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, November 13, 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 – November 13, 2024

1. Quorum Call/Call to Order   Alice Houston, Chair   10:45

   a. Approval of October Minutes

2. Staff Reports and Presentation   10:50-11:20

   a. JCPS TARC Update   Ozzy Gibson
   b. Operations Update   Rob Stephens
   c. Summary of On Demand Project   Rob Stephens
   d. TARC 2025 Network Redesign   Alex Posorske
   e. Update on Title VI for December Board Meeting   Aida Copic
   f. AVAIL Update   Ross Harms
   g. KRS Statute Change recommendation   Pat Mulvihill

3. Proposed Agenda for December Meeting   11:20-11:25

   a. No call No Show Paratransit Info
   b. Block by Block
   c. Executive Director Performance Appraisal Process
   d. TARC Strategic plan

4. Adjournment   11:30

OPERATIONS MEETING
TARC BOARD OF DIRECTORS

October 16, 2024 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, October 16, 2024 at 10:45 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	**Members Virtual**	**Declined**
Alice Houston	DuWayne Gant	Ted Smith
Steve Miller	Michael Schnuerle	Justin Brown
Abbie Gilbert	Christy Ames	

Call to Order
Alice Houston called the meeting to order at 10:46 a.m.

Approved the September Operation Committee Meeting Minutes.

Staff Reports and Presentations

Ozzy Gibson presented the JCPS Update.
- There are 45 TARC Coach Operators fully trained for JCPS.
- We are working to have the alternate drivers to fill in for those on vacation and out sick.
- Our goal is to have 15 more fully trained coach operators in 3 weeks bringing the total to 60 JCPS drivers.
- Meeting with the JCPS COO of Transportation to see where we are and shore up some loose ends.

John Lockhart presented the Saturday Plus Update.
- It has been challenging as we shifted our service and reduced it.
- Excellent example of one of the major challenges is with JCPS bus schedule, school schedules and reduced bus service to some schools. It has created some traffic jams that have exacerbated some of our on-time performance and created service delay nightmares, especially for the 63.
- So, we created a detour that went around and avoided that congestion from Dixie Highway to Cane Run Road. So basically, a block and a half north, we added two additional stops for folks who need to catch the 63. Most of the transit riders are very familiar with the congestion in the area and the detour we have in place.

Ozzy Gibson stated that TARC should bring in Emergency Management that handles Fire, Police and EMS dispatch to see if there's been any issues with them getting to emergencies in these areas.

John Lockhart presented the Saturday Plus and Veteran's Hospital issue.
- One other issue that came up early on with our new Saturday Plus service was wheelchair congestion for the Veteran's Hospital.
- We are continuing to monitor, but it seems like that was a one-off situation where we had more wheelchairs at a particular stop than we anticipated.
- A back up plan is in place in case it arises again so that we don't leave any riders in wheelchairs behind. We have not had that same scenario since.

OPERATIONS MEETING
TARC BOARD OF DIRECTORS

Abbie Gilbert asked, "I notice several empty buses at the VA Hospital and a bus in the back of the lot."

John Lockhart answered, "Yes, we have had to make some changes with the schedules and access due to the construction in the area."

Alice Houston asked, "Are we monitoring when the new VA Hospital will come on line?"

John Lockhart answered, "Yes we are definitely working on how we are going to get service in and out due to all of the congestion in that area because it will be a bigger facility and it is in a tough spot."

John Lockhart presented a new process for dealing with open work, assigned work and the extra board.
- A plus, several of the coach operators have come off of long-term sick leave which has added 10 more drivers to cover work.
- We are also monitoring UPS because of some issues with overcrowding on our buses during some of their shift changes.
- We are also monitoring Amazon and will be ready to ramp up service when the new holiday schedule starts in the coming weeks.

Board Members continued to discuss JCPS and TARC 2025 planning.

Rob Stephens presented the September Operational Update.

Board Members discussed many of the issues with paratransit missed trips, canceled trips and late trips.

Alex Posorske presented the TARC 2025 Network Redesign Report. Refer to Power Point.
- Board Member have individual briefings scheduled with the TARC 2025 Team to answer questions.
- 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.
- Draft plans should be in place when we discuss with our partners at Louisville Metro, our partners at KYTC, and the city.

Alice Houston asked, "When will JCPS be part of the plan?"

Aida Copic answered. "We are in collaboration with JCPS project manager to schedule the next steps in the process. We will be scheduling a meeting with their Operational Lead, Project Lead, and also our consultants to discuss the specifics and potential outcomes."

Alice Houston adjourned the meeting at 11:53 a.m.

ADOPTED THIS 13th DAY OF November, 2024

_____

Alice Houston, Chair of the Operations Committee.

FARE-FREE RIDES

ELECTION DAY

BOARD OF DIRECTORS
NOVEMBER 20, 2024

NOVEMBER OPERATIONAL UPDATE

tarc

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

FARE-FREE RIDES
ELECTION DAY

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 Accident Review Board (ARB) Standard Operating Procedure

- Evaluating Coach Operator Barriers

- Facility lighting – updating exterior lighting at all 3 TARC facilities

Trends:

- Passenger disruptions spiked in September at 23 trending down in October at 13

- Safety Preventable Accidents trending down – YTD 1.8 / YTD AFR Goal 2.3

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

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:

- Year end vacation picks started

- Shortage of Mechanics

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

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)

Trends:

- UPS and Amazon ridership increasing on routes 28 and 71 (Shadow buses on 28)
- Decrease in On Time Performance

Celebrate Successes:

- 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:

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

Celebrate Successes:

- Mobility Services Contract Extension with MV near complete

- On time performance has continuously met or exceeded KPI goal of 93%

- Missed trips continue to decline staying well below the 2% benchmark
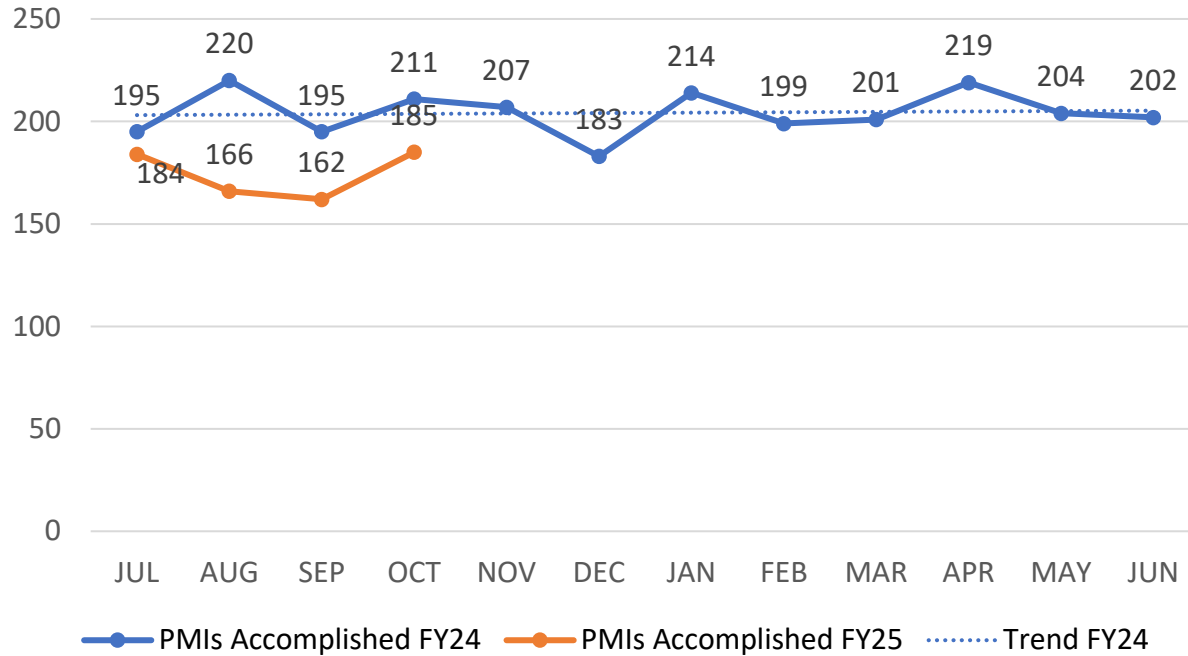
NOVEMBER OF DIRECTORS UPDATE

November 20, 2024

MAINTENANCE

Target PMI: 175
Total Vehicle PMIs: 185

Preventive Maintenance Inspections (PMI) Accomplished FY24 and FY 25

FY24 values: JUL 195, AUG 220, SEP 195, OCT 211, NOV 207, DEC 183, JAN 214, FEB 199, MAR 201, APR 219, MAY 204, JUN 202

FY25 values: JUL 184, AUG 166, SEP 162, OCT 185

Legend: ●— PMIs Accomplished FY24   ●— PMIs Accomplished FY25   ······· Trend FY24

* 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.

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

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
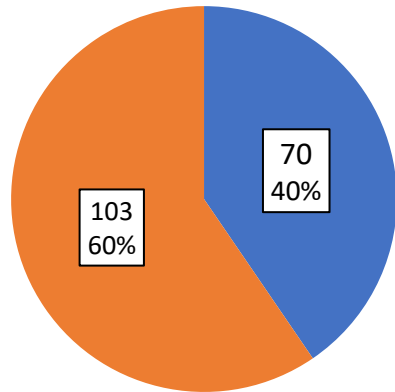

Miles Between Road Calls
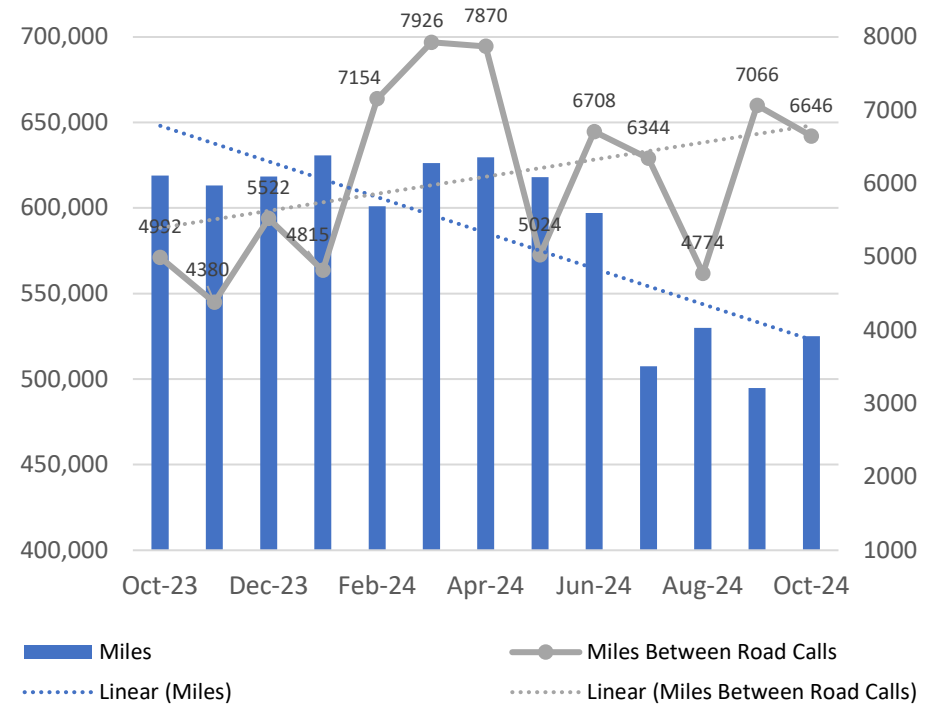
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

September 2024 Maintenance Road Calls

70
40%

103
60%

**TOTAL
173**

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

October 2024 Maintenance Road Calls

79
42%

108
58%
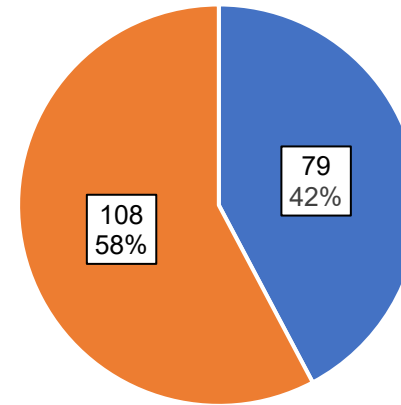
**TOTAL
187**

■ Chargeable Road Calls 79   ■ Non Chargeable Road Calls 108

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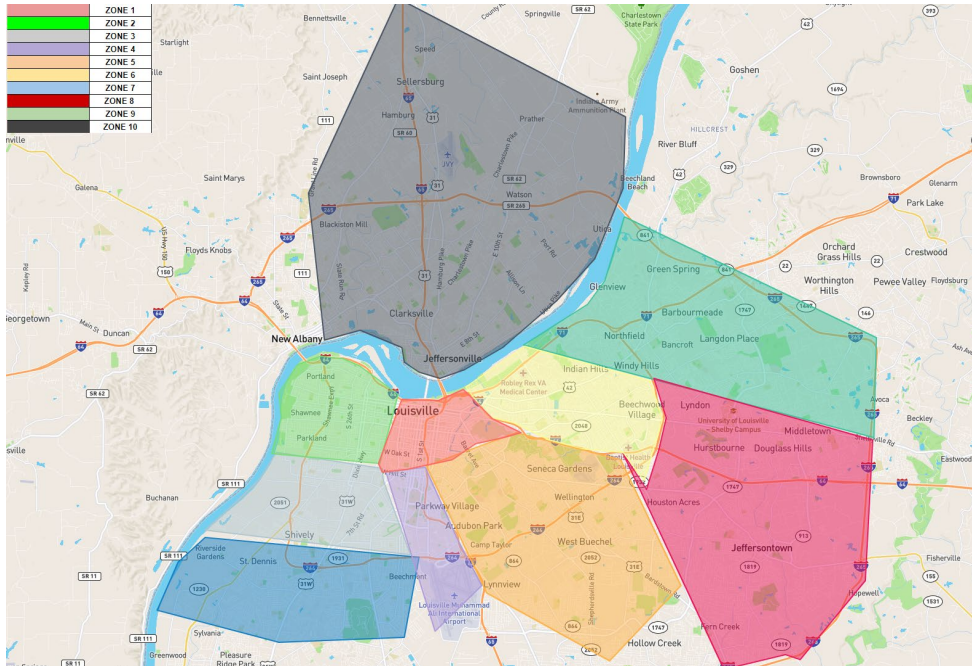- HVAC
- Transmission
- Wheelchair Lift

Non-Chargeable Categories
- Farebox
- Radio
- Camera
- Tires
- Unit
- Main Cabin

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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
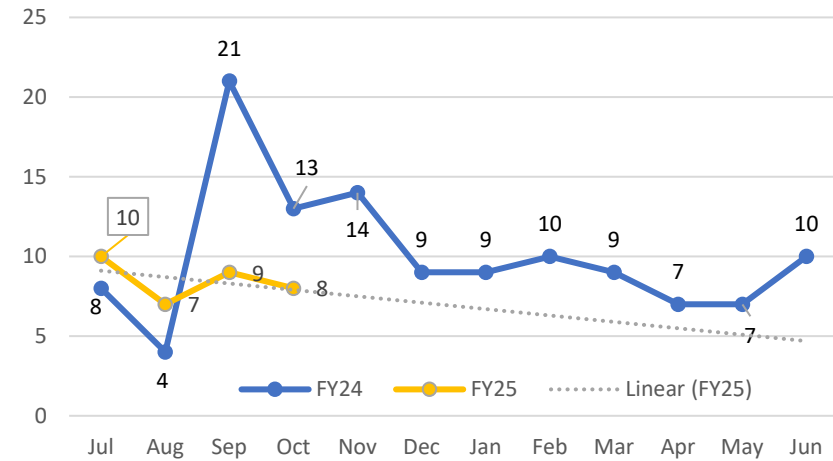
Monthly

1.7

YTD AFR Goal

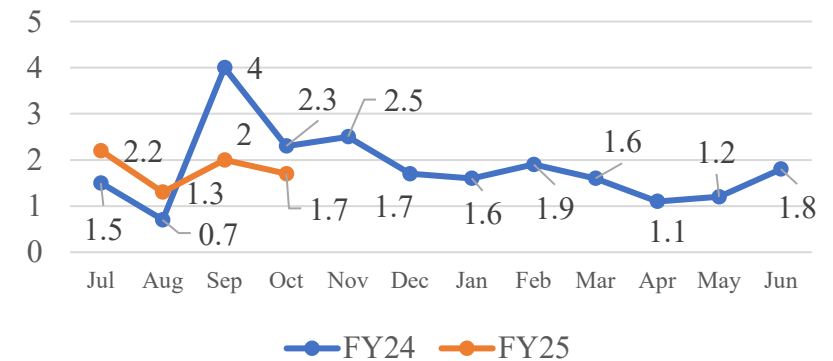**2.3**

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
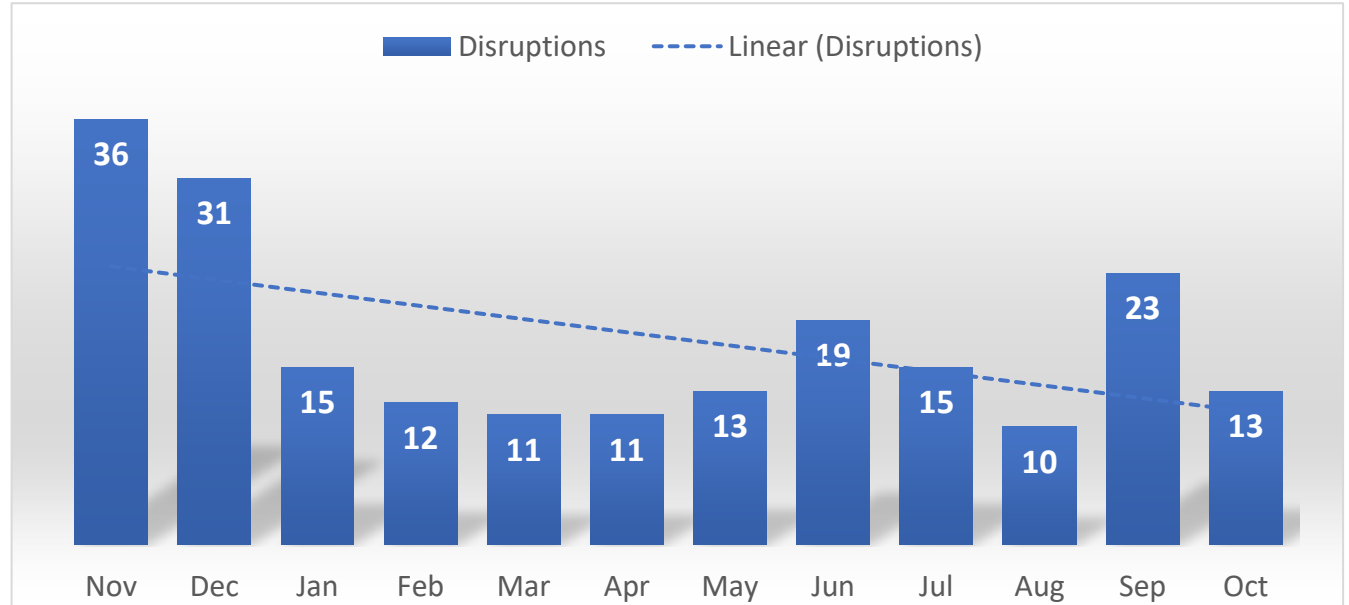
PASSENGER DISRUPTIONS*

This Month Total

13

Monthly Avg
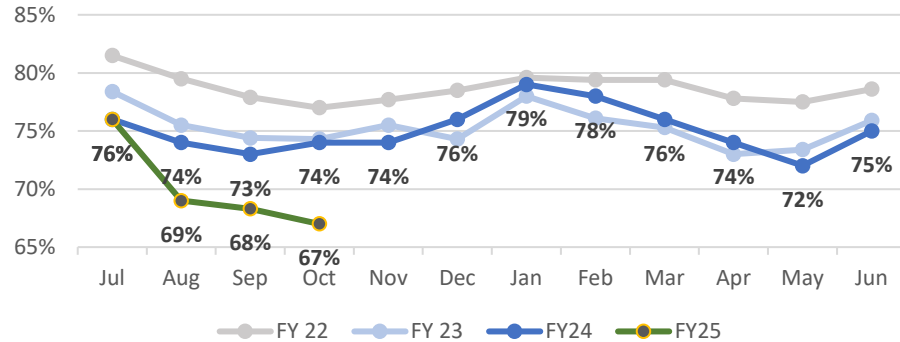
17.42

*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.)*

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OCTOBER ON-TIME PERFORMANCE

Fixed-Route On-Time Performance

TARC3 Paratransit On-Time Performance

Fixed-Route
FY24 Goal
80%
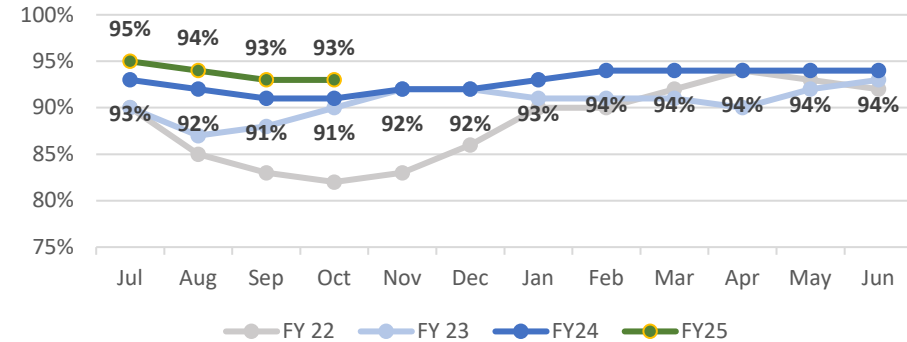
Paratransit
FY24 Goal
93%

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%**

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OCTOBER RIDERSHIP

Fixed-Route Ridership

Data points (FY20): 813,444; 878,596; 906,900; 966,370; 825,390; 742,449; 840,307; 786,901; 265,643; 293,410; 326,667

FY25 labels: 536,419; 583,478; 592,650; 647,173; 569,571

Months: Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

Legend: FY20 · FY 23 · FY 24 · FY25

TARC3 Paratransit Ridership

Data points (FY20): 47,242; 48,561; 46,098; 50,216; 48,936; 43,087; 46,447; 37,112; 29,723; 13,457; 15,570; 20,557

FY25 labels: 30841; 32411; 30194; 34014

Months: Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

Legend: FY 20 · FY 23 · FY 24 · FY25

FIXED ROUTE

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

PARATRANSIT

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

COMBINED

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

Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
System Production	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

OTP - Local

Legend: ■ FY 25 Avg. ■ FY 24 Avg.

OTP - Core

Route	FY 25
[28] Preston	65%
[23] Broadway	69%
[10] Dixie Rapid	72%
[04] Fourth Street	76%

OTP - Circulator

Route	FY 25
[99] UPS West Louisville	52%
[93] UPS U of L Shuttle	55%
[52] Medical Center Circulator	61%
[94] UofL Cardinal Shuttle	73%

OTP - Local

Route	FY 25
[17] Bardstown Road	51%
[15] Market Street	52%
[21] Chestnut Street	55%
[25] Oak - Westport	56%
[40] Taylorsville Road	57%
[19] Muhammad Ali…	60%
[52] Medical Center…	61%
[18] Dixie Highway	64%
[63] Crums Lane	65%
[31] Shelbyville Road	69%
[23] Broadway	69%
[43] Portland Poplar Level	72%
[22] Twenty-Second Street	73%
[72] Clarksville	74%
[29] Eastern Parkway	77%
[06] Sixth Street - Taylor…	77%
[02] Second Street	78%
[71] Jeffersonville-…	78%
[27] Hill Street	81%
[12] Twelfth Street	83%

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FIXED ROUTE MISSED RUNS AND HOURS

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	330	4.41%	1,301.53
May	7908	280	3.54%	2,117.90
June	7914	370	4.68%	1,411.20
July	5419	254	4.69%	1,182.70
August	5452	171	3.14%	632.58
September	5174	180	3.48%	715.30
October	5513	284	5.15%	1,239.55
November				
December				
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
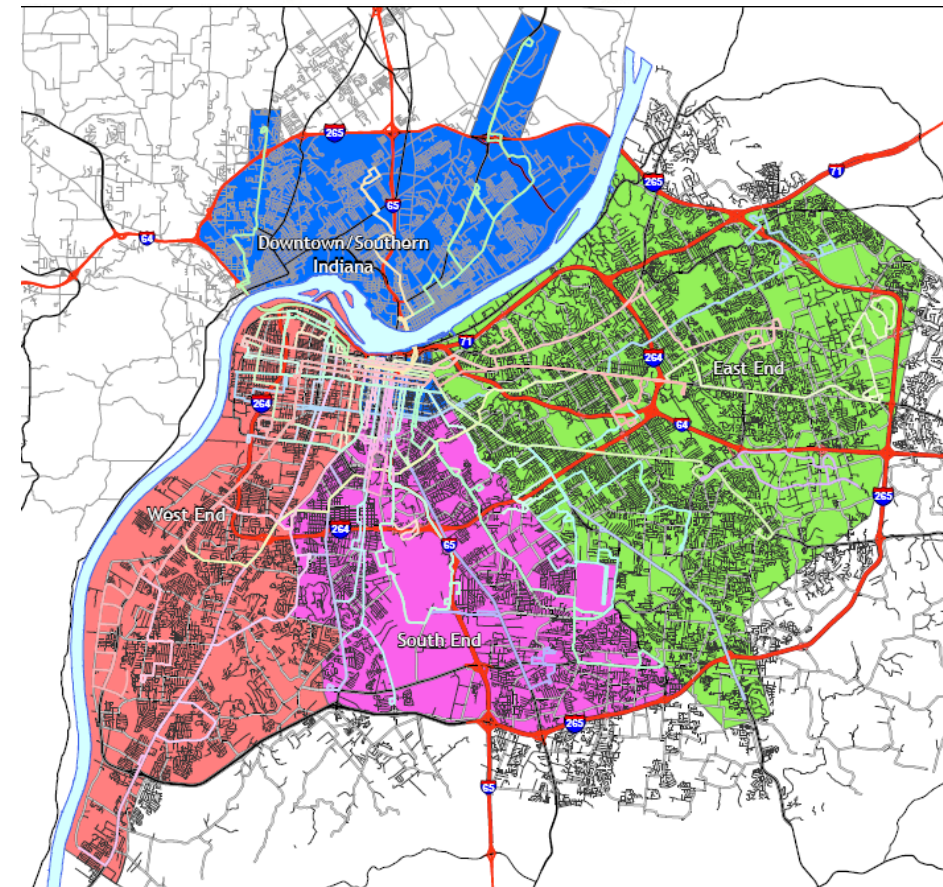
- 9 - Operations Supervisors
- 4 Zones / Heat Map Distribution / Hot Spots

FEEDBACK PER RIDERSHIP
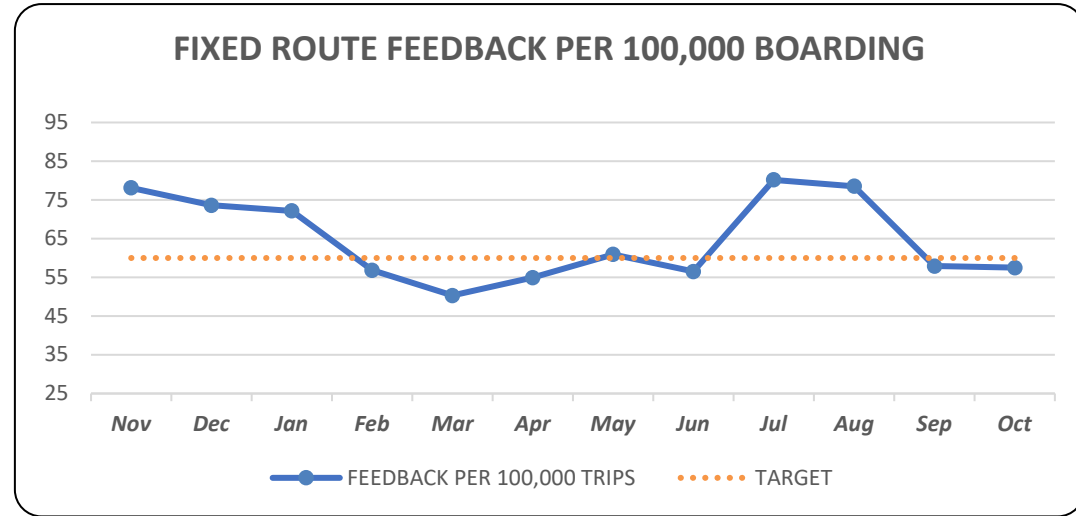
FIXED ROUTE / 100K BOARDING

Month

57

-2% VLM

**TOTAL RIDERSHIP
647,173**

**TOTAL FEEDBACK
372**

Goal

60

FIXED ROUTE FEEDBACK PER 100,000 BOARDING

Legend: FEEDBACK PER 100,000 TRIPS — TARGET

PARATRANSIT / 1,000 TRIPS

Month

3.6

-14% VLM

**TOTAL RIDERSHIP
34,014**

**TOTAL FEEDBACK
124**

Goal

4

PARATRANSIT FEEDBACK PER 1,000 TRIPS

Legend: FEEDBACK PER 1,000 TRIPS — TARGET
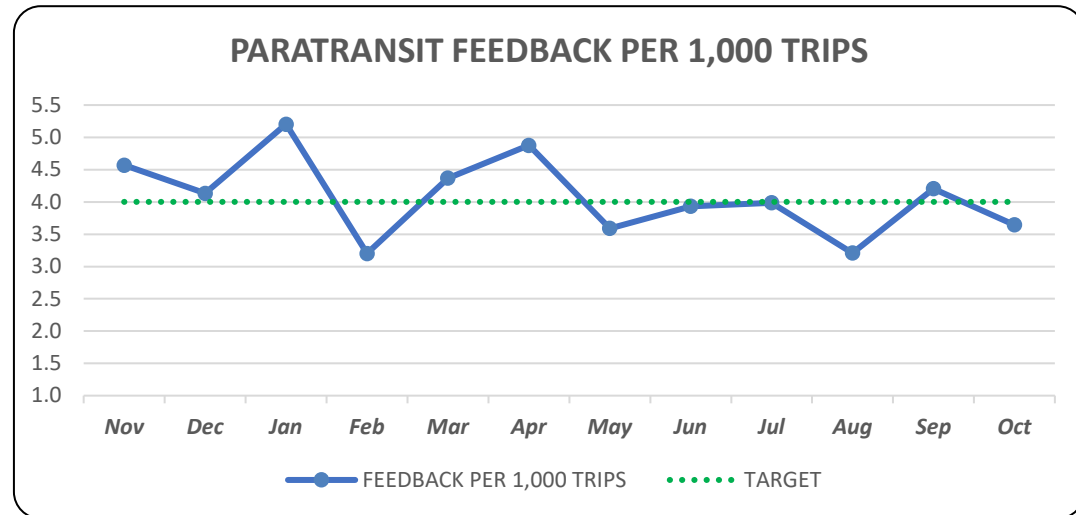
FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – OCTOBER 2024

Feedback Categories

- 0.011%, Pass Up, 67
- 0.004%, Insuff. Assistance,…
- 0.015%, Running Late/Early, 86
- 0.006%, Rude/ Unprofessional, 33
- 0.007%, No Show, 42

*Note: Feedback Category percentage represents total feedbacks in that category vs total boarding's for the month.
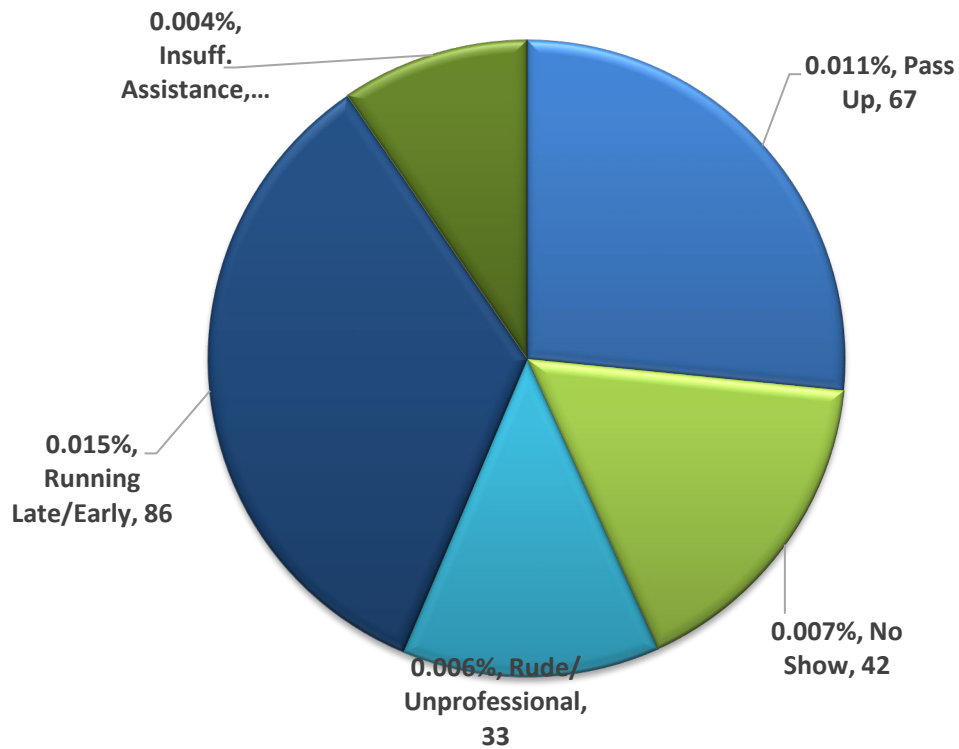
3 Month Comparison
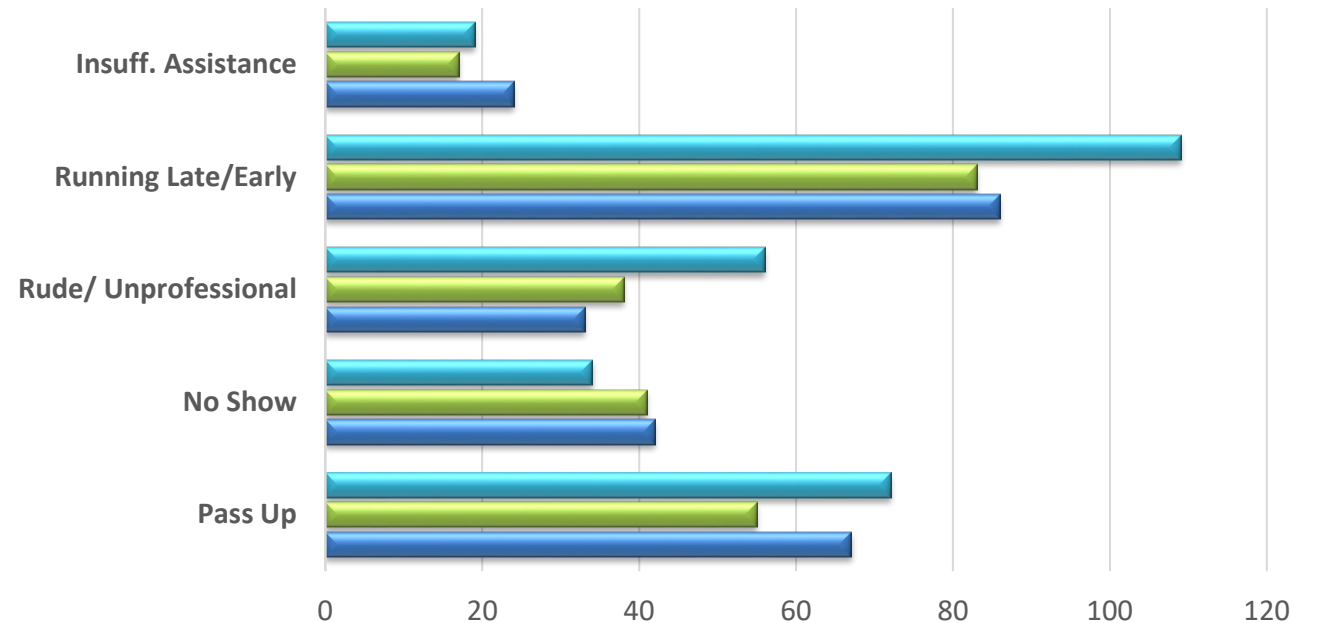
	Pass Up	No Show	Rude/ Unprofessional	Running Late/Early	Insuff. Assistance
Aug-24	72	34	56	109	19
Sep-24	55	41	38	83	17
Oct-24	67	42	33	86	24

TARC3 TOP 5 FEEDBACK CATEGORIES – OCTOBER 2024

Feedback Categories

- 0.066%, No Show, 20
- 0.076%, Insuff. Assistance, 23
- 0.026%, Late PickUp, 8
- 0.053%, Rude/ Unprofessional, 16
- 0.023%, Reckless Driving, 7
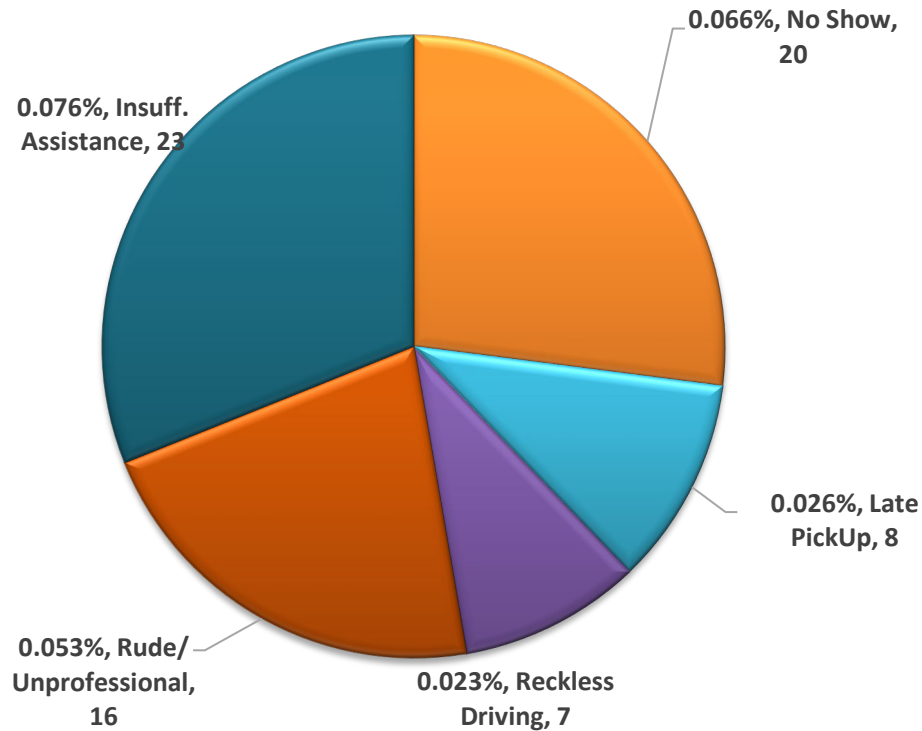
3 Month Comparison

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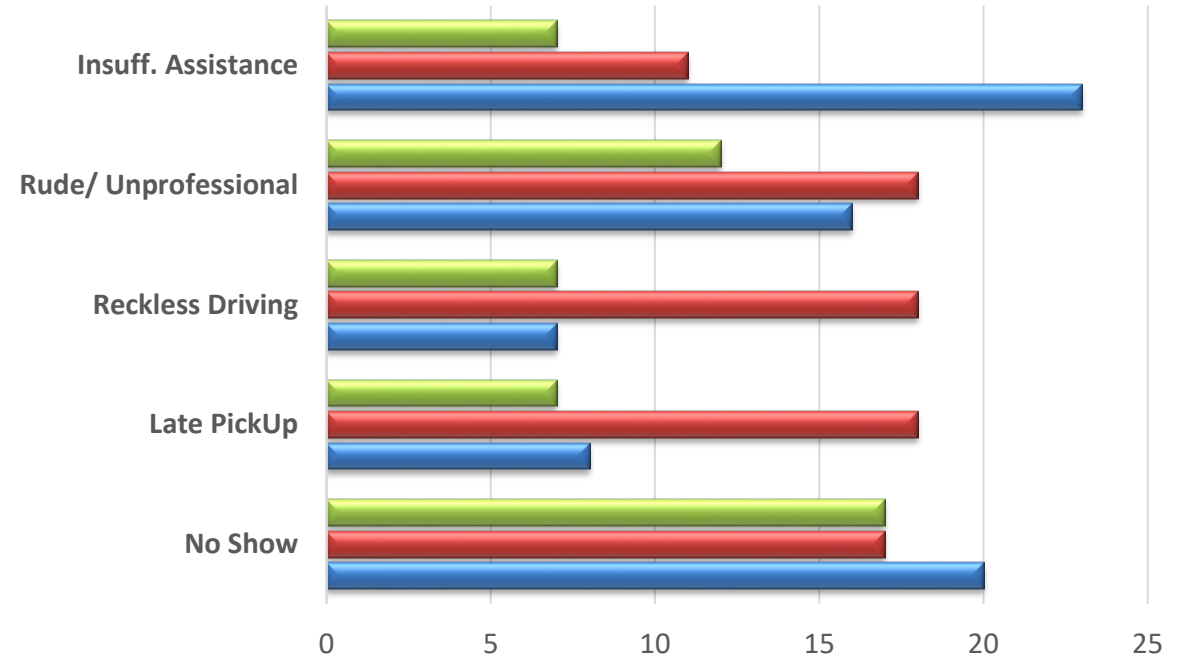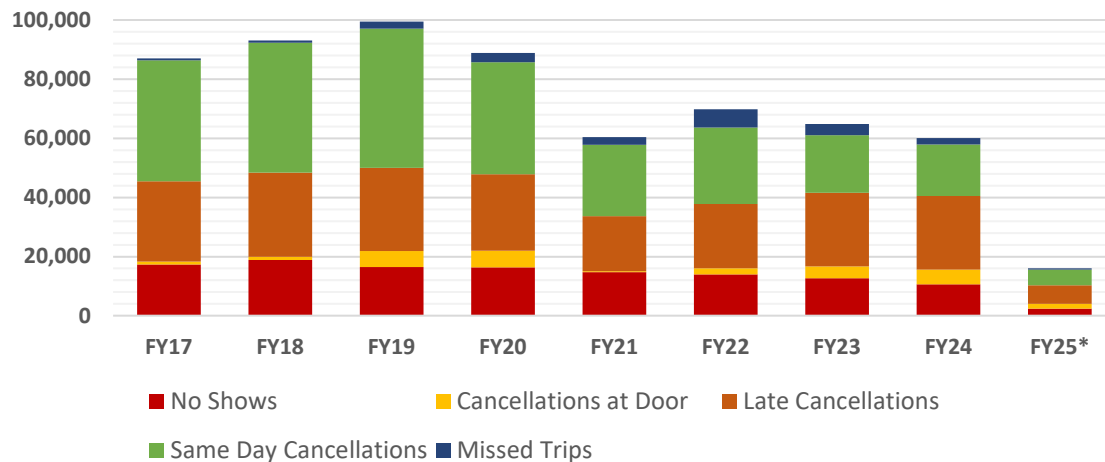
MV Hourly Rate Average FY24 = $48
MV Average Pass Trip Per Hour is 1.3 PPH
$48/1.3 = $37 Cost Per Trip
No Show 10,659 * 37 = $394,383
Cancel at Door 4,965 * 37 = $183,705
Late Cancellation = 24,895 * 37 = $921,115
Total = $1,499,203

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%

Cancelled Trips (table title)

* YTD (SEP)

TARC3 Non-Performed Scheduled Trips

Legend: No Shows, Cancellations at Door, Late Cancellations, Same Day Cancellations, Missed Trips

FY25*

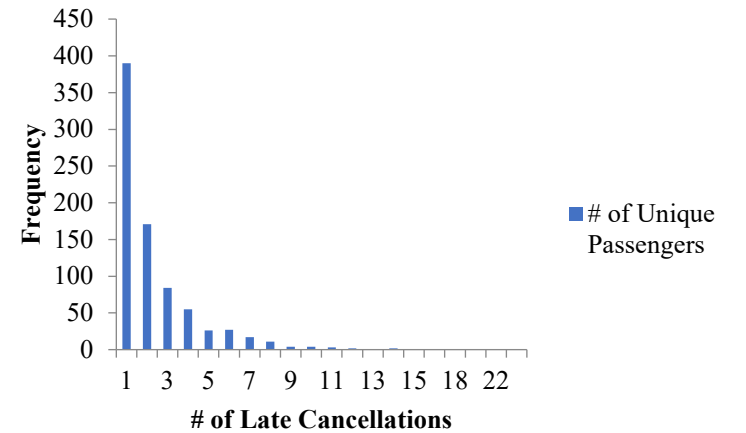|	% of Scheduled	% of Cancelled	Definition
MISSED	0.37%	3%	Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window
SAME DAY	4.85%	33%	Trip is cancelled on day of service at least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

23

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

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

LATE CANCEL FREQUENCY SEP 2024

# 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

24
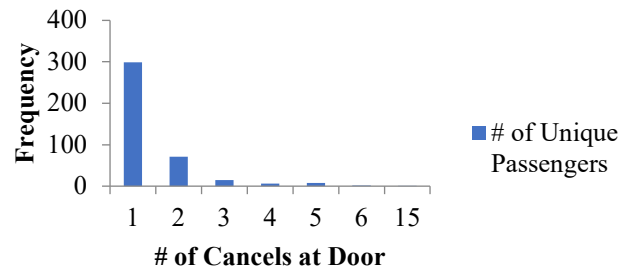
STRATEGIES TO REDUCE LATE CANCELLATIONS AND NO SHOWS

Steps TARC and MV staff are engaging to decrease cancellations (late cancellations, cancellations at the door and no shows).
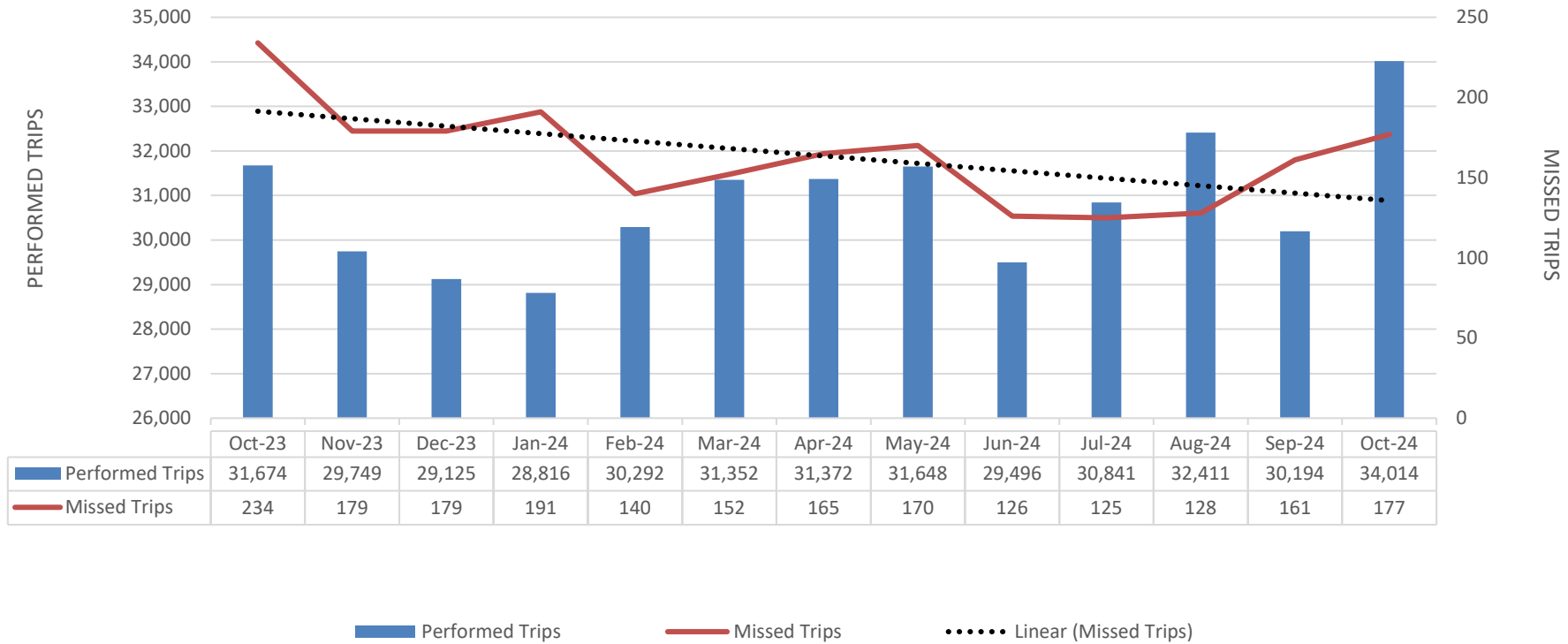
- Customers have begun receiving day before and imminent arrival calls so long as they have not opted out of the program

- 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	**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%**

MV WEEKLY PERFORMANCE – OCTOBER 2024

MONTHLY PERFORMED AND MISSED TRIPS

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Performed Trips	31,674	29,749	29,125	28,816	30,292	31,352	31,372	31,648	29,496	30,841	32,411	30,194	34,014
Missed Trips	234	179	179	191	140	152	165	170	126	125	128	161	177

Legend: Performed Trips — Missed Trips ⋯⋯ Linear (Missed Trips)

October 2024 Missed Trips: 0.52%

34,014 Performed Trips

MV LIQUIDATED DAMAGES – OCTOBER 2024

PARATRANSIT

Monthly

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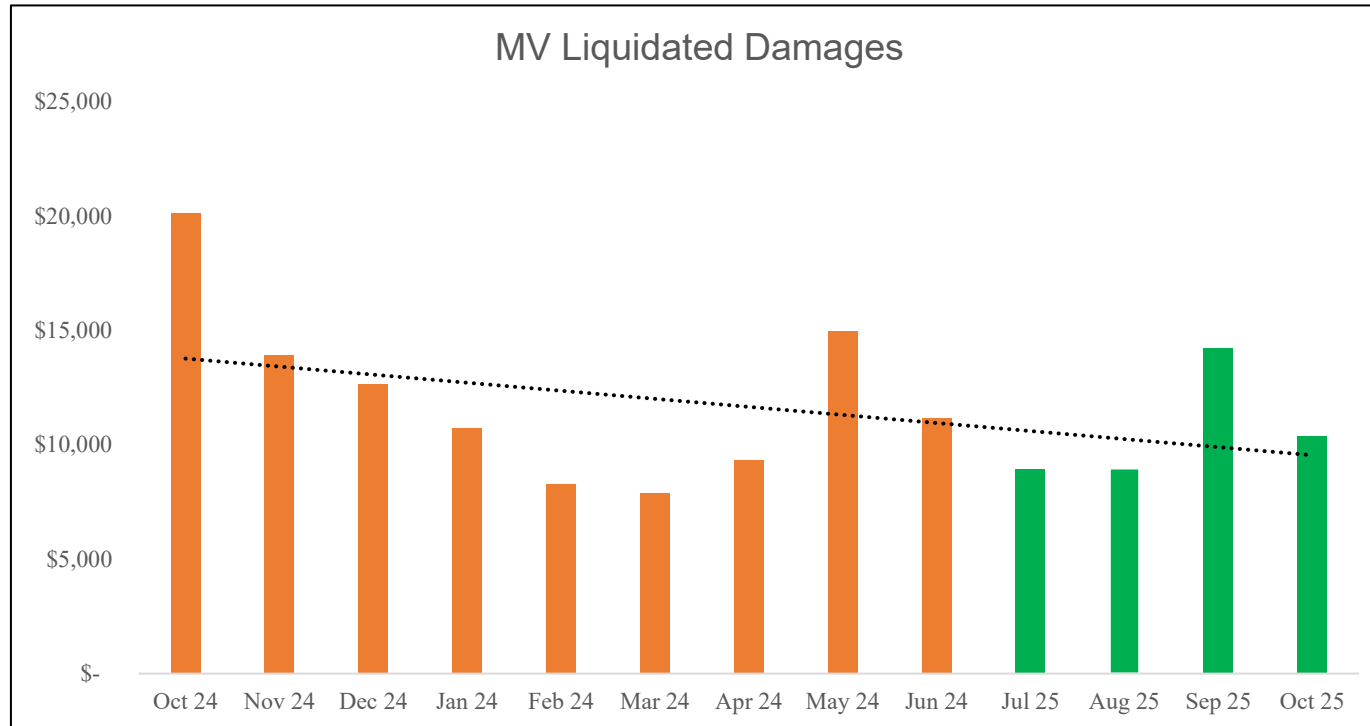
$10.4K   -27% VLM
-48% VLY

$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

MV Liquidated Damages

Chart (MV Liquidated Damages) with values by month:
- $25,000
- $20,000
- $15,000
- $10,000
- $5,000
- $-

Oct 24, Nov 24, Dec 24, Jan 24, Feb 24, Mar 24, Apr 24, May 24, Jun 24, Jul 25, Aug 25, Sep 25, Oct 25

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 29th 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

Feature Comparison of Avail ETMS and Vontas Novus

	Vontas Novus (Current System)	Avail ETMS (New System)
Driver Manifest	Driver terminal displays schedule adherence status (on-time, early, late)	Driver terminal displays route information including next timepoint, next three stops, and detour reminders/instructions. Driver terminal also displays schedule (on-time, early, late) and route (on-route, off-route) adherence status.
Detour Management	Not Available	Detours can be set up in the system as needed by transportation personnel. Instructions for the detour will be provided to the driver via the driver terminal as they approach the detour (currently text only, true turn-by-turn expected in a future software update). Detour information will also be shown in customer website, apps, and the GTFS real-time feed.
Audio and Visual Stop Announcements *(ADA Compliance for passengers with vision or hearing issue)*	Audible stop identification announcements are made manually by the driver as the bus approaches the stop. There are no visual identification announcements of stops provided on the bus.	Pre-recorded audible stop identification announcements are made automatically by the system at major stops, transfer points, and periodic stops along the route. Visual announcements are provided by the newly-installed, full-color, high-resolution LCD passenger information displays.
Audio and Visual Route Announcements *(ADA Compliance for passengers with vision or hearing issue)*	Visual route identification is provided by the manually controlled LED "headsign" on the front, curb side, and rear of the bus. Audible route identification provided manually by the bus driver	Pre-recorded audible route announcements are made automatically by the system when the bus doors are opened. Visual route identification is provided by the LED "headsign" on the front, curb side, and rear of the bus which are now controlled automatically by the system.
Audio and Visual Safety and "Housekeeping" Announcements	Audio announcements made manually by the driver utilizing their PA microphone. Visual announcements not available	Driver has a selection of pre-recorded audio announcements which they can trigger playback of at will. Pre-recorded audio announcements can be set to automatically play back on a periodic basis. Control center also has the ability to make audio announcements to a bus or group of buses via text-to-speech. Video announcements can be set to play back on a periodic basis on the LCD passenger information display.
General Transit Feed Specification (GTFS) Data *(Provides information to the public through Google Maps, Transit App, TARC website, etc.)*	Limited capabilities. Can display bus position, but no information on detours, cancellations, or the passenger load of the bus	Full real-time GTFS capabilities. Able to display bus positions, service cancellations or detours, and passenger capacity information.

Feature Comparison of Avail ETMS and Vontas Novus

	Vontas Novus (Current System)	Avail ETMS (New System)
GPS Vehicle Tracking	Location of buses is tracked with updates every 60 seconds. Supervisor and support vehicles are not tracked.	Location of buses is tracked with updates every 10 seconds (every 5 seconds in Emergency Alert status) which benefits internal operations and will also improve the accuracy of GTFS realtime. Supervisor and support vehicles are GPS tracked to show on dispatch map for internal operations efficiency.
Automated Passenger Counting *(Passenger counts are required for mandatory federal reporting)*	Limited capability. Data only uploads from buses at the end of the day.	Data uploads from the bus throughout the day in near real-time allowing for GTFS to display current passenger loads to the public.
"Closed-Mic" Radio System *(Allows control center to communicate with a specific bus or buses rather than the whole fleet)*	Closed-Mic system. All radio communications must be initiated by control center radio operator. Has open-mic capability as a fallback in case of system outages.	Closed-Mic system. All radio communications must be initiated by control center radio operator. Has open-mic capability as a fallback in case of system outages. *(Note: all TARC owned radio equipment is being replaced as part of this process).*
Text Communications Between Bus and Control Center	Bus drivers can send limited pre-configured text messages to the control center. Control center can send either "canned" or free-text messages to individual buses or to groups of buses. Drivers can be required to provide an acknowledgement that they have received the message or a simple yes/no response.	Bus drivers can send pre-configured text messages to the control center. Control center can send either "canned" or free-text messages to individual buses or to groups of buses. Drivers can be required to provide an acknowledgement that they have received the message or a simple yes/no response.
Cellular Service	Verizon 4G	Verizon 5G providing greater speed and capacity for system communications and for on-board passenger public WiFi.
Mechanical Fault Reporting	Not Available	Alerts for mechanical faults with the buses will automatically flow in real-time into a maintenance queue to give maintenance greater, more-timely visibility of the status of the fleet.
Pre-Trip Inspection	Inspections are completed using a paper checklist which the driver submits at the end of their run.	Inspections are completed electronically using the driver terminal. This electronic process will allow maintenance to receive the information in a timelier fashion. For driver comfort, the process has been set up to replicate the current paper process as closely as is reasonable. The electronic process adds checks for the automatic passenger counter and the internal and external audio announcement system which were not part of the previous paper system.

AVAIL CAD/AVL PROJECT

BACKGROUND

- Reasons for replacement
  - Current system is approximately 15 years old
    - Software is outdated with minimal support from provider
    - Hardware is beyond life expectancy and replacement parts are not available
  - Limited support for modern customer expectations (GTFS)
  - Lack of functions needed for ADA compliance (visual stop information)
- Replacement process began with an RFP in late 2022
- Avail Technologies ETMS was chosen as the best of proposed options
- Currently in pilot testing phase working toward roll-out across the full fleet

AVAIL CAD/AVL PROJECT

FEATURES

- Real-time driver manifest with detour notification capability to help improve schedule adherence

- Automated audio and visual announcements of routes and stops for ADA compliance

- Full-color, high-resolution LCD Passenger Information Displays on all Gillig buses

- Enhanced GTFS feed with service cancellation and detour notification capabilities to drive improved public-facing websites and apps

AVAIL CAD/AVL PROJECT

FEATURES

- GPS tracking of support vehicles to aid in coordination during emergency situations

- Automated passenger counting for mandatory federal NTD reporting and internal planning

- Cellular data service upgraded from 4G to 5G for system efficiency and improved passenger wi-fi

- Electronic pre-trip reporting and real-time maintenance alerts to assist maintenance in tracking condition of the bus fleet