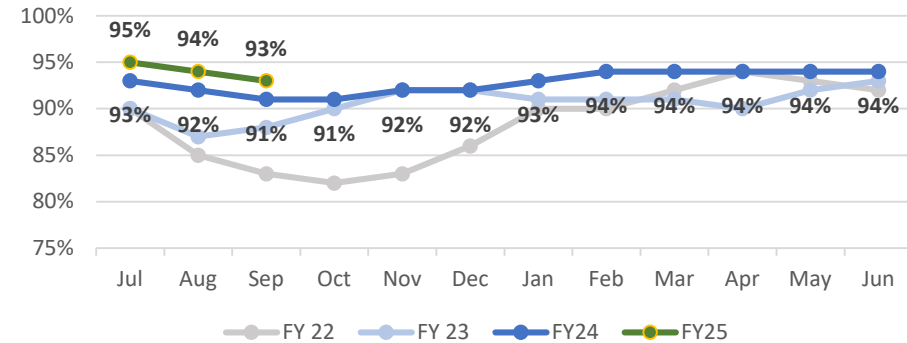


SEPTEMBER ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY24 Goal
80%

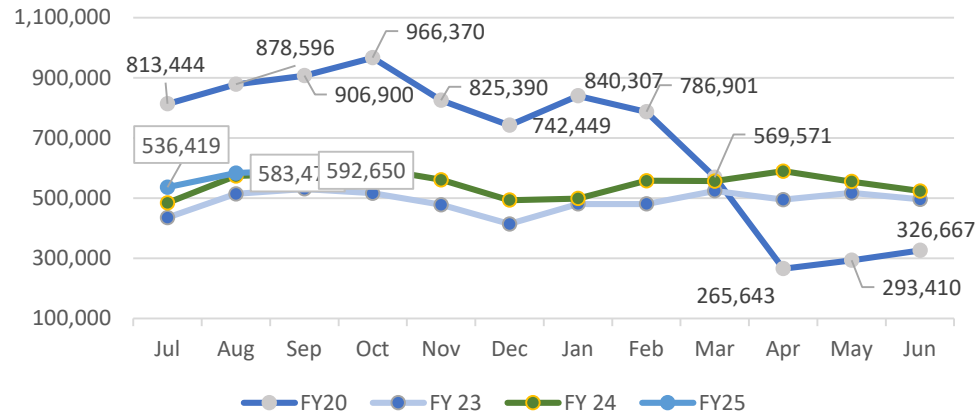
On-Time Performance									
	Fixed-Route				Paratransit (TARC3)				
	FY25	FY24	FY23	FY22		FY25	FY24	FY23	FY22
Jul	72%	76%	78%	80%	Jul	95%	93%	90%	90%
Aug	69%	74%	76%	80%	Aug	94%	92%	87%	85%
Sept	69%	73%	74%	78%	Sep	93%	91%	88%	83%
Oct		74%	74%	77%	Oct		91%	90%	82%
Nov		74%	76%	78%	Nov		92%	92%	83%
Dec		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%

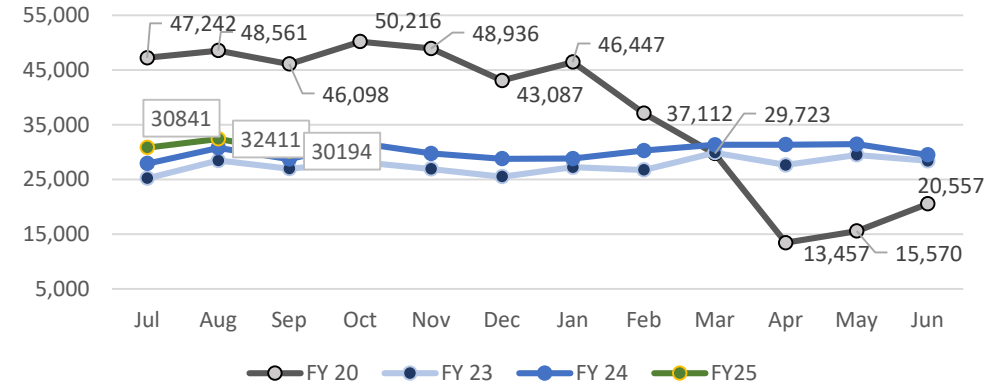


SEPTEMBER RIDERSHIP

Fixed-Route Ridership



TARC3 Paratransit Ridership



FIXED ROUTE

Monthly: **593K**
 1.6% VLM
 2.1% VLY
 YTD: **1,712,547**

PARATRANSIT

Monthly: **30K**
 -6.8% VLM
 5% VLY
 YTD: **93K**

COMBINED

This Month, Last Year: **609K**
 2.3% VLY
 This Month, This Year: **622K**

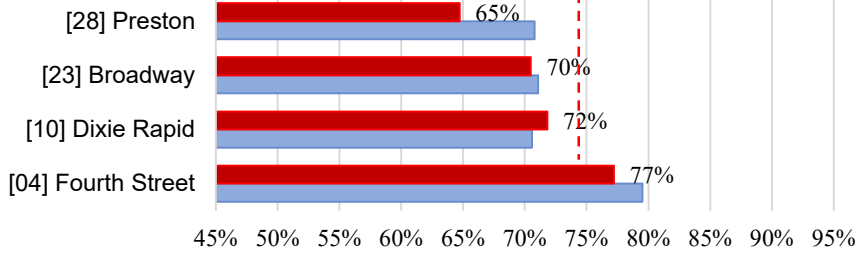
Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 YTD	FY20 (COVID)	FY24 YTD
Total Ridership	1,712,547	8,187,973	6,573,772	93,446	442,345	360,456
Weekday Ridership	1,560,405	7,135,476	5,562,244	77,201	381,276	297,419
Saturday Ridership	68,359	642,871	565,636	7,750	34,062	27,431
Sunday/Holiday Ridership	83,783	506,055	433,148	7,682	27,007	35,606
Total Revenue Miles	466,178	6,386,306.82	6,517,670	813	4,930,487	4,364,217
Total Revenue Hours	36,543	594,178.76	537,581	1,109,968	298,416	284,896
Trips per Revenue Mile	1.30	1.28	1.01	0.08	0.09	.08
Trips per Revenue Hour	16.53	13.78	12.20	1.36	1.48	1.29



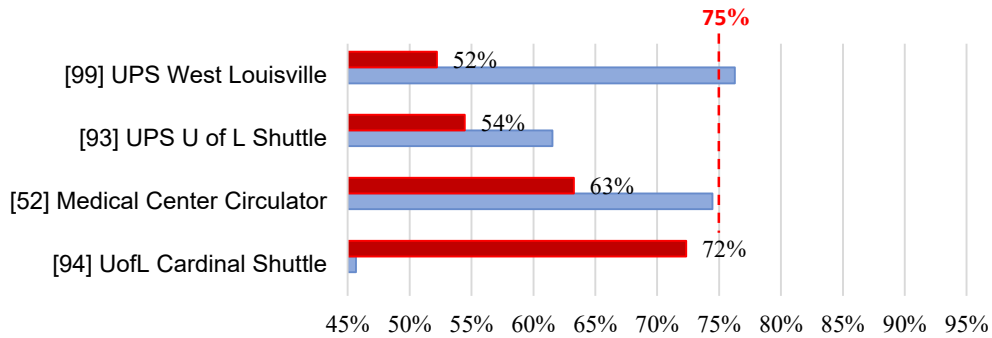
SEPTEMBER ON-TIME PERFORMANCE

■ FY 25 Avg. ■ FY 24 Avg.

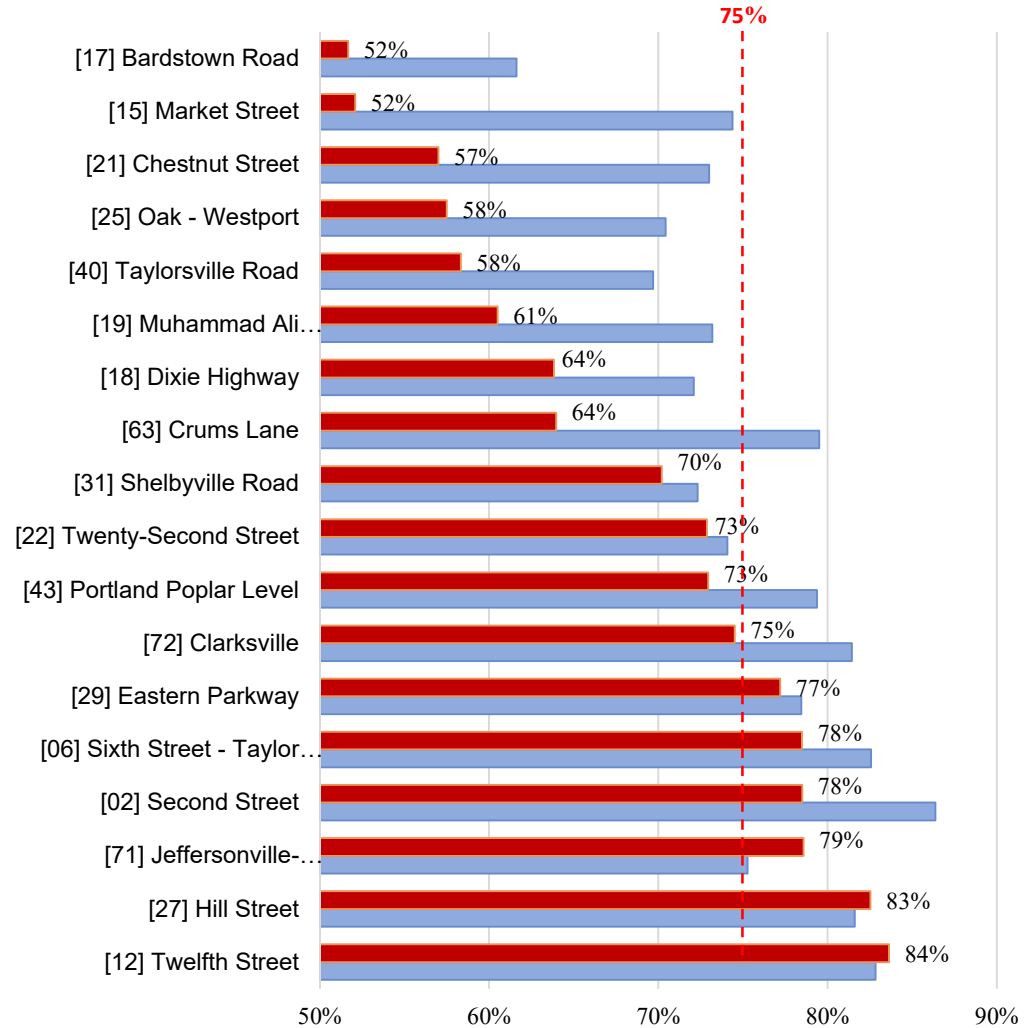
OTP - Core



OTP - Circulator



OTP - Local





2021				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8065	171	2.12%	538.67
February	7628	281	3.68%	968.80
March	8600	441	5.13%	1,618.48
April	8276	488	5.90%	1,996.77
May	8053	546	6.78%	2,411.39
June	7994	472	5.90%	1,801.90
July	7913	409	5.17%	1,229.65
August	8438	631	7.48%	2,461.55
September	8216	800	9.74%	3,872.40
October	8365	685	8.19%	2,936.30
November	8216	428	5.21%	1,617.85
December	8546	401	4.69%	1,423.73
TOTAL	98,310.00	5,753.00	5.85%	22,877.49

2022				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8082	468	5.79%	2128.73
February	7336	353	4.81%	1657.45
March	8089	235	2.91%	795.42
April	7785	439	5.64%	2211.53
May	7773	269	3.46%	974.62
June	7725	262	3.39%	892.18
July	7360	195	2.65%	621.50
August	8675	576	6.64%	2046.67
September	8341	487	5.84%	1999.98
October	8477	680	8.02%	3133.12
November	8341	440	5.28%	1619.67
December	8477	384	4.53%	1304.62
TOTAL	96,461.00	4,788.00	4.96%	19,385.48

2023				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8419	221	2.63%	725.05
February	8036	248	3.09%	809.07
March	9083	339	3.73%	1,079.17
April	8300	273	3.29%	1,031.53
May	8860	470	5.30%	1,824.82
June	7998	489	6.11%	2,428.38
July	7412	502	6.77%	1,879.65
August	8177	362	4.43%	1,261.10
September	7655	579	7.56%	2,443.57
October	8172	489	5.98%	1,924.43
November	7854	306	3.90%	1,077.48
December	7799	267	3.42%	908.60
TOTAL	97,765.00	4,545.00	4.64%	17,392.85

2024				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8158	272	3.33%	900.18
February	7478	340	4.55%	1,244.60
March	7741	320	4.13%	1,212.88
April	7478	329	4.41%	1,301.53
May	7908	529	6.69%	2,117.90
June	7914	370	4.68%	1,411.20
July	5441	254	4.67%	1,182.70
August	5452	171	3.14%	632.58
September	5174	180	3.48%	715.30
October				
November				
December				
TOTAL	62744	2765	4.41%	10,718.88



OPERATIONS SUPERVISOR – FIELD & ON-BOARD BUS SUPPORT

Combined Overall

September	Area Sums	
Opr Engagements	447	
Pax De-escalations	10	
On Bus Cust Support	185	

September	Dwntwn/ Ind	D
Opr Engagements	59.5	
Pax De-escalations	0	
On Bus Cust Support	33	

September	West	W
Opr Engagements	118	
Pax De-escalations	1	
On Bus Cust Support	47	

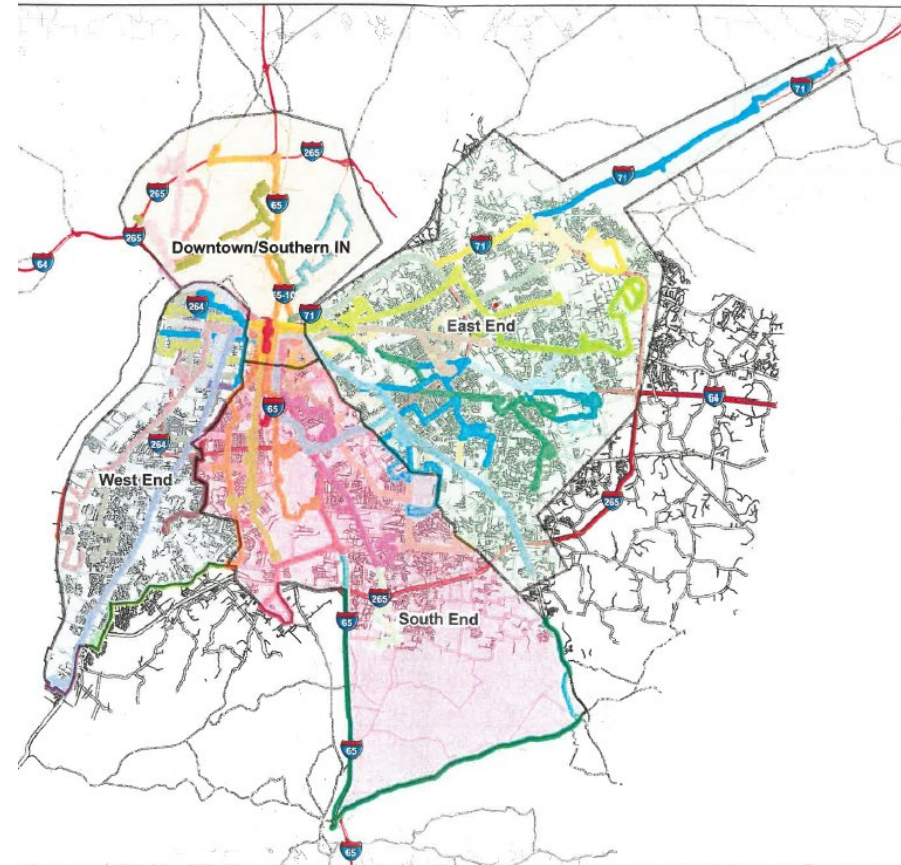
September	South	S
Opr Engagements	70.5	
Pax De-escalations	5	
On Bus Cust Support	37	

September	East	E
Opr Engagements	55	
Pax De-escalations	0	
On Bus Cust Support	8	

September	Full Cover	A
Opr Engagements	141	
Pax De-escalations	4	
On Bus Cust Support	59	

Area	
D	Dwntwn/ Ind
W	West
S	South
E	East
A	Full Cover

Road Supervisor Coverage Zone: System Coverage



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



FEEDBACK PER RIDERSHIP

FIXED ROUTE / 100K BOARDING

Month

58

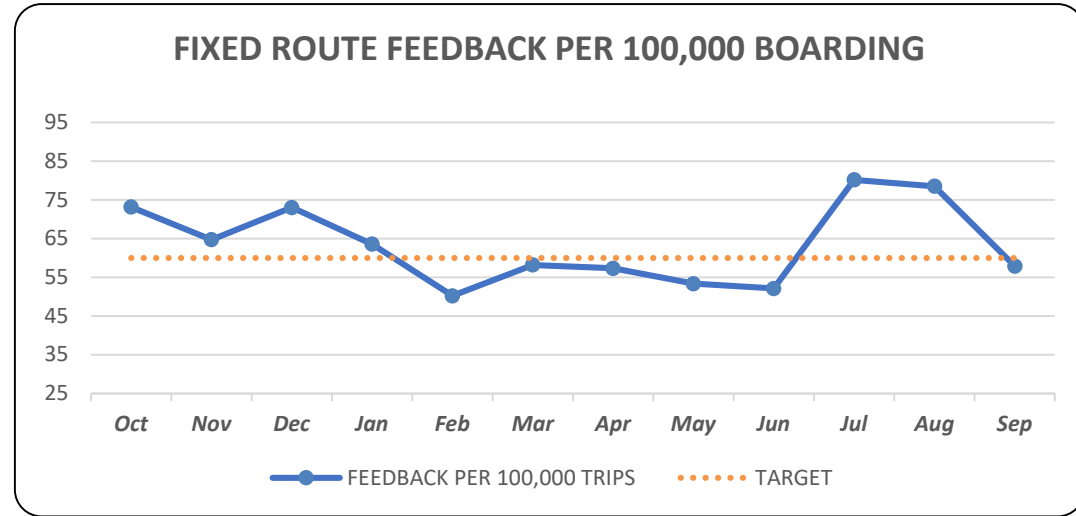
-26% VLM

TOTAL RIDERSHIP
592,650

TOTAL FEEDBACK
343

Goal

60



PARATRANSIT / 1,000 TRIPS

Month

4.2

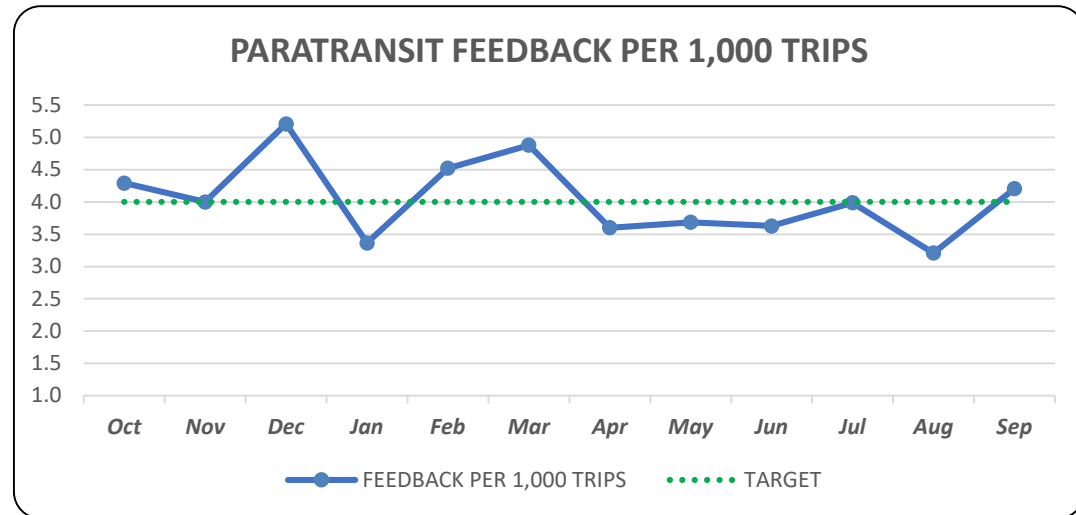
31% VLM

TOTAL RIDERSHIP
30,194

TOTAL FEEDBACK
127

Goal

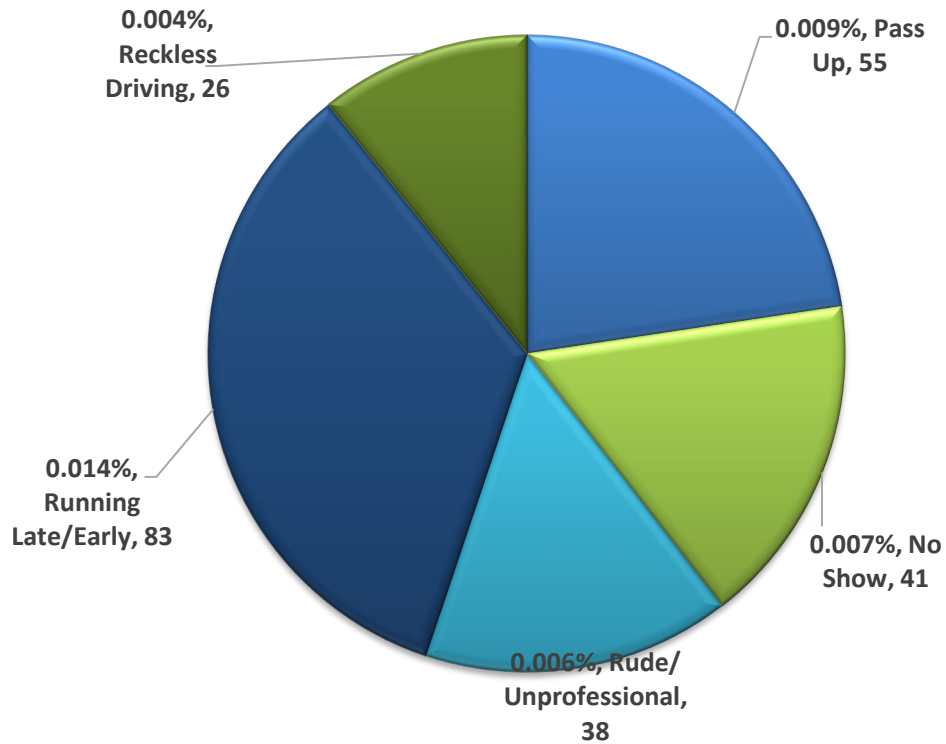
4



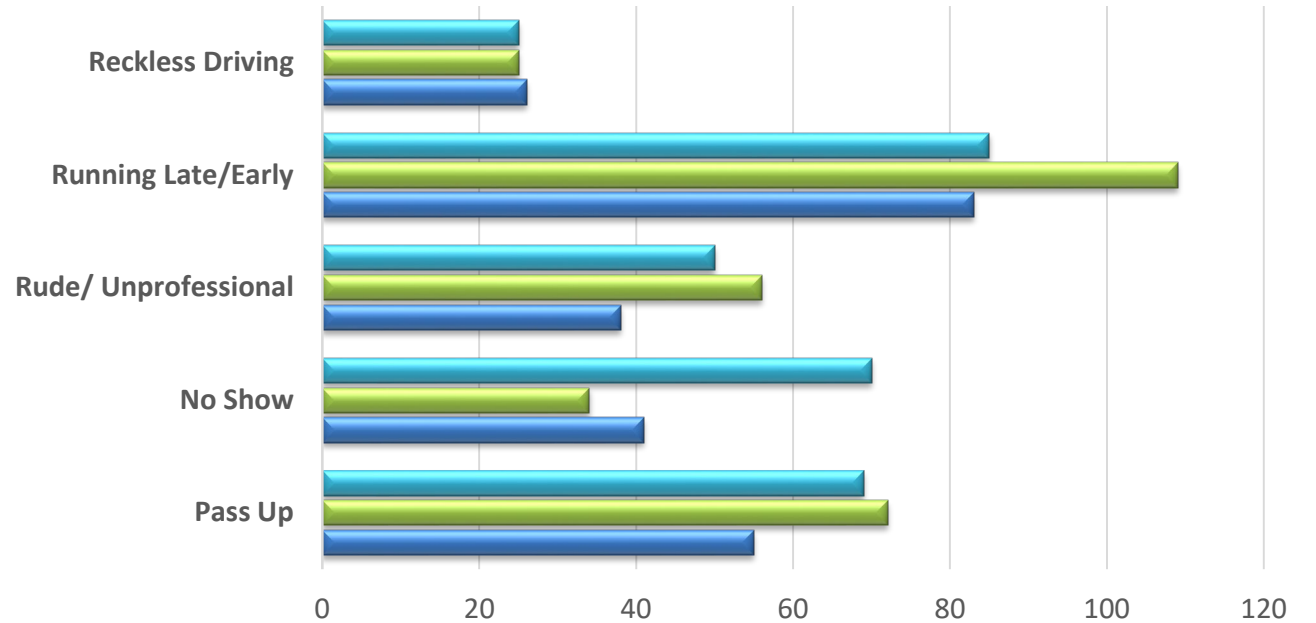


FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – SEPTEMBER 2024

Feedback Categories



3 Month Comparison

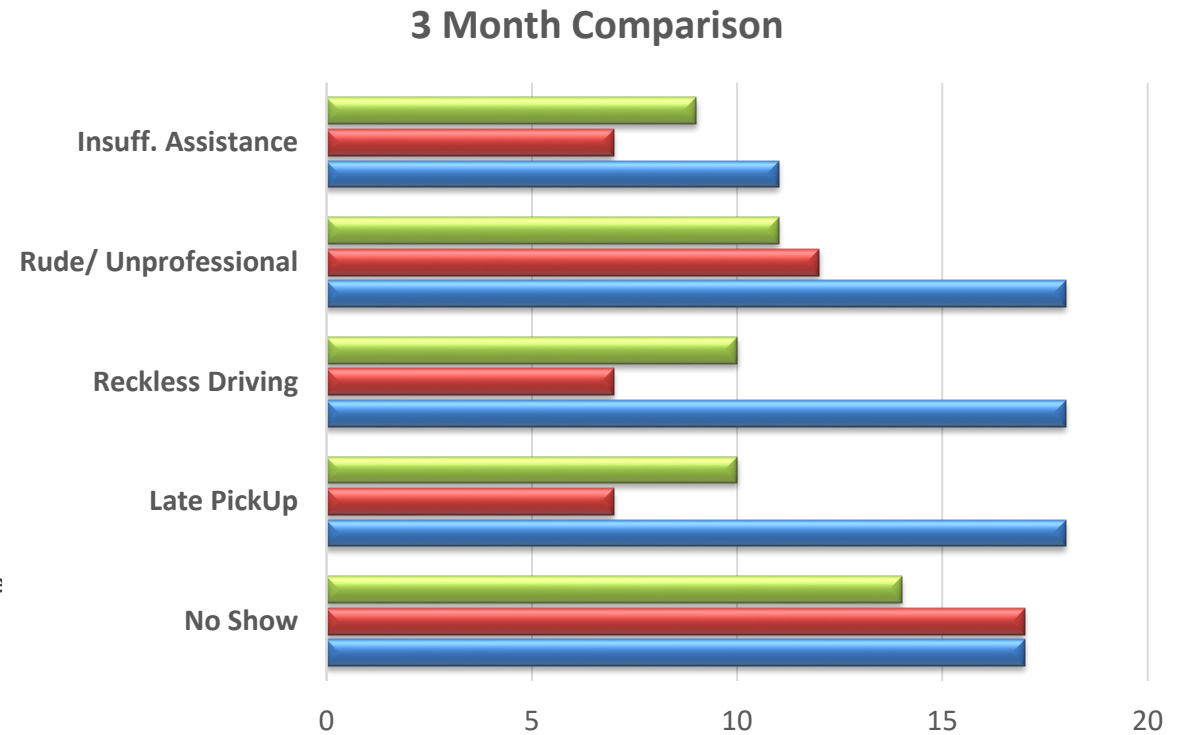
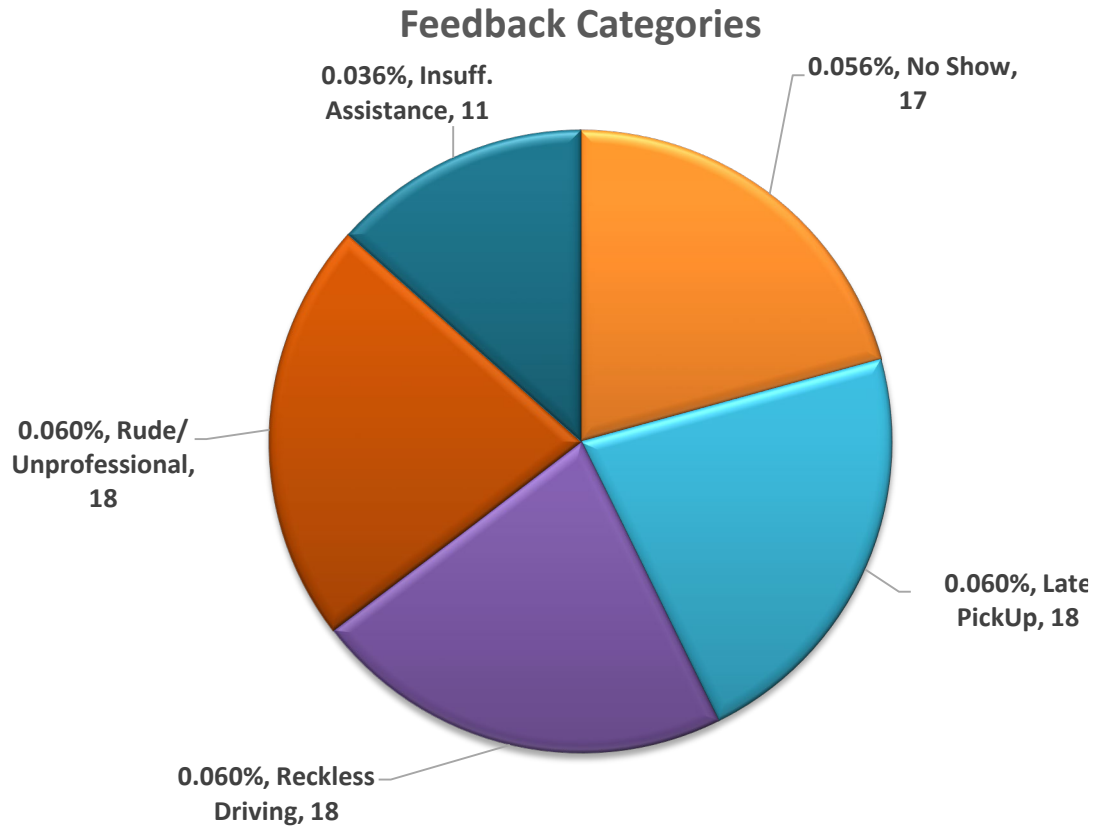


	Pass Up	No Show	Rude/ Unprofessional	Running Late/Early	Reckless Driving
Jul-24	69	70	50	85	25
Aug-24	72	34	56	109	25
Sep-24	55	41	38	83	26

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



TARC3 TOP 5 FEEDBACK CATEGORIES – SEPTEMBER 2024



	No Show	Late PickUp	Reckless Driving	Rude/ Unprofessional	Insuff. Assistance
Jul-24	14	10	10	11	9
Aug-24	17	7	7	12	7
Sep-24	17	18	18	18	11

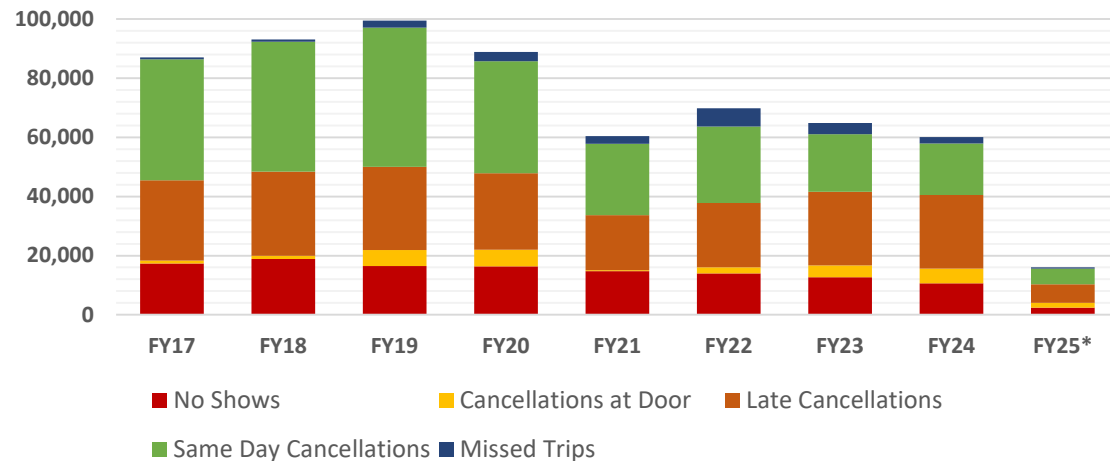
*Note: Feedback Category percentage represents total feedbacks in that category vs total trips for the month.



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	601,716	514,610	27,089	987	17,383	40,975	672	87,106	14%
FY18	640,145	547,002	28,360	1,144	18,857	43,955	827	93,143	15%
FY19	660,128	560,635	28,182	5,389	16,497	47,025	2,400	99,493	15%
FY20	531,278	442,389	25,884	5,624	16,358	37,899	3,124	88,889	17%
FY21	352,203	291,740	18,642	236	14,797	24,138	2,650	60,463	17%
FY22	369,232	299,413	21,796	2,037	13,969	25,893	6,124	69,819	19%
FY23	395,643	330,779	24,830	4,028	12,698	19,575	3,733	64,864	16%
FY24	391,017	330,960	24,895	4,965	10,659	17,403	2,135	60,057	15%
FY25*	109,479	93,446	6,292	1,562	2,457	5,315	407	16,033	15%
* YTD (SEP)									

TARC3 Non-Performed Scheduled Trips



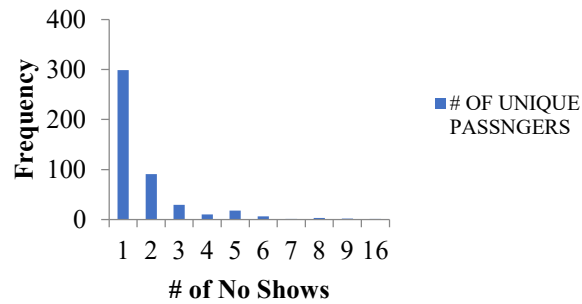
FY25*			
	% of Scheduled	% of Cancelled	Definition
MISSED	0.37%	3%	Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window
SAME DAY	4.85%	33%	Trip is cancelled on day of service at least 2 hours prior to scheduled pickup time. Trip can be rerouted.
LATE	5.75%	39%	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	1.43%	10%	Trip is cancelled after driver arrives for pick up and has made contact with the passenger.
NO SHOWS	2.24%	15%	Driver arrives and passenger is unable to be located for transport.



SEPTEMBER 2024 CANCELLATION PATTERNS

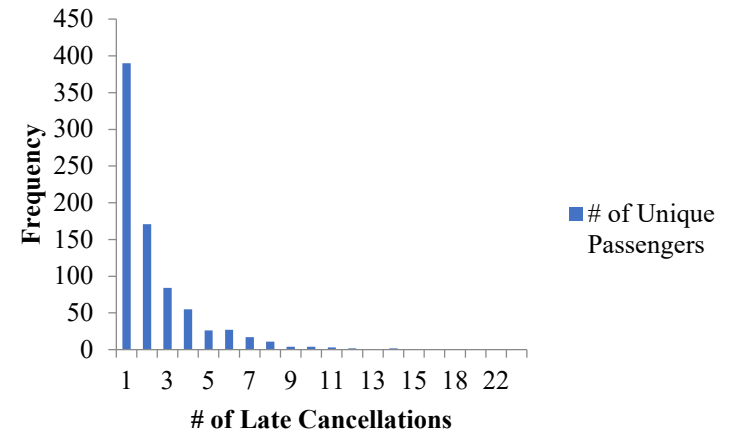
NO SHOW FREQUENCY SEP 2024

# NO SHOWS	# OF UNIQUE PASSNGERS
1	299
2	91
3	29
4	10
5	18
6	6
7	1
8	3
9	2
16	1



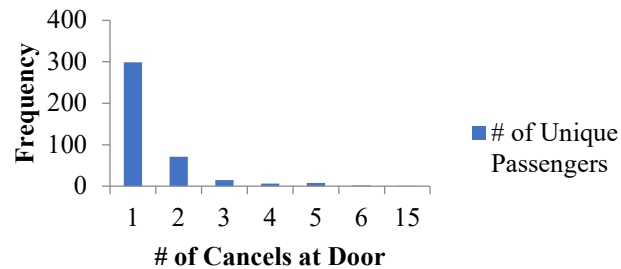
# OF LATE CANCELS	# OF UNIQUE PASSNGERS
1	390
2	171
3	84
4	55
5	26
6	27
7	17
8	11
9	4
10	4
11	3
12	2
13	1
14	2
15	1
16	1
18	1
21	1
22	1
23	1

LATE CANCEL FREQUENCY SEP 2024



CANCEL AT THE DOOR FREQUENCY SEP 2024

# OF CANCELS AT DOOR	# OF UNIQUE PASSNGERS
1	299
2	71
3	15
4	6
5	8
6	2
15	1





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).

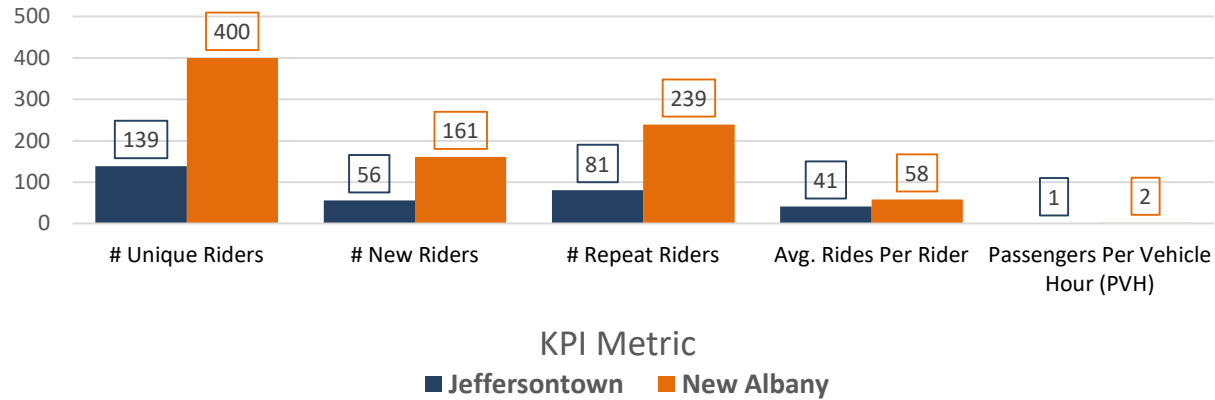
- Customers have begun receiving day before and imminent arrival calls so long as they have not opted out of the program
- We activated the calls for everyone except subscription riders on May 22nd. Subscription riders activated with IT and Trapeze assistance. Everyone was ultimately activated on June 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					
FY25 MTD					
	Jul-24	Aug-24	% CHANGE	Sep-24	% CHANGE
IMMINENT ARRIVAL CALLS	20,936	22,326	6.6%	20,455	-8.4%
COMPLETED (APPLICATION ENDED)	5,609	5,826	3.9%	5,287	-9.3%
COMPLETED (USER HUNG UP)	13,817	15,120	9.4%	13,884	-8.2%
NO ANSWER	1,161	1,062	-8.5%	949	-10.6%
BAD NUMBER	349	318	-8.9%	335	5.3%
ATTEMPTED TRIPS					
ATTEMPTED TRIPS	35,956	37,865	5.3%	35,658	-5.8%
COMPLETED TRIPS	30,841	32,411	5.1%	30,194	-6.8%
CANCELLATIONS	5,115	5,454	6.6%	5,464	0.2%
LATE	2,090	2,210	5.7%	1,992	-9.9%
SAME DAY	1,559	1,790	14.8%	1,966	9.8%
MISSED TRIP	126	127	0.8%	154	21.3%
CANCEL AT THE DOOR	454	556	22.5%	552	-0.7%
NO SHOW	886	771	-13.0%	800	3.8%



TARC ON-DEMAND PILOT

TARC ON-DEMAND April - September



TARC3 ON-DEMAND April – September			
KPI METRICS	Jeffersontown	New Albany	Total
# Unique Riders	139	400	539
# New Riders	56	161	217
# Repeat Riders	81	239	320
Avg. Rides Per Rider	41	58	107
# Passengers Completed	1350	4912	6262
# Rides Completed	1227	3887	5114
Passengers Per Vehicle Hour (PVH)	0.5	1.6	2.1
Connect to Fixed Route % of trips	42%	41.8%	42%
Point to Point % of trips	58%	58.2%	58%
Cost (inclusive of startup, software fees)	37,690.80	62,750.08	100,440.88

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 – SEPTEMBER 2024

MONTHLY PERFORMED AND MISSED TRIPS



September 2024 Missed Trips: 0.53%

30,194 Performed Trips



MV LIQUIDATED DAMAGES – SEPTEMBER 2024

PARATRANSIT

Monthly

YTD

\$14.2K 58.5% VLM*
-36% VLY

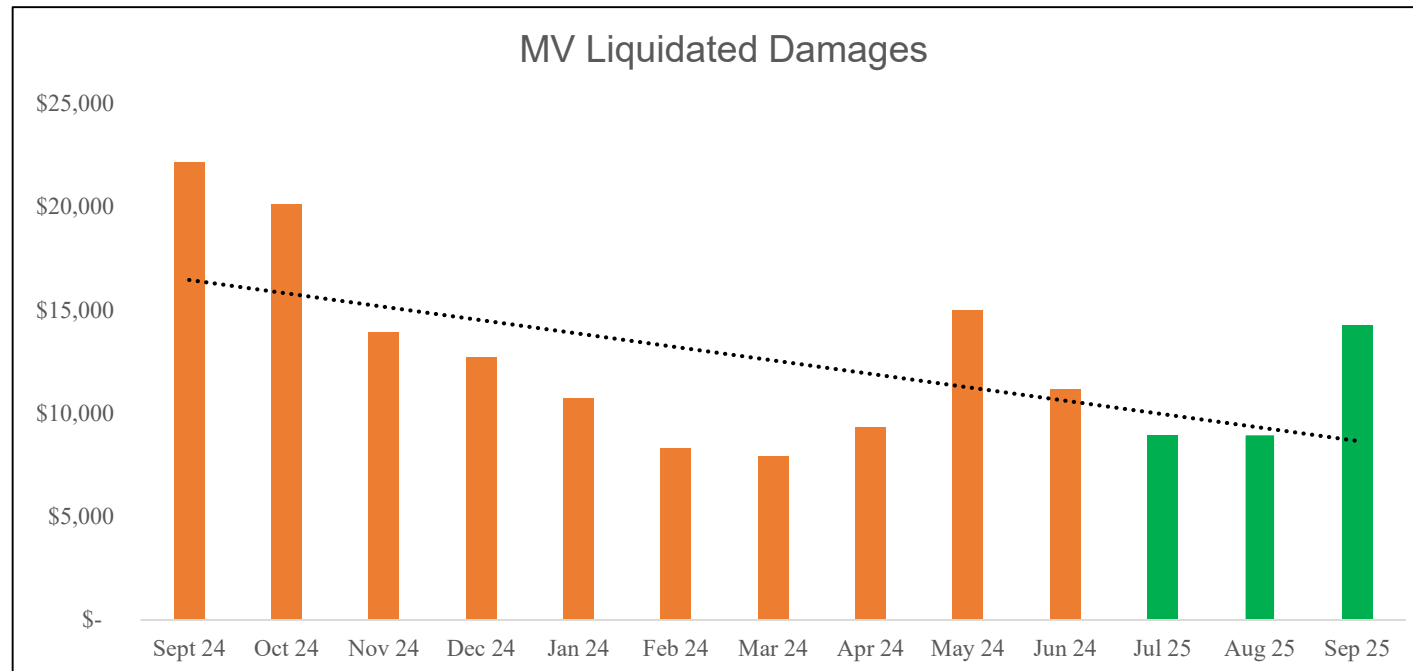
\$32.1K -49% VLY

Monthly Details

\$5.4K (38%), Late Trip, > 30 mins late

\$5K (35%), Accidents

\$3.8K (27%), Missed Trips



Types of Penalties:

Missed Trip

Late Trip

On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance

*increase due to preventable accidents



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	25%
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	20%



AUGUST BOARD OF DIRECTORS UPDATE

October 23, 2024