

**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, December 11, 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 – December 11, 2024

1. Quorum Call/Call to Order Alice Houston, Chair 10:45
  - a. Approval of November Minutes
  
2. Staff Reports and Presentation 10:50-11:20
  - a. JCPS TARC Update Ozzy Gibson
  - b. Operations Update Ozzy Gibson & John Lockhart
  - c. TARC 2025 Network Redesign Aida Copic
  - d. Update on Title VI for December Board Meeting Aida Copic
  - e. Review Safety Video Keith Shartzter
  
3. Proposed Agenda for January Meeting 11:20-11:25
  - a. KRS Statute Change Recommendation
  - b. Block by Block
  - c. Executive Director Performance Appraisal Process
  - d. TARC Strategic plan
  - e. Summary of On Demand Project
  - f. 16 Fact Document
  
4. Adjournment 11:30

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



## November 13, 2024 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, November 13, 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

Abbie Gilbert  
Steve Miller

### Members Virtual

Alice Houston  
DuWayne Gant

### Declined

Michael Schnuerle  
Ted Smith  
Justin Brown  
Christy Ames

### Call to Order

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

Approved the November Operation Committee Meeting Minutes.

### Staff Reports and Presentations

Ozzy Gibson presented the JCPS Update.

- Currently, there are 56 fully trained drivers, and 4 more will complete their endorsement training soon.
- An additional 16 drivers began training recently, which is a 3–4-week process.
- The goal is to have 68 trained drivers by mid-December to potentially resume full bus service.
- TARC staff communicates daily with JCPS regarding drivers, training and any issues.
- If the 68-driver goal is met, JCPS will decide whether to extend transportation to other student segments.

Rob Stephens presented the Operations Update. Please refer to PowerPoint.

Alex Posorske presented the TARC 2025 Update.

- The completion of the core design retreat.
- Final draft plans by the week after Thanksgiving.
- The JCPS scenario, with a virtual design retreat scheduled for December 5th.
- Draft plans presented in late January or early February.

Abbie Gilbert asked, "What is our plan for educating the new Metro Council Members?"

Ozzy Gibson shared that he is currently setting those meetings up and should have all done before the end of the year. A new member will be coming in next week for a one-to-one update.

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



Aida Copic presented the Title VI analysis and the public involvement process.  
Public Meetings scheduled for November 13 and November 14 in Shively.

Alice Houston asked, "Is our internal criteria more stringent than the Federal criteria?"

Aida Copic answered, "Yes, however our policies were proposed and developed initially in 2012. There were also some major changes in Federal Transit Administration Title VI regulations. The Board adopted policies that are somewhat stricter because we evaluate changes to every single route and also changes system-wide. So, we do analysis for both, each route and system-wide, while some other agencies may have different methodology and approach."

Ross Harms presented an update on the Avail Computer-Aided Dispatch and Automatic Vehicle Location project.

- Need for a replacement system due to the age of the current system and its lack of features for ADA compliance.
- A newly equipped bus will be available at the Board Meeting for tours.

Steve Miller shared his enthusiasm for the new system.

Alice Houston asked, "How soon will the installation be completed?"

Ross Harms answered, "Should all be in by the end of February and good useable data available in April."

Pat Mulvihill presented KRS Statute change Recommendation.

- Assault of Coach Operators to a Class D Felony.
- Include MSD, Water Company, and Metro Inspectors under this protection.
- Over the coming days, working on securing a sponsor for the bill on the state level.
- TARC Coach Operator willing to testify at the state level.

Alice Houston adjourned the meeting at 11:45 a.m.

**ADOPTED THIS 11<sup>th</sup> DAY OF DECEMBER, 2024**

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**Alice Houston, Chair of the Operations Committee.**



**BOARD OF DIRECTORS**  
**DECEMBER 18, 2024**

DECEMBER OPERATIONAL UPDATE

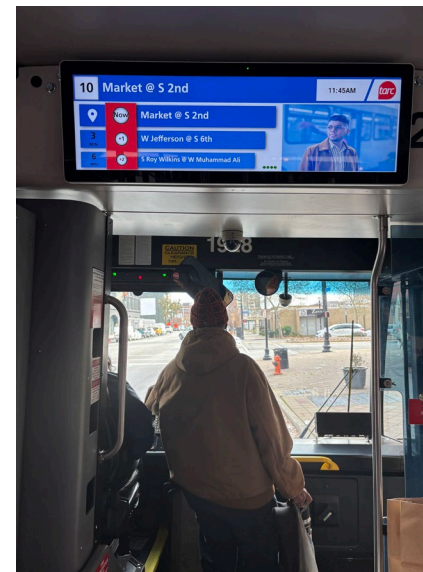




# HIGHLIGHTS

## SINCE THE LAST BOARD MEETING, TARC ...

- Participated in Light Up Louisville parade
- Started transition to Avail, providing more reliable real-time information to our passengers
- Held annual retiree and staff holiday lunch
- Completed public engagement on January 26, 2025 service reductions with two open houses
- Prepared for winter weather detour communication
- Launched 25th annual Design-a-Bus contest in partnership with Olmsted Parks Conservancy
- Attended APTA Transit Ballot Initiative conference





# IN MEMORY OF J. BARRY BARKER

## TARC EXECUTIVE DIRECTOR 1994 - 2018

- Recognized and remembered for his dedication to leading with compassion, transparency, and an unwavering commitment to the community
- Inducted into the Kentucky Transportation Hall of Fame (2018), named APTA's Outstanding Public Transportation Manager of the Year (2007)
- Started partnership between TARC and The Center for Women and Families, and led the way for transit agencies to be officially designated Safe Places
- Served on many boards committed to creating a better Louisville community including the Americana Community Center, New Directions Housing, Metro United Way, ElderServe, and the Housing Partnership
- Waved at every TARC bus for 25 years



# MONTHLY REPORT

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- **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

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## OVERVIEW

### Emerging Issues:

- Preparing electric bus charging infrastructure
- Winter Weather Prep completed – salt for parking lots, de-icer, equipment (snow plows)

### Trends:

- Preventative Maintenance Inspections (PMIs) Target 162 / Total completed 155

### Celebrate Successes:

- 2 electric buses scheduled to be shipped before the end of December
- 145/158 = 92% buses deep cleaned
- Preparing for full CAD AVL installation
- Shelter Cleaning 2,403 / Goal 45 per day / This month total 80 per day
- Installing 10 new bus barriers for drivers safety



## OVERVIEW

### Emerging Issues:

- SMS (Safety Management System) report update due this month complete – (Operator Assaults)
- Facility lighting Update – exterior lighting products ordered – LVT Mobile Surveillance Unit Pilot

### Trends:

- Safety Preventable Accidents trending down – YTD 1.6 / YTD Accident Frequency Rate Goal 2.1
- Safety Preventable Accidents: 4 for the month / YTD 29. 2024 Jan-Nov = 50% fixed object / 25% moving vehicle / 25% rear end
- Passenger disruptions spiked in September at 23 trending down in November to 8 / 17.42 mo. avg.

### Celebrate Successes:

- Safety Highlight training continues to be entertaining and educational
- Monthly OSHA checks at all TARC facilities remain in compliance!
- Coach Operator Barrier installed this month



# TRANSPORTATION

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## OVERVIEW

### Emerging Issues:

- Missed service and revenue hours (identifying and implement strategies to mitigate service loss)
- Ridership continues to increase

### Trends:

- Fixed Route missed service 5.08 % this month down from previous month 5.15%

### Celebrate Successes:

- On Time Performance Improved to 71% for the month. Improvement over last months 67%



# CUSTOMER EXPERIENCE

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## OVERVIEW

### Emerging Issues:

- Preparing customer service representatives for CAD AVL system changes
- Preparing customer service representatives for January 2025 service change

### Trends:

- Call Volume – 9% increase from 41,150 call in November 2023 to 44,917 calls in November 2024
- Phone Hold Time – 40 seconds for Fixed Route and Paratransit combined. Staying well below our goal of 2 minutes

### Celebrate Successes:

- Phone Hold Time – 40 seconds for Fixed Route and Paratransit combined. Staying well below our goal of 2 minutes



# MOBILITY SERVICES – TARC3

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## 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 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:

- Responded to the Givaudan plane disaster-assisted with evacuation of TARC 3 customers.
- Implemented the imminent arrival calls to help with completing their trips
- Mobility Services team successfully submitted NTD data with minimal issues.

# KEY STATS FOR PRESENTATION



## DECEMBER DIRECTORS UPDATE

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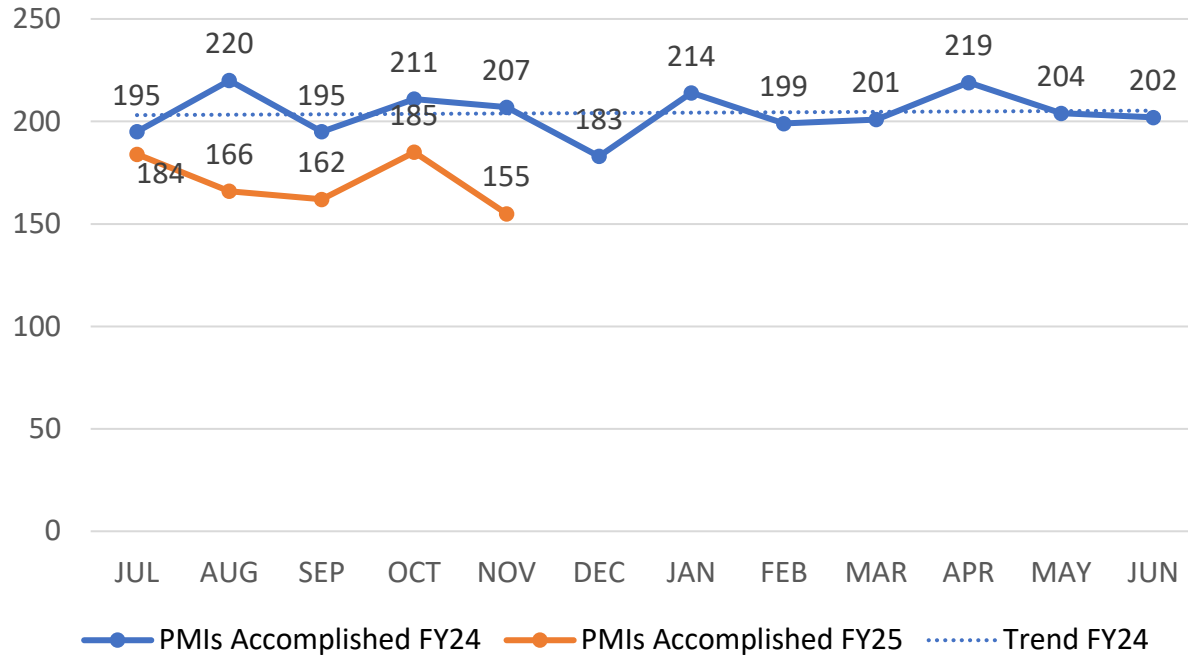
December 18, 2024



# MAINTENANCE

Target PMI: 175  
Total Vehicle PMIs: 155

Preventive Maintenance Inspections (PMI)  
Accomplished FY24 and FY 25



\* 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

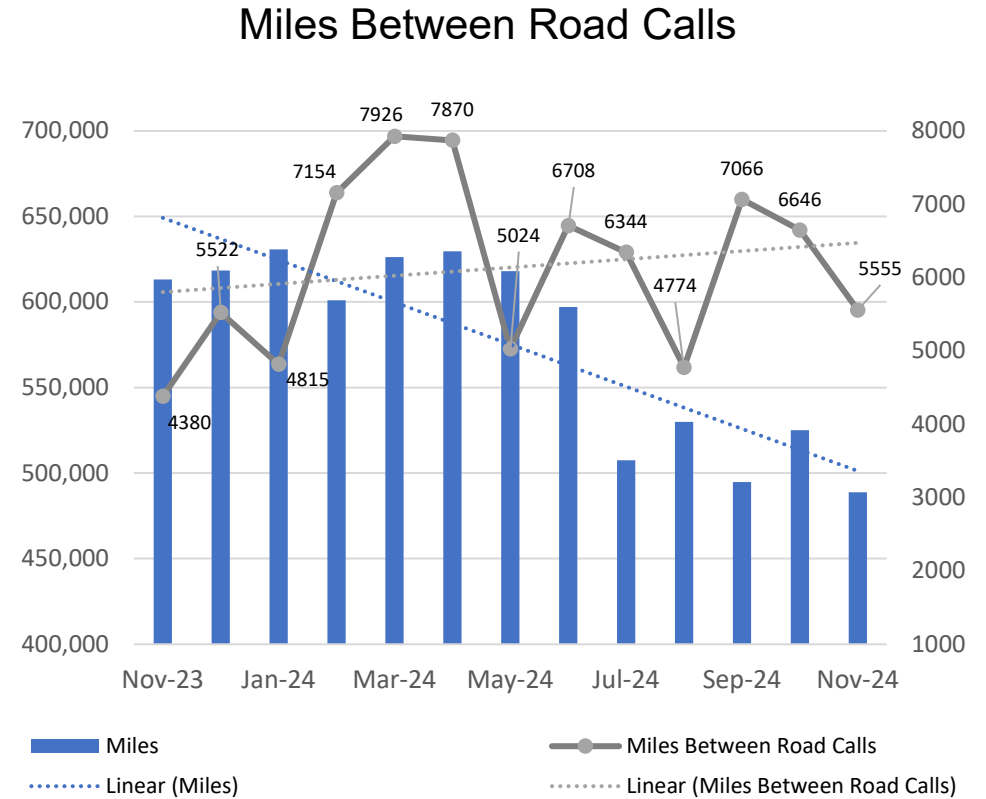


# MAINTENANCE

## MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
23-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	525,053	79	6,646
24-Nov	488,840	88	5,555

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



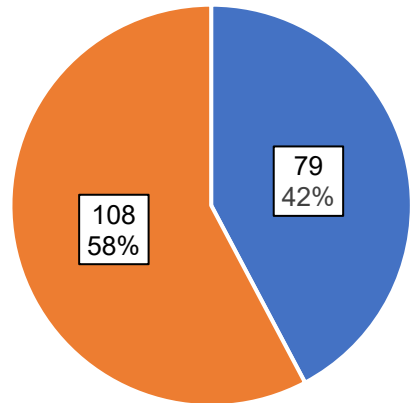
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



# MAINTENANCE

## CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

October 2024 Maintenance Road Calls



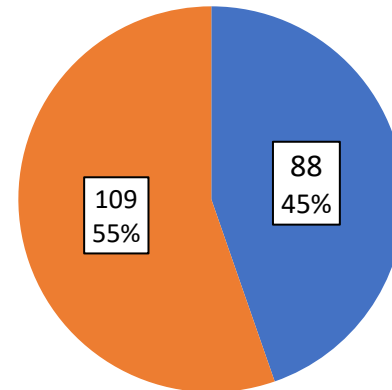
**TOTAL  
187**

■ Chargeable Road Calls 79   ■ Non Chargeable Road Calls 108

### Chargeable Categories

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

November 2024 Maintenance Road Calls



**TOTAL  
197**

■ Chargeable Road Calls 88   ■ Non-Chargeable Roads Calls 109

### Non-Chargeable Categories

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



# SAFETY

## SAFETY PREVENTABLE ACCIDENTS

Monthly

**4**

### TYPE OF ACCIDENT

Fixed Object	2	50.0%
Moving Vehicle	1	25.0%
Rear End	1	25.0%

YTD

**29**

## PREVENTABLE ACCIDENTS / 100K MILES

Monthly

**.9**

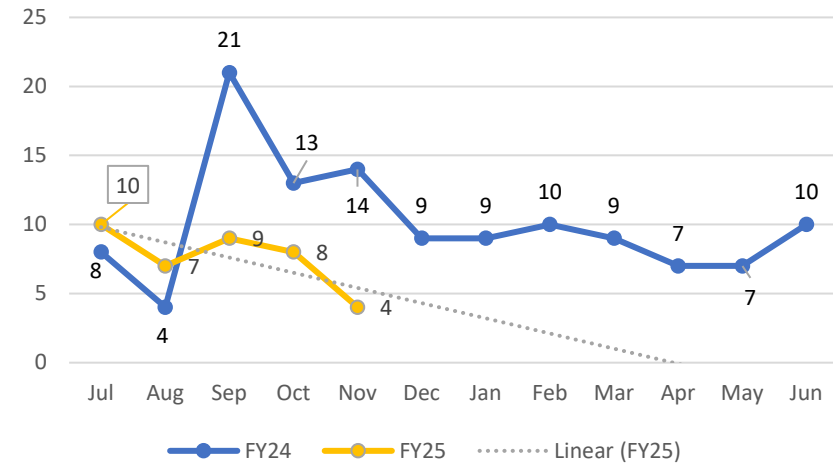
YTD AFR Goal

**2.1**

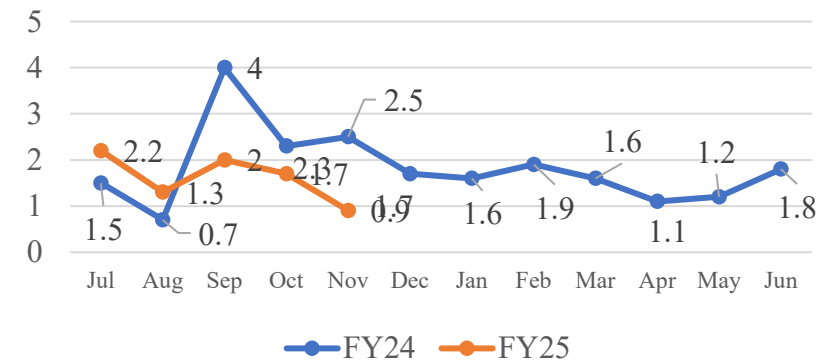
YTD

**1.6**

### FY25 PREVENTABLE ACCIDENTS



### PREVENTABLE ACCIDENT AFR FY24 vs FY25



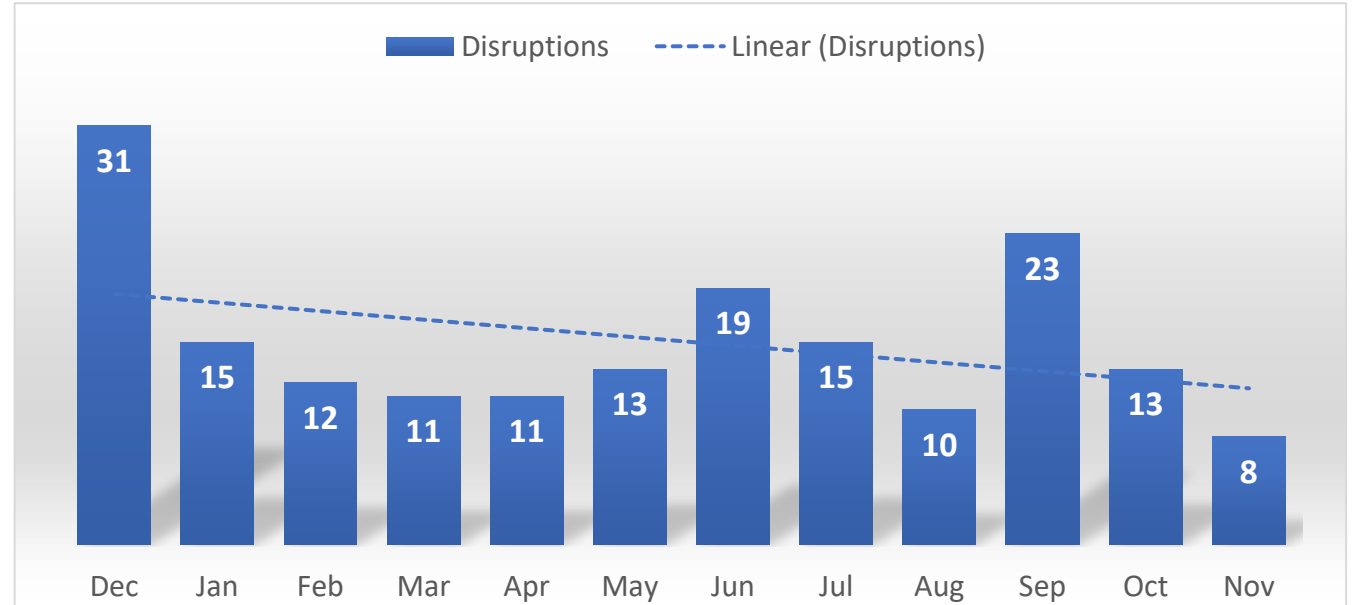


# SAFETY

## PASSENGER DISRUPTIONS BY LINE DEC 23 – NOV 24

Route ID	Disruptions	Rider Ship	% Disruption to Ridership
Broadway - #23	39	611,839	0.00883%
Market St - #15	24	331,712	0.00814%
Dixie Rapid - #10	22	150,525	0.01794%
Fourth St - #4	19	344,703	0.00754%
Muhammad Ali - #19	12	282,679	0.00884%
Preston - #28	12	210,447	0.00570%
Bardstown - #17	8	64,404	0.01553%
Oak-Westport - #25	7	112,165	0.00892%
Eastern Pkwy - #29	6	62,430	0.01121%
Dixie Hwy - #18	4	67,876	0.01031%
Shelbyville Rd - #31	4	99,023	0.00606%
Clarksville - #72	4	102,937	0.00583%
Hill St - #27	3	100,696	0.00596%
Portland Poplar Level - #43	3	121,144	0.00413%
J'ville-Lou-New Albany - #71	3	77,688	0.00644%
Cardinal - #94	3	54,682	0.00732%
Crums Lane - #63	2	198,549	0.00201%
Second St - #2	1	87,993	0.00341%
Sixth St - #6	1	60,857	0.00493%
Twelfth St - #12	1	31,017	0.00645%
Chestnut St - #21	1	72,559	0.00276%
Taylorville Rd - #40	1	27,041	0.00370%
Med Ctr - #52	1	6,902	0.01449%
Outer Loop - #46	0	1,796	0.00000%

## TOTAL PASSENGER DISRUPTIONS – DEC 23 THRU NOV 24



### PASSENGER DISRUPTIONS\*

This Month Total

8

Monthly Avg

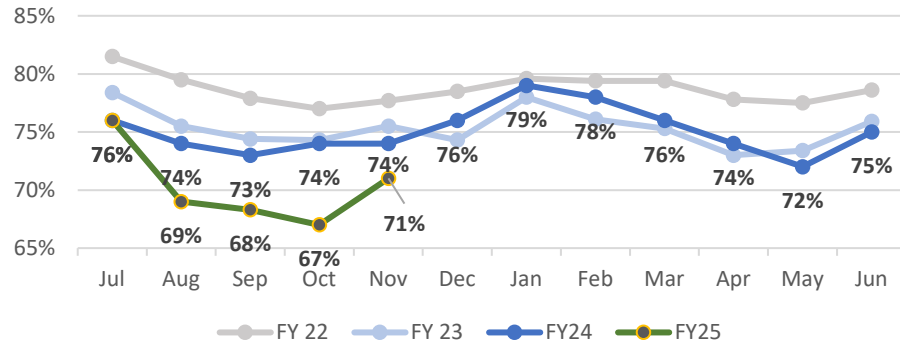
17.42

**\*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.)*

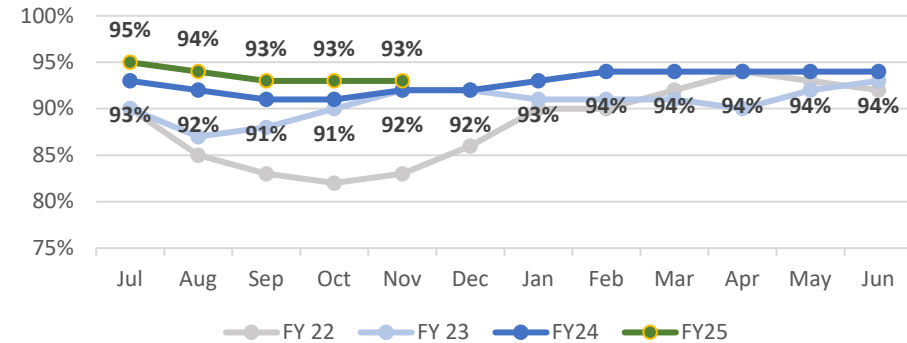


# NOVEMBER ON-TIME PERFORMANCE

### Fixed-Route On-Time Performance



### TARC3 Paratransit On-Time Performance



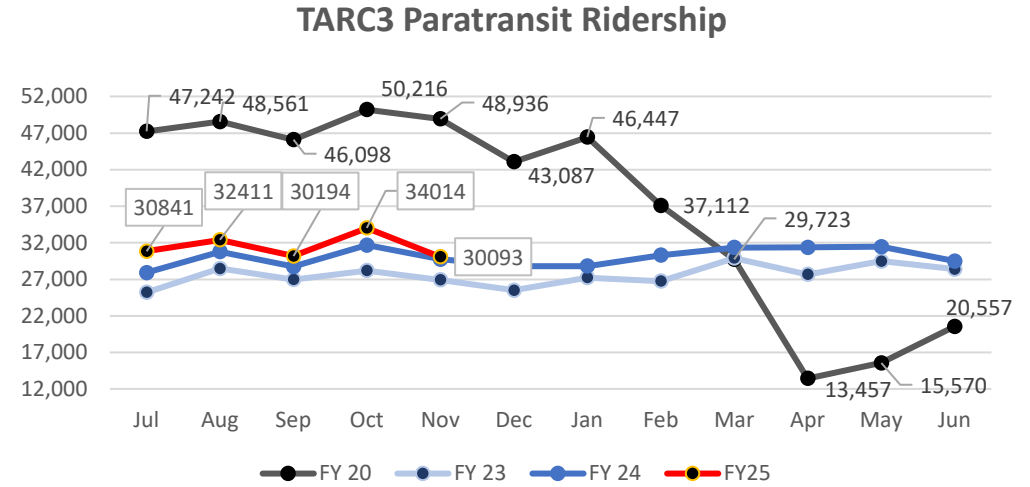
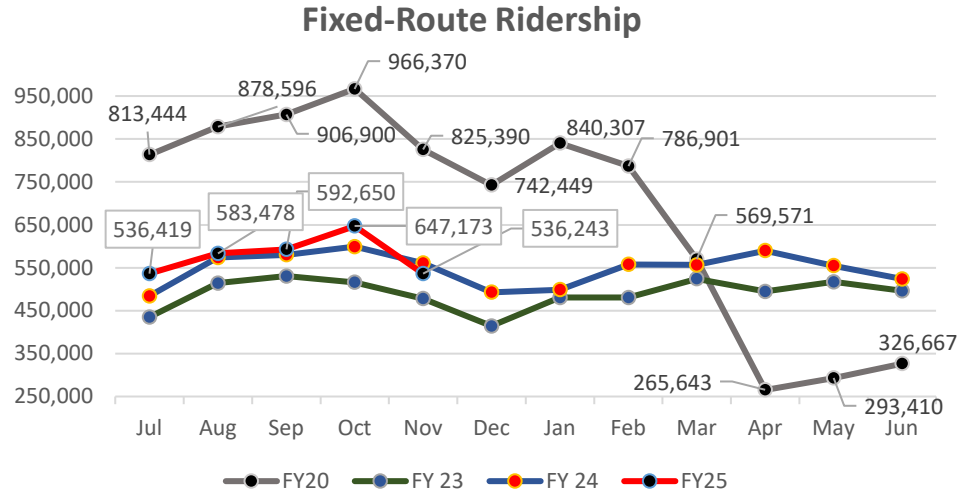
Fixed-Route  
FY24 Goal  
**80%**

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	71%	74%	76%	78%	Nov	93%	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%
<b>FYTD</b>		<b>75%</b>	<b>75%</b>	<b>79%</b>	<b>FYTD</b>		<b>93%</b>	<b>91%</b>	<b>88%</b>

Paratransit  
FY24 Goal  
**93%**



# NOVEMBER RIDERSHIP



**FIXED ROUTE**

Monthly: **533K**      YTD: **2,899,413**  
 -17.1% VLM  
 -5 % VLY

**PARATRANSIT**

Monthly: **30K**      YTD: **157,553**  
 -11.5% VLM  
 1.2% VLY

**COMBINED**

This Month, Last Year: **591K**      This Month, This Year: **563K**  
 -4.7% VLY

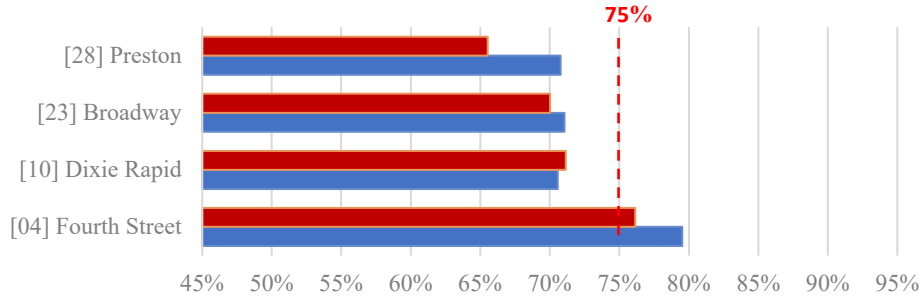
Performance Indicator	Fixed-Route System			Paratransit (TARC3)			
	System Production	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 MTD	FY20 (COVID)	FY24 YTD
Total Ridership		2,895,963	8,187,973	6,573,772	157,553	442,345	360,456
Weekday Ridership		2,458,484	7,135,476	5,562,244	130,532	381,276	297,419
Saturday Ridership		254,431	642,871	565,636	13,345	34,062	27,431
Sunday/Holiday Ridership		186,498	506,055	433,148	13,676	27,007	35,606
Total Revenue Miles		455,791	6,386,306.82	6,517,670	1,866,905	4,930,487	4,364,217
Total Revenue Hours		35,629	594,178.76	537,581	115,409	298,416	284,896
Trips per Revenue Mile		1.22	1.28	1.01	0.08	0.09	.08
Trips per Revenue Hour		15.54	13.78	12.20	1.37	1.48	1.29



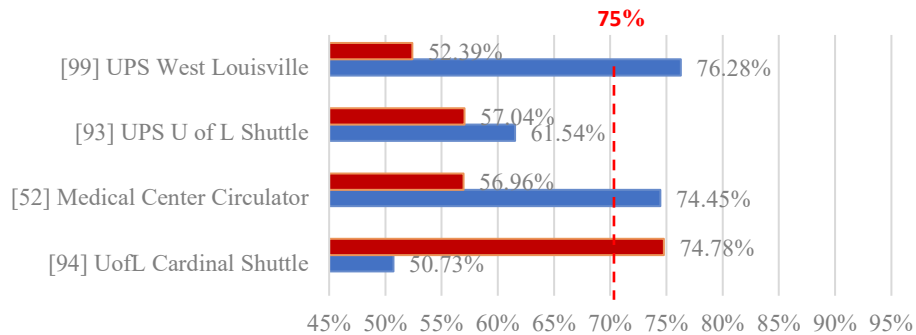
# NOVEMBER ON-TIME PERFORMANCE

■ FY 25 Avg. ■ FY 24 Avg.

### OTP - Core

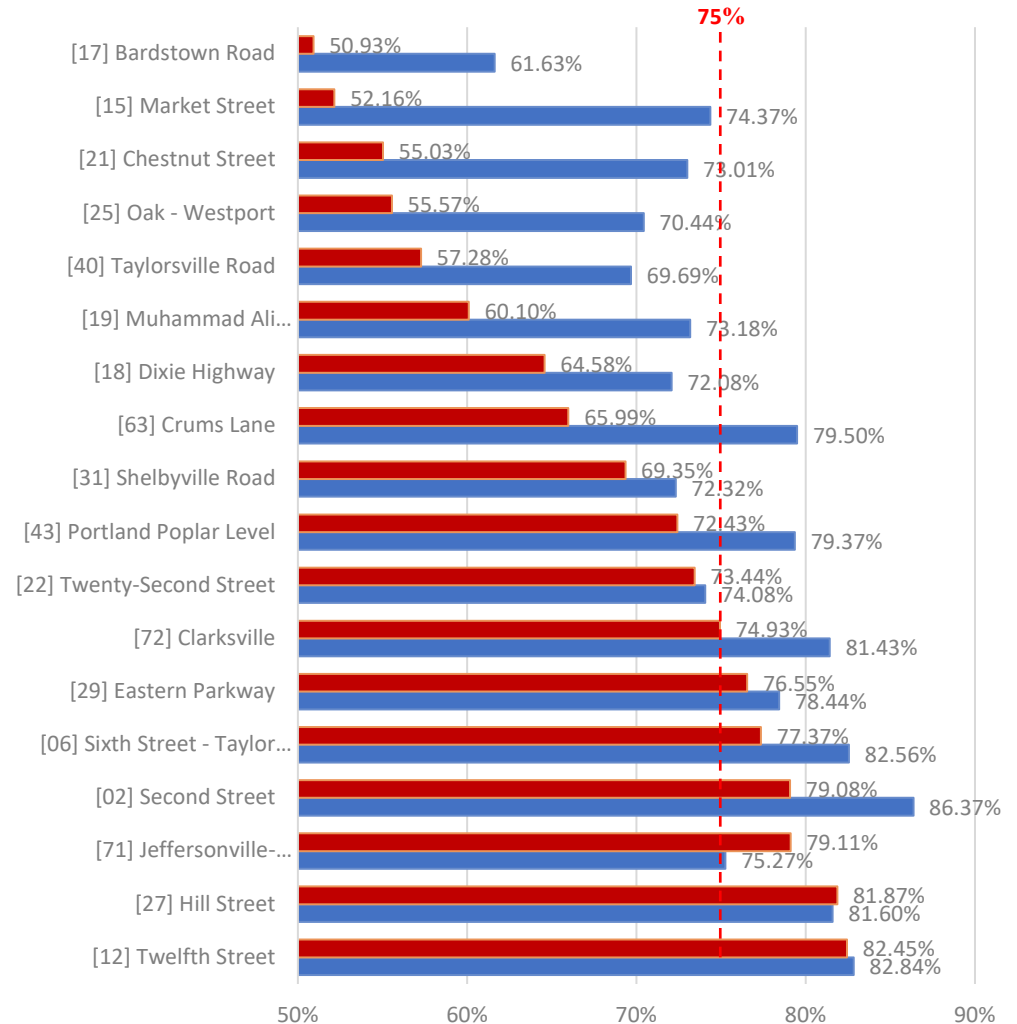


### OTP - Circulator



### OTP - Local

■ FY 25 Avg OTP ■ FY 24 Avg OTP





# 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
<b>TOTAL</b>	<b>98,310.00</b>	<b>5,753.00</b>	<b>5.85%</b>	<b>22,877.49</b>	<b>TOTAL</b>	<b>96,461.00</b>	<b>4,788.00</b>	<b>4.96%</b>	<b>19,385.48</b>

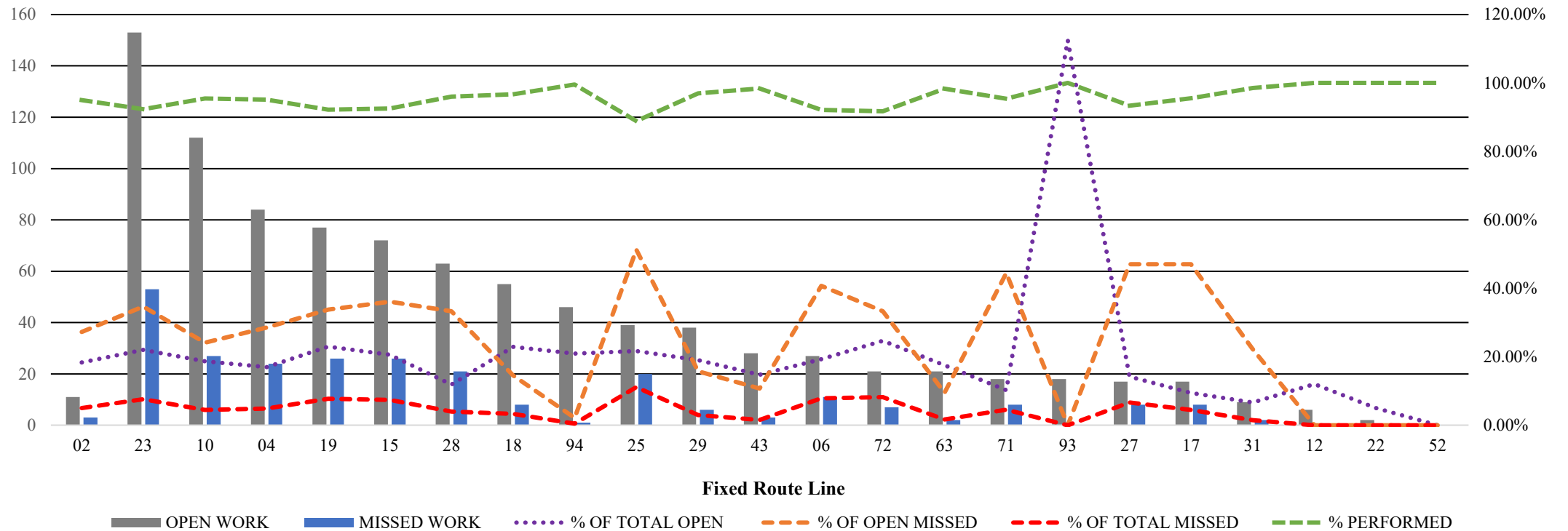
2023				2024					
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours		Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8419	221	2.63%	725.05	January	8158	272	3.33%	900.18
February	8036	248	3.09%	809.07	February	7478	340	4.55%	1,244.60
March	9083	339	3.73%	1,079.17	March	7741	320	4.13%	1,212.88
April	8300	273	3.29%	1,031.53	April	7478	329	4.41%	1,301.53
May	8860	470	5.30%	1,824.82	May	7908	529	6.69%	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	5441	254	4.67%	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	5194	264	5.08%	
December	7799	267	3.42%	908.60	December				
<b>TOTAL</b>	<b>97,765.00</b>	<b>4,545.00</b>	<b>4.64%</b>	<b>17,392.85</b>	<b>TOTAL</b>	<b>73451</b>	<b>3313</b>	<b>4.51%</b>	<b>11,958.43</b>



# NOVEMBER FIXED ROUTE SCHEDULED VS PERFORMED

TOTAL WORK	OPEN WORK	% OF TOTAL OPEN	MISSED WORK	% OF OPEN MISSED	% OF TOTAL MISSED	TOTAL WORK PERFORMED	% PERFORMED
5,194	967	18.62%	264	27.30%	5.08%	4,930	94.92%

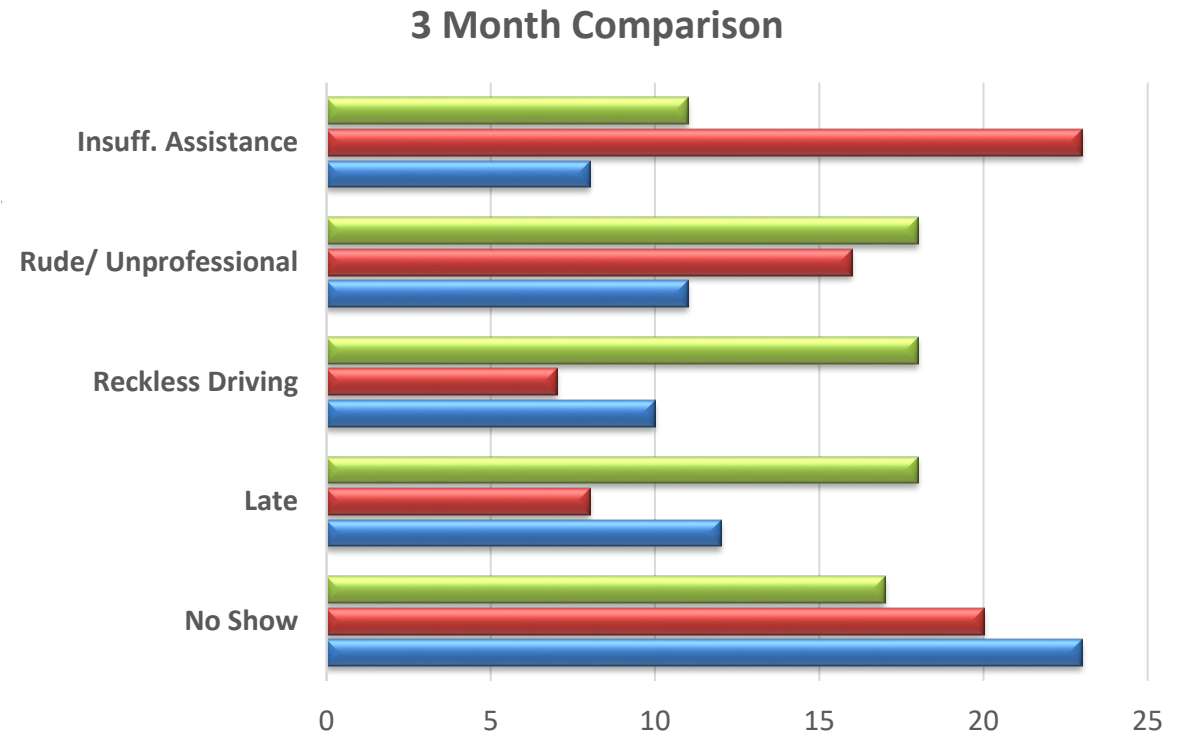
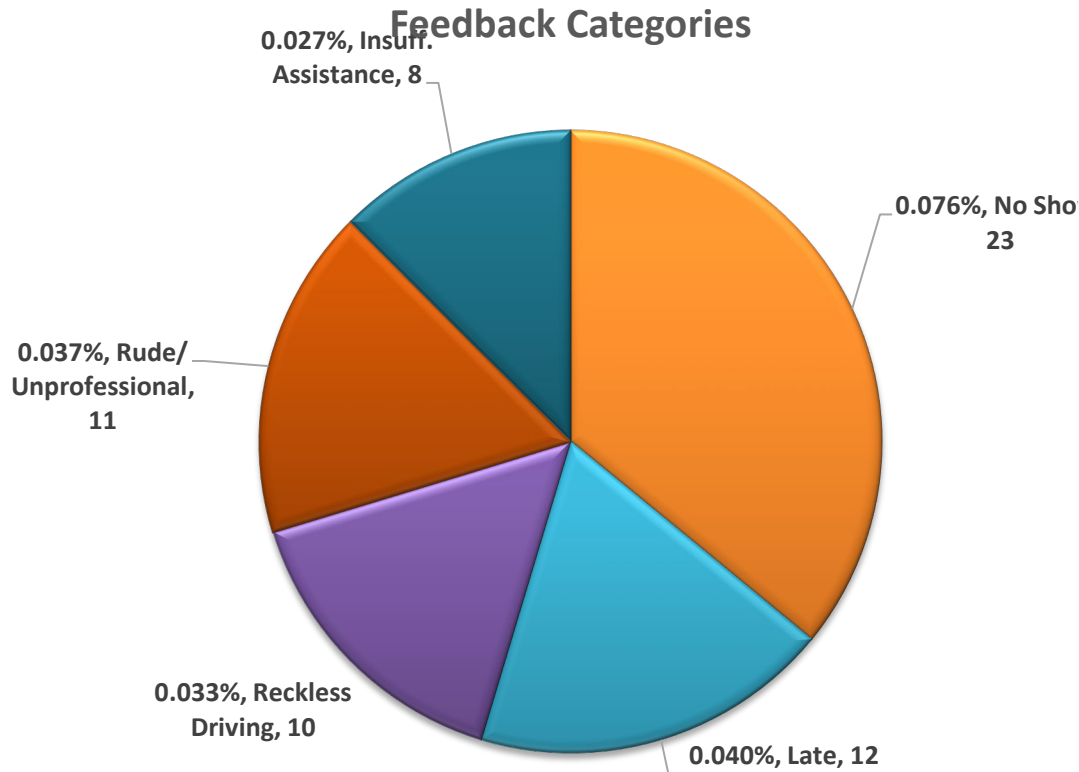
Fixed Route Scheduled VS Performed







# TARC3 TOP 5 FEEDBACK CATEGORIES – NOVEMBER 2024



	No Show	Late	Reckless Driving	Rude/Unprofessional	Insuff. Assistance
Sep-24	17	18	18	18	11
Oct-24	20	8	7	16	23
Nov-24	23	12	10	11	8

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



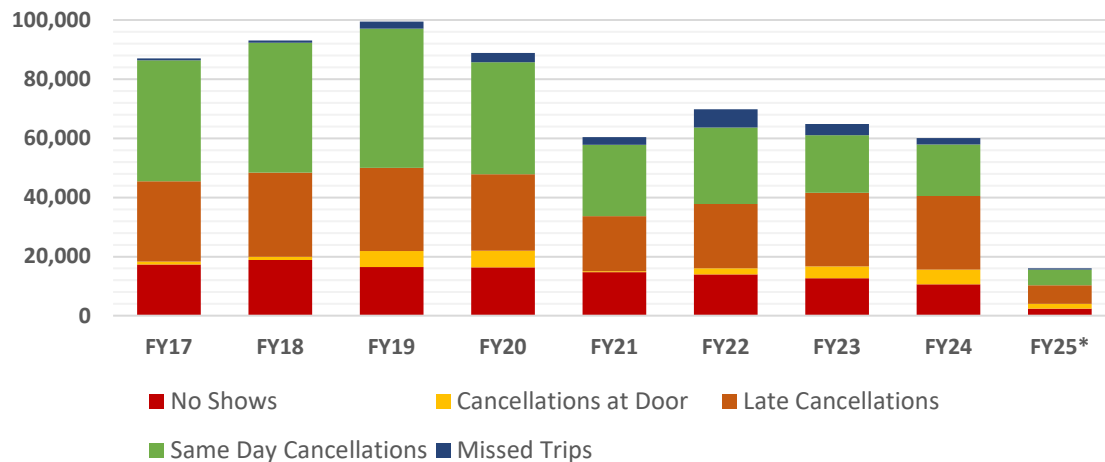
# TARC3 SCHEDULED VS PERFORMED

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

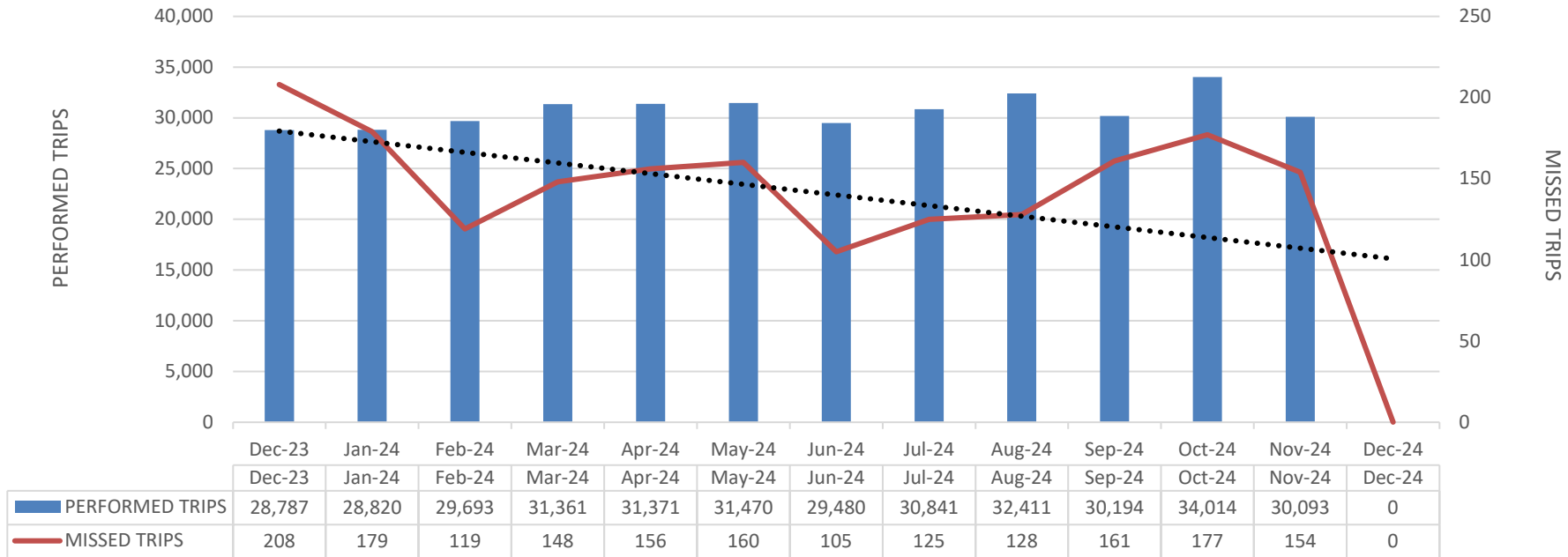


FY25*			
	% of Scheduled	% of Cancelled	Definition
MISSED	0.37%	3%	Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window
SAME DAY	4.85%	33%	Trip is cancelled on day of service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



# MV WEEKLY PERFORMANCE – NOVEMBER 2024

PERFORMED AND MISSED TRIPS



■ PERFORMED TRIPS     
 — MISSED TRIPS     
 ..... Linear (MISSED TRIPS)

November 2024 Missed Trips: 0.51%

30,093 Performed Trips

ADDITIONAL STATS FOR BOARD MEMBER  
REVIEW



**DECEMBER DIRECTORS UPDATE**

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December 18, 2024



# 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).

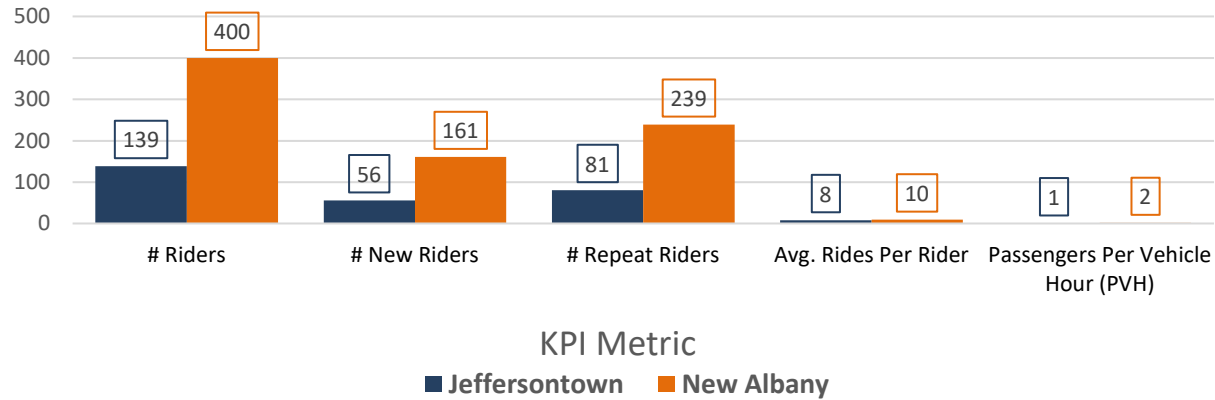
- Customers have begun receiving day before and imminent arrival calls so long as they have not opted out of the program
- We activated the calls for everyone except subscription riders on May 22nd. Subscription riders activated with IT and Trapeze assistance. Everyone was ultimately activated on June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

<b>IMMINENT ARRIVAL CALL ANALYSIS</b>					
<b>FY25 MTD</b>					
	<b>Jul-24</b>	<b>Aug-24</b>	<b>% CHANGE</b>	<b>Sep-24</b>	<b>% CHANGE</b>
<b>IMMINENT ARRIVAL CALLS</b>	<b>20,936</b>	<b>22,326</b>	<b>6.6%</b>	<b>20,455</b>	<b>-8.4%</b>
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%
<b>ATTEMPTED TRIPS</b>					
<b>ATTEMPTED TRIPS</b>	<b>35,956</b>	<b>37,865</b>	<b>5.3%</b>	<b>35,658</b>	<b>-5.8%</b>
COMPLETED TRIPS	30,841	32,411	5.1%	30,194	-6.8%
<b>CANCELLATIONS</b>	<b>5,115</b>	<b>5,454</b>	<b>6.6%</b>	<b>5,464</b>	<b>0.2%</b>
LATE	2,090	2,210	5.7%	1,992	-9.9%
SAME DAY	1,559	1,790	14.8%	1,966	9.8%
MISSED TRIP	126	127	0.8%	154	21.3%
CANCEL AT THE DOOR	454	556	22.5%	552	-0.7%
NO SHOW	886	771	-13.0%	800	3.8%



# TARC ON-DEMAND PILOT

TARC ON-DEMAND April - September



TARC3 ON-DEMAND April – 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

Duration: April – September 2024

Purpose: Connect Fixed Route / Zone Point to Point

Zones: New Albany and Jeffersontown

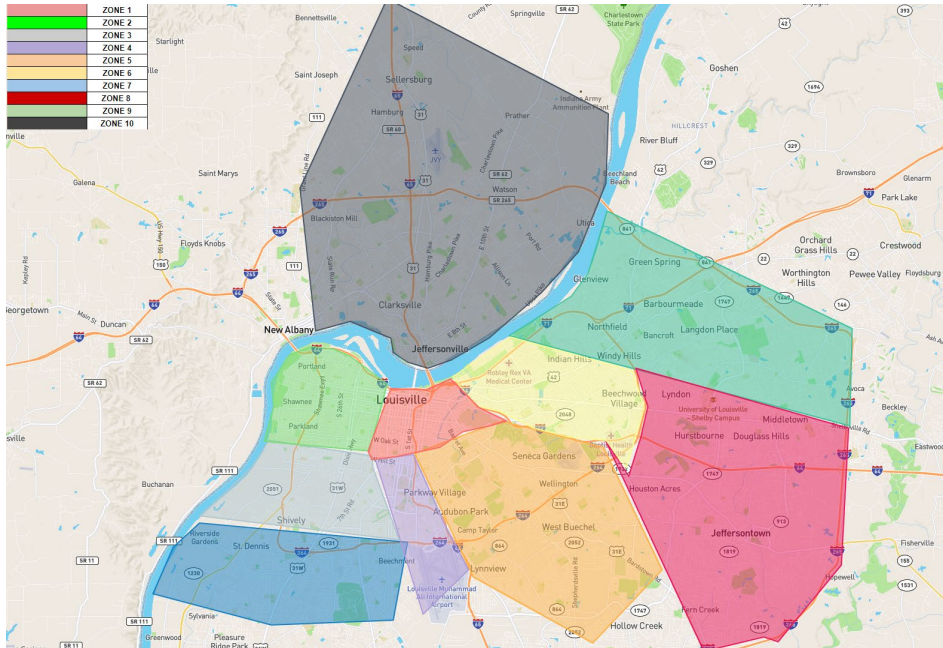
## Glossary

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



# MAINTENANCE

## NOVEMBER SHELTER CLEANINGS



Task/Zone	ZONE										TOTAL
	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8	Z9	Z10	
Trash Can Emptied	10	27	11	10	14	7	18	6	6	4	113
BioHazard Cleaned	12	17	14	1	8	5	9	3	0	3	72
Graffiti Removed	2	1	3	3	9	4	2	0	0	0	24
Installation of Advertisements	4	2	3	0	0	2	0	0	0	0	11
Shelter Cleaned	475	312	265	187	394	140	303	92	70	165	2403
Spot/Stain Pressure Washed	0	0	0	0	0	0	0	0	0	0	0
Surface Scrub Pressure Wash Complete	0	1	17	29	0	0	1	0	0	0	48

**November Shelter Cleanings** **2403**  
**Other Requests** **268**  
**Goal Shelter Cleanings** **45 per day**  
**THIS MONTH** **178%**



# OPERATIONS SUPERVISOR – FIELD & ON-BOARD BUS SUPPORT

NOVEMBER	Area Sums	
Opr Engagements	448	
Pax De-escalations	5	
On Bus Cust Support	170	

NOVEMBER	Dwntwn/ Ind	D
Opr Engagements	79	
Pax De-escalations	1	
On Bus Cust Support	16	

NOVEMBER	West	W
Opr Engagements	110	
Pax De-escalations	0	
On Bus Cust Support	54	

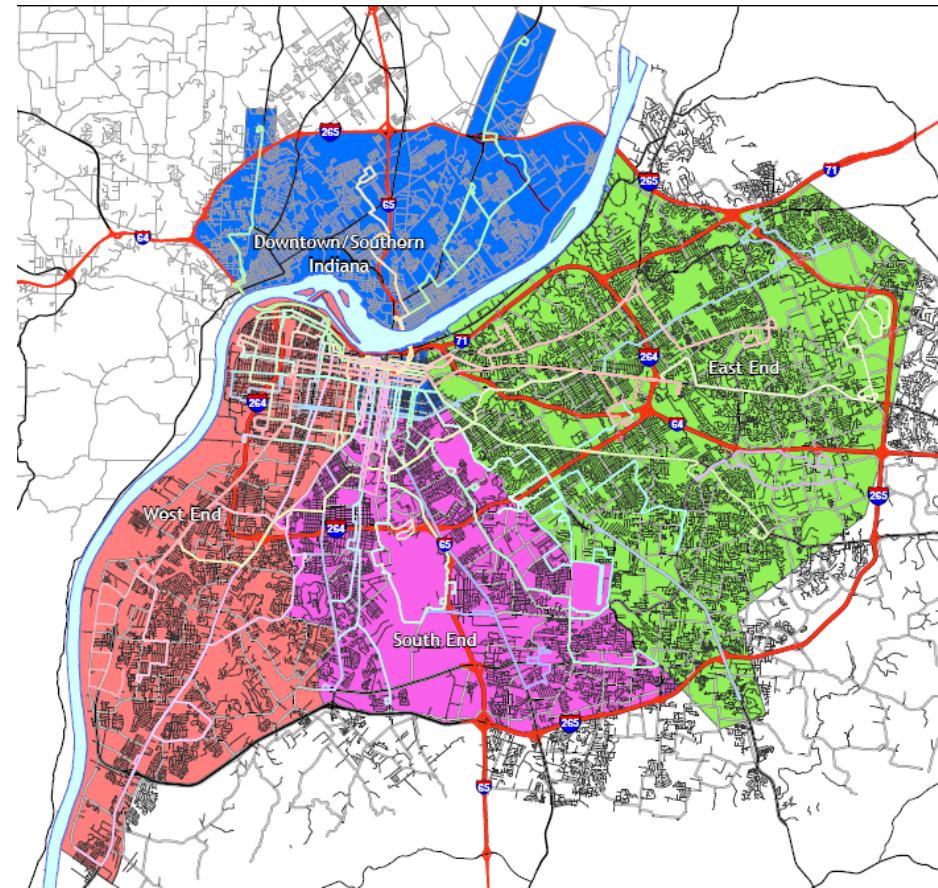
NOVEMBER	South	S
Opr Engagements	44	
Pax De-escalations	3	
On Bus Cust Support	27	

NOVEMBER	East	E
Opr Engagements	42	
Pax De-escalations	0	
On Bus Cust Support	0	

NOVEMBER	Full Cover	A
Opr Engagements	170	
Pax De-escalations	1	
On Bus Cust Support	70	

Area	
D	Dwntwn/ Inc
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





# MV LIQUIDATED DAMAGES – NOVEMBER 2024

## PARATRANSIT

Monthly

**\$10K**

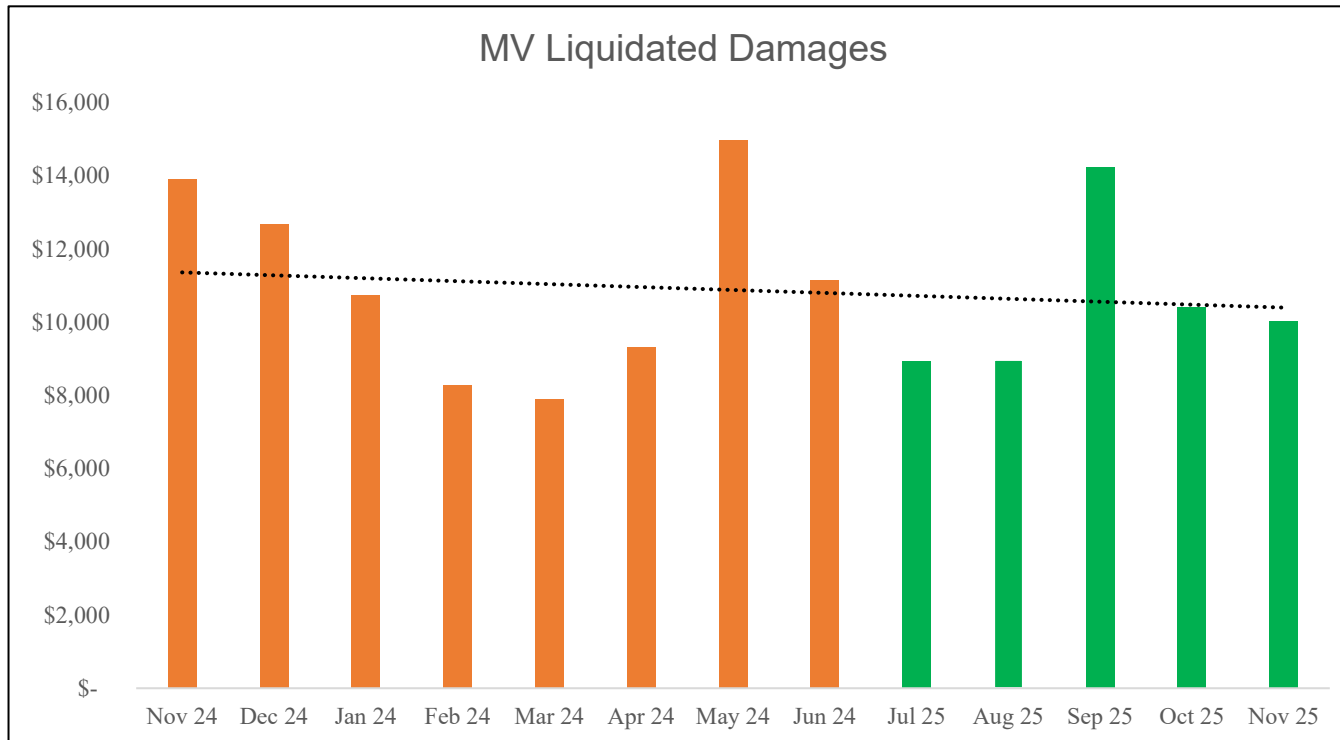
-3.6% VLM  
-27.9% VLY

YTD

**\$52.5K** -45.9% VLY

### Monthly Details

\$6.1K (61%), Late Trip, > 30 mins late  
\$3.9K (39%), Missed Trips



### Types of Penalties:

- Missed Trip
- Late Trip
- On-Time Performance
- Excessive Trip Length
- Customer Complaints
- Compromised Safety
- Maintenance



# FEEDBACK PER RIDERSHIP

## FIXED ROUTE / 100K BOARDING

Month

57

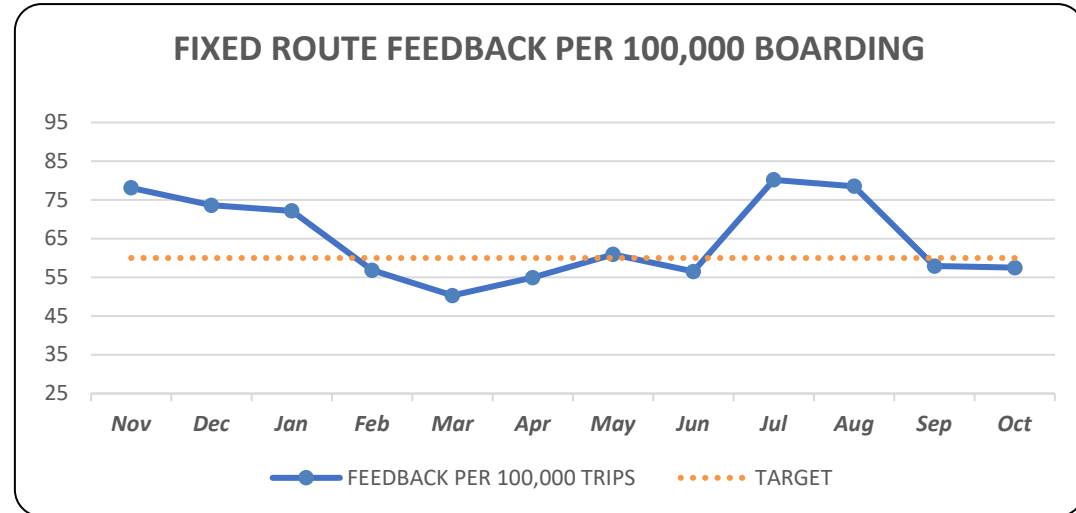
-2% VLM

**TOTAL RIDERSHIP**  
647,173

**TOTAL FEEDBACK**  
372

Goal

60



## PARATRANSIT / 1,000 TRIPS

Month

3.6

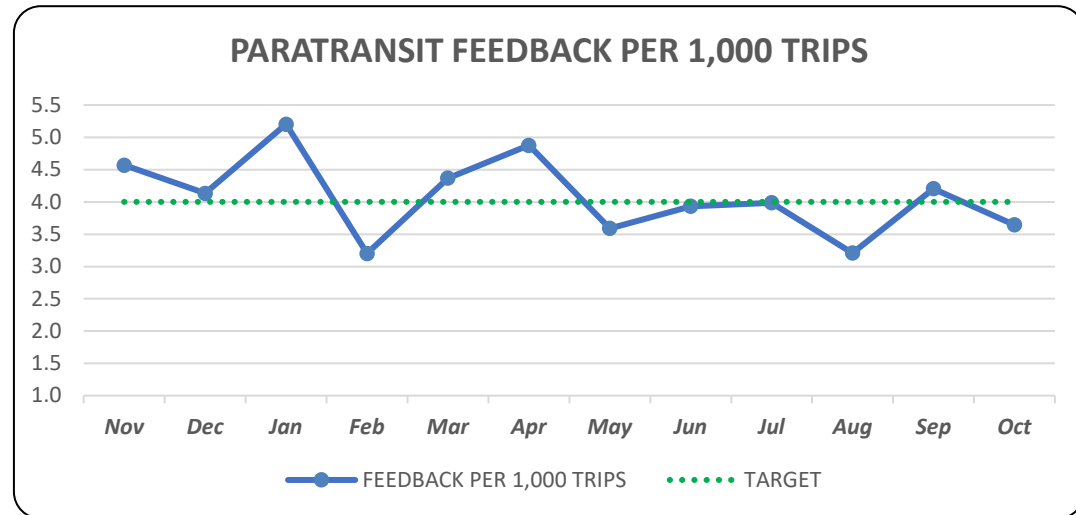
-14% VLM

**TOTAL RIDERSHIP**  
34,014

**TOTAL FEEDBACK**  
124

Goal

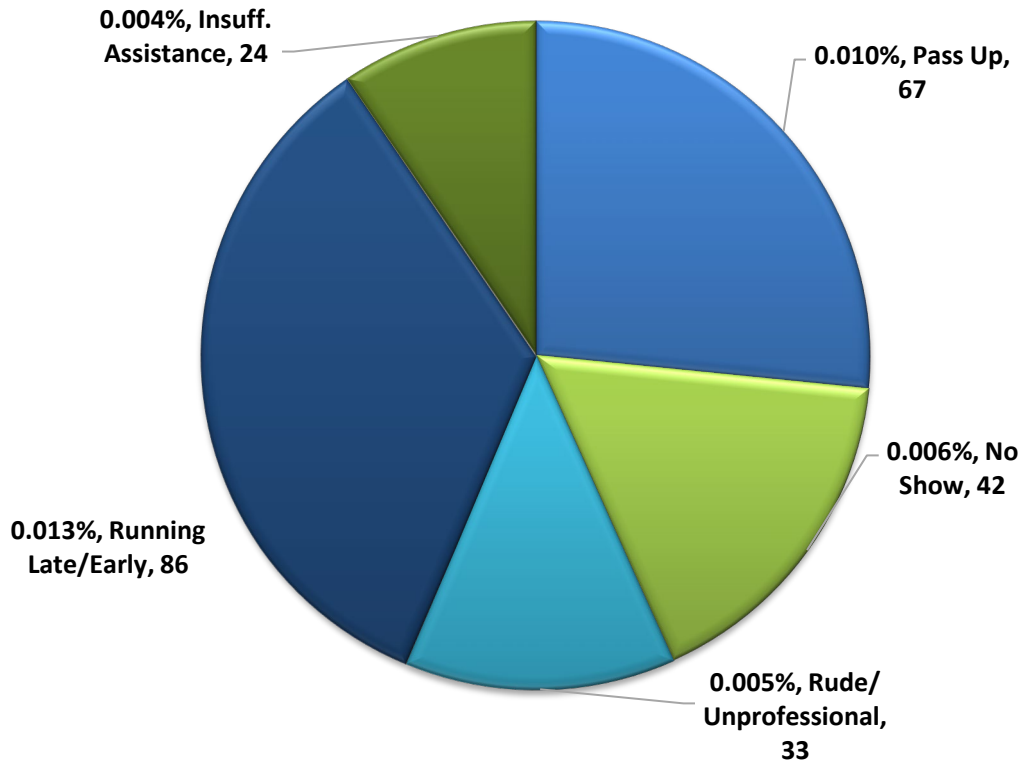
4



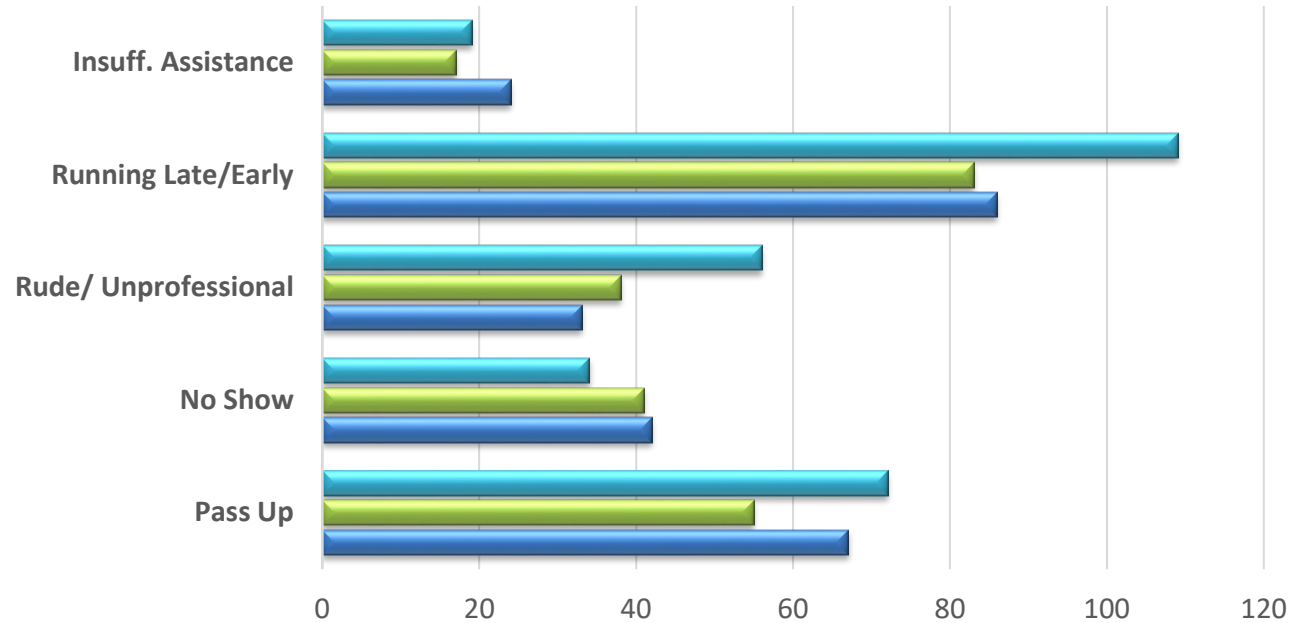


# FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – OCTOBER 2024

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

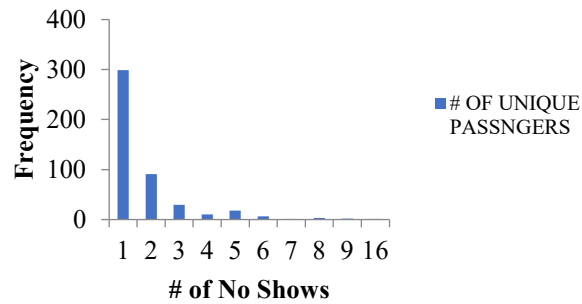
\*Note: Feedback Category percentage represents total feedbacks in that category vs total boarding's for the month.



# SEPTEMBER 2024 CANCELLATION PATTERNS

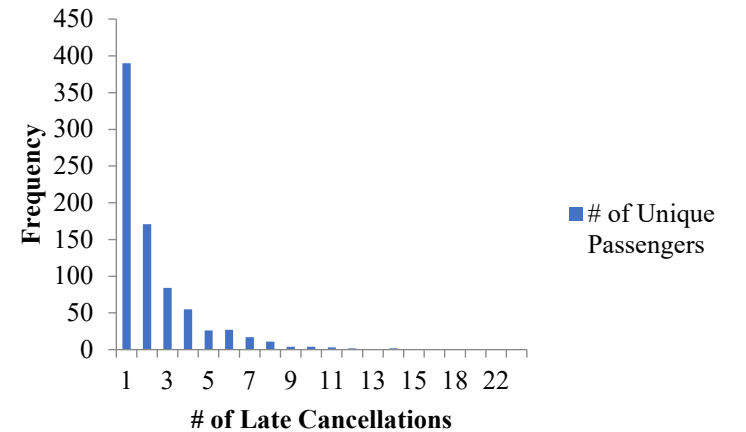
## NO SHOW FREQUENCY SEP 2024

# 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



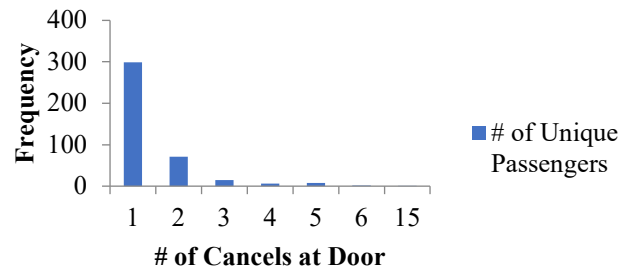
# OF LATE CANCELS	# OF UNIQUE PASSNGERS
1	390
2	171
3	84
4	55
5	26
6	27
7	17
8	11
9	4
10	4
11	3
12	2
13	1
14	2
15	1
16	1
18	1
21	1
22	1
23	1

## 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





# 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 <sup>th</sup> 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%



# DECEMBER BOARD OF DIRECTORS

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December 18, 2024