

TARC BOARD OF DIRECTORS MEETING



Meeting Notice:

Pursuant to KRS 96.A, the TARC Board of Directors is to meet monthly. The next meeting will be held at:

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

Wednesday, November 20, 2024 at 10:00 a.m.

This meeting is also being held via teleconference as permitted by KRS 61.826. Pursuant to KRS 61.810, the Board of Directors may enter into Closed Session, but shall not take any action in a Closed Session.

Members of the public and/or TARC staff may watch a livestream of the meeting by going to www.facebook.com/ridetarc; the livestream will be at the top of the page; No Facebook account is needed.

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.

Any person may provide a public comment in the chat feature at www.facebook.com/ridetarc at any time during a Board meeting which will be read into the record of the Board minutes. Please include your name in the chat. In addition, Ms. Isaacs will accept public comments that are provided to her by 12:00 PM the day before the next regularly scheduled meeting of the Board via email at sisaacs@ridetarc.org.

If you would like speak at the Meeting, please contact Stephanie Isaacs at (502) 561-5103 to sign up or send an email to sisaacs@ridetarc.org.

Guidelines to speak before the TARC Board of Directors:

- a) Only ten (10) residents of TARC's service area per Board meeting will be allowed to speak; if less than ten (10), then the TARC Board Chair may allow a non-resident of Metro Louisville to fill a vacant slot;
- b) Speakers shall be restricted to a maximum of three (3) minutes each and may not share these minutes with any other speaker; however, persons with medically recognized disabilities who are entitled to a reasonable accommodation under the Americans with Disabilities Act (ADA) shall be given an additional minute to speak;

.....continued.....

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- c) In order to speak in person at a regularly scheduled TARC Board meeting:
 - i. a speaker must register with Stephanie Isaacs as indicated above.
 - ii. the period to register begins at the conclusion of the prior regularly scheduled Board meeting and ends at 12:00 PM the day before the next regularly scheduled meeting in which the person intends to speak.
 - iii. persons registering may leave their name/alias and address, and shall notify Ms. Isaacs of the topic in which they will speak.
 - iv. no more than three (3) persons may speak with the same position on any one topic before the Board at any meeting (i.e., six (6) persons can speak on one topic before the Board at a particular meeting, three (3) in support and three (3) against);
- d) Any materials presented to the Board may be forwarded prior to or following all Board gatherings to Ms. Isaacs for dissemination purposes;
- e) Speakers before the entire Board are not allowed to use props, displays, or any other objects during their presentations. However, informational handouts may be given to Ms. Isaacs and distributed in accordance with (d) above;
- f) Persons within the audience are allowed to have signs in the Board room that are no larger than 8 ½ x 11 inches. However, such signs may not be attached to any sort of stick and must be displayed in a manner that does not inhibit others from viewing the Board meeting; and
- g) Speakers may not engage in electioneering nor the endorsement or promotion of any commercial product or service.

TARC BOARD OF DIRECTORS MEETING



Agenda – November 20, 2024

1.	Quorum Call/Call to Order/Meeting Minutes	Ted Smith, Chair	10:00
	A. Approval of October Meeting Minutes	Board of Directors	10:00-10:05
2.	Public Comments	Pat Mulvihill	10:05-10:15
3.	Board Chair's Report	Ted Smith	10:15-10:20
4.	Finance Committee Report	Steve Miller	10:20-10:25
5.	Operations Committee Report	Alice Houston	10:25-10:30
6.	Executive Director's Report	Ozzy Gibson	10:30-10:35
7.	Staff Reports and Presentation		10:35-10:45
	A. Financial Statements for October 2024	Matt Abner	
	B. Review overall Procurement Calendar for year	Tonya Day	
	C. Monthly Performance Report	Rob Stephens	
	D. TARC 2025 Update	Aida Copic & Alex Posorske	
8.	Action Items and Presentations		10:45-10:55
	A. Resolution 2024-42 Transit Bus Advertising	Alex Posorske	
	B. Resolution 2024-43 JCPS Incentive Bonus	Ozzy Gibson	
9.	Board Members Open Discussion		10:55-11:00
10.	Adjournment	Ted Smith	11:00

TARC BOARD OF DIRECTORS MEETING



October 23, 2024 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on October 23, 2024 at 10:00 a.m. in person at TARC, 1000 W. Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Board Members Present

In Person

Ted Smith
Abbie Gilbert
Steve Miller
Alice Houston
Michael Schnuerle
Justin Brown
Christy Ames

Virtual

DuWayne Gant

Declined

Meeting Called to Order

Ted Smith called meeting to order at 10:08 a.m.

Quorum Call

September Board Meeting Minutes approved.

Public Comment

Pat Mulvihill read the Public Comment Preamble: The TARC Board values hearing from its customers, TARC employees and public at large. This Board will not respond in this meeting to any comments made at this time. However, TARC will post a response on TARC's website regarding the comments made by the following meeting. In addition, the TARC Board may assign the feedback or comments to be further examined by its subcommittees and, if warranted, further addressed by TARC.

Alicia Zavala presented the affects of Saturday Plus schedule on Library employees who work on Sunday.

Public Comments and responses are posted on our website.

Special Reports

Ted Smith presented the Board Chair Report.

- Thanked all of the Board Members for their participation at the meeting.
- Executive Committee met twice to discuss Board member attendance.
- Executive Committee also discussed the evaluation process for the Executive Director.

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Steve Miller presented the Finance Committee Report.

- The TARC 2025 planning will be running parallel to the TARC Strategic process.
- Strategic planning will be going beyond the route changes that are being planned.
- We need to answer the question :what do we want TARC to look like in the coming years?"
- All of the Resolutions presented have been moved to today's Board Meeting for consideration.

Alice Houston presented the Operations Committee Report.

- The committee met last week and we are adjusting the formats of the operations report.

Ozzy Gibson presented the Executive Director's Report.

- He thanked Alex Posorske, Aida Copic, Scudder Wagg and Jarrett Walker for participating in all of the one-to-one meetings with the TARC Board Members.
- The TARC 2025 Team has completed Phase I, nothing is final yet.
- Currently the plan is to present to the Board the two plans as result of the surveys.
- Next TARC 2025 Retreat will be held on the following dates October 29th, 30th and 31st. Board Members are welcome to join the discussion at 4:00 p.m. each day for an overview of what was discussed.

Ozzy Gibson presented the TARC 2025 Phase 1 Parameter Recommendations.

Constrained Network

- The TARC 2025 **Constrained Network** recommendation is to develop the plan with **70%** budget allocated to ridership and **30%** budget allocated to coverage service.

Growth Network

- The TARC 2025 **Growth Network** recommendation is to develop the plan with **70% / 30%** ratio for funding allocation between ridership and coverage goals.
- The **Growth Network** recommendation is to develop the plan designed with a **22% increase** in level of service (revenue hours), and should be prioritized by tiers to allow for a phased implementation plan.

Stops Spacing Policy

- TARC 2025 Stop Spacing Policy recommendation is to adopt a policy for stops spacing at every **3 blocks** or approximately **¼ mile apart**.

Alice Houston asked, "What is our current ratio?"

Ozzy Gibson answered, "Before the Saturday Plus changes, we were 37% riders and 63% coverage: currently with Saturday Plus in place we are 45% riders and 55% coverage. So, I believe it is time to move based on the Jarrett Walker's recommendation finding somewhere between the two concepts."

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Board Members continued to discuss the percentages of ridership and percentages of budget allocation to cover.

The motion was duly moved for approval by Justin Brown. The motion was seconded by Alice Houston. The Board of Directors unanimously adopted the Phase 1 Recommendation.

Staff Reports and Presentations

Matt Abner presented the Financial Statements for August 2024 and July 2024.

Ted Smith asked, "Will we be re-budgeting for the changes with implementing the Saturday Plus plan earlier than first thought?"

Matt Abner answered, "We wanted to get at least a quarter of the Saturday Plus services on the books before we re-budgeted."

Tonya Day presented the Procurement calendar for the year.

Rob Stephens presented the Monthly Department Operations Overall Report.

Steve Miller asked, "Could you pull together a one pager similar to the 16 fact sheet with an explanation of the Key Performance Indicators and other terms?"

Rob Stephens answered, "Yes, it would prove to be helpful for some of these reports."

Alex Posorske presented the TARC 2025 Network Redesign Report.

- Coming up on October 29th through 31st is the Core Design Retreat.
- Board Members are encouraged to join in at 4:00 p.m. to be briefed on the progress made on that day.
- Next is the internal phase over the next couple of months to really fine-tune, make sure that we are able to have all the materials we need to come back out and present that to the public.

Action Items and Presentations

Tonya Day presented Resolution 2024-33 Excess Workers' Compensation and Employers Liability Annual Insurance Policy.

- TARC's Workers' Compensation program currently self-insures the first \$500,000 of any claim, including both medical payments and indemnity benefits. The current policy expired on August 31, 2024. Due to TARC being a self-insured organization, the Kentucky Labor Cabinet requires that TARC maintain an excess insurance policy.
- On September 25, 2024, the TARC Board approved Resolution 2024-33 for an annual excess insurance policy for Worker's Compensation with Arch Insurance Company for the 2024-2025 policy year in the amount of \$288,877.
- However, it was determined that the \$288,877 is the minimum premium, but the \$304,081 is the deposit premium which is due. The minimum premium is less in case TARC's payroll at audit comes in lower than the \$33,052,274 projected for the 9/1/24-25 term. This premium requires an additional \$15,204 to be expended.

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- TARC seeks to enter into an annual insurance policy with Arch Insurance Company for the additional \$15,204 that has a specific retention by TARC of the first \$500,000 on any claim with an annual premium not to exceed \$304,081 beginning September 1, 2024.

The motion was duly moved for approval by Steve Miller. The motion was seconded by Abbie Gilbert. The Board of Directors unanimously adopted the resolution.

Chris Ward presented Resolution 2024-38 TARC Contribution to Local Match for RAISE Grant.

- This Resolution will authorize the Executive Director to provide \$250,000 in local match funds from the Mass Transit Trust Fund (MTTF) toward the coordinated Broadway All the Way project funded by grant KY-2024-003 for design services provided by Gresham Smith.
- Louisville-Jefferson County Metro Government received an award of Federal Fiscal Year 2022 Rebuilding American Infrastructure with Sustainability & Equity (RAISE) grant funds from the United States Department of Transportation (USDOT) for a coordinated Broadway All the Way project.
- USDOT has designated the Federal Transit Administration (FTA) as the administrator of these funds, and TARC is the designated recipient for FTA funds for the Louisville Urbanized Area.
- In June 2023, TARC and Metro executed an interagency agreement establishing TARC as the fiscal agent for the Broadway All the Way project.
- The total grant amount of \$6,250,000 requires a 20% local match of \$1,250,000, for which the interagency agreement budgeted contributions of \$500,000 from Metro, \$500,000 from the Kentucky Transportation Cabinet, and \$250,000 from TARC.
- Metro shall pay all project expenses and only upon meeting all terms and conditions of the interagency agreement will Metro be eligible to receive Federal reimbursement funding through TARC.

Michael Schnuerle said, "The Broadway All The Way project is a valuable improvement for Louisville and it is great that TARC is participating. Since TARC is putting in the 20% match, then TARC should be able to advocate for the transit riders, bus lanes, bus shelters and sidewalk improvements."

The motion was duly moved for approval by Michael Schnuerle. The motion was seconded by Christy Ames. The Board of Directors unanimously adopted the resolution.

Russ Greenleaf presented Resolution 2024 – 39 Vehicles for Section 5310 Subrecipients.

- TARC's grant subrecipients receive federal grant funds from the Federal Transit Administration (FTA) to purchase vehicles to provide transportation for seniors and individuals with disabilities.
- The funds come from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities grant program.
- To use those funds, the subrecipients must purchase the vehicles through a contract that meets all federal procurement requirements.
- TARC has selected the vendor that offered the best value for the vehicles.
- The staff also determined that this vendor has a high level of technical ability along with an excellent past performance history.
- Based on these criteria, the staff selected Superior Van and Mobility, LLC as the vendor that provides the best value.

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- This resolution seeks to enter into an agreement with Superior Van and Mobility, LLC for the purpose of allowing TARC's grant subrecipients to purchase vehicles at a cost of not to exceed \$11,060,517.

Christy Ames asked, "Will this offset some of the expenses with paratransit at all?"

Russ Greenleaf answered, "There is a paratransit project that TARC actually applies for to get funds from this grant. So, some of these Grant funds do actually aid TARC's Paratransit efforts. I would also like to add that it costs TARC almost nothing to run and it brings over a million dollars into the community."

The motion was duly moved for approval by Christy Ames. The motion was seconded by Alice Houston. The Board of Directors unanimously adopted the resolution.

Aida Copic presented Resolution 2024-40 Remix, Transit Planning Software.

- TARC is proposing implementation of the Transit Planning Software (Remix) that will support agency's short and long-term service planning and scheduling efforts.
- With TARC's major planning process underway to develop a new, restructured routes network, there is a need for additional technology support for planning and scheduling functions.
- Remix transit planning software is known and has been widely used in the transit industry for at least ten years.
- This software provides unique functionality and features for preliminary service planning, routing, frequencies, determining resources, and high-level cost estimates.
- Based on the pricing analysis, the negotiated price for a five-year contract is fair and reasonable, with an annual amount of \$53,000 per year not to exceed \$262,966 over five years.

Ted Smith asked, "Can we join other transit agencies when purchasing software and do we already join other agencies?"

Michael Schnuerle said, "Remix is a very good piece of software and it is a very good product for what they offer. At one time Metro government was using it, but I'm not sure if it was a one-off thing."

Board Members discussed further the Remix software costs and benefits for TARC to have access to this software to help the TARC 2025 planning go smoothly.

The motion was duly moved for approval by Michael Schnuerle. The motion was seconded by Abbie Gilbert. The Board of Directors unanimously adopted the resolution.

Alex Posorske presented Resolution 2024-41 Fare-Free Service for November 2024 General Election.

- Since at least 2019, TARC has provided fare-free service on both the primary and general election days.
- This has allowed TARC to provide a valuable service to the community on an important day for community participation.
- In the past there has been no formal resolution approving the fare free service – this Spring, the Board verbally approved the idea and before that the TARC Executive Director typically approved.

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- While there is no statutory requirement for the TARC Board to approve one-day fare policy, with the current fiscal climate, it is important for the TARC Board to have a chance to weigh in on decisions involving agency revenue.
- The action does not come without cost – TARC staff estimates that going fare-free for the day would mean TARC would not collect approximately \$16,000 in fares TARC otherwise would have collected.
- But continuing to provide fare-free Election Day service allows TARC to support a fundamental building block of democracy – ensuring people are able to exercise their right to vote. Providing that service also demonstrates another example of the strong value that TARC provides to the greater Louisville community.
- Fare-free Election Day service also provides measurable public relations value to TARC. For example, in May 2024 TARC’s fare-free service was mentioned in at least 12 broadcast news stories on WLKY, WAVE, and Spectrum. TARC’s media clips service, Media Library Kentucky, estimates that those 12 stories brought in approximately \$8,000 worth of publicity value for TARC.

Abbie Gilbert asked, “Can we track the number of riders on Election Day?”

Ted Smith suggested TARC investigate funding resources for the day to underwrite our costs.

The motion was duly moved for approval by Abbie Gilbert. The motion was seconded by Alice Houston. The Board of Directors unanimously adopted the resolution.

Ted Smith made a motion to adjourn at 11:33 p.m. This motion was seconded by Justin Brown and approved by the Board.

Ted Smith, Chair of the TARC Board of Directors

Date

**TARC Board of Directors
Financial Summary - Recap
October 2024, Fiscal Year 2025**



Current month Operating Revenues are over budget \$784,340 (pg. 2, line 9) mainly due to Passenger Fares and Other Agency Revenues being over budget. The Other Agency Revenues are being driven by the JCPS agreement. Current month Operating Expenses are under budget \$891,361 (pg. 2, line 41) due to all expenses being under budget. Capital Expenses are under by \$79,109 (pg. 2, line 48) due to Development Costs and Depreciation being under budget for the month.

Year-to-date Operating Revenues are over \$2,363,685 (pg. 2, Line 9) due to nearly all revenues being over except Advertising. As with the current month, this is being driven by Passenger Fares and Other Agency Revenues which includes those from JCPS. Year to date Operating Expenses are under budget \$4,032,355 (pg. 2, line 41) due to all expenses being under budget. Year-to-date Capital Expenses are over budget \$16,338 (pg. 2, line 48) due to Development Costs being under budget which is a product of timing related to Capital Projects.

Overall for October, TARC is under budget projections for expenses year-to-date and over on operating revenues in the current month mainly due to service adjustments that were projected to begin in January but were actually implemented in July. Expenses should begin to better align with budget projections beginning January 2025. MTTF receipts are over budget \$1,147,975 (pg. 7) year-to-date, bringing the year-to-date net savings to a favorable balance of \$7,544,015 before capital and subsidies.

Operating Expenses	\$4,032,355
Operating Revenues*	<u>\$2,363,685</u>
Subtotal	\$6,396,040
MTTF Overage	<u>\$1,147,975</u>
Total	\$7,544,015

*Operating Revenues includes JCPS agreement revenues of \$1,765,452

Statement of Revenue - Expenses - with Capital Contributions

October 2024, Fiscal Year 2025



Description	Current Month				Fiscal Year-to-date			
	FY25 Total Budget	Actual	Budget	Over budget (Under budget)	Actual	Budget	Over budget (Under budget)	Percentage Remaining
Revenues								
1 Passenger Fares	5,219,670	493,932	465,651	28,281	2,058,905	1,808,470	250,435	-13.85%
2 Paratransit Fares	977,667	93,475	83,810	9,665	357,970	327,650	30,320	-9.25%
3 Special Fare Revenues (MOA/MOU Agreements)	1,536,008	133,343	139,750	(6,407)	551,833	510,310	41,523	-8.14%
4 Comp Specials	0	0	0	0	0	0	0	0.00%
5 Advertising Revenue	1,100,000	58,957	91,040	(32,083)	254,188	364,160	(109,972)	30.20%
6 Other Agency Revenues	447,300	832,051	37,167	794,884	2,261,023	148,668	2,112,355	-1420.85%
7 Total Recoveries-Insurance	100,000	0	10,000	(10,000)	66,524	27,500	39,024	-141.91%
8								
9 Operating Revenues	9,380,645	1,611,757	827,418	784,340	5,550,442	3,186,758	2,363,685	-74.17%
10								
11 MTF Contributions- Federated, Operating	69,357,199	5,218,913	7,973,082	(2,754,169)	21,615,460	24,369,629	(2,754,169)	11.30%
12 Local Government Funds - MTF, Operating	1,628,903	107,249	114,692	(7,443)	105,220	521,918	(416,698)	79.84%
13 COVID Funds - FTA, Operating	27,050,613	1,762,101	772,768	989,333	5,601,994	8,898,620	(3,296,626)	37.05%
14 State Government Funds, Operating	1,671,444	109,614	32,900	76,714	530,868	459,415	71,453	-15.55%
15								
16 Total Non-Operating Revenues	99,708,159	7,197,877	8,893,442	(1,695,565)	27,853,541	34,249,582	(6,396,040)	18.67%
17								
18 Total Revenues Before Cap Contributions	109,088,804	8,809,634	9,720,860	(911,225)	33,403,984	37,436,340	(4,032,355)	10.77%
19								
20 Local Government Funds - MTF, Cap	5,898,670	(120,865)	975,554	(1,096,419)	145,765	1,259,116	(1,113,351)	88.42%
21 Federal Reimbursement Funds - FTA, Cap	39,050,525	(919,782)	5,319,870	(6,239,652)	2,001,096	8,303,659	(6,302,563)	75.90%
22 State Government Funds, Cap	3,144,221	136,785	303,899	(167,114)	220,578	649,850	(429,272)	66.06%
23 Other Agencies Revenue, Cap	0	0	0	0	0	0	0	0.00%
24								
25 Total Capital Contributions	48,093,416	(903,862)	6,599,323	(7,503,185)	2,367,440	10,212,625	(7,845,186)	76.82%
26								
27 Total Revenues	157,182,220	7,905,773	16,320,183	(8,414,410)	35,771,423	47,648,965	(11,877,541)	24.93%
28								
29								
Expenses								
30								
31 Labor	31,866,017	3,071,801	3,199,878	(128,077)	11,713,495	11,961,833	(248,338)	2.08%
32 Fringes & Benefits	29,596,381	2,536,387	2,600,743	(64,356)	9,329,516	10,207,947	(878,431)	8.61%
34 Services	8,863,780	691,577	745,001	(53,424)	2,500,002	2,952,124	(452,122)	15.32%
35 Materials	8,839,946	645,532	793,416	(147,884)	2,800,640	3,143,774	(343,134)	10.91%
36 Utilities	1,118,100	60,739	83,800	(23,061)	293,078	341,800	(48,722)	14.25%
37 Casualty & Liability	4,411,270	226,448	367,605	(141,157)	647,901	1,470,420	(822,519)	55.94%
38 Purchased Transportation	23,295,590	1,532,587	1,838,815	(306,228)	5,957,785	7,015,448	(1,057,663)	15.08%
39 Interest Expense	0	0	0	0	0	0	0	0.00%
40 Other Expenses	1,097,720	44,562	71,736	(27,174)	161,568	342,994	(181,426)	52.89%
41 Operating Expenses	109,088,804	8,809,635	9,700,994	(891,361)	33,403,984	37,436,340	(4,032,355)	10.77%
42								
43								
44								
45 Development Cost & Loss on Disposal	2,646,585	44,247	91,250	(47,003)	104,885	208,496	(103,611)	49.69%
46 Depreciation Expenses	15,132,263	1,107,738	1,146,234	(38,496)	4,421,959	4,379,797	42,162	-0.96%
47 Loss on Disposal of Assets	0	6,390	0	6,390	77,787	0	77,787	0.00%
48 Total Capital Expenses	17,778,848	1,158,375	1,237,484	(79,109)	4,604,631	4,588,293	16,338	-0.36%
49								
50 Total Expenses	126,867,652	9,968,010	10,938,478	(970,470)	38,008,615	42,024,633	(4,016,017)	9.56%
51								
52								
53 Revenue / Expense Difference Before Capital	0	0	19,866	0	0	(1,328)	(1)	100.00%
54								
55 Revenue / Expense Difference After Capital	30,314,568	(2,062,237)	5,381,705	(7,443,940)	(2,237,192)	5,624,332	(7,861,524)	139.78%

Total Labor

October 2024, Fiscal Year 2025



		Current Month			Fiscal Year-to-date			
Description	FY25 Total Budget	Actual	Budget	Over budget (Under budget)	Actual	Budget	Over budget (Under budget)	Percentage Remaining
1 Direct Labor	31,866,017	3,071,801	3,199,878	(128,077)	11,713,495	11,961,883	(248,388)	2.08%
2 Sick Leave	1,871,166	134,166	246,375	(112,209)	643,185	727,926	(84,741)	11.64%
3 Holiday	1,440,936	616	0	616	253,128	287,348	(34,220)	11.91%
4 Vacation	2,159,864	191,781	216,732	(24,951)	734,524	779,617	(45,093)	5.78%
5 Other Paid Absences	240,600	17,995	16,365	1,630	65,277	64,658	619	-0.96%
6								
7 Total	37,578,583	3,416,359	3,679,350	(262,991)	13,409,609	13,821,432	(411,823)	2.98%
8								
9 Difference compared to Budget			(262,991)			(411,823)		
		Current Month			Year to Date			
Description	FY25 Total Budget	Actual	Budget	Over budget (Under budget)	Actual	Budget	Over budget (Under budget)	Percentage Remaining
10 FICA	2,874,764	256,422	281,607	(25,185)	1,005,655	1,056,229	(50,574)	4.79%
11 Pension	7,635,386	703,364	801,773	(98,409)	2,575,684	2,872,509	(296,825)	10.33%
12 Hospital Medical & Surgical	8,529,778	696,670	726,907	(30,237)	2,821,552	2,966,724	(145,172)	4.89%
13 Vision Care Insurance	75,581	1,161	6,795	(5,634)	20,622	27,180	(6,558)	24.13%
14 Dental Plans	308,283	20,322	27,358	(7,036)	84,906	109,432	(24,526)	22.41%
15 Life Insurance	42,900	3,383	3,785	(402)	13,627	15,140	(1,513)	9.99%
16 Disability Insurance	141,423	11,578	12,504	(926)	46,634	50,016	(3,382)	6.76%
17 Kentucky Unemployment	955,200	0	0	0	14,811	10,000	4,811	-48.11%
18 Worker's Compensation	2,920,000	498,620	243,333	255,287	798,710	973,332	(174,622)	17.94%
19 Uniform & Work Clothing Allowance	398,000	0	17,000	(17,000)	249,392	267,000	(17,608)	6.59%
20 Other Fringes	2,500	308	209	99	1,809	836	973	-116.39%
21 Total Fringe & Benefits	23,883,815	2,191,828	2,121,271	70,557	7,633,402	8,348,398	(714,996)	8.56%
22								
23								
24 Sick Leave	1,871,166	134,166	246,375	(112,209)	643,185	727,926	(84,741)	11.64%
25 Holiday	1,440,936	616	0	616	253,128	287,348	(34,220)	11.91%
26 Vacation	2,159,864	191,781	216,732	(24,951)	734,524	779,617	(45,093)	5.78%
27 Other Paid Absences	240,600	17,995	16,365	1,630	65,277	64,658	619	-0.96%
28 Total Compensation Benefits	5,712,566	344,558	479,472	(134,914)	1,696,114	1,859,549	(163,435)	8.79%
29								
30 Total	29,596,381	2,536,385	2,600,743	(64,357)	9,329,516	10,207,947	(878,431)	8.61%
31								
32 Difference compared to Budget			(64,358)			(878,431)		

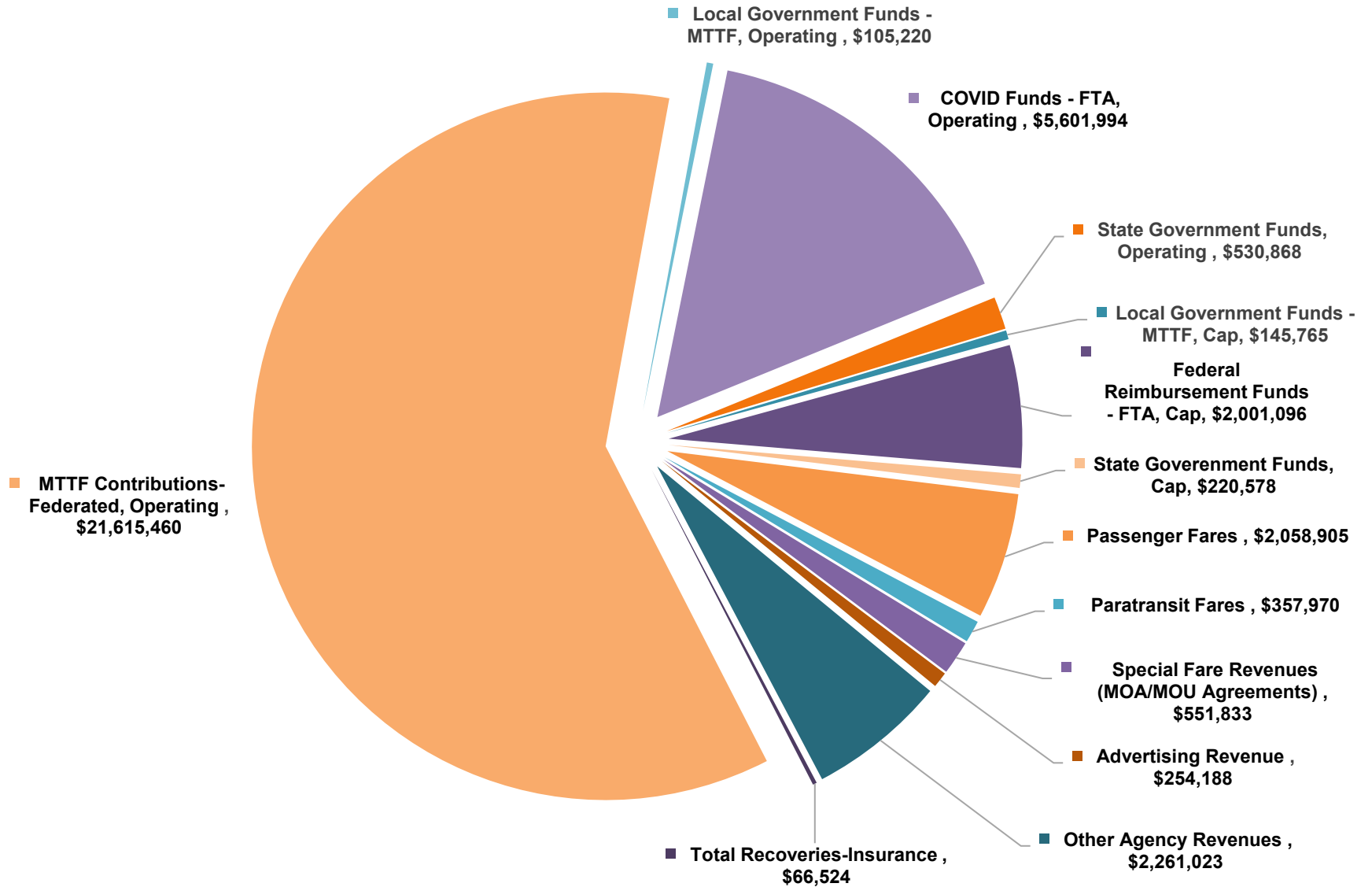


Balance Sheet

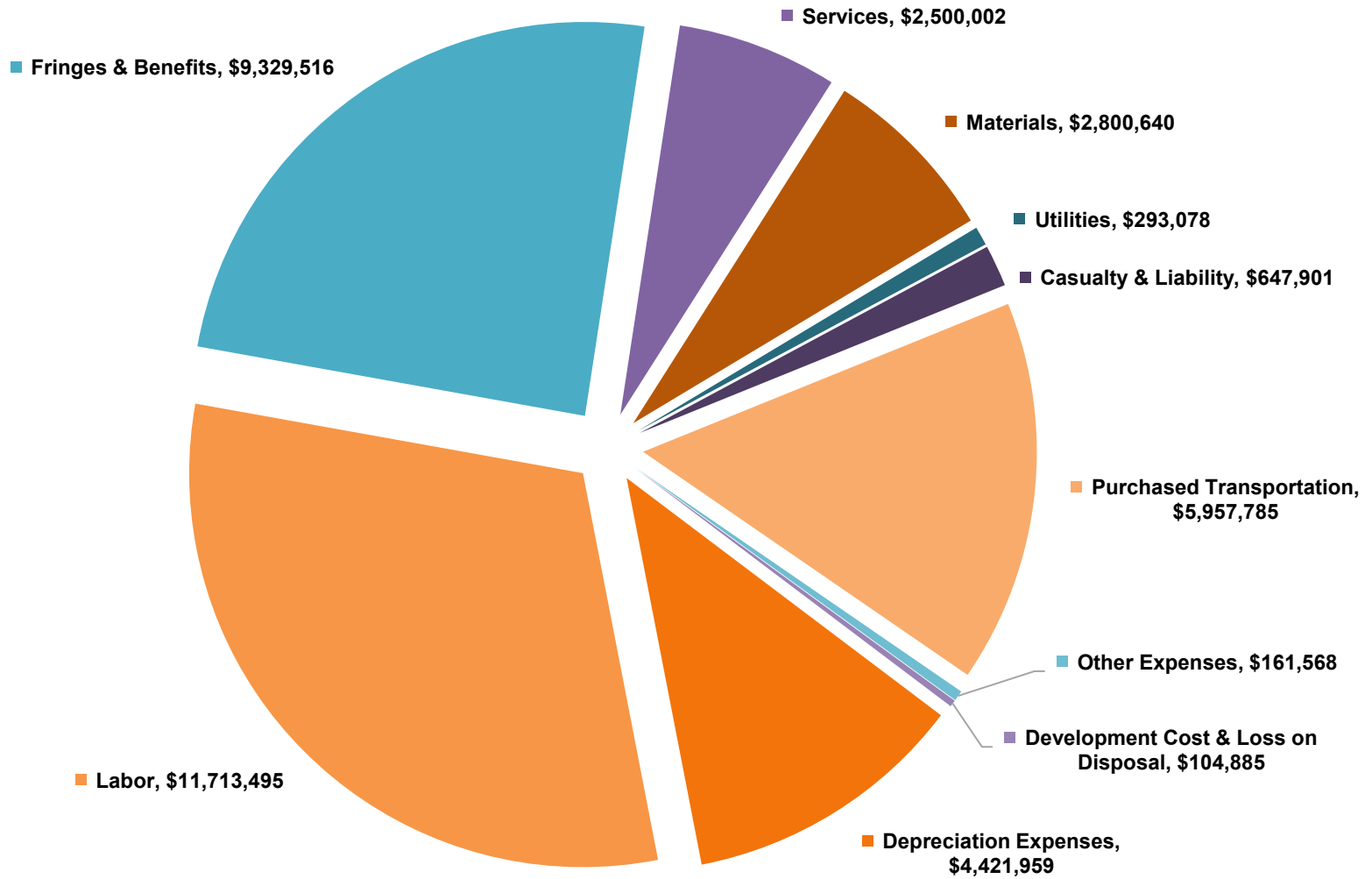
October 2024, Fiscal Year 2025

Assets	FY 25	FY 24	Liabilities, Reserves & Capital	FY 25	FY 24
Current Assets			Current Liabilities		
Cash & Cash Items	4,026,038	5,789,084	Long Term Debt	0	0
Short Term Investments	4,970,562	7,061,829	Short Term Debt	0	0
Accounts Receivable	98,094,648	92,529,735	Trade Payables	7,620,473	12,817,715
Interest Receivable	0	0	Accrued Payroll Liabilities	4,811,251	4,574,306
Due From Grant	80,000	80,000	Estimated Workmans Compensation	3,545,382	5,039,325
Materials & Supplies	2,643,493	2,375,660	Accrued Tax Liabilities	0	0
Total Current Assets	109,814,741	107,836,308	Unredeemed Tickets & Tokens	2,196,204	2,054,121
Other Assets			Reserves - Injury & Damages	921,127	1,158,200
Prepaid Insurance & Dues & WIP	1,200,909	1,614,154	Due To Operations	80,000	80,000
Total Other Assets	1,200,909	1,614,154	Unearned Capital Contributions	88,639,822	80,527,475
Fixed Assets			Other Current Liabilities (Health Ins.)	4,027,565	4,023,023
Land	3,773,249	3,773,249	Total Current Liabilities	111,841,823	110,274,167
Buildings	52,458,407	51,311,566	Equity		
Coaches	135,756,644	140,117,391	Retained Earnings	(2,237,194)	4,540,014
Office Equipment	15,504,131	10,913,148	Prior Year Retained Earning	80,840,115	78,763,717
Other Equipment	22,538,725	21,091,495	Total Equity	78,602,922	83,303,732
Development Costs	767,206	146,899	Total Liabilities & Equity	190,444,745	193,577,898
Vehicle Exp - Operating	1,420,405	1,420,405			
Other Equipment -Operating	171,005	185,104			
Total Fixed Assets	232,389,771	228,959,256			
Less Accumulated Depreciation					
Accumulated Depr Land	866,391	803,171			
Accumulated Depr Buildings	32,151,948	30,670,656			
Accumulated Depr Coaches	90,005,653	85,922,136			
Accumulated Depr Office Equipment	10,381,852	9,476,725			
Accumulated Depr Other Equipment	18,174,705	16,719,659			
Accumulated Depr Development Cost	115,444	30,302			
Accumulated Depr Vehicle Exp - Opr	1,111,711	1,055,585			
Accumulated Depr Other Equipment Op	152,970	153,586			
Total Depreciation	152,960,675	144,831,820			
Net Fixed Assets	79,429,096	84,127,436			
Total Assets	190,444,745	193,577,898			

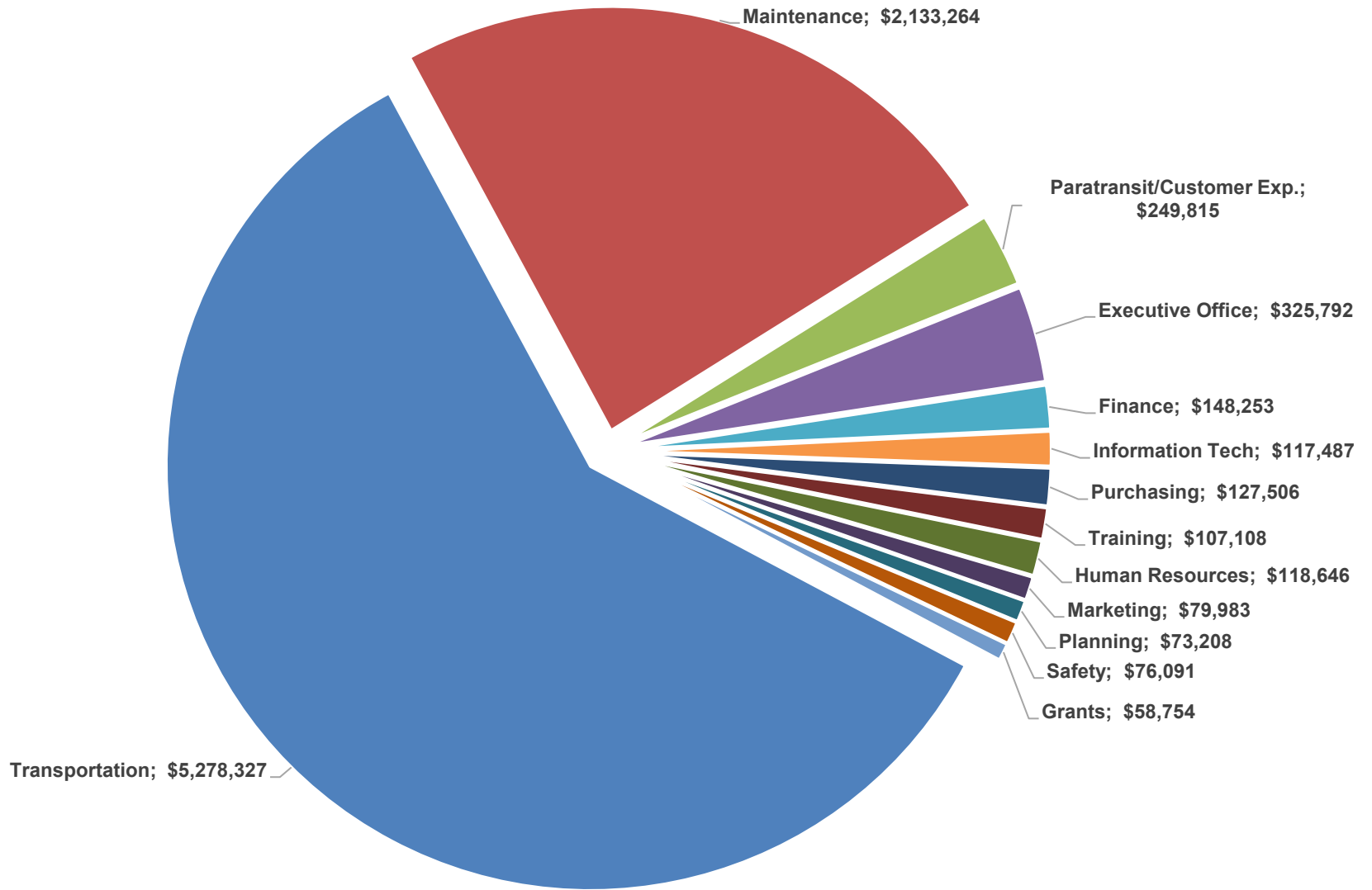
YTD Revenues - October 2024, FY 2025



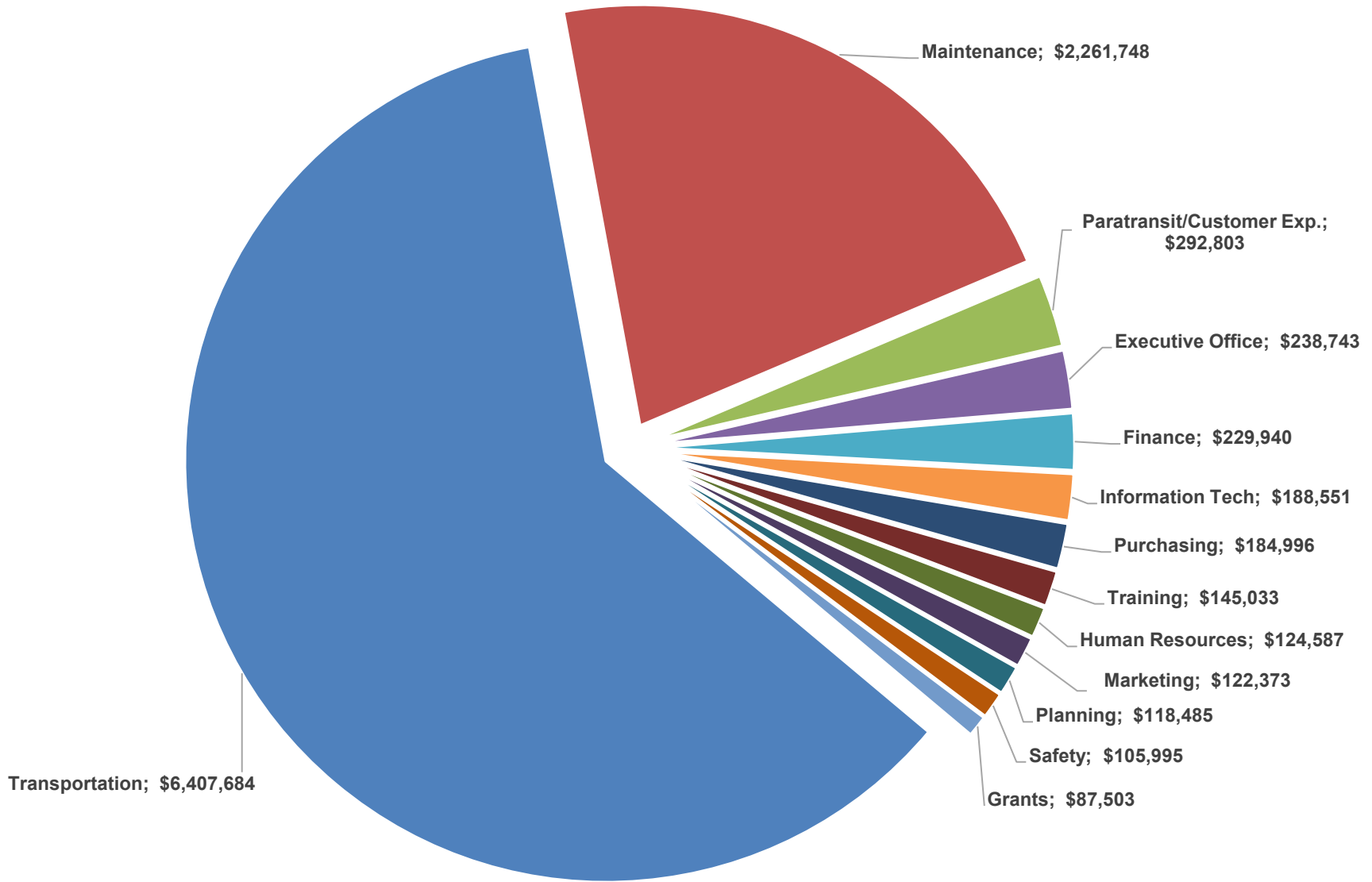
YTD Expenses - October 2024, FY 2025



YTD Department Fringe Expenses - October 2024, FY2025



YTD Department Labor Expenses - October, FY2025



MassTransit Trust Fund (MTTF) Revenue Deposits



Deposit to Budget Difference FY 2025

Month	FY 25 Actual Deposits	FY 25 Budget Deposits	Difference	YTD Total	Current Month	YTD
July	\$5,680,229	\$5,773,583	(\$93,354)	\$ (93,354)	-1.62%	
August	\$4,958,162	\$5,839,754	(\$881,592)	\$ (974,946)	-15.10%	-8.40%
September	\$7,183,503	\$5,631,780	\$1,551,723	\$ 576,777	27.55%	3.34%
October	\$4,685,177	\$4,113,979	\$571,198	\$ 1,147,975	13.88%	5.37%
November		\$4,807,779				
December		\$6,793,008				
January		\$6,519,752				
February		\$4,965,653				
March		\$6,114,281				
April		\$11,869,516				
May		\$6,011,666				
June		\$6,859,888				
TOTAL	\$22,507,071	\$75,300,639				

MTTF Revenue Deposits - Actuals

LOUISVILLE METRO REVENUE COMMISSION TARC LICENSE FEE TRANSACTIONS

	October 2024	October 2023	YTD FYE 2025	YTD FYE 2024	Difference Amount	Percent Change
Receipts						
Employee Withholding	\$ 5,125,269	\$ 5,266,509	\$ 19,540,743	\$ 19,146,405	\$ 394,338	2.06%
Individual Fees	95	-	157	-	157	0.00%
Net Profit Fees	(578,549)	(163,847)	2,729,710	2,510,862	218,848	8.72%
Interest & Penalty	171,160	127,851	425,783	385,912	39,871	10.33%
Total Collections	\$ 4,717,975	\$ 5,230,513	\$ 22,696,393	\$ 22,043,179	\$ 653,214	2.96%
Investment Income	\$ 30,895	\$ 28,705	\$ 117,081	\$ 102,749	\$ 14,332	13.95%
Total Receipts	\$ 4,748,870	\$ 5,259,218	\$ 22,813,474	\$ 22,145,928	\$ 667,546	3.01%
Disbursements						
Collection Fee	\$ 63,693	\$ 70,612	\$ 306,402	\$ 297,583	\$ 8,819	2.96%
Total Disbursements	\$ 63,693	\$ 70,612	\$ 306,402	\$ 297,583	\$ 8,819	2.96%
Due Mass Transit	\$ 4,685,177	\$ 5,188,606	\$ 22,507,072	\$ 21,848,345	\$ 658,727	3.01%
Less Previous Payments			17,821,895	16,659,739	1,162,156	6.98%
Payable To Trust Fund			\$ 4,685,177	\$ 5,188,606	\$ (503,429)	-9.70%



Year to Date Summary

October 2024, Fiscal Year 2025

Actual Compared to Budget YTD

	Good	In the Red	
Total Revenues before Capital are Over/ Under by (pg. 2, line 18)	\$0	\$4,032,355	
Total Expenses are Over/ Under by (pg. 2, line 41)	\$4,032,355	\$0	
MTTF Revenue Deposits are Over/ Under by (pg. 7)	\$1,147,975	\$0	
October is balanced before Capital	\$5,180,330	\$4,032,355	\$1,147,975

Actual Revenues over Expenses

Operating Revenues	\$5,550,442
Operating Expenses	\$33,403,984
Net Gain/(Loss) before MTTF	(\$27,853,542)
MTTF Approved Contributions	\$21,615,460
Net Gain/(Loss) before Subsidies	(\$6,238,082)
Subsidies	
ARP	\$4,544,692
5307 Federal Formula dollars to be used as (CEER)	\$1,057,301
MTTF Local Share	\$105,220
State Contributions	\$530,869
Total Subsidies	\$6,238,082
Net Gain/(Loss) before Capital	\$0



Reimbursement Funds Only and a One Time Funding Source

	TARC Share	Actual YTD FY 2023	Actual YTD FY 2024	Actual YTD FY 2025	Remaining Balance	Budget YTD FY 2025	Actual FY 2025 vs Budget FY 2025
ARP***	\$48,293,376	\$9,596,003	\$19,767,283	\$4,544,692	\$14,385,398	\$8,898,620	(\$4,353,928)

*** KY-2022-003 was approved/Executed 5/24/2022 end of FY 2022

The Procurement Calendar will be available during the Board Meeting.

FARE-FREE RIDES

ELECTION DAY



BOARD OF DIRECTORS
NOVEMBER 20, 2024

NOVEMBER OPERATIONAL UPDATE





HIGHLIGHTS

SINCE THE LAST BOARD MEETING, TARC ...

- Held two open houses talking to the community about service reductions proposed to go into effect January 26, 2025
- Continued our tradition of offering fare-free service to the polls in support of Election Day
- Attended JCPS' Showcase of Schools, and Olmsted Parks Conservancy's Hayride Ride on the Hill talking to the community about all things TARC
- Held on-bus testing of new Avail systems which, once launched, will improve real-time communication with passengers



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.



MAINTENANCE

OVERVIEW

Emerging Issues:

- Finalizing CAD AVL installation 11 buses
- Preparing electric bus installation and charging infrastructure
- Winter Weather Prep has begun – salt for parking lots, de-icer, equipment (snow plows)

Trends:

- Preventative Maintenance Inspections (PMIs) Target 175 / Total completed 185
- Miles Between Mechanical Failures Target 5,500 / Total Miles 6,646
- Chargeable Road Calls 79 / Non Chargeable 108 / increase from 70 and 103 previous month
- Shelter Cleaning 2,482 / Goal 45 per day / This month 80 per day

Celebrate Successes:

- Took Delivery of 6 new support vehicles
- 2 electric buses go on line 11/11/24 expect to receive mid December
- 185/160 = 115% buses deep cleaned

SAFETY

OVERVIEW

Emerging Issues:

- Completed Accident Review Board (ARB) Standard Operating Procedure
- Preparing for Coach Operator Barrier installations
- Facility lighting – updating exterior lighting at all 3 TARC facilities

Trends:

- Safety Preventable Accidents trending down – YTD 1.8 / YTD Accident Frequency Rate Goal 2.3
- Safety Preventable Accidents: 8 for the month / YTD 25. 62.5% fixed object / 37.5% moving vehicle
- Passenger disruptions spiked in September at 23 trending down in October at 13. 17.42 mo. avg.

Celebrate Successes:

- 2023 Safety Awards Banquet – 237 total awards 90 recipients safe driving record over 5 years
- Safety Highlight training continues to be entertaining and educational



TRANSPORTATION

OVERVIEW

Emerging Issues:

- Missed service and revenue hours (identifying and implement strategies to mitigate service loss)
- Bus overcrowding ridership continues to increase - (536k to 647k from July to October)
- UPS and Amazon ridership increasing on routes 28 and 71 (Shadow buses on 28)

Trends:

- Decrease in On Time Performance. 67% for this month down from 75% average previous year
- Ridership is up 647,173 an increase of 20.65% from July's 536,419 total.
- Fixed Route missed service 5.15 % up from previous month 3.48%

Celebrate Successes:

- Operations Supervisors – Field and On-Board safety/customer service support continues
- New training program for supervisors – de-escalation scenario based
- New CAD/AVL training and system implementation under way



MOBILITY SERVICES – TARC3

OVERVIEW

Emerging Issues:

- Demand for paratransit service is increasing (from 30k in Sept. to 34k in Oct.)
- No Show and Suspension Policy with Appeals Process in development

Trends:

- MV Performance - .52% missed trips of 34,014 total trips. Staying well below the 2% benchmark
- MV Liquidated Damages – 10.4k for the month / 42.5k YTD for late trips and missed trips
- On time performance has continuously met or exceeded KPI goal of 93%

Celebrate Successes:

- On Demand Pilot complete – total ridership 6 months 2 zones (shared ride environment) 5,188
- Implemented the immanent arrival calls to help with completing their trips
- Mobility Services Contract Extension with MV complete

ADDITIONAL STATS AVAILABLE FOR REVIEW



NOVEMBER OF DIRECTORS UPDATE

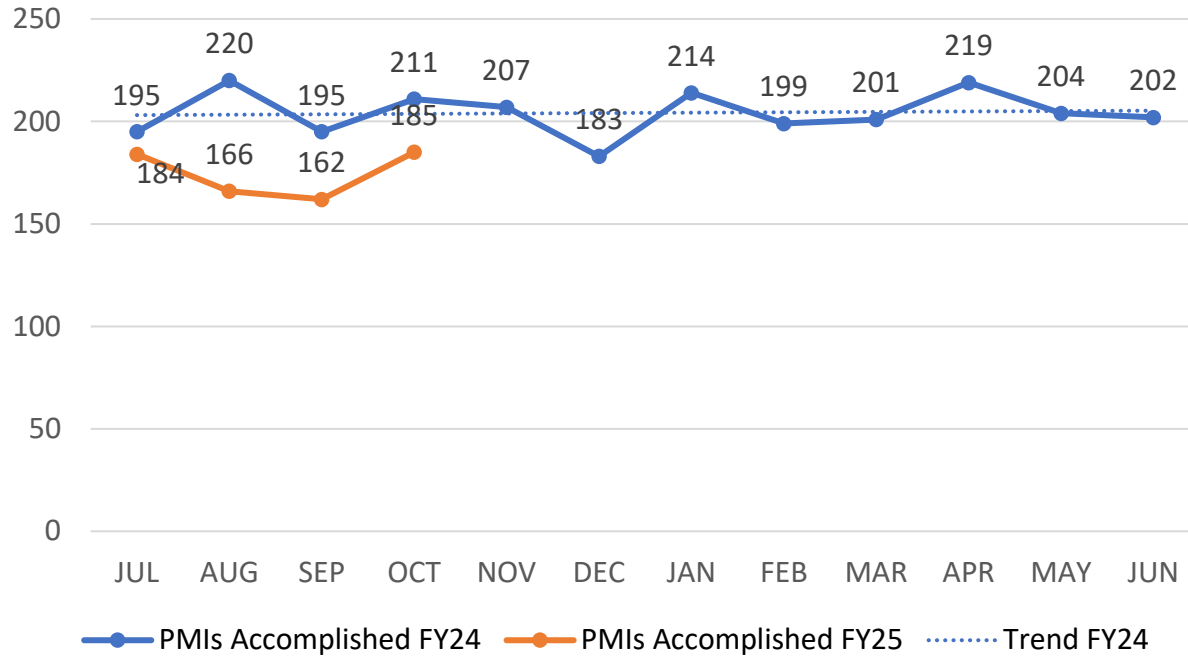
November 20, 2024



MAINTENANCE

Target PMI: 175
Total Vehicle PMIs: 185

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.



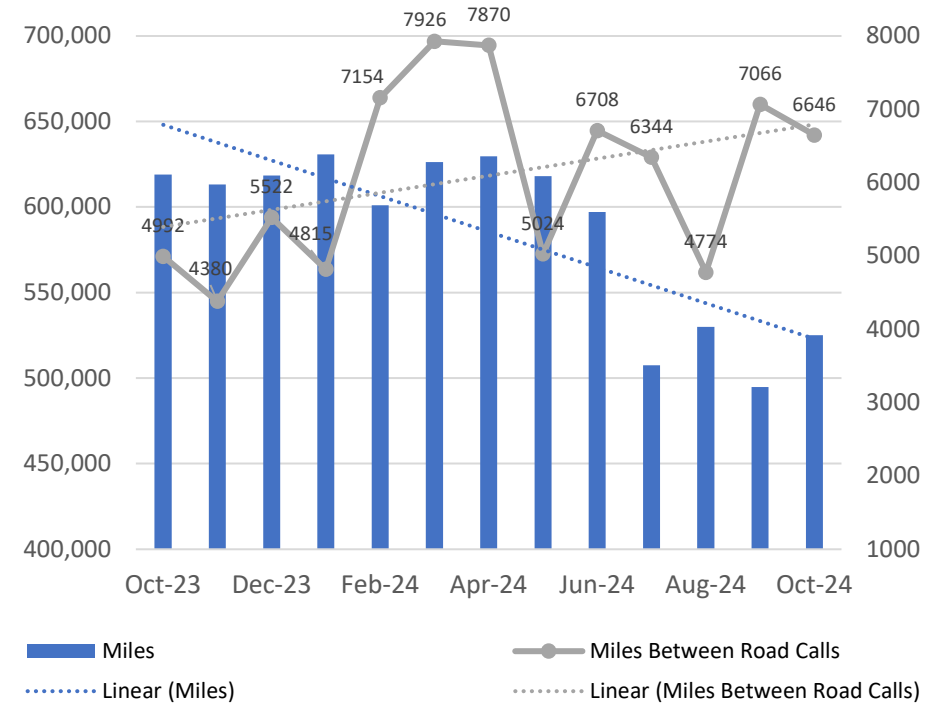
MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
Oct 23	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	494,672	70	7,066
Oct 24	525,053	79	6,646

OCTOBER: Total Miles Between Road Calls = **6,646**
 Target Miles Between Road Calls = **5,500**

Miles Between Road Calls



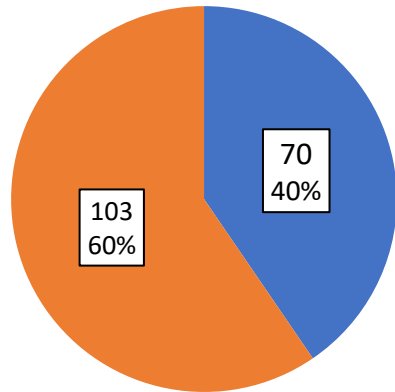
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

September 2024 Maintenance Road Calls



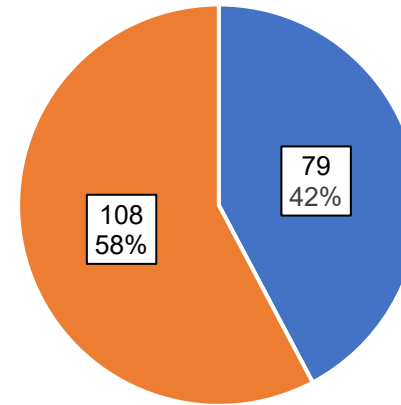
TOTAL
173

■ Chargeable Road Calls 70 ■ Non-Chargeable Roads Calls 103

Chargeable Categories

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

October 2024 Maintenance Road Calls



TOTAL
187

■ Chargeable Road Calls 79 ■ Non-Chargeable Road Calls 108

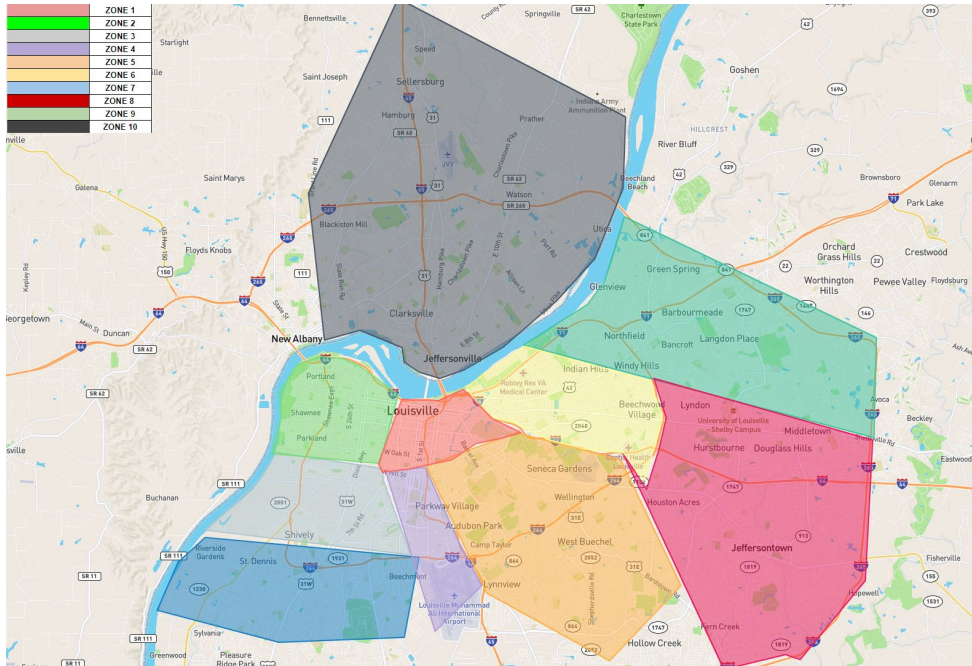
Non-Chargeable Categories

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



MAINTENANCE

OCTOBER SHELTER CLEANINGS



Task/Zone	1	2	3	4	5	6	7	8	9	10	Total
Shelter Cleaned	487	315	299	157	378	198	375	101	60	112	2482
Trash Can Emptied	25	32	15	9	26	5	23	3	4	3	145
BioHazard Cleaned	0	0	0	0	1	1	2	0	0	0	4
Damage Reported	0	0	0	0	0	0	0	0	0	0	0
Graffiti Removed	3	1	3	2	8	2	2	0	3	0	24
Installation of Advertisements	13	0	4	0	0	0	1	0	0	0	18
Spot Pressure Washing	0	0	1	0	0	0	0	0	0	0	1
Surface Scrubbing	0	0	0	0	0	0	0	0	0	0	0

September Shelter Cleanings **2482**

Other Requests **192**

Goal Shelter Cleanings **45 per day**

THIS MONTH 178%



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly

8

TYPE OF ACCIDENT

Fixed Object	5	62.5%
Moving Vehicle	3	37.5%

YTD

25

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

1.7

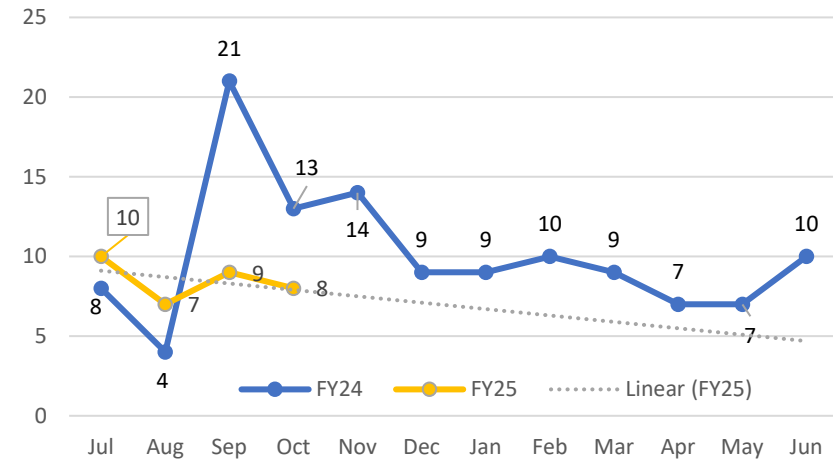
YTD AFR Goal

2.3

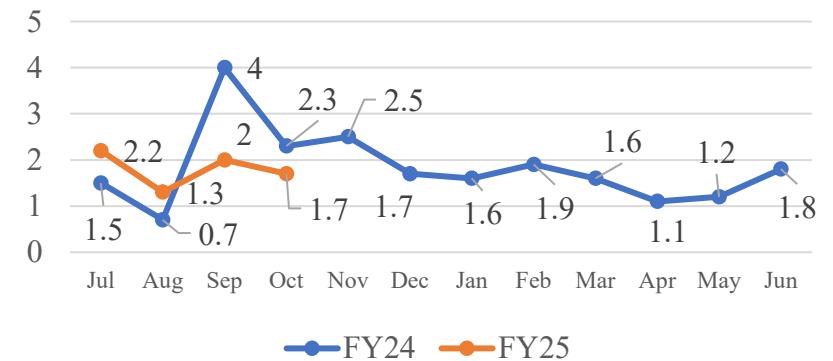
YTD

1.8

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25



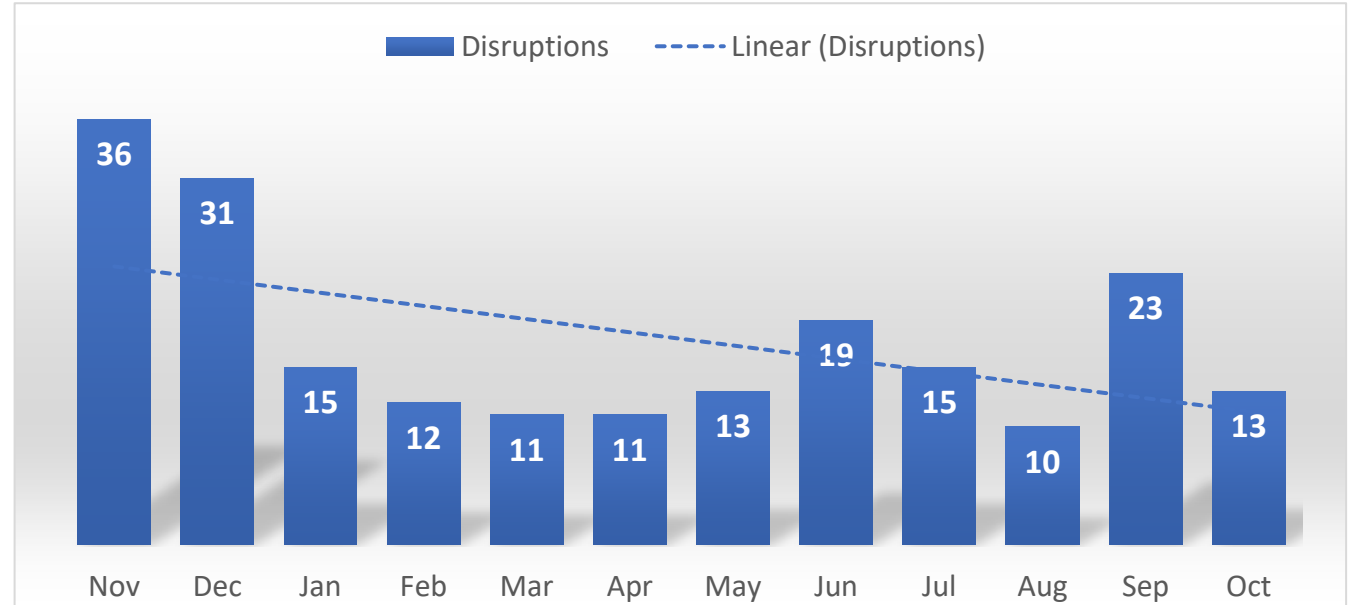


SAFETY

PASSENGER DISRUPTIONS BY LINE NOV 23 – OCT 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 – NOV 23 THRU OCT 24



PASSENGER DISRUPTIONS*

This Month Total

13

Monthly Avg

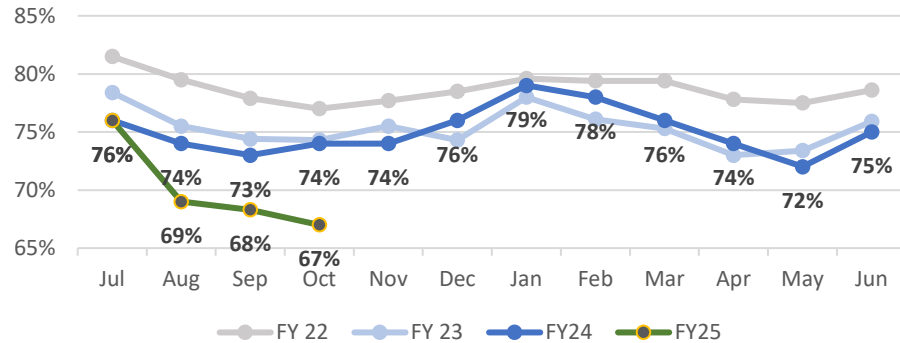
17.42

***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.)

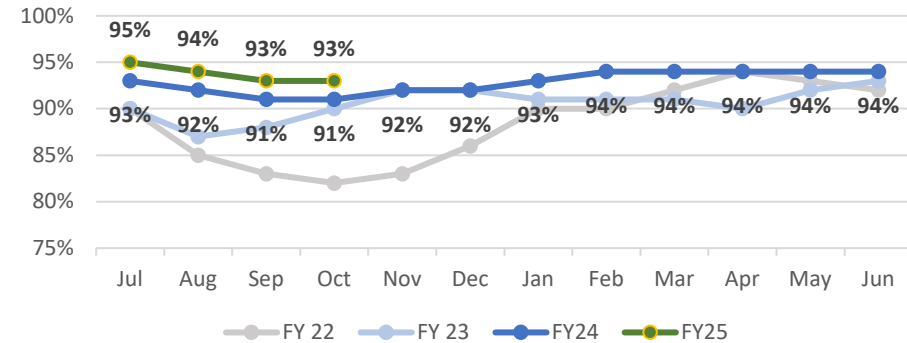


OCTOBER ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



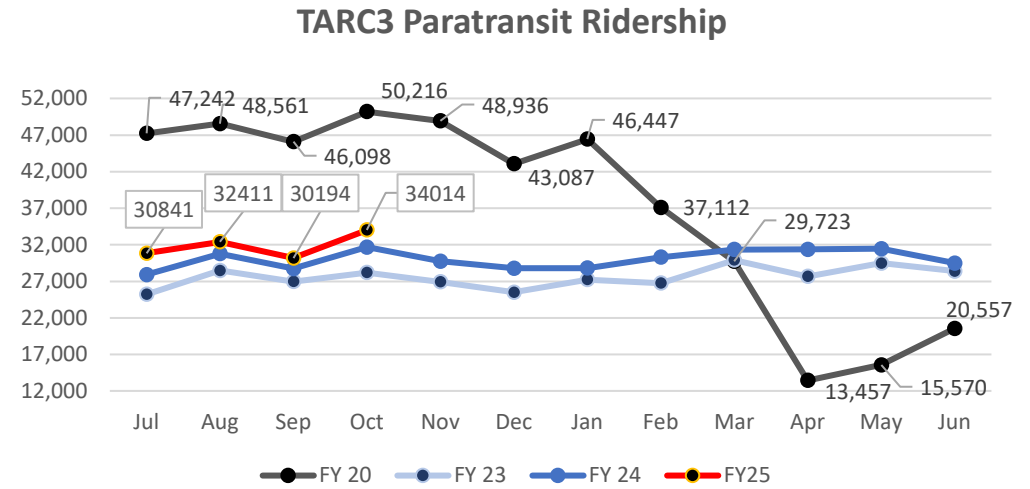
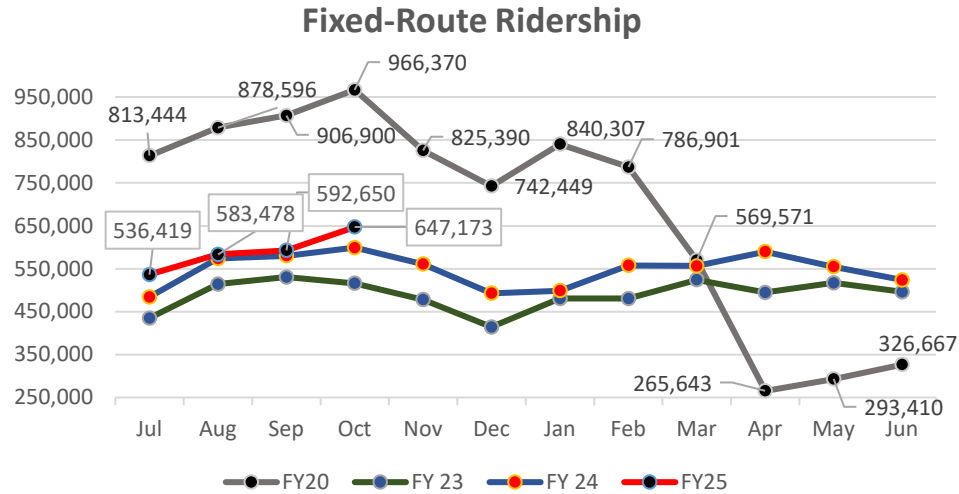
Fixed-Route
FY24 Goal
80%

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	67%	74%	74%	77%	Oct	93%	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%



OCTOBER RIDERSHIP



FIXED ROUTE

Monthly: **647K** YTD: **2,359,720**
 9.2% VLM
 8% VLY

PARATRANSIT

Monthly: **34K** YTD: **127,460**
 12.7% VLM
 7.4% VLY

COMBINED

This Month, Last Year: **631K** This Month, This Year: **681K**
 8% VLY

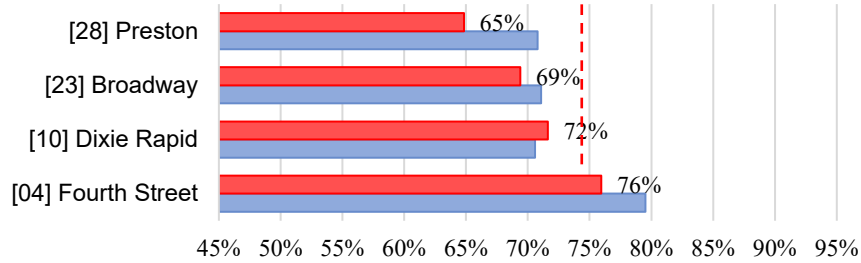
Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 YTD	FY20 (COVID)	FY24 YTD
Total Ridership	2,359,720	8,187,973	6,573,772	127,460	442,345	360,456
Weekday Ridership	2,154,104	7,135,476	5,562,244	106,214	381,276	297,419
Saturday Ridership	90,842	642,871	565,636	10,311	34,062	27,431
Sunday/Holiday Ridership	114,774	506,055	433,148	10,935	27,007	35,606
Total Revenue Miles	465,983	6,386,306.82	6,517,670	1,507,156	4,930,487	4,364,217
Total Revenue Hours	36,711	594,178.76	537,581	92,973.2	298,416	284,896
Trips per Revenue Mile	1.39	1.28	1.01	0.08	0.09	.08
Trips per Revenue Hour	17.58	13.78	12.20	1.37	1.48	1.29



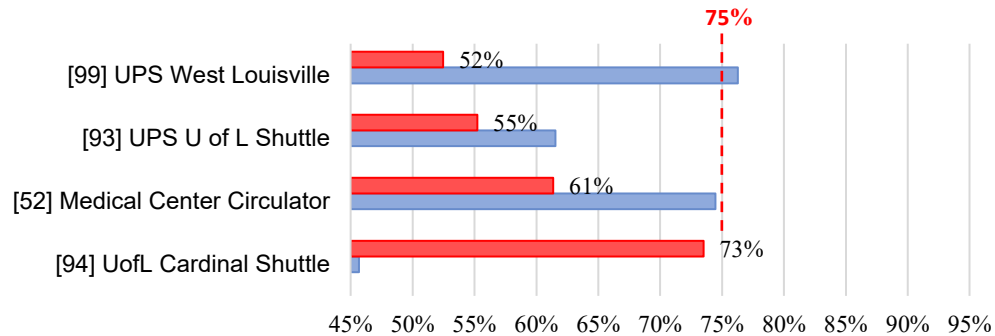
OCTOBER ON-TIME PERFORMANCE

FY 25 Avg. FY 24 Avg.

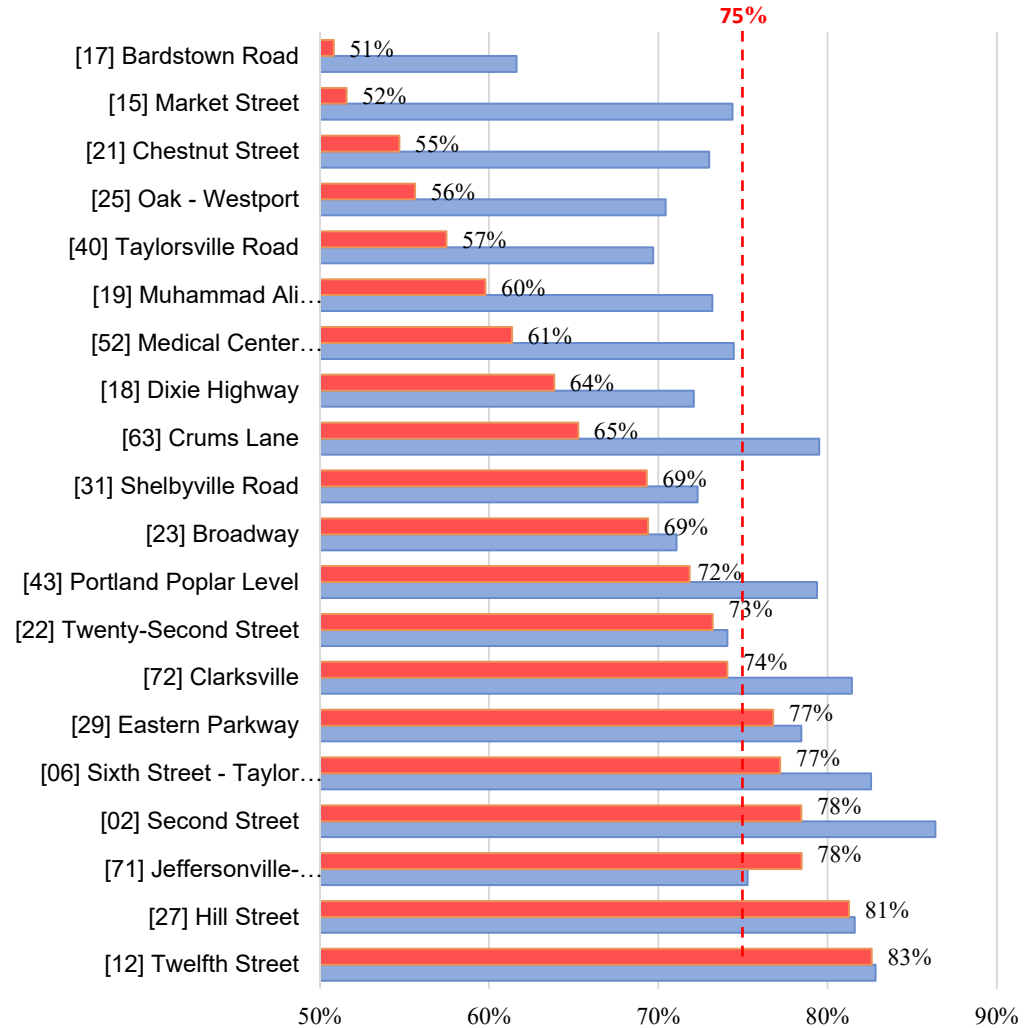
OTP - Core



OTP - Circulator



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	5452	171	3.14%	632.58
September	7655	579	7.56%	2,443.57	September	5174	180	3.48%	715.30
October	8172	489	5.98%	1,924.43	October	5513	284	5.15%	1,239.55
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	68,235	2,801	4.11%	11,958.43



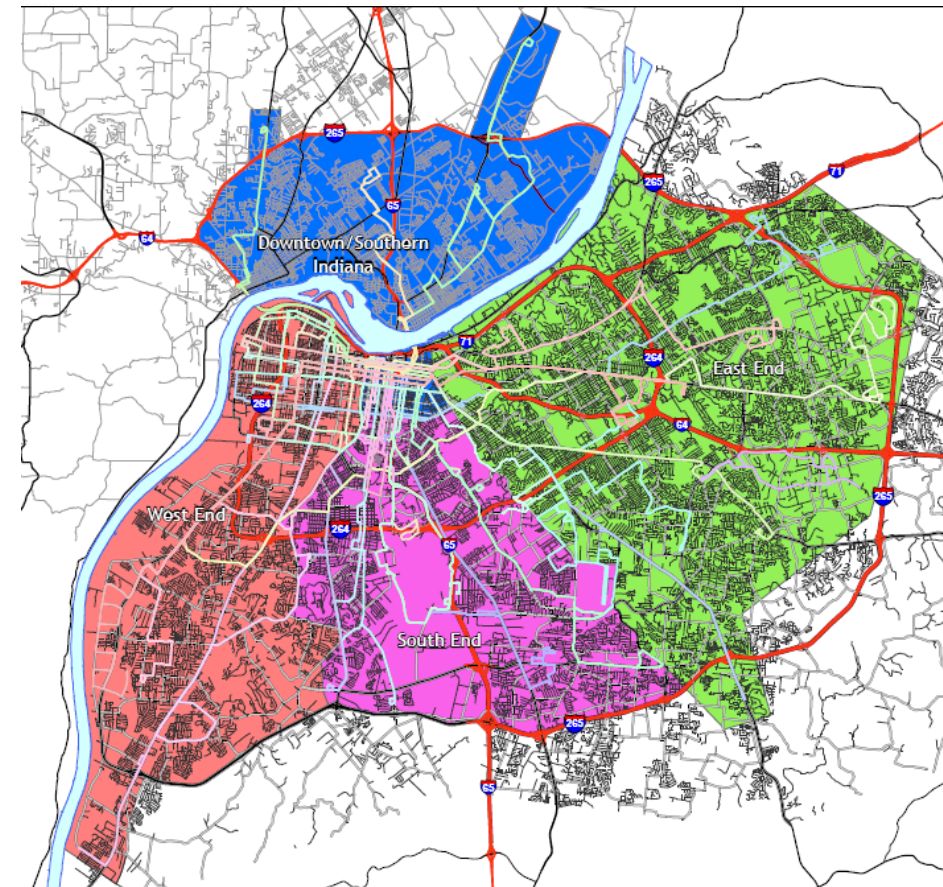
OPERATIONS SUPERVISOR – FIELD & ON-BOARD BUS SUPPORT

Combined Overall

October	Area Sums
Opr Engagements	490
Pax De-escalations	9
On Bus Cust Support	167
October	Dwntwn/ Ind
Opr Engagements	81
Pax De-escalations	2
On Bus Cust Support	24
October	West
Opr Engagements	23
Pax De-escalations	0
On Bus Cust Support	2
October	South
Opr Engagements	63
Pax De-escalations	3
On Bus Cust Support	20
October	East
Opr Engagements	136
Pax De-escalations	1
On Bus Cust Support	53
October	Full Cover
Opr Engagements	187
Pax De-escalations	3
On Bus Cust Support	68

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

57

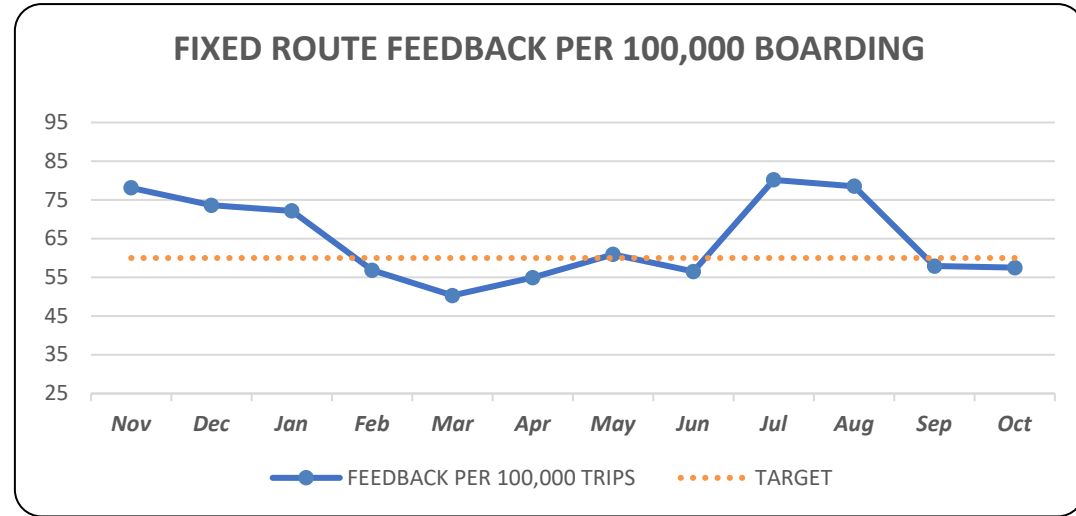
-2% VLM

TOTAL RIDERSHIP
647,173

TOTAL FEEDBACK
372

Goal

60



PARATRANSIT / 1,000 TRIPS

Month

3.6

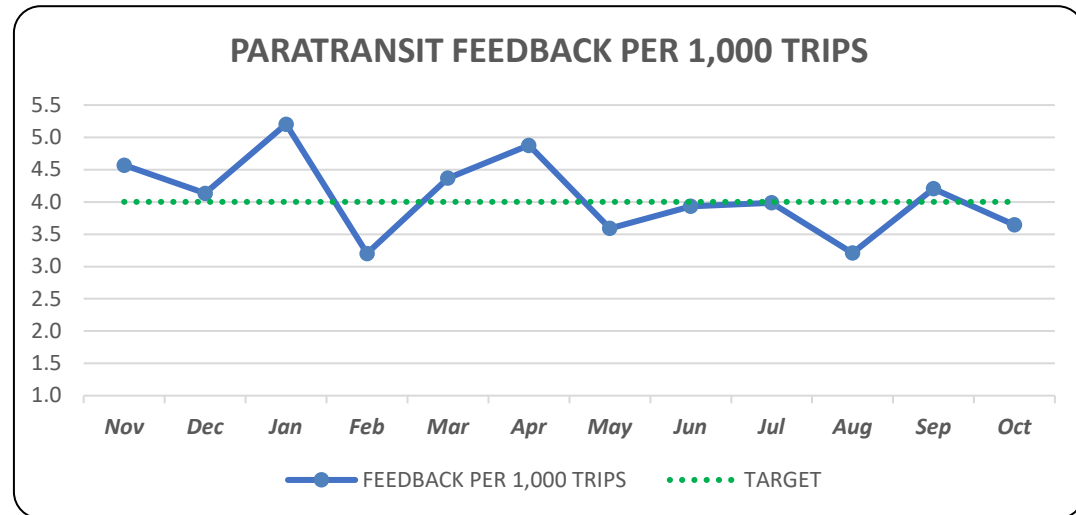
-14% VLM

TOTAL RIDERSHIP
34,014

TOTAL FEEDBACK
124

Goal

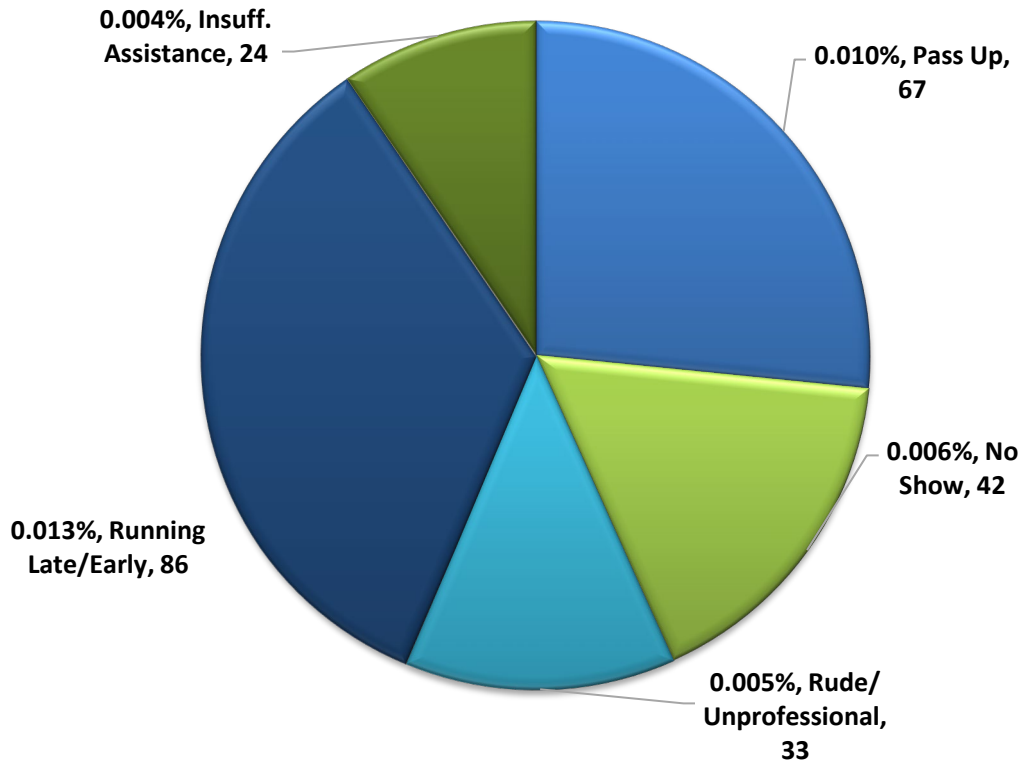
4



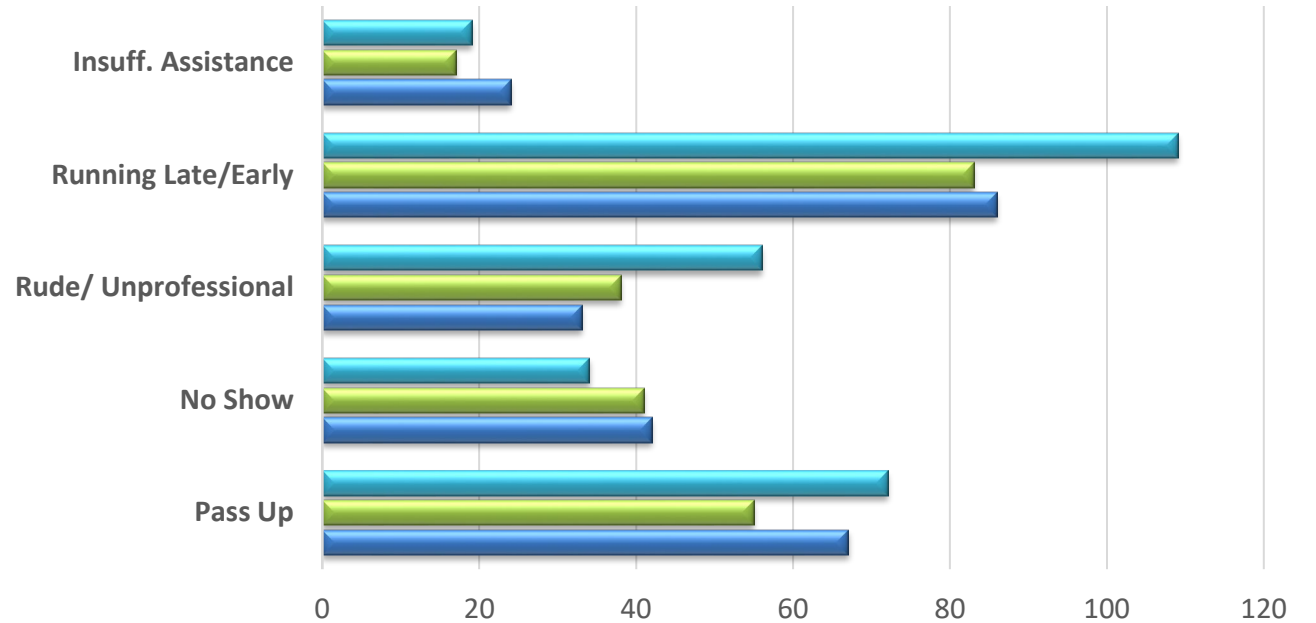


FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – OCTOBER 2024

Feedback Categories



3 Month Comparison



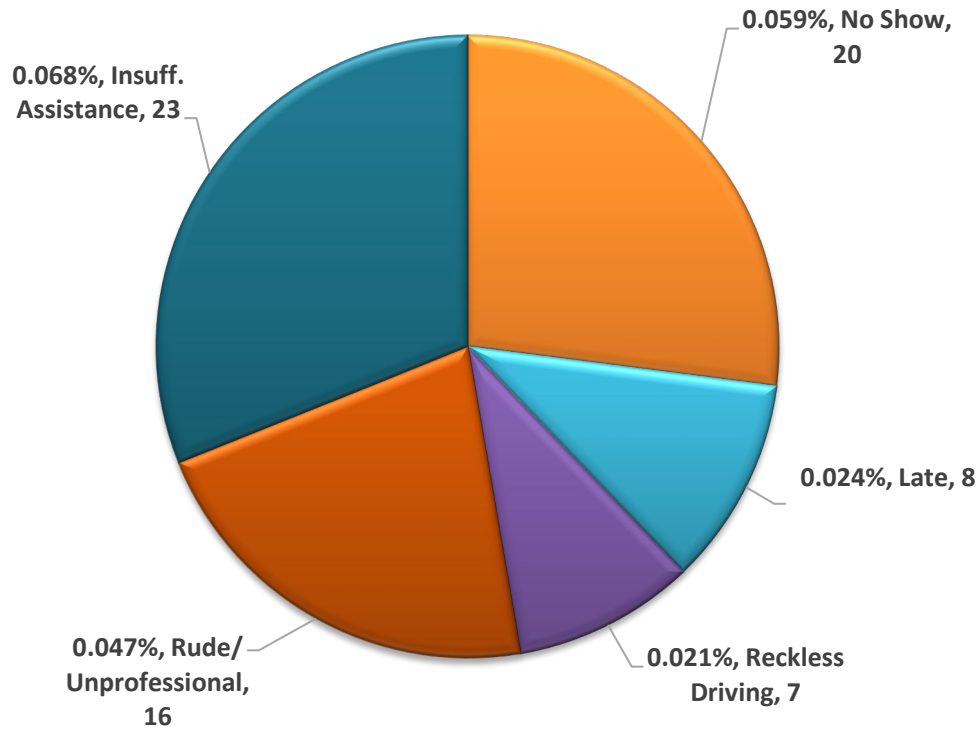
	Pass Up	No Show	Rude/Unprofessional	Running Late/Early	Insuff. Assistance
Aug-24	72	34	56	109	19
Sep-24	55	41	38	83	17
Oct-24	67	42	33	86	24

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

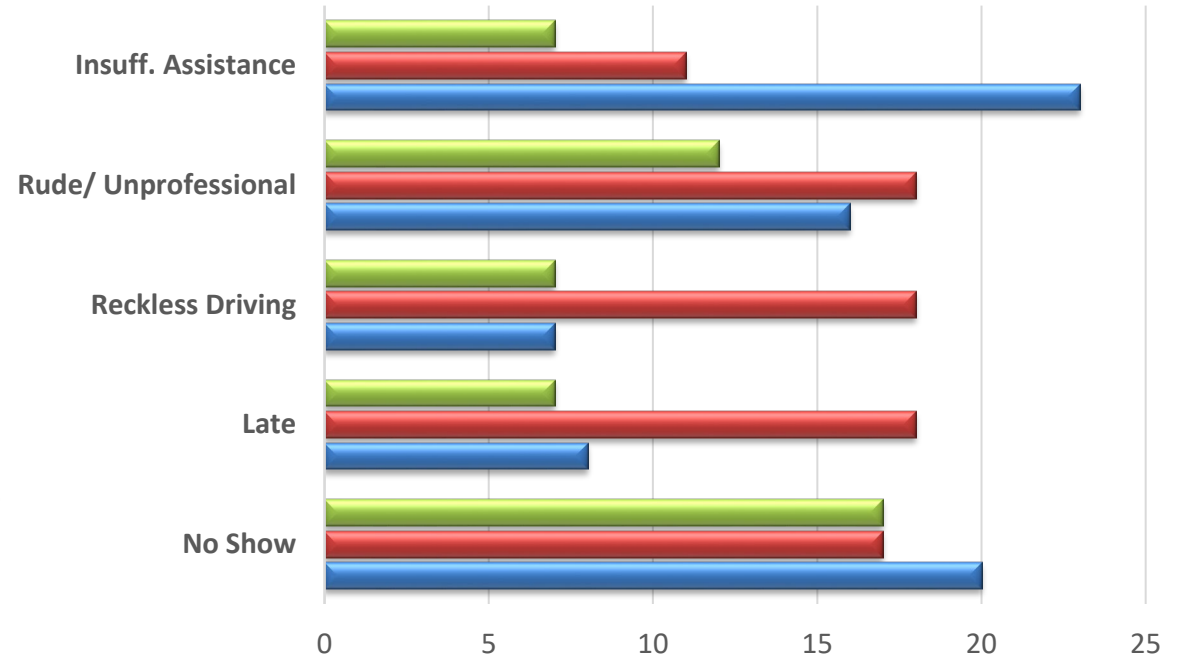


TARC3 TOP 5 FEEDBACK CATEGORIES – OCTOBER 2024

Feedback Categories



3 Month Comparison



	No Show	Late	Reckless Driving	Rude/ Unprofessional	Insuff. Assistance
Aug-24	17	7	7	12	7
Sep-24	17	18	18	18	11
Oct-24	20	8	7	16	23

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



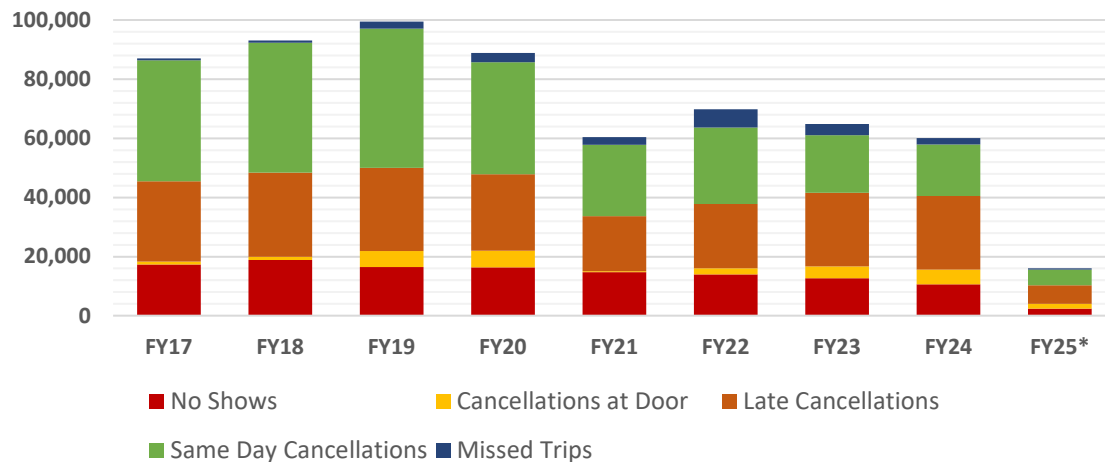
TARC3 SCHEDULED VS PERFORMED

MV Hourly Rate Average FY24 = \$48
 MV Average Pass Trip Per Hour is 1.3 PPH
 $\$48/1.3 = \37 Cost Per Trip
 No Show 10,659 * 37 = \$394,383
 Cancel at Door 4,965 * 37 = \$183,705
 Late Cancellation = 24,895 * 37 = \$921,115
 Total = \$1,499,203

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



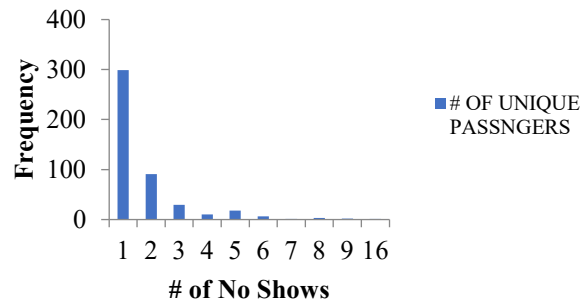
FY25*			
	% of Scheduled	% of Cancelled	Definition
MISSED	0.37%	3%	Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window
SAME DAY	4.85%	33%	Trip is cancelled on day of service 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

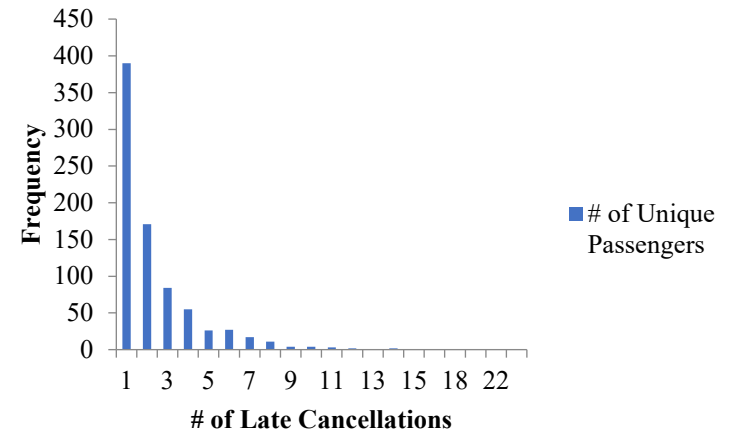
NO SHOW FREQUENCY SEP 2024

# 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



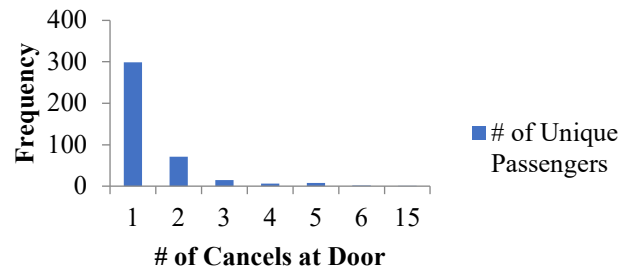
# OF LATE CANCELS	# OF UNIQUE PASSNGERS
1	390
2	171
3	84
4	55
5	26
6	27
7	17
8	11
9	4
10	4
11	3
12	2
13	1
14	2
15	1
16	1
18	1
21	1
22	1
23	1

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).

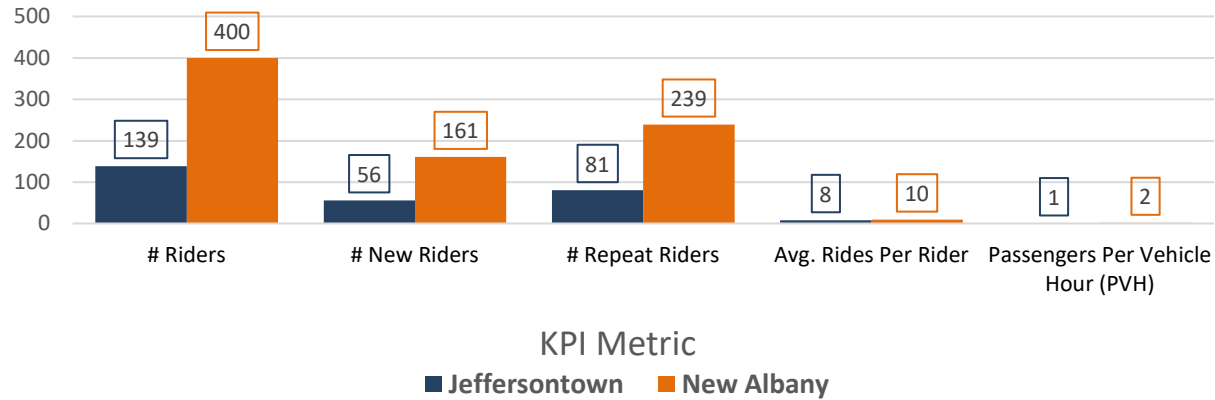
- Customers have begun receiving day before and imminent arrival calls so long as they have not opted out of the program
- We activated the calls for everyone except subscription riders on May 22nd. Subscription riders activated with IT and Trapeze assistance. Everyone was ultimately activated on June 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



Duration: April – September 2024

Purpose: Connect Fixed Route / Zone Point to Point

Zones: New Albany and Jeffersontown

Glossary

Metric	Description
# Riders	The number of unique users who booked and completed a ride during this period (April-September)
# New Riders	The number of unique users who booked and completed a ride for the first time (unduplicated April- September)
# 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

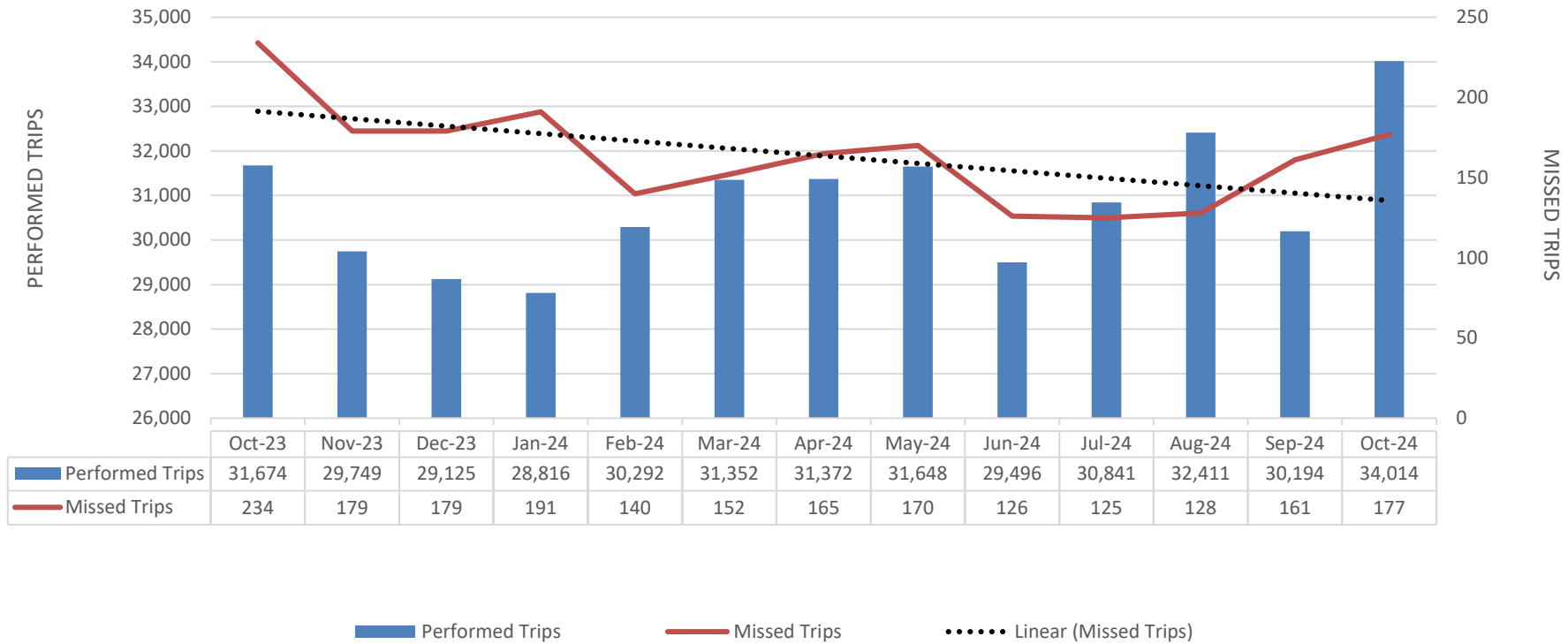
TARC3 ON-DEMAND April – October

KPI METRICS	Jeffersontown	New Albany	Total
# Riders	150	400	550
# New Riders	58	161	218
# Repeat Riders	93	239	332
Avg. Rides Per Rider	7.8	9.7	8.9
# Passengers Completed	1434	4912	6346
# Rides Completed	1301	3887	5188
Passengers Per Vehicle Hour (PVH)	0.5	1.6	1.1
Connect to Fixed Route % of trips	37%	40%	38.5%
Point to Point % of trips	63%	60%	61.5%
Cost (inclusive of startup, software fees)	41,765.80	62,750.08	104,515.88



MV WEEKLY PERFORMANCE – OCTOBER 2024

MONTHLY PERFORMED AND MISSED TRIPS



October 2024 Missed Trips: 0.52%

34,014 Performed Trips



MV LIQUIDATED DAMAGES – OCTOBER 2024

PARATRANSIT

Monthly

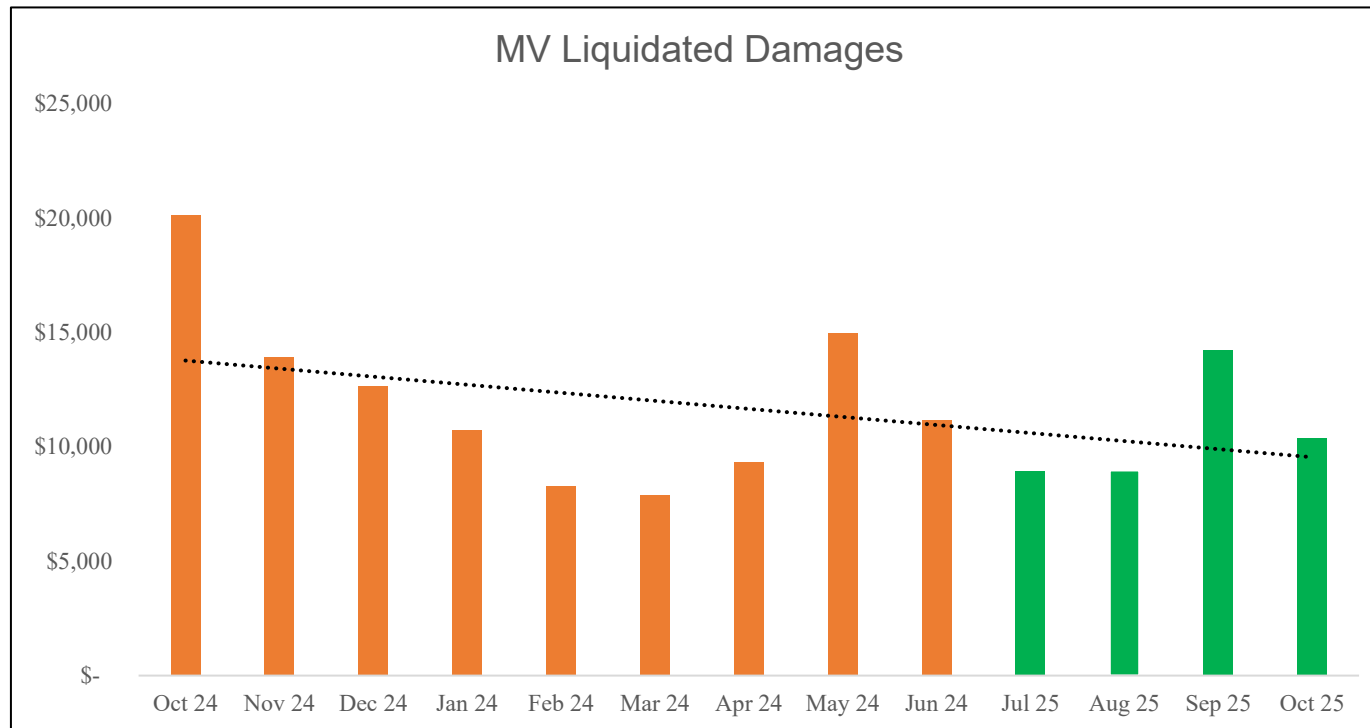
\$10.4K -27% VLM
-48% VLY

YTD

\$42.5K -49% VLY

Monthly Details

\$6.3K (65%), Late Trip, > 30 mins late
\$4.1K (35%), 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	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	75%
Customer Experience	Feedback Closure Rate	Monthly target goal of 85% feedback closures and identify improvements	Feb - Dec	98%
Paratransit	Performed vs. Scheduled Trip Improvements	Improve performance - reduce percentage of trips scheduled but not performed strategies	July - Dec	20%



NOVEMBER BOARD OF DIRECTORS

November 20, 2024



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: November 20, 2024

Re: Resolution 2024-42 Transit Bus Advertising Program and Services Revenue Sharing (20231829)

TARC has contracted out the management and selling of transit advertising for many years, which has been a continual source of revenue and shared-value for the agency. At this time, advertising on available vehicles is under contract with Lamar Advertising. Their five-year plus three optional years contract expires on January 31, 2025.

It is TARC's intent to continue to generate the maximum additional revenue that it can get through transit advertising and the shared-value for agency promotions, which will assist the agency to offset costs associated with the provision of public transit service.

For this contract award, TARC is granting to the contractor the advertising space made available on its fleet of fixed-route buses, an additional number of paratransit vehicles and considering the possibility of its transit shelters.

In August 2024, the Procurement Department issued a Request for Proposals (RFP) 20231829 for Transit Bus Advertising Program and Services Revenue Sharing. Proposals were received from four (4) responsive proposers and three (3) proposers scored the highest and within range. The following short-listed proposers, Adsplosure, Lamar and Mesmerize, continued to the next step of the evaluation process.

An evaluation committee completed a two-step evaluation process including in-person meeting presentations and interviews. Allowing the evaluation committee members to clarify questions during the interviews, presenters were able to respond effectively to those questions and clarifications.

After scoring and careful consideration, the evaluation committee determined that an award to Adsplosure would result in the greatest and best value to TARC. Adsplosure has agreed to provide a value add of \$125K towards bus productions and an annual guarantee revenue share of equal or greater than \$750K, which will be paid monthly or quarterly. In addition, a 60% revenue share for any excess revenue produced at the end of every year.

This Resolution requests that the Board of Directors authorize the Executive Director to enter into a negotiation and agreement with Adsplosure to include an initial term of five (5) years with three (3) one-year optional terms for a total of eight (8) years. Please call me at 561-5100 if you have any questions. Thank you.

RESOLUTION 2024-42 TRANSIT BUS ADVERTISING PROGRAM AND SERVICES REVENUE SHARING

A Resolution authorizing the Executive Director to negotiate and enter into a contract with Adspasure for a Transit Bus Advertising Program and Services Revenue Sharing for an initial term of five (5) years with an option to renew an additional annual one-year term up to three (3) years for a total of eight (8) years.

WHEREAS, Transit Authority of River City (TARC) intends to implement Transit Bus Advertising Program and Services Revenue Sharing that will support agency's long-term advertising goal and efforts; and

WHEREAS, TARC conducted a formal competitive solicitation; and

WHEREAS, TARC received four (4) responses, but only three (3) were shortlisted to proceed to the next phase of the evaluation process; and

WHEREAS, TARC evaluated and compared each of the proposers offerings and approaches to transit bus advertising against the other proposers; and

WHEREAS, the evaluation committee determined that Adspasure offered TARC the greatest and best value with guarantees of \$125K annually towards bus productions and revenue sharing equal or greater than \$750K, including a 60% revenue share for any excess revenue produced at the end of every year about the 750K; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to negotiate and enter into a contract with Adspasure for the Transit Bus Advertising Program and Services for an initial term of five (5) years with three (3) one-year optional terms for a total of eight (8) years.

ADOPTED THIS 20TH DAY OF NOVEMBER 2024

Ted Smith, Chair of the TARC Board of Directors



MEMORANDUM

To: TARC Board of Directors
From: Ozzy Gibson, Executive Director
Date: November 20, 2024
Re: Resolution 2024 -43 Approval of JCPS Bonus

The JCPS agreement with TARC (“Agreement”) included paying Incentive Bonuses for New Bus Drivers who had a CDL and a School Bus Endorsement when they started employment with JCPS on or after July 1, 2024. The information was presented on a salary pay schedule provided to TARC along with all the pay criteria and then later amended after the Teamsters negotiations were completed, which was an exhibit incorporated as part of the Agreement.

The incentive bonus for any driver who had a CDL was \$2,000 and a \$4,000 incentive bonus if the driver had both a CDL and School Bus Endorsement, respectively, when they started employment with JCPS on or after 7/1/24. These Bonuses, however, were not payable until after the successful completion of a 90-work day probationary period and are only eligible to be paid one-time during a driver’s career.

There have been many challenges and lessons learned from this partnership with JCPS as TARC continues to press forward to do what is best for our community. As such, TARC would like to pay these Bonuses now as was promised to our members. We appreciate all they continue to do to make this partnership successful. We are hopeful that JCPS will honor these incentive bonuses in accordance with the additional language that was presented to JCPS recently. We expect the bonus amounts not to exceed \$124,000.

Please call me at 561-5100 if you have any questions. Thank you.



RESOLUTION 2024-43 JCPS BONUS

A Resolution authorizing the Executive Director to approve JCPS bonus payments for the bonus incentives listed on the salary pay schedule.

WHEREAS, TARC would like to pay incentive bonuses to the TARC leased bus drivers as set forth on a pay schedule sent to TARC by JCPS, which was incorporated into the Agreement between the entities; and

WHEREAS, the incentives included a \$2,000 bonus for any driver who had a CDL and a \$4,000 bonus if a driver had both a CDL and School Bus Endorsement, respectively, when starting employment with JCPS on or after 7/1/24, which is to be paid after successful completion of a 90-work day probationary period; and

WHEREAS, TARC would like to ensure our employees receive these bonuses now in order to show support and recognizing their efforts toward making this partnership with JCPS successful and serving our community; and

WHEREAS, the bonus amount shall not exceed \$124,000; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to approve payment for JCPS bonus incentives not to exceed a total amount of \$124,000.

ADOPTED THIS 20th DAY OF November 2024

Ted Smith, Chair of the TARC Board of Directors