

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, January 22, 2025 at 9:00 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 – January 22, 2025

1.	Quorum Call/Call to Order/Meeting Minutes	Ted Smith, Chair	9:00
	A. Approval of December Meeting Minutes	Board of Directors	9:00-9:05
2.	Public Comments	Pat Mulvihill	9:05-9:15
3.	Board Chair's Report	Ted Smith	9:15-9:20
4.	Finance Committee Report	Ted Smith	9:20-9:25
	Action Items		
	A. Resolution 2025-01 Construction of Bus Fleet	Tim Mackintosh	9:25-9:35
	B. Resolution 2025-02 Line of Credit	Matt Abner	
5.	Operations Committee Report	Alice Houston	9:35-9:40
6.	Executive Director's Report	Ozzy Gibson	9:40-9:45
7.	Staff Reports and Presentation		9:45-10:10
	A. Financial Statements for December 2024	Matt Abner	
	B. Review overall Procurement Calendar for year	Tonya Day	
	C. TARC 2025 Update	Aida Copic & Alex Posorske	
	D. Monthly Performance Report	Rob Stephens	
8.	Board Members Open Discussion		10:10-10:15
9.	Adjournment	Ted Smith	10:30

TARC BOARD OF DIRECTORS MEETING



December 18, 2024 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on December 18, 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

Alice Houston
Abbie Gilbert
Steve Miller
Justin Brown
Michael Schnuerle

Virtual

DuWayne Gant
Ted Smith
Christy Ames

Declined

Meeting Called to Order

Ted Smith called meeting to order at 10:00 a.m.

Abbie Gilbert to lead the meeting for Ted Smith.

Quorum Call

November Board Meeting Minutes approved.

Public Comment

- No Public Comments.
- November Public Comments and responses are posted on our website.

Special Reports

Ted Smith presented the Board Chair Report.

- We are in a good place.
- Further down on the agenda I will present TARC 2025 Performance Goals.

Steve Miller presented the Finance Committee Report.

- Shared with the Board the current status financial auditors in regards to upcoming resolution.
- Long standing relationship with Crowe, LLP, different auditors every year.
- Discussion for a future committee meeting on strategies to diversify auditing firms and improve the bidding process for financial auditing services.
- All of the Resolutions presented have been moved to today's Board Meeting for consideration.

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Alice Houston presented the Operations Committee Report.

- Operations report is ready to be presented.

Abbie Gilbert asked, "Why don't more auditing firms bid on the work?"

Tonya Day answered, "There are very few companies that have the total understanding of a large transit agency like TARC."

Ozzy Gibson presented the Executive Committee Report.

- TARC has successfully submitted the names of 68 trained drivers with 3 alternates.
- The list has been emailed to Dr. Polio and his team.
- The list has also been sent to Mayor Greenberg and key Council Members.
- The contractual reimbursement of bonuses is still pending.
- Alex Posorske is compiling all of the notes of the key takeaways from the APTA Conference in Cincinnati and the plan is to share them with the Board and Staff members.
- Progress is being made with KRS law regarding public transportation drivers.
- Special recognition of Mr. Kelvin Brewer for saving a little child's life on his bus.

Staff Reports and Presentations

Matt Abner presented the Financial Statements for November 2024.

Tonya Day presented the Procurement calendar for the year.

Rob Stephens presented the Monthly Department Operations Overall Report.

- Ozzy Gibson emphasized the importance of on-time performance and getting work out, with a focus on improving from 79% to better than 80%.
- Working to track uncontrollable factors such as traffic and construction.
- Dan Franklin is planning to drill down on underperforming routes and meet with drivers to understand the issues.
- Ozzy Gibson mentioned the need to align with the city's overall transportation strategy and the development of a comprehensive economic development strategy for Louisville.
- Ozzy Gibson also discussed a potential transportation budget package for public transportation, that must include the following: roads, bridges, sidewalks, and smart street lights.

Board Members continued the discussion on ridership dipping down post-Covid.

Alex Posorske presented the TARC 2025 Update.

- Consultants moving into draft development after completing core design workshops and initial reviews.
- The plan includes detailed analysis of the growth concepts and is expected to meet the community's needs and ridership.
- The draft plan is targeted for February 3rd, followed by a second round of public involvement in February and March.
- The final plan is expected to be developed by mid-2025.
- The Jefferson County Public School Scenario Development, which involved a core design workshop and drafting routes to serve magnet high schools and other high schools.

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Action Items and Presentations

Aida Copic presented Resolution 2024-47 Implementation of January 2025 Service Changes Title VI Equity Analysis.

- Transit Authority of River City (TARC) is proposing implementation of service changes effective January 26th 2025. These service changes are proposed as an attempt to balance TARC FY 2025 budget and improve service delivery and reliability.
- In the long-term, these service adjustments will also prepare TARC for the upcoming TARC 2025 system restructuring plan that could be implemented in Spring of 2026.
- Proposed January service adjustments are in line with TARC's limited financial resources, rising cost of service, number of available operators, and planning for the FY 2026 Budget.

January 26th 2025 service reductions include:

- One route elimination (#52-Medical Circulator).
- Two routes discontinuation and service consolidation with two other routes:
 - #22 - 22nd Street - route discontinuation and consolidation with route #18-Dixie Hwy.
 - #63 - Crums Lane – route discontinuation and consolidation with route #29-Eastern Pkwy.
- Route #4 - frequency reductions from 15 to 20 min all day, and Southside Drive Branch elimination.
- Route #10 - frequency reductions from 15 to 20 min all day, and service to Watson Lane discontinuation.
- Routes # 17-Bardstown Rd – schedule changes and route reduction (the route ends on Eastern Pkwy).
- Route #18 - absorbing Route #22 north of Algonquin Parkway. Improved service on Saturday and Sunday (Route #22 did not operate on weekends). Frequency improved from 60 minutes to 40 minutes.
- Route # 25 – schedule and the end of line routing change. Also, frequency improvements from 70 to 60 minutes.
- Route #29 – absorbing current route #63 service. Frequency improvements from 60 to 50 min all day.
- Route #40 - schedule adjustments, with frequency improvements from 90 to 70 min all day.
- Minor schedule adjustments on routes #6, #15 and #21.

- At this time no changes are proposed to the TARC's paratransit service area, and there will be no impact on TARC paratransit.

- TARC made every effort to adjust routes' schedules to minimize and avoid potential disparate impact and disproportionate burden on the most vulnerable populations in the community, including proposing frequency improvements on four routes.

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

Steve Miller presented the TARC Executive Committee Charter Revised so that Executive Committee will

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consist of four members to include: Board Chairperson, Vice Chairperson, Finance Chairperson, and the Operations Chairperson.

Steve Miller presented Amendment to Resolution 2024-04 Revised Executive Committee.

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

Steve Miller presented Amendment to Resolution 2024-09 Executive Charter Revised.

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

Chris Ward presented Resolution 2024-44 Capital Assistance Grants FFY24.

- Every year TARC plans for the use of capital funds available through Federal formula grant apportionments.
- This planning is done in coordination with the Kentuckiana Regional Planning and Development Agency (KIPDA) and in keeping in compliance with federal statutes.
- The result of this work is TARC's Program of Projects (POP), which is partially reflected in TARC's Fiscal Year (FY) 2025 budget. Included with this memorandum is a copy of TARC's Federal Fiscal Year (FFY) 2024 Capital Program of Projects (POP) utilizing Federal formula funds from Sections 5307, 5310, and 5339.
- TARC's FFY 2024 POP identifies projects to be funded in a grant application for FFY 2024 Sections 5307 and 5309 capital assistance apportioned to TARC through the Bipartisan Infrastructure Legislation (BIL).
- These are funds appropriated for 2024 and distributed to transit agencies nationwide according to a formula. The grant application will be filed for a total of \$24,910,145 (\$19,928,116 federal share, and \$4,982,029 local match or non-federal share).
- Federal Transit Administration Formula Funding Program document has been included to help guide the Board Members through the different grants used by TARC.

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

Matt Abner presented Resolution 2024-45 Financial Auditing Professional Services.

- A total of two companies intended to bid, however, on October 31, 2024, TARC received one proposal, which resulted in a single bid procurement.
- The Procurement Department contacted the other company that had intended to bid, and asked why they did not provide a bid response.
- The company had indicated that it would be a burden for them to travel in to Louisville for any required meetings on TARC locations, and thus, they opted out of bidding, which then resulted in a single bid procurement.

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- After scoring and careful consideration, the evaluation committee deemed the response as responsive and responsible, and thus, unanimously recommends an award to Crowe, LLP.

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

Joe Triplett presented Resolution 2020-37 Amendment No. 2 Contract 2822 TransTrack Annual Support.

- Although the Amendment was approved and TransTrack immediately took over the duties that Trapeze had been handling, TARC and Trapeze were working on the remaining billing discrepancies.
- After TransTrack took over the service and billing on July 1, 2024 for \$22K billed in quarterly increments for the term of July 1, 2024 – June 30, 2025 for Business Analytics and NTD Reporting System, the value of the agreement increased an additional \$23K.
- The current contract annual not to exceed amount is \$110K for FY2025, which requires Board approval.

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

Ted Smith presented TARC 2024 Accomplishment & 2025 Performance Goals.

- A motion was presented to approve the list of 2024 accomplishments and was passed.
- The board expressed appreciation for Ozzy Gibson's leadership and the team's efforts.

Abbie Gilbert made a motion to adjourn at 11:42 p.m. This motion was seconded by Justin Brown and approved by the Board.

Abbie Gilbert, Vice-Chair of the TARC Board of Directors

Date



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: January 22, 2025

Re: Resolution 2025-01 - Construction of Bus Fleet Charging Infrastructure (RFP 20231791)

In August, the Board approved resolutions 2024-28 Purchase of Depot Charging Equipment and 2024-29 LG&E Electrical Supply Extension related to the installation of bus charging infrastructure in the 10th Street Bus Storage Building. Those resolutions allowed TARC to purchase charging equipment to support extended-range electric buses and to coordinate with LG&E to install a new power supply from 9th Street.

In early November, the Procurement Department issued Request for Proposals (RFP 20231791) for Construction of Bus Fleet Charging Infrastructure and Related Improvements which was advertised in TransitTalent and TARC's website Bonfire portal. This third step provides for structural and electrical improvements to the Bus Storage Building that are needed to house and operate the charging equipment and link the new system to the LG&E power supply. Structural improvements will include more than 20 steel support column repairs and replacement of two large areas of concrete.

On December 12th, TARC received responses from three (3) vendors, and two (2) were determined to be responsive and responsible proposals. A committee of TARC staff from a range of departments evaluated and independently scored the proposals from D.F. Osborne Construction, Inc. and Martin Construction Company.

Factors considered during the evaluation process included technical approach, understanding of project requirements, relevant experience successfully completing similar projects, and professional references. Additionally, a best and final offer (BAFO) was requested from the two (2) responsive proposers. After scoring and careful consideration, the evaluation committee determined that the proposal from D.F. Osborne Construction, Inc. offered the best value to TARC which is in alignment with the independent cost estimate of \$2.89M.

With D.F. Osborne's proposed cost of \$2,699,000 and an approximate 20% contingency, the not to exceed authority request for this resolution is \$3,250,000. Funds for the project are available from Bus & Bus Facilities Discretionary grant KY-2024-006, which is dedicated to electric bus related facility improvements, and multiple 5307 & 5339 formula grants with budgeted funds for facilities renovation.

This Resolution seeks approval for the Board of Directors to authorize the Executive Director to negotiate and enter into a contract with D.F. Osborne Construction, Inc. based on the proposed cost of \$2,699,000 and with a total project cost not to exceed \$3,250,000 which had been deemed fair and reasonable.

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

RESOLUTION 2025-01 CONSTRUCTION OF BUS FLEET CHARGING INFRASTRUCTURE AND RELATED IMPROVEMENTS (RFP 20231791)

A Resolution authorizing the Executive Director to negotiate and enter into a contract with D.F. Osborne Construction, Inc. for construction of bus fleet charging infrastructure and related improvements at a cost not to exceed \$3,250,000.

WHEREAS, TARC has received funding awards to purchase up to sixteen (16) extended-range electric buses depending on final pricing and options; and

WHEREAS, TARC has funds available from grant KY-2024-006 FFY 2022 Bus & Bus Facilities Discretionary and multiple years of 5307 & 5339 formula grants to make needed structural and electrical improvements to the facility and to install the charging equipment that has been ordered from Gillig; and

WHEREAS, two (2) responsive proposals were received from D.F. Osborne Construction, Inc. and Martin Construction Company; and

WHEREAS, Best and Final Offers were requested from each of the two proposers; and

WHEREAS, an evaluation committee comprised of knowledgeable TARC staff from relevant departments reviewed and scored each of the proposals; and

WHEREAS, the evaluation team determined that the significant and consistent scoring margin between the two proposals supported award without the optional step – 2 interview process; and

WHEREAS, the evaluation committee unanimously recommends an award to D.F. Osborne Construction, Inc. as the best value, which had been deemed fair and reasonable for TARC;

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 D.F. Osborne Construction, Inc. for construction of bus fleet charging infrastructure and related improvements at a cost not to exceed \$3,250,000.

ADOPTED THIS 22nd DAY OF JANUARY 2025

Ted Smith, Chair of the TARC Board of Directors



MEMORANDUM

To: TARC Board of Directors
From: Ozzy Gibson, Executive Director
Date: January 22, 2025
Re: Resolution 2025-02 Line of Credit Renewal

TARC relies on formula funding from the federal government to reimburse eligible operating expenses each year. For the last several years, federal funding has been unpredictable and TARC is sometimes faced with uncertainty on when we can receive or accrue for these funds. Delayed funding puts a strain on cash flow and while TARC continues to work very hard to manage cash flow efficiently and effectively, TARC needs to be prepared for any unforeseen disruptions to our business processes.

To reduce the likelihood of unforeseen disruptions, TARC has sought to maintain a line of credit with their provider of Banking Services, Fifth Third Bank. This line of credit was originally made available to TARC in 2009 and has continued to be renewed, with the current line of credit of \$4,000,000 set to expire at the end of January 2025. TARC strives to only use this funding in the event of emergencies once all other funding options have been exhausted and has only drawn on the line of credit once since 2009. That occurred prior to TARC receiving CARES funding and all funds were paid back in FY20.

Fifth Third has advised that they can accommodate up to a \$4,000,000 line of credit at a floating rate of 1-month SOFR + 1.50%. That rate today is 5.80%. Fifth Third will not charge TARC a fee on the unused portion of the line of credit. Fifth Third would set the line of credit for a one-year term. In keeping with historical precedence, TARC would use this line of credit as a last resort and only until TARC is able to draw down federal funding. The line of credit is unsecured. If TARC were to draw down \$1,000,000 at a 5.80% rate, it would cost roughly \$161.11 per day ($\$1,000,000 \times 0.058 / 360 \text{ days} = \161.11).

This resolution requests authorization for the Executive Director to have authority to authorize and execute any documents, advances, and pay downs on the \$4,000,000 revolving line of credit with Fifth Third Bank.

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



RESOLUTION 2025-02 LINE OF CREDIT RENEWAL

This resolution requests authorization for the Executive Director, Ozzy Gibson, to have authority to authorize and execute any documents, advances, and pay downs on the \$4,000,000 revolving line of credit with Fifth Third Bank.

WHEREAS, TARC entered into this agreement in 2009 and has only used funds in FY20 to assist with cash flow during the pandemic; and

WHEREAS, TARC may require a line of credit to finance operating activities to assist with cash flow; and

WHEREAS, TARC will renew the contract with Fifth Third Bank to provide a line of credit up to \$4,000,000 for a one-year term; and

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

The Executive Director has authority to authorize and execute any documents, advances, and pay downs on the \$4,000,000 revolving line of credit with Fifth Third Bank.

ADOPTED THIS 22nd DAY OF JANUARY 2025

Ted Smith, Chair of the TARC Board of Directors

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



Current month Operating Revenues are over budget \$465,418 (pg. 2, line 9) mainly due to Other Agency Revenues being over budget which is being driven by the JCPS agreement. Current month Operating Expenses are under budget \$363,768 (pg. 2, line 41) due to several expenses being under budget including Services, Materials, and Purchased Transportation. Capital Expenses are under by \$104,229 (pg. 2, line 48) due to Development Costs and Depreciation being under budget for the month.

Year-to-date Operating Revenues are over \$2,869,463 (pg. 2, Line 9) due to 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 \$4,536,458 (pg. 2, line 41) due to all expenses being under budget. Year-to-date Capital Expenses are under budget \$184,400 (pg. 2, line 48) due to Development Costs being under budget which is a product of timing related to Capital Projects.

Overall for December, TARC is under budget projections for expenses and over on operating revenues 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 \$2,919,046 (pg. 7) year-to-date, bringing the year-to-date net savings to a favorable balance of \$10,324,967 before capital and subsidies.

Operating Expenses	\$4,536,458
Operating Revenues*	<u>\$2,869,463</u>
Subtotal	\$7,405,921
MTTF Overage	<u>\$2,919,046</u>
Total	\$10,324,967

*Operating Revenues includes JCPS agreement revenues of \$2,656,308

Statement of Revenue - Expenses - with Capital Contributions

December 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	395,306	430,281	(34,975)	2,861,001	2,656,836	204,165	-7.68%
2 Paratransit Fares	977,667	82,880	79,010	3,870	530,575	485,150	45,425	-9.36%
3 Special Fare Revenues (MOA/MOU Agreements)	1,536,008	171,216	157,280	13,936	857,027	793,040	63,987	-8.07%
4 Comp Specials	0	0	0	0	0	0	0	0.00%
5 Advertising Revenue	1,100,000	58,957	91,660	(32,703)	370,365	547,490	(177,125)	32.35%
6 Other Agency Revenues	447,300	554,457	37,167	517,290	2,923,710	224,298	2,699,412	-1203.49%
7 Total Recoveries-Insurance	100,000	0	2,000	(2,000)	83,099	49,500	33,599	-67.88%
8								
9 Operating Revenues	9,380,645	1,262,816	797,398	465,418	7,625,777	4,756,314	2,869,463	-60.33%
10								
11 MTTF Contributions- Federated, Operating	69,357,199	5,516,289	5,044,746	471,543	34,987,757	34,987,757	0	0.00%
12 Local Government Funds - MTTF, Operating	1,628,903	77,094	177,842	(100,748)	182,495	814,452	(631,957)	77.59%
13 COVID Funds - FTA, Operating	27,050,613	2,034,944	2,945,117	(910,173)	7,856,649	14,434,105	(6,577,456)	45.57%
14 State Government Funds, Operating	1,671,444	54,781	344,590	(289,809)	640,396	836,905	(196,509)	23.48%
15								
16 Total Non-Operating Revenues	99,708,159	7,683,109	8,512,295	(829,187)	43,667,297	51,073,219	(7,405,922)	14.50%
17								
18 Total Revenues Before Cap Contributions	109,088,804	8,945,925	9,309,693	(363,769)	51,293,074	55,829,533	(4,536,459)	8.13%
19								
20 Local Government Funds - MTTF, Cap	5,898,670	169,306	186,249	(16,943)	302,931	2,423,092	(2,120,161)	87.50%
21 Federal Reimbursement Funds - FTA, Cap	39,050,525	958,425	2,054,645	(1,096,220)	4,455,189	15,443,427	(10,988,238)	71.15%
22 State Government Funds, Cap	3,144,221	957	276,896	(275,939)	522,359	1,181,659	(659,300)	55.79%
23 Other Agencies Revenue, Cap	0	0	0	0	0	0	0	0.00%
24								
25 Total Capital Contributions	48,093,416	1,128,688	2,517,790	(1,389,102)	5,280,479	19,048,178	(13,767,699)	72.28%
26								
27 Total Revenues	157,182,220	10,074,613	11,827,483	(1,752,871)	56,573,553	74,877,711	(18,304,158)	24.45%
28								
29								
Expenses								
30								
31								
32 Labor	31,866,017	2,932,600	2,764,199	168,401	17,679,117	17,509,418	169,699	-0.97%
33 Fringes & Benefits	29,596,381	2,826,019	2,763,413	62,606	14,851,239	15,391,019	(539,780)	3.51%
34 Services	8,863,780	775,336	735,739	39,597	3,868,778	4,425,902	(557,124)	12.59%
35 Materials	8,839,946	599,625	786,819	(187,194)	4,039,320	4,744,110	(704,790)	14.86%
36 Utilities	1,118,100	93,261	109,400	(16,139)	462,112	534,300	(72,188)	13.51%
37 Casualty & Liability	4,411,270	201,698	367,605	(165,907)	1,346,847	2,205,630	(858,783)	38.94%
38 Purchased Transportation	23,295,590	1,456,394	1,708,982	(252,588)	8,820,539	10,476,888	(1,656,349)	15.81%
39 Interest Expense	0	0	0	0	0	0	0	0.00%
40 Other Expenses	1,097,720	60,992	73,536	(12,544)	225,123	542,266	(317,143)	58.48%
41 Operating Expenses	109,088,804	8,945,924	9,309,693	(363,768)	51,293,075	55,829,533	(4,536,458)	8.13%
42								
43								
44								
45 Development Cost & Loss on Disposal	2,646,585	103,531	147,564	(44,033)	279,285	471,342	(192,057)	40.75%
46 Depreciation Expenses	15,132,263	1,161,286	1,221,482	(60,196)	6,730,972	6,801,102	(70,130)	1.03%
47 Loss on Disposal of Assets	0	0	0	0	77,787	0	77,787	0.00%
48 Total Capital Expenses	17,778,848	1,264,817	1,369,046	(104,229)	7,088,044	7,272,444	(184,400)	2.54%
49								
50 Total Expenses	126,867,652	10,210,741	10,678,739	(467,997)	58,381,119	63,101,977	(4,720,858)	7.48%
51								
52								
53 Revenue / Expense Difference Before Capital	0	0	0	0	(1)	0	(1)	0.00%
54								
55 Revenue / Expense Difference After Capital	30,314,568	(136,128)	1,148,744	(1,284,874)	(1,807,566)	11,775,734	(13,583,300)	115.35%

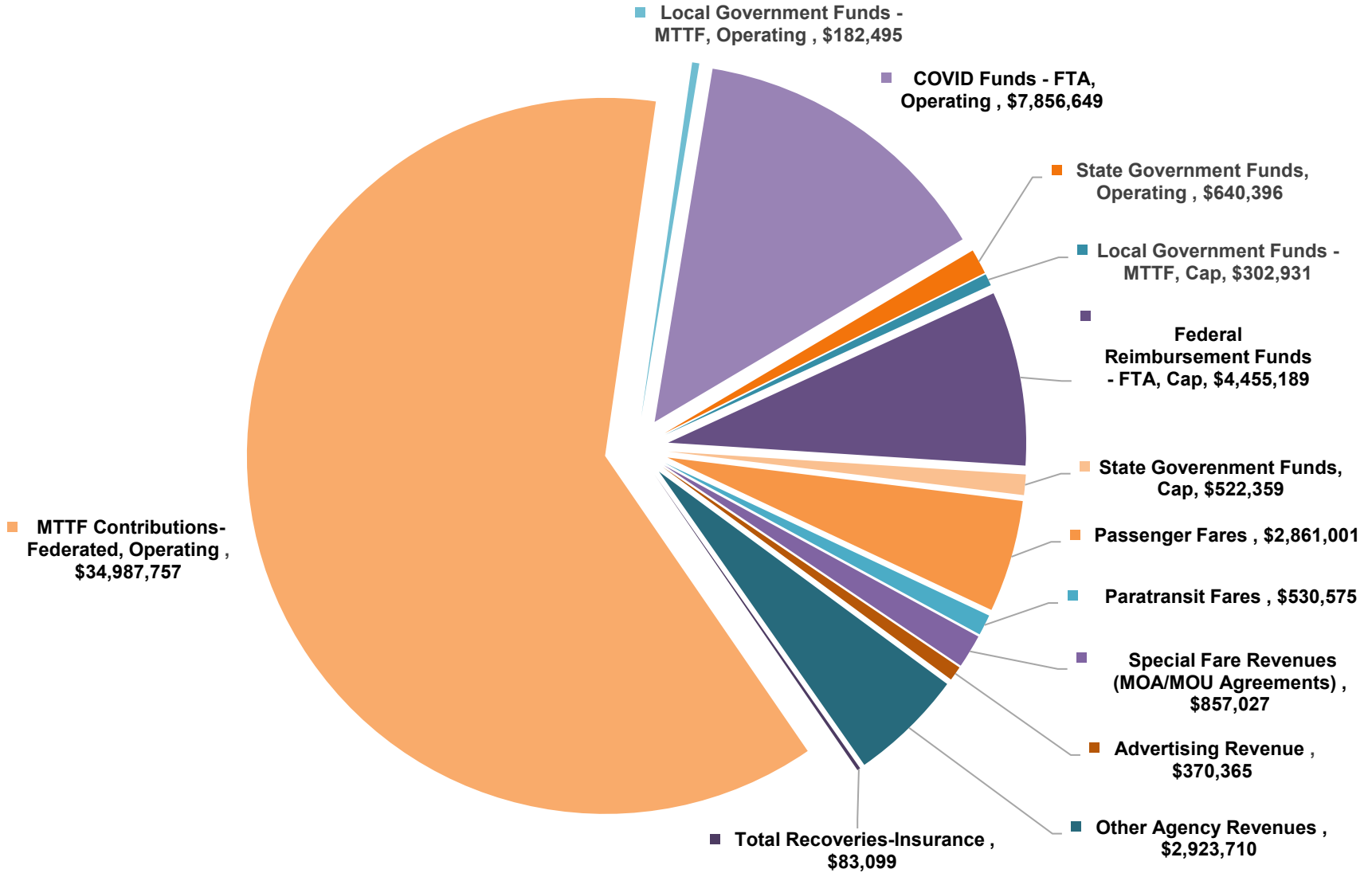


Balance Sheet

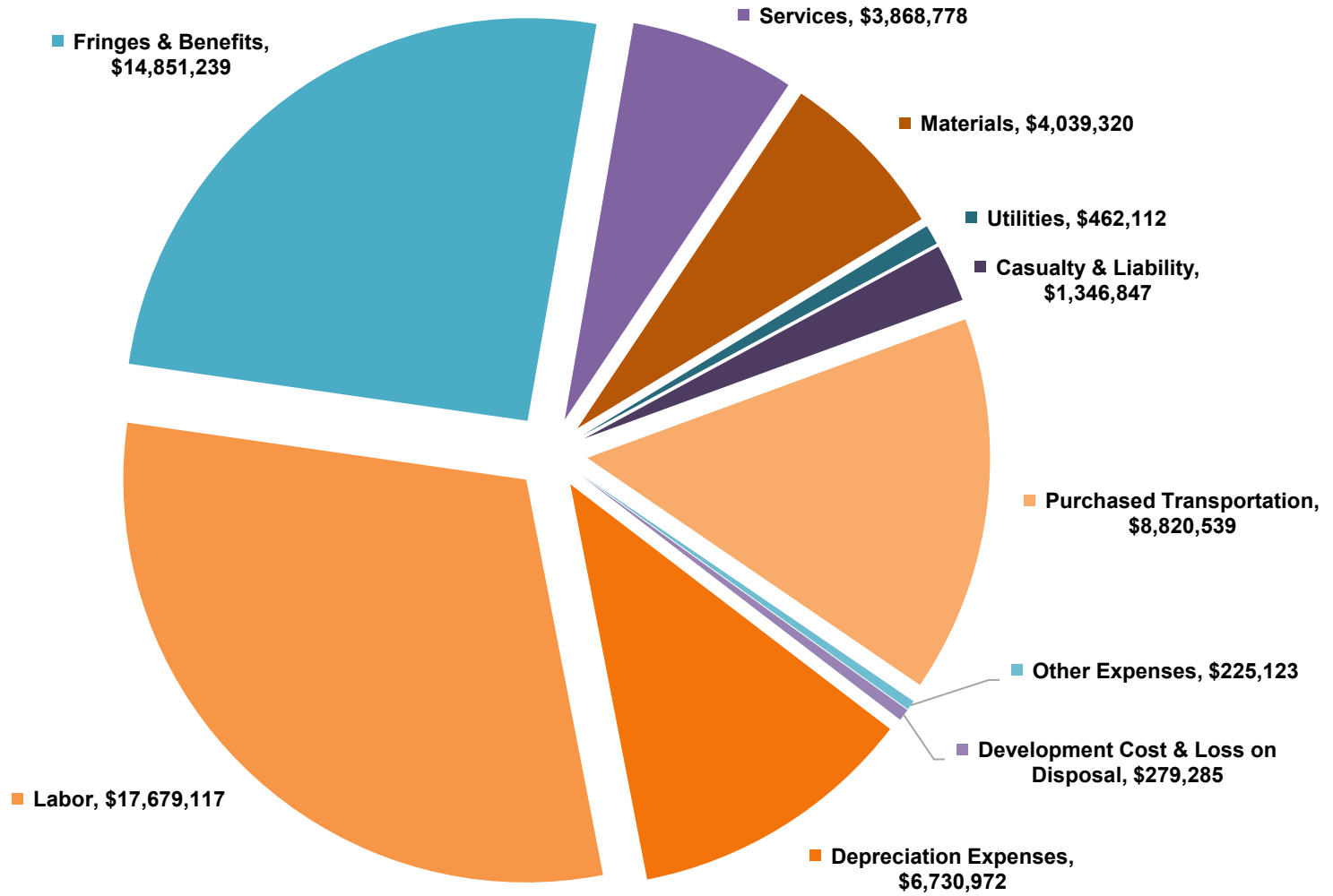
December 2024, Fiscal Year 2025

Assets	FY 25	FY 24	Liabilities, Reserves & Capital	FY 25	FY 24
Current Assets			Current Liabilities		
Cash & Cash Items	3,634,080	2,921,786	Long Term Debt	0	0
Short Term Investments	6,153,050	5,815,771	Short Term Debt	0	0
Accounts Receivable	96,380,127	81,969,964	Trade Payables	7,895,965	6,160,839
Interest Receivable	0	0	Accrued Payroll Liabilities	5,468,724	4,558,134
Due From Grant	80,000	80,000	Estimated Workmans Compensation	3,783,890	5,138,783
Materials & Supplies	2,716,759	2,573,447	Accrued Tax Liabilities	0	0
Total Current Assets	108,964,016	93,360,968	Unredeemed Tickets & Tokens	2,260,993	2,099,542
Other Assets			Reserves - Injury & Damages	1,263,405	1,396,100
Prepaid Insurance & Dues & WIP	1,008,065	1,263,886	Due To Operations	80,000	80,000
Total Other Assets	1,008,065	1,263,886	Unearned Capital Contributions	86,427,964	71,539,410
Fixed Assets			Other Current Liabilities (Health Ins.)	3,617,313	4,475,749
Land	3,773,249	3,773,249	Total Current Liabilities	110,798,256	95,448,557
Buildings	52,550,905	51,839,743	Equity		
Coaches	133,312,745	140,117,391	Retained Earnings	(1,807,566)	3,847,378
Office Equipment	17,076,187	11,553,184	Prior Year Retained Earning	80,840,115	78,763,717
Other Equipment	23,310,958	21,247,069	Total Equity	79,032,549	82,611,096
Development Costs	1,242,369	181,457	Total Liabilities & Equity	189,830,805	178,059,653
Vehicle Exp - Operating	1,420,405	1,420,405			
Other Equipment -Operating	171,005	185,103			
Total Fixed Assets	232,857,823	230,317,601			
Less Accumulated Depreciation					
Accumulated Depr Land	876,757	813,708			
Accumulated Depr Buildings	32,423,104	30,925,225			
Accumulated Depr Coaches	89,035,467	87,298,516			
Accumulated Depr Office Equipment	10,654,065	9,582,692			
Accumulated Depr Other Equipment	18,444,535	16,986,942			
Accumulated Depr Development Cost	289,844	54,485			
Accumulated Depr Vehicle Exp - Opr	1,121,066	1,064,940			
Accumulated Depr Other Equipment Op	154,262	156,294			
Total Depreciation	152,999,100	146,882,802			
Net Fixed Assets	79,858,724	83,434,799			
Total Assets	189,830,805	178,059,653			

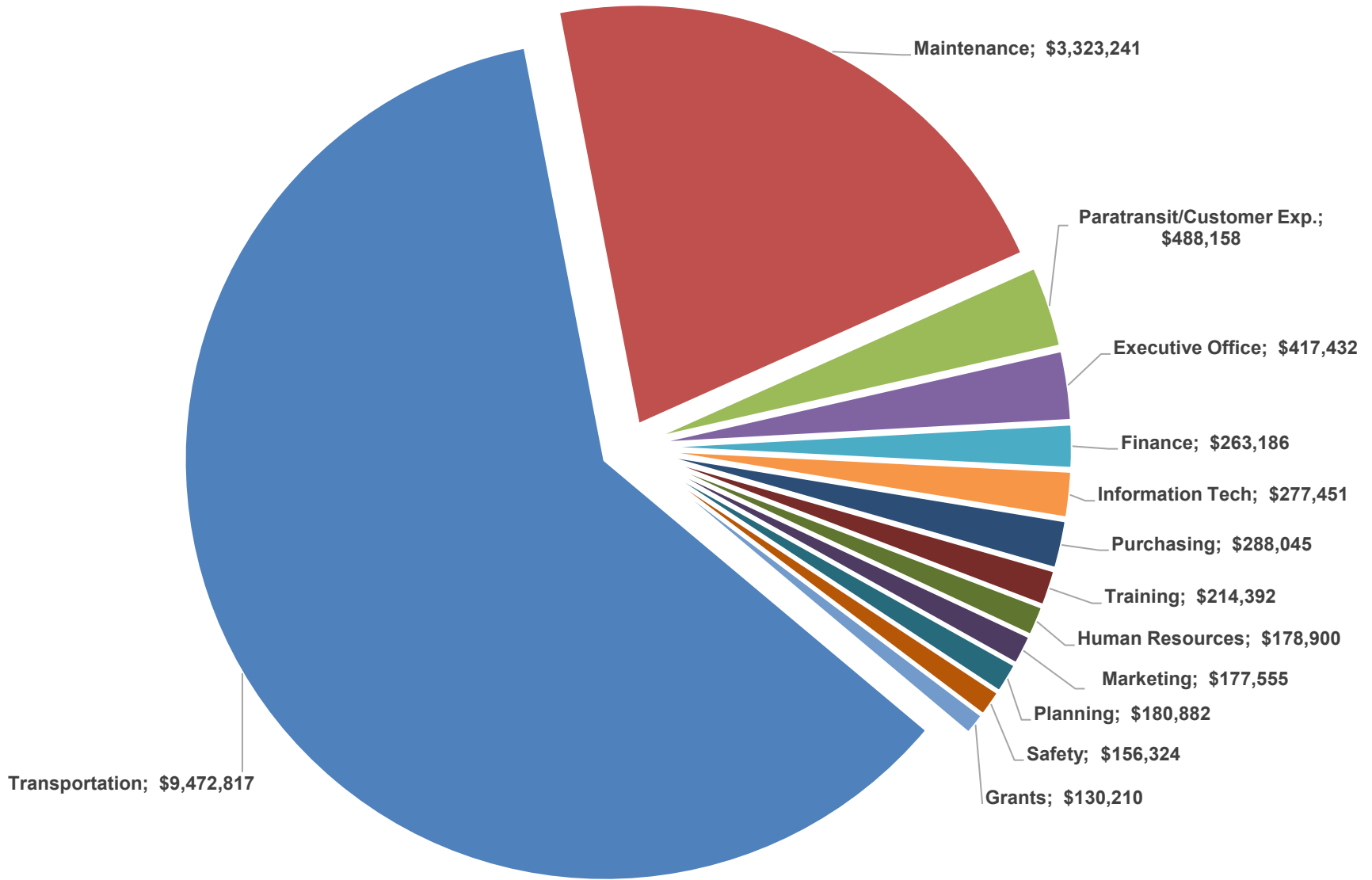
YTD Revenues - December 2024, FY 2025



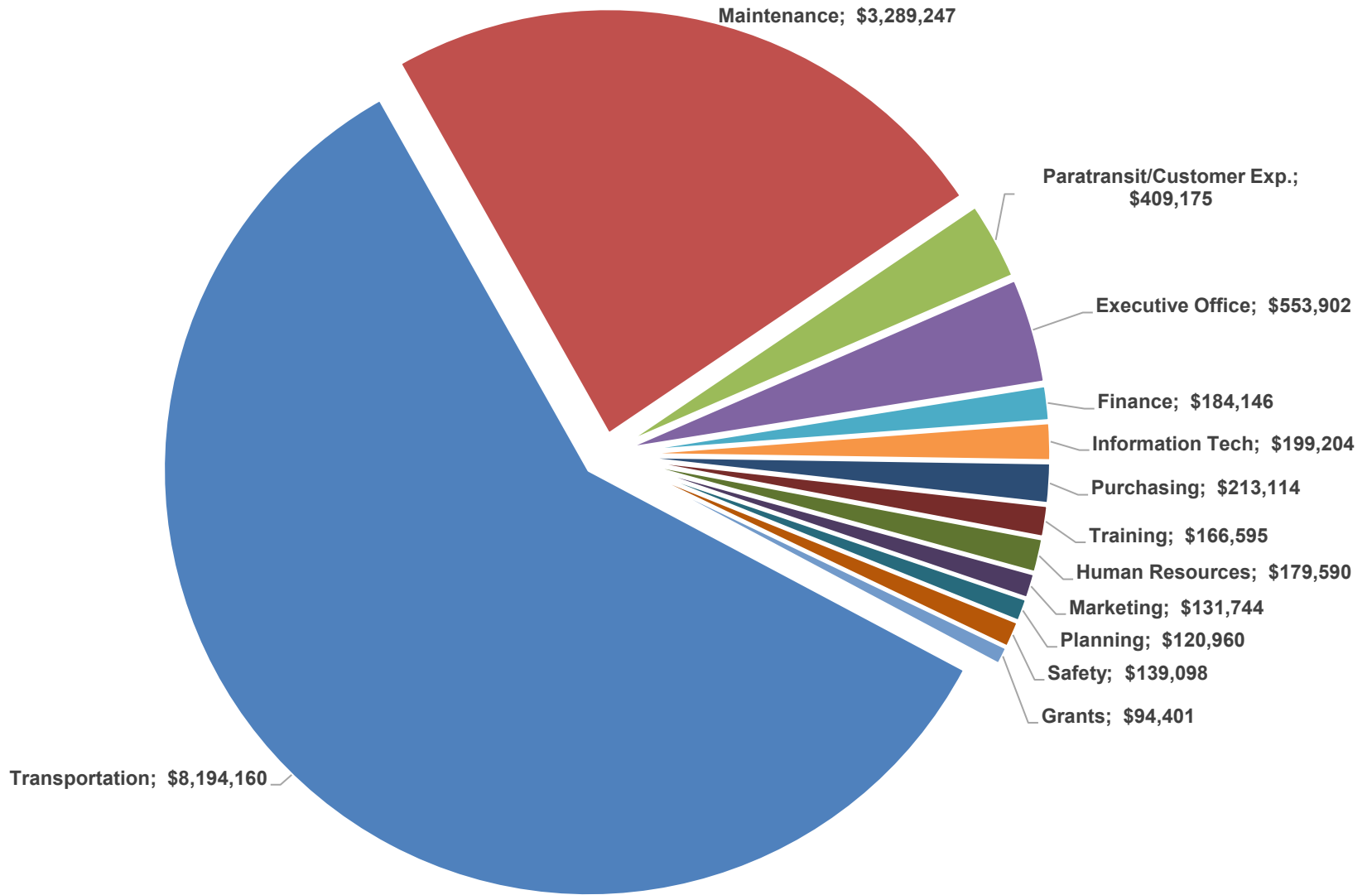
YTD Expenses - December 2024, FY 2025



YTD Department Labor Expenses - December 2024, FY 2025



YTD Department Fringe Expenses - November 2024, FY 2025



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	\$5,831,693	\$4,807,779	\$1,023,914	\$ 2,171,889	21.30%	8.30%
December	\$7,540,165	\$6,793,008	\$747,157	\$ 2,919,046	11.00%	8.86%
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	\$35,878,929	\$75,300,639				

MTTF Revenue Deposits - Actuals

**LOUISVILLE METRO REVENUE COMMISSION
TARC LICENSE FEE TRANSACTIONS**

	December 2024	December 2023	YTD FYE 2025	YTD FYE 2024	Difference Amount	Percent Change
Receipts						
Employee Withholding	\$ 5,252,894	\$ 4,706,851	\$ 29,564,405	\$ 28,484,964	\$ 1,079,441	3.79%
Individual Fees	-	-	155	-	155	0.00%
Net Profit Fees	2,278,763	2,465,117	6,003,094	4,635,398	1,367,696	29.51%
Interest & Penalty	81,018	92,312	624,068	578,315	45,753	7.91%
Total Collections	\$ 7,612,675	\$ 7,264,280	\$ 36,191,722	\$ 33,698,677	\$ 2,493,045	7.40%
Investment Income	\$ 30,261	\$ 26,458	\$ 175,797	\$ 161,740	\$ 14,057	8.69%
Total Receipts	\$ 7,642,936	\$ 7,290,738	\$ 36,367,519	\$ 33,860,417	\$ 2,507,102	7.40%
Disbursements						
Collection Fee	\$ 102,771	\$ 98,068	\$ 488,589	\$ 454,932	\$ 33,657	7.40%
Total Disbursements	\$ 102,771	\$ 98,068	\$ 488,589	\$ 454,932	\$ 33,657	7.40%
Due Mass Transit	\$ 7,540,165	\$ 7,192,670	\$ 35,878,930	\$ 33,405,485	\$ 2,473,445	7.40%
Less Previous Payments			28,338,765	26,212,815	2,125,950	8.11%
Payable To Trust Fund			\$ 7,540,165	\$ 7,192,670	\$ 347,495	4.83%



Year to Date Summary

December 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	\$51,293,074	
Total Expenses are Over/ Under by (pg. 2, line 41)	\$51,293,074	\$0	
MTTF Revenue Deposits are Over/ Under by (pg. 7)	\$2,919,046	\$0	
December has a favorable balance before Capital	\$54,212,120	\$51,293,074	\$2,919,046

Actual Revenues over Expenses

Operating Revenues	\$7,625,777
Operating Expenses	\$51,293,074
Net Gain/(Loss) before MTTF	(\$43,667,297)
MTTF Approved Contributions	\$34,987,757
Net Gain/(Loss) before Subsidies	(\$8,679,540)
Subsidies	
ARP	\$6,283,412
5307 Federal Formula dollars to be used as (CEER)	\$1,573,237
MTTF Local Share	\$182,495
State Contributions	\$640,396
Total Subsidies	\$8,679,540
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	\$6,283,412	\$12,646,678	\$14,434,105	(\$8,150,693)

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

The Procurement Calendar will be available during the Board Meeting.



BOARD OF DIRECTORS
JANUARY 22, 2025

JANUARY OPERATIONAL UPDATE





HIGHLIGHTS

SINCE THE LAST BOARD MEETING, TARC ...

- Provided real-time service updates to the public throughout storm and recovery period.
- Continued rider outreach for January service reductions including bus ride-alongs, bus stop pop-ups, signage on-board buses and at shelters, and more.
- Continued installation and testing on new Avail CAD/AVL system.



MAINTENANCE

OVERVIEW

Emerging Issues:

- Prepping for removing and covering signage and shelters due to route elimination. 222 total stop eliminations, 8 shelters will be relocated, and 23 new stop installations

Trends:

- Chargeable road calls trending down from 88 to 81 for this month

Celebrate Successes:

- Took delivery of 2 new Gillig electric buses
- 18 new para-transit vehicles (Cut-Away) being built in Goshen Indiana. (Model 1)





OVERVIEW

Emerging Issues:

- Demo Operator Barrier Issues – working with vendor to resolve issues

Trends:

- Passenger disruptions – Just 11 this month, continuing a downward trend.

Celebrate Successes:

- SMS (Safety Management System) report completed by deadline (12/16/24) – (Operator Assaults)
- LVT demos are effectively monitoring parking lots off 10th & 11th Street



TRANSPORTATION

OVERVIEW

Emerging Issues:

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

Trends:

- Fixed Route missed service 5.95 % for December up from previous month 5.09%

Celebrate Successes:

- On Time Performance Improved to **72%** for the month. Improvement over last months 71%. 2 months heading in the right direction from all time low in October



CUSTOMER EXPERIENCE

OVERVIEW

Emerging Issues:

- Preparing customer service representatives for January 2025 service change

Trends:

- Phone Hold Time – 45 seconds for Fixed Route and Paratransit combined. Staying well below our goal of 2 minutes

Celebrate Successes:

- 14% reduction in feedbacks received from 438 in November to 376 in December



MOBILITY SERVICES – TARC3

OVERVIEW

Trends:

- Ridership remained steady from November to December at 30,093 and 30,678
- On time performance trending down from a high in July of 95% to 92% for December

Celebrate Successes:

- Implemented the imminent arrival calls to help with completing customer trips
- Staff participated in the JCPS Transition Summit providing TARC information to students with moderate to severe disabilities

KEY STATS FOR PRESENTATION



JANUARY DIRECTORS UPDATE

January 22, 2025

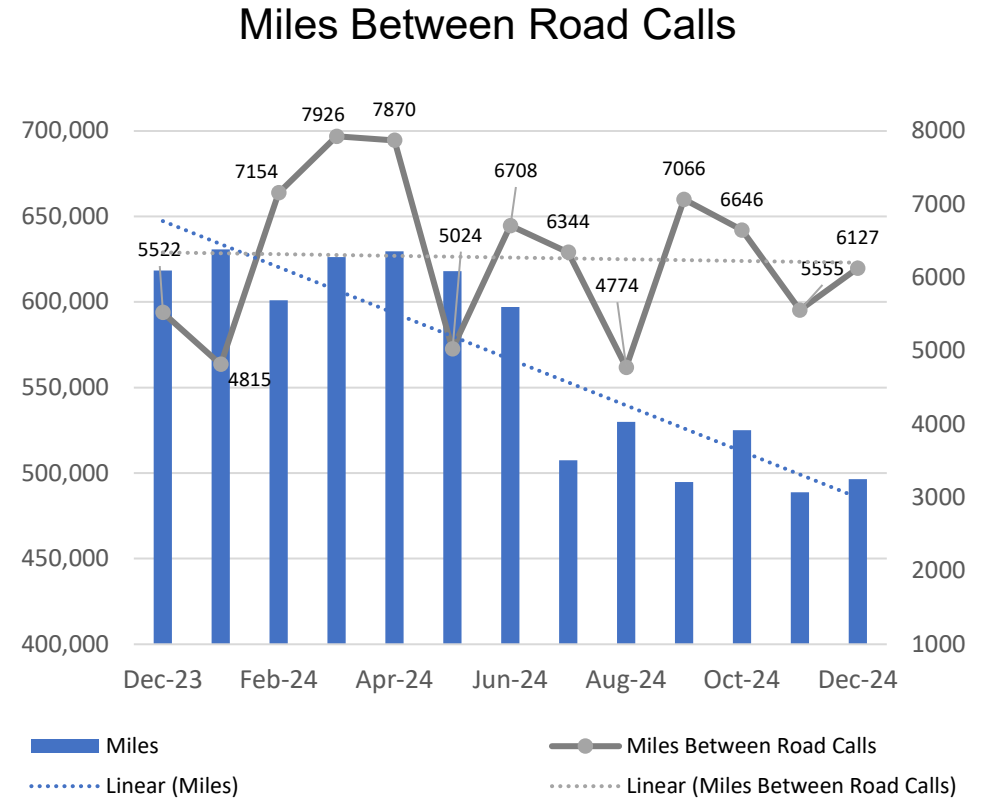


MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
Dec-23	618,417	112	5,522
Jan-24	630,740	131	4,815
Feb-24	601,018	84	7,154
Mar-24	626,175	79	7,926
Apr-24	629,625	80	7,870
May-24	618,039	126	5,024
Jun-24	597,066	89	6,708
Jul-24	507,516	80	6,344
Aug-24	529,940	111	4,774
Sep-24	494,672	70	7,066
Oct-24	525,053	79	6,646
Nov-24	488,840	88	5,555
Dec-24	496,333	81	6,127

DECEMBER: Total Miles Between Road Calls = **6,127**
 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.

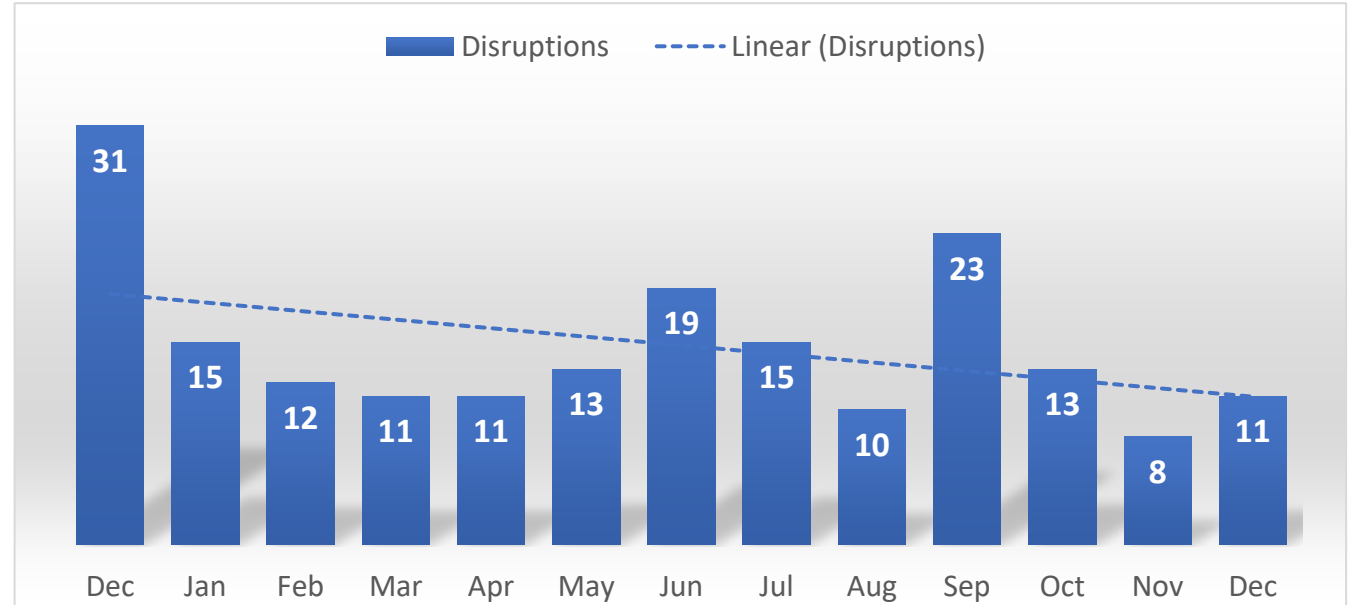


SAFETY

PASSENGER DISRUPTIONS BY LINE DEC 23 – DEC 24

Route ID	Disruptions	Rider Ship	% Disruption to Ridership
Broadway - #23	41	611,839	0.00883%
Market St - #15	20	331,712	0.00814%
Dixie Rapid - #10	19	150,525	0.01794%
Fourth St - #4	15	344,703	0.00754%
Preston - #28	14	282,679	0.00884%
Muhammad Ali - #19	11	210,447	0.00570%
Eastern Pkwy - #29	10	64,404	0.01553%
Bardstown - #17	8	112,165	0.00892%
Oak-Westport - #25	8	62,430	0.01121%
Clarksville - #72	4	67,876	0.01031%
Dixie Hwy - #18	4	99,023	0.00606%
Cardinal - #94	3	102,937	0.00583%
Shelbyville Rd - #31	3	100,696	0.00596%
Hill St - #27	2	121,144	0.00413%
Portland Poplar Level - #43	2	77,688	0.00644%
J'ville-Lou-New Albany - #71	2	54,682	0.00732%
Crums Lane - #63	1	198,549	0.00201%
Second St - #2	1	87,993	0.00341%
Twelfth St - #12	1	60,857	0.00493%
Chestnut St - #21	1	31,017	0.00645%
Taylorville Rd - #40	1	72,559	0.00276%
Med Ctr - #52	1	27,041	0.00370%
Sixth St - #6	0	6,902	0.01449%
Outer Loop - #46	0	1,796	0.00000%

TOTAL PASSENGER DISRUPTIONS – DEC 23 THRU DEC 24



PASSENGER DISRUPTIONS*

This Month Total

11

Monthly Avg

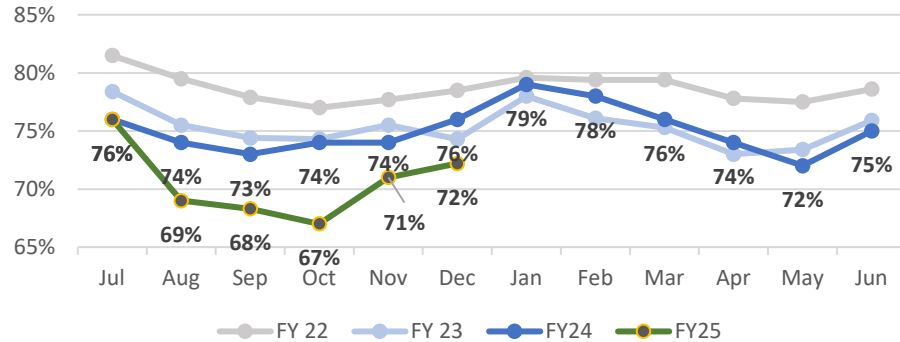
14.77

***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.)

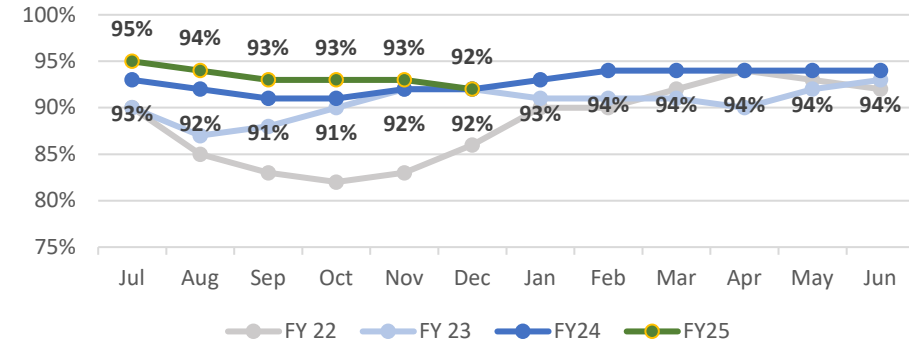


DECEMBER ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



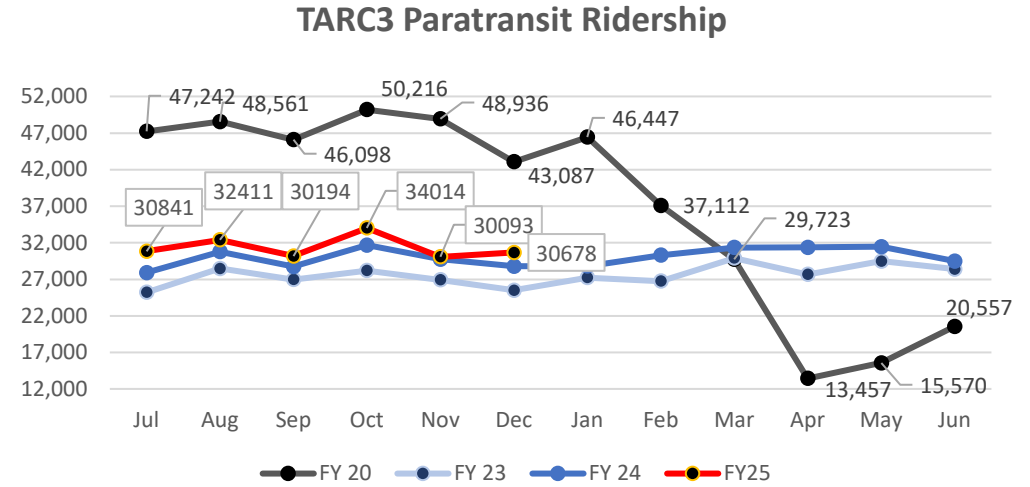
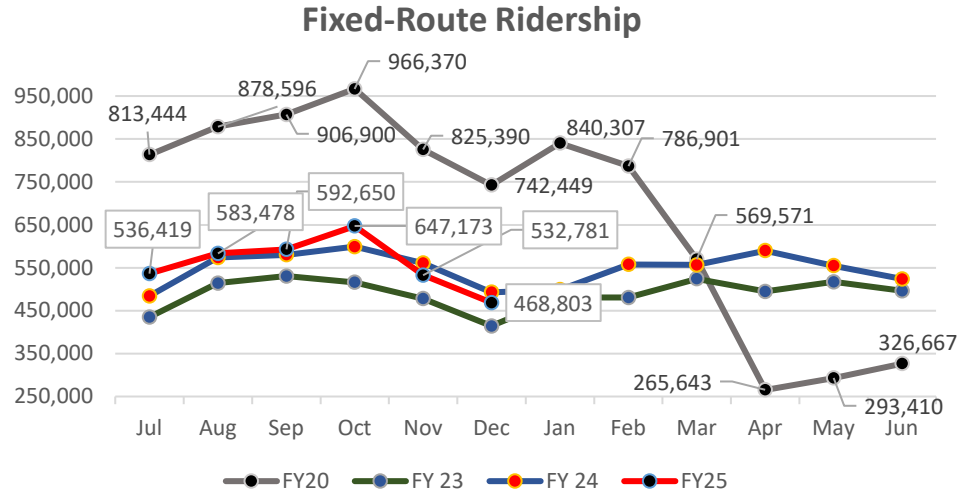
Fixed-Route
FY24 Goal
80%

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	72%	76%	74%	79%	Dec	92%	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%



DECEMBER RIDERSHIP



FIXED ROUTE

Monthly: **469K** YTD: **3,361,304**
 -12.0% VLM
 -4.9% VLY

PARATRANSIT

Monthly: **30K** YTD: **188,231**
 1.9% VLM
 6.6% VLY

COMBINED

This Month, Last Year: **522K** This Month, This Year: **499K**
 -4.3% VLY

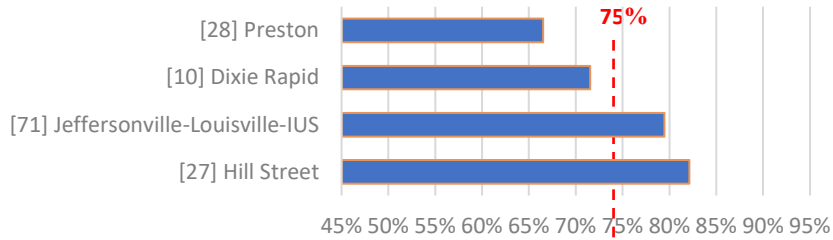
Performance Indicator	Fixed-Route System			Paratransit (TARC3)			
	System Production	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 MTD	FY20 (COVID)	FY24 YTD
Total Ridership		3,362,954	8,187,973	6,573,772	188,231	442,345	360,456
Weekday Ridership		2,841,832	7,135,476	5,562,244	155,315	381,276	297,419
Saturday Ridership		297,003	642,871	565,636	15,848	34,062	27,431
Sunday/Holiday Ridership		224,119	506,055	433,148	17,068	27,007	30,441
Total Revenue Miles		2,723,356.75	6,386,306.82	6,517,670	2,233,689	4,930,487	4,364,217
Total Revenue Hours		212,738.52	594,178.76	537,581	138,471	298,416	284,896
Trips per Revenue Mile		1.23	1.28	1.01	0.08	0.09	0.08
Trips per Revenue Hour		15.81	13.78	12.20	1.36	1.48	1.27



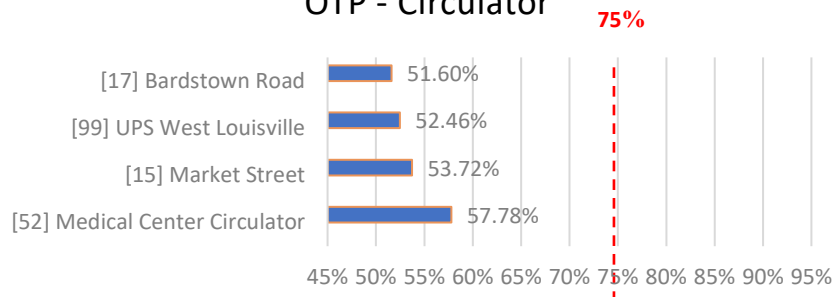
DECEMBER ON-TIME PERFORMANCE

■ FY 25 Avg.

OTP - Core

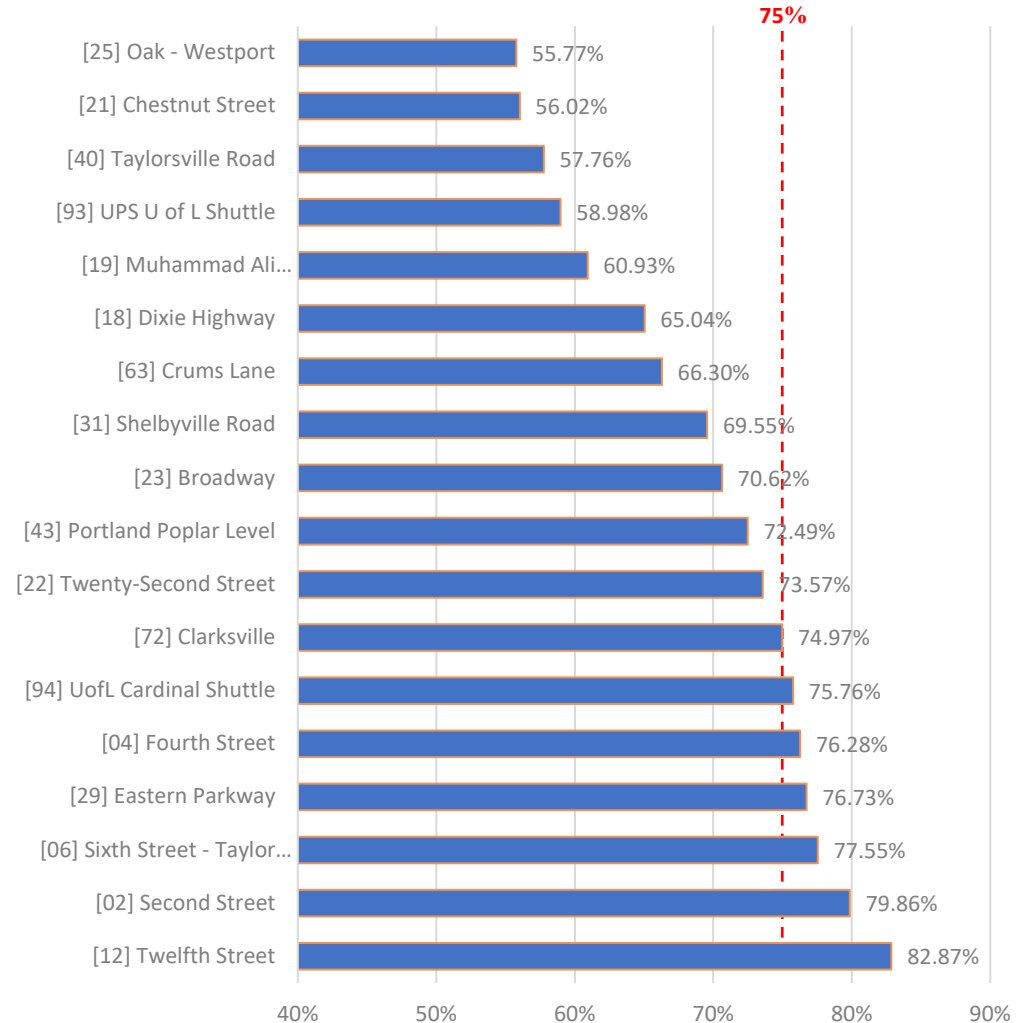


OTP - Circulator



OTP - Local

■ FY 25 Avg OTP





DECEMBER ON-TIME PERFORMANCE

Celebrating Success and Acknowledging Excellence

	Operator	OTP	Line	Area
1	Tim Moore	97.14%	71	Jeffersonville
2	Michael West	94.77%	71	Jeffersonville
3	James William Jr.	94.21%	23 (Part time)	Broadway
4	Frank List III	92.35%	43	Portland/Poplar Level
5	Tyrone Powell	92.15%	Relief Run	(27,10, and 06)
6	Darrell Harris	91.63%	Ex- Board	Various
7	Jesse Heil	91.13%	18	Dixie Highway
8	Cheryl Pitmon	90.92%	10	Dixie Rapid
9	Calvin Sandifer	90.69%	10	Dixie Rapid
10	Tammy Pruitt	90.85%	28	Preston Highway
11	Leslie Williams	90.46%	Relief Run	(31,2,18, and 71)
12	David Gillenwater	90.23%	71	Jeffersonville



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

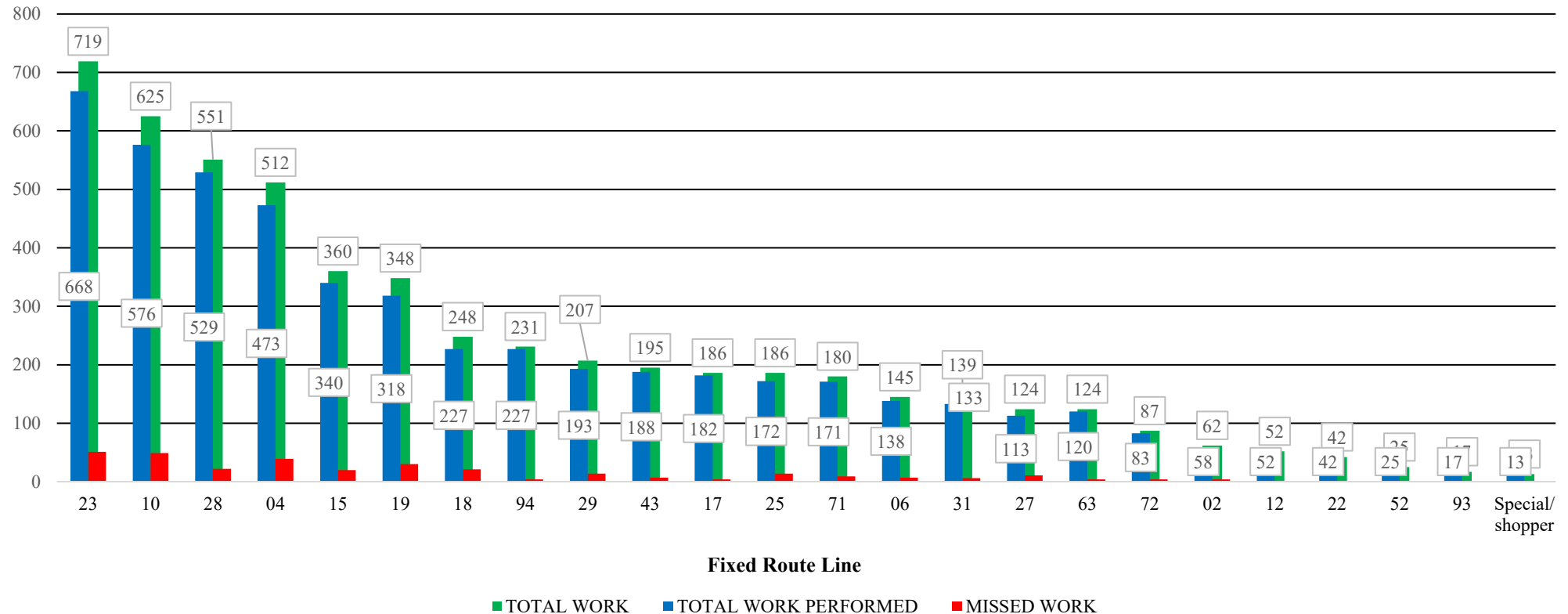
2024				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8158	272	3.33%	900.18
February	7478	340	4.55%	1,244.60
March	7741	320	4.13%	1,212.88
April	7478	330	4.41%	1,301.53
May	7908	280	3.54%	2,117.90
June	7914	370	4.68%	1,411.20
July	5419	254	4.69%	1,182.70
August	5452	171	3.14%	632.58
September	5174	180	3.48%	715.30
October	5513	284	5.15%	1,239.55
November	5185	264	5.09%	1,125.32
December	5378	320	5.95%	1,489.20
TOTAL	78,798	3,385	4.35%	14,572.95



DECEMBER FIXED ROUTE SCHEDULED VS PERFORMED

TOTAL WORK	OPEN WORK	% OF TOTAL OPEN	MISSED WORK	% OF OPEN MISSED	% OF TOTAL MISSED	TOTAL WORK PERFORMED	% PERFORMED
5,378	1,083	20.14%	320	29.55%	5.95%	5,028	93.49%

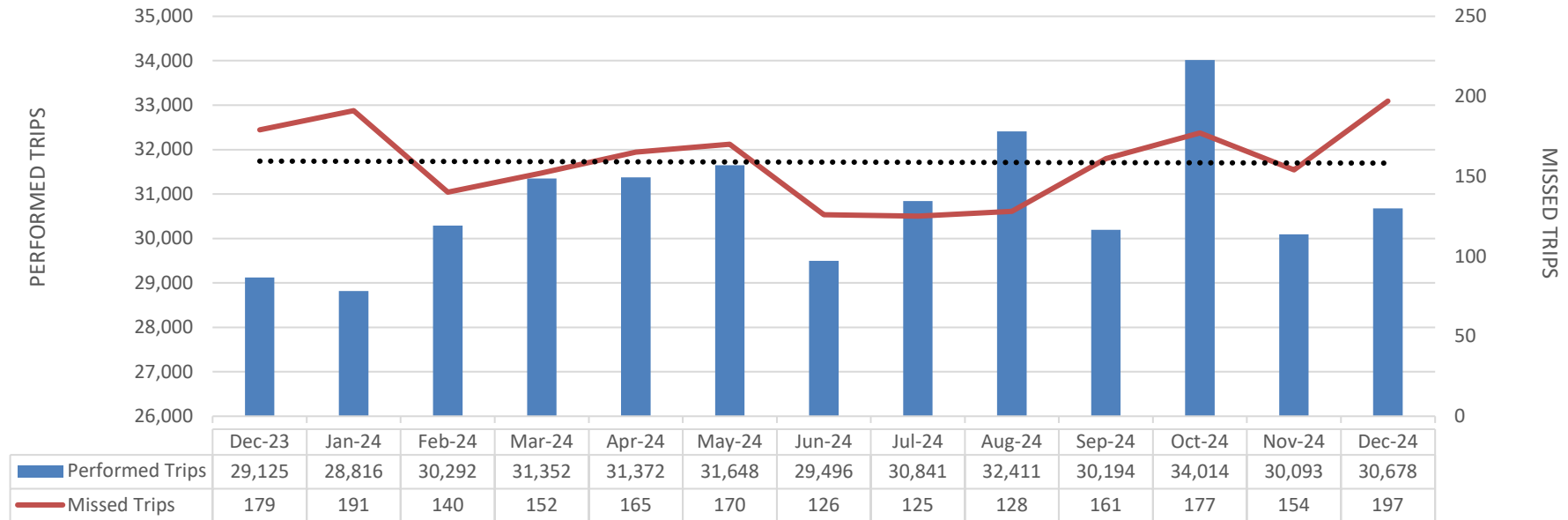
Fixed Route Scheduled VS Performed





MV WEEKLY PERFORMANCE – DECEMBER 2024

MONTHLY PERFORMED AND MISSED TRIPS



■ Performed Trips — Missed Trips Linear (Missed Trips)

December 2024 Missed Trips: 0.64%

30,678 Performed Trips

ADDITIONAL STATS FOR BOARD MEMBER
REVIEW



JANUARY DIRECTORS UPDATE

January 22, 2025



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly

8

TYPE OF ACCIDENT

Fixed Object	6	75.0%
Moving Vehicle	1	12.0%
Rear End	1	12.0%

YTD

37

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

1.6

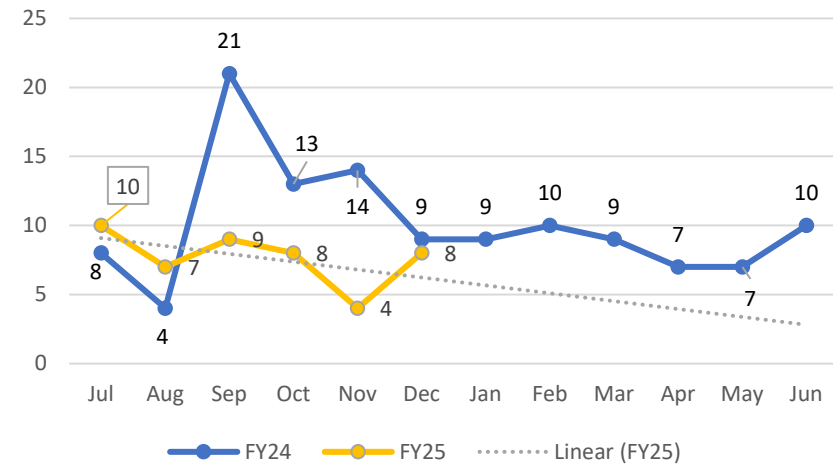
YTD AFR Goal

2.1

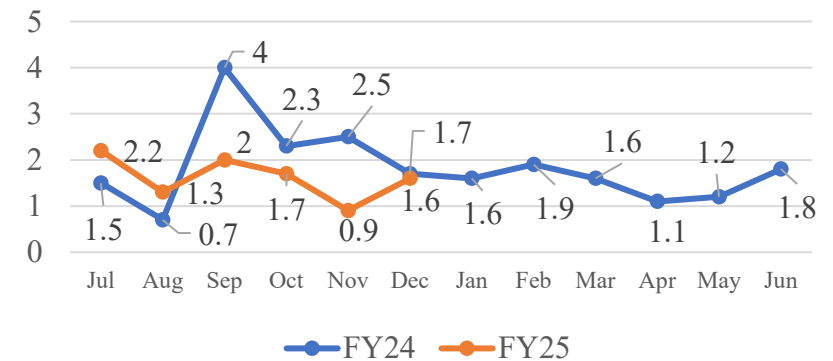
YTD

1.6

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25

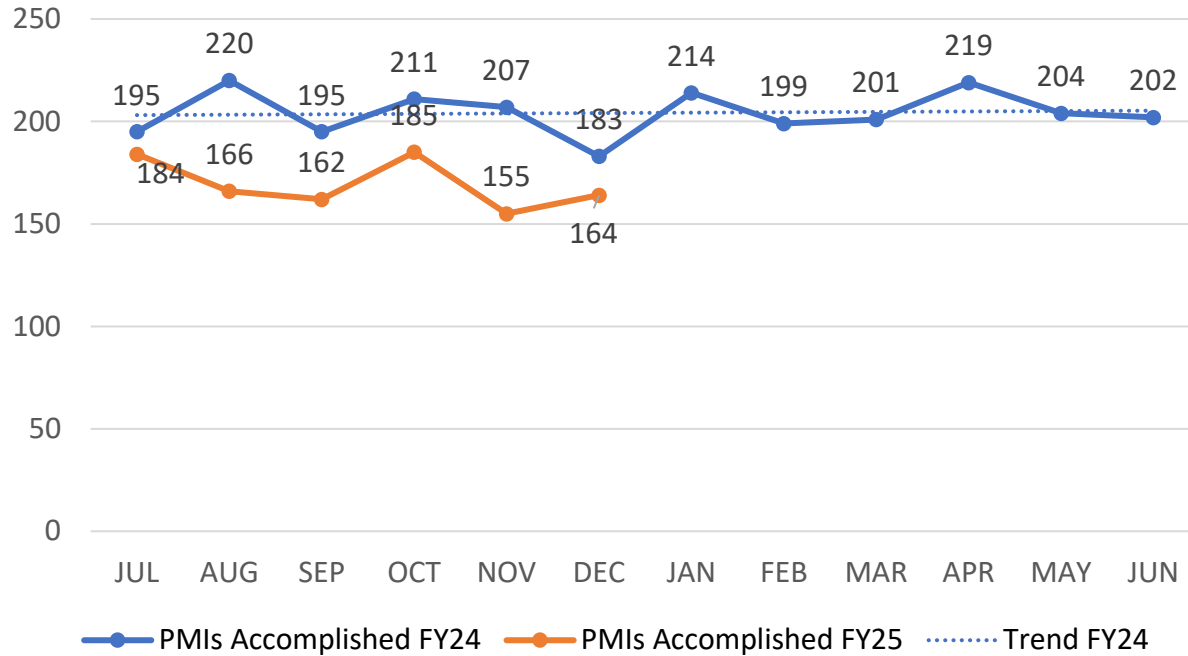




MAINTENANCE

Target PMI: 175
Total Vehicle PMIs: 164

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

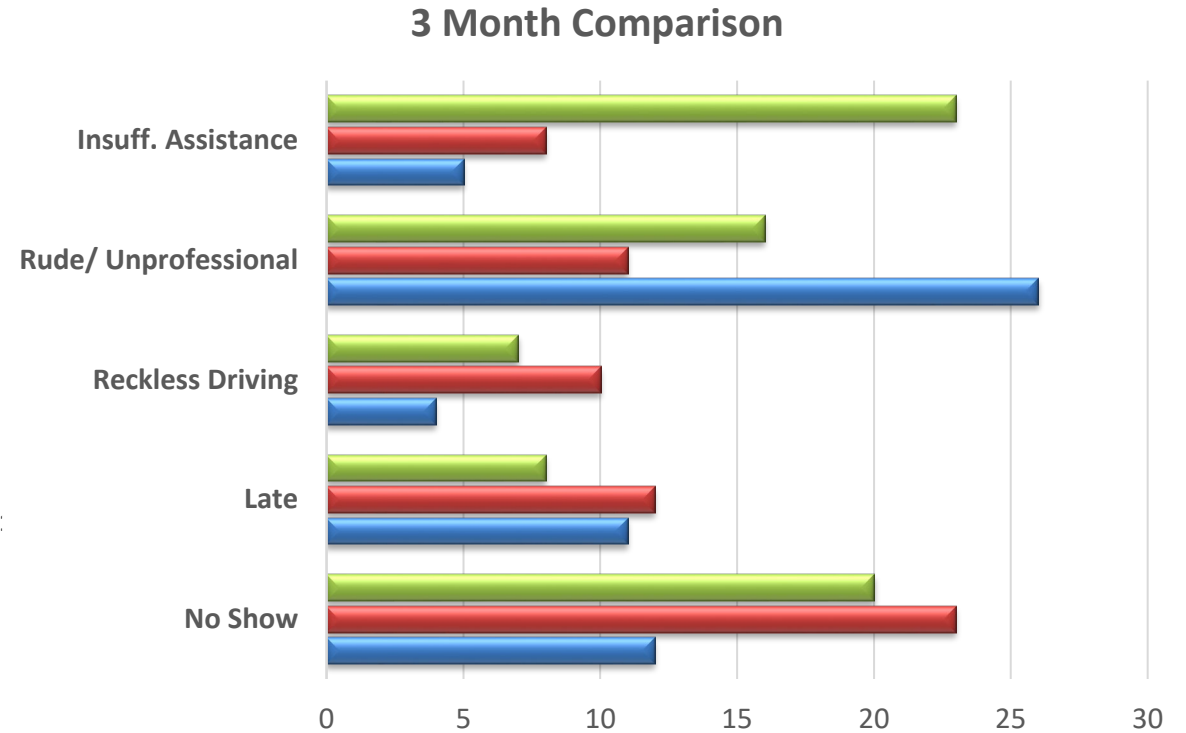
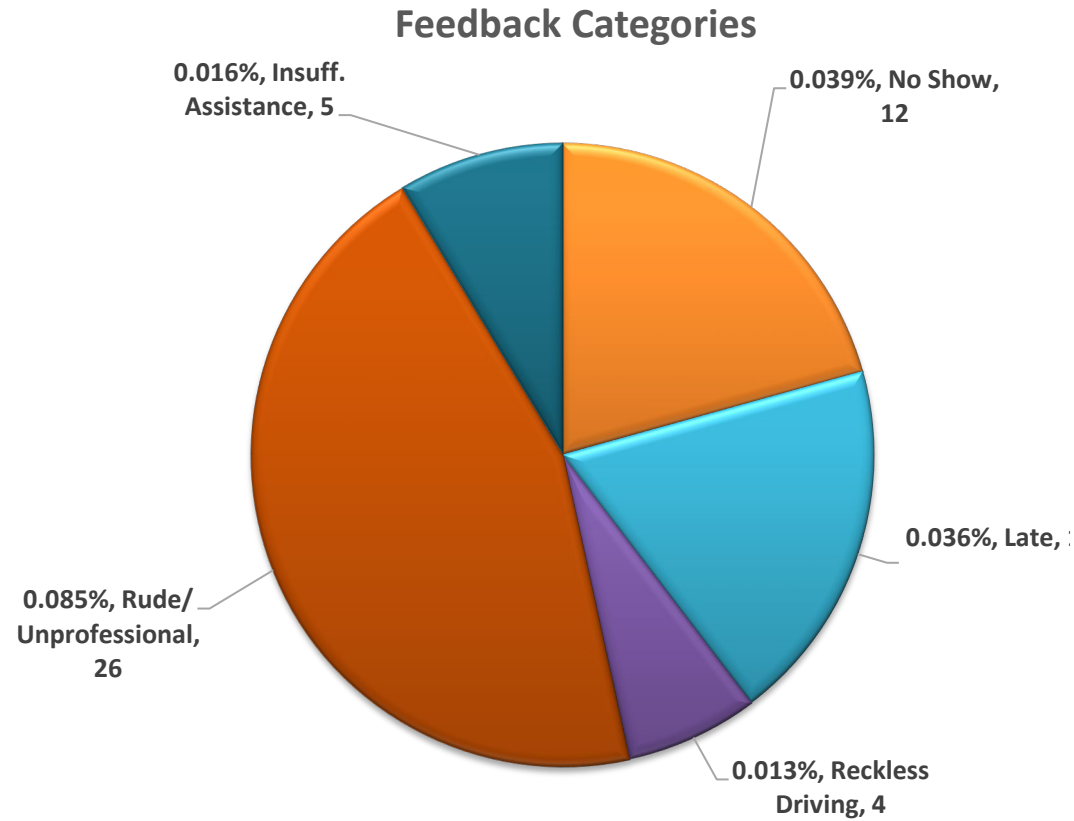
- Fluid change
- Inspect transmission
- Sample transmission fluid

96,000 mile inspection

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



TARC3 TOP 5 FEEDBACK CATEGORIES – DECEMBER 2024



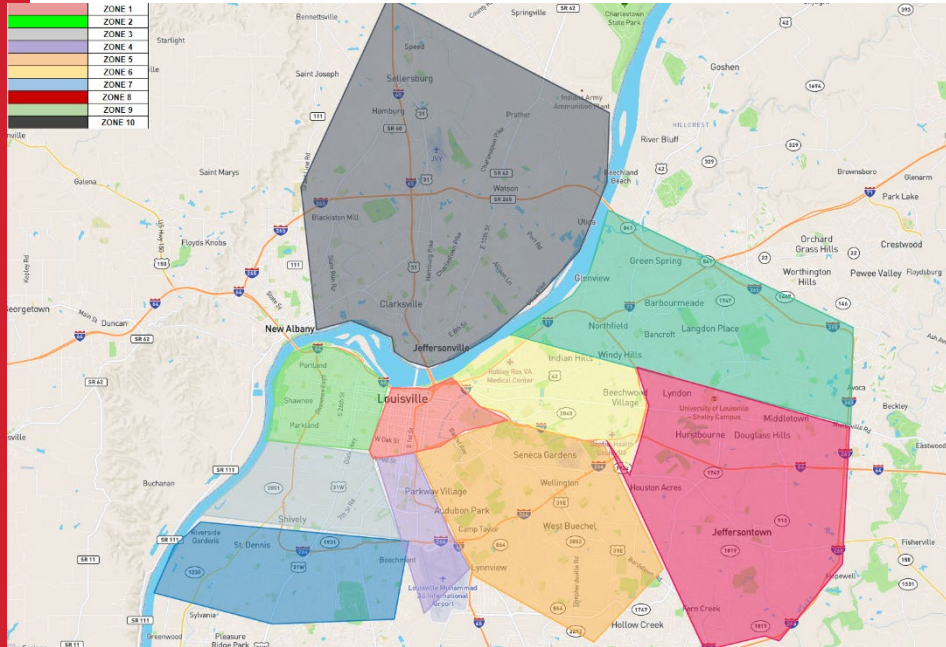
	No Show	Late	Reckless Driving	Rude/Unprofessional	Insuff. Assistance
■ Oct-24	20	8	7	16	23
■ Nov-24	23	12	10	11	8
■ Dec-24	12	11	4	26	5

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



MAINTENANCE

DECEMBER SHELTER CLEANINGS



Task/Zone	ZONE										TOTAL
	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8	Z9	Z10	
Trash Can Emptied	23	22	6	9	7	6	9	7	3	3	95
BioHazard Cleaned	0	5	7	3	8	2	9	0	0	0	34
Graffiti Removed	10	4	7	0	8	2	1	0	6	0	38
Installation of Advertisements	0	0	1	0	0	1	0	0	0	0	2
Shelter Cleaned	503	291	269	278	388	175	230	118	85	101	2438
Spot/Stain Pressure Washed	0	0	0	0	0	0	0	0	0	0	0
Surface Scrub Pressure Wash Complete	0	0	0	0	0	0	0	0	0	0	0

December Shelter Cleanings 2438

Other Requests 169

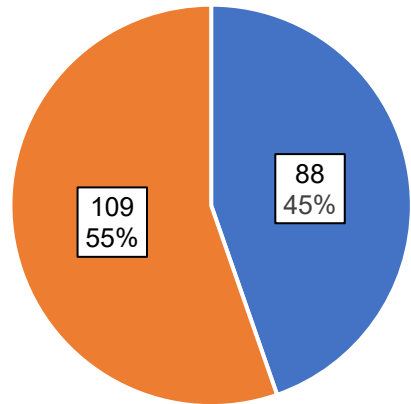
Goal Shelter Cleanings 45 per day

THIS MONTH 178%

MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

November 2024 Maintenance Road Calls



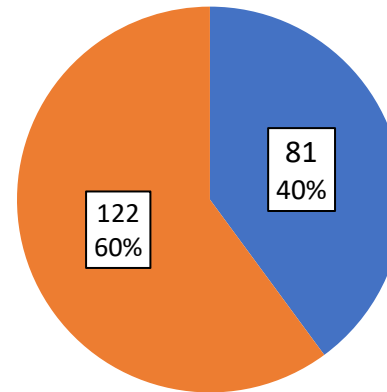
**TOTAL
197**

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

Chargeable Categories

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

December 2024 Maintenance Road Calls



**TOTAL
203**

■ Chargeable Road Calls 81 ■ Non-Chargeable Roads Calls 122

Non-Chargeable Categories

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



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	

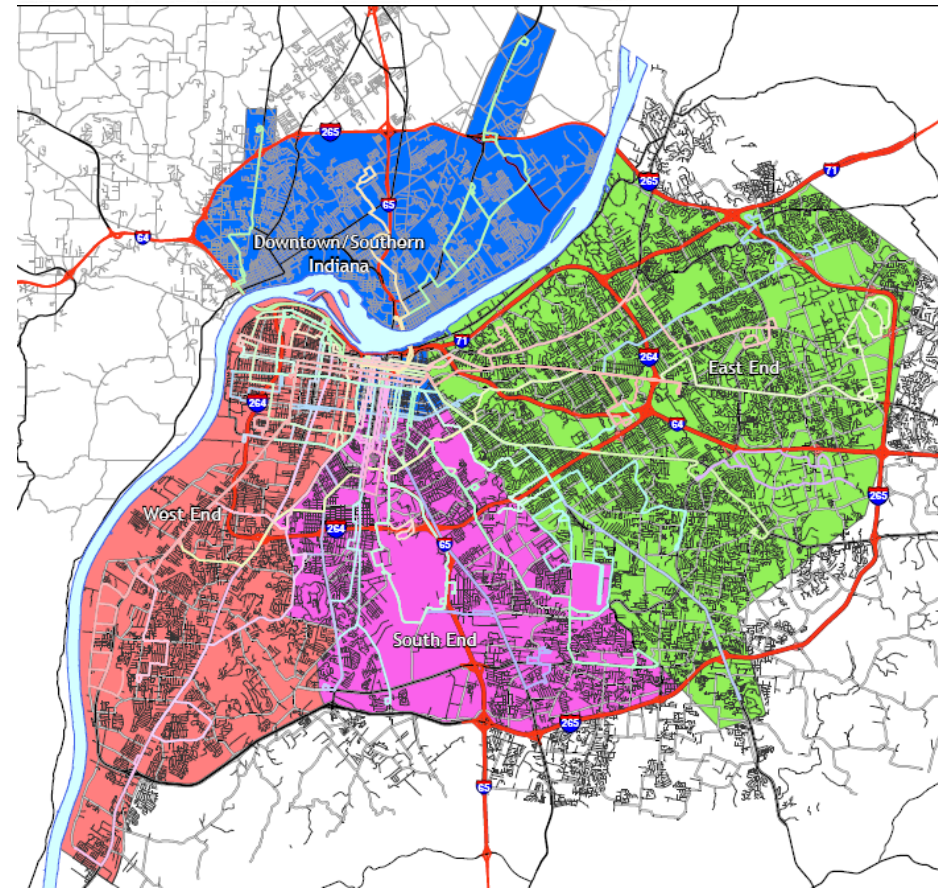
NOVEMBER	South	S
Opr Engagements	44	
Pax De-escalations	3	
On Bus Cust Support	27	

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 – DECEMBER 2024

PARATRANSIT

Monthly

\$16K

60% VLM
26% VLY

YTD

\$69K

-38% VLY

Monthly Details

\$8.1K (50%), Late Trip, > 30 mins late

\$4.9K (31%), Missed Trips

\$3K (19%), On Time Performance

Types of Penalties:

Missed Trip

Late Trip

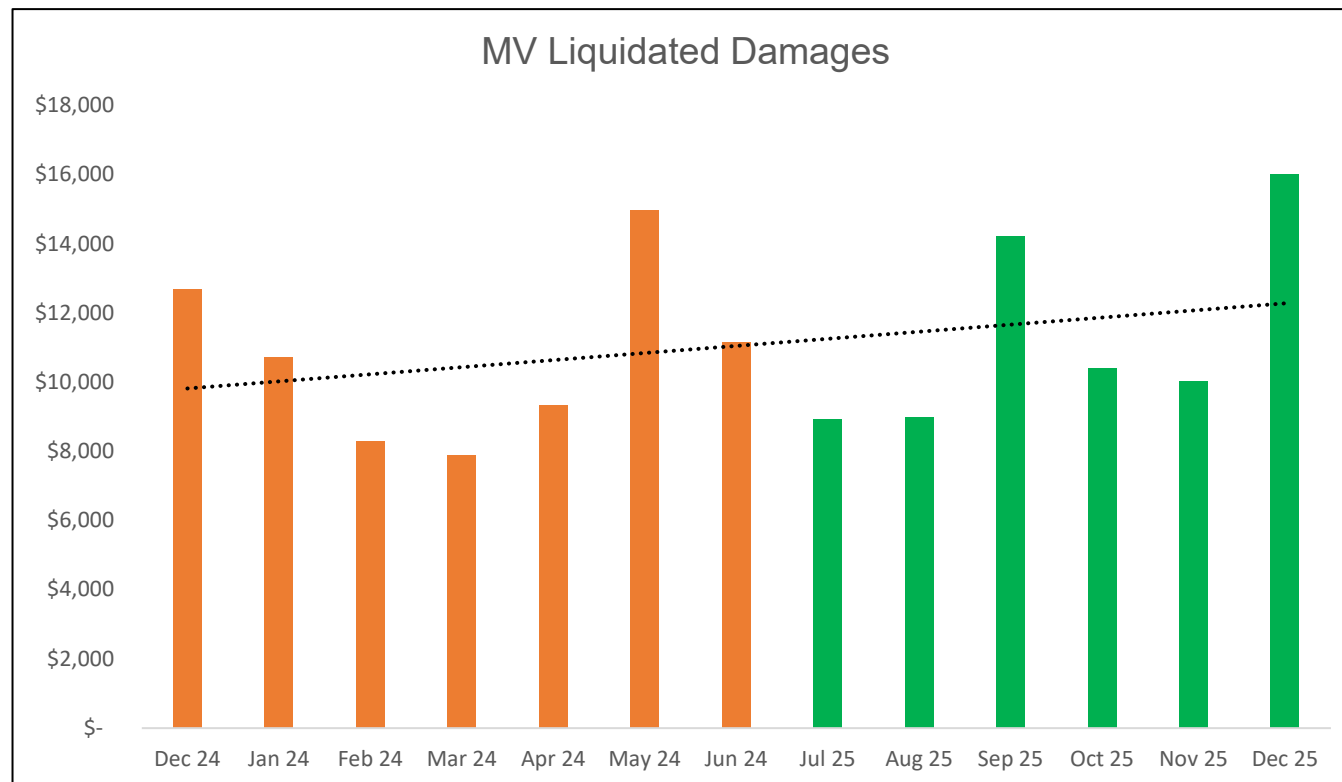
On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance



FEEDBACK PER RIDERSHIP

FIXED ROUTE / 100K BOARDING

Month

51

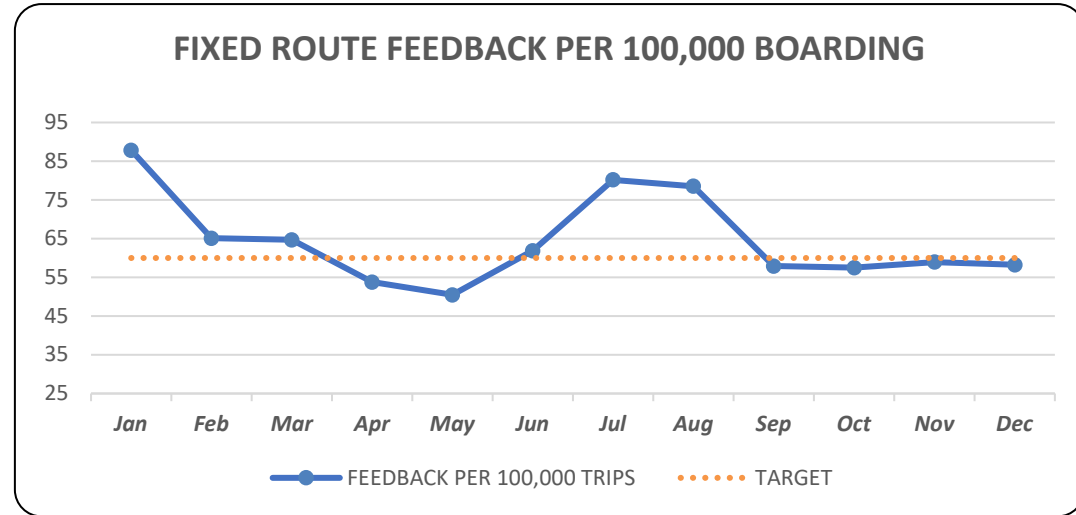
-2% VLM

**TOTAL RIDERSHIP
468,803**

**TOTAL FEEDBACK
273**

Goal

60



PARATRANSIT / 1,000 TRIPS

Month

3.4

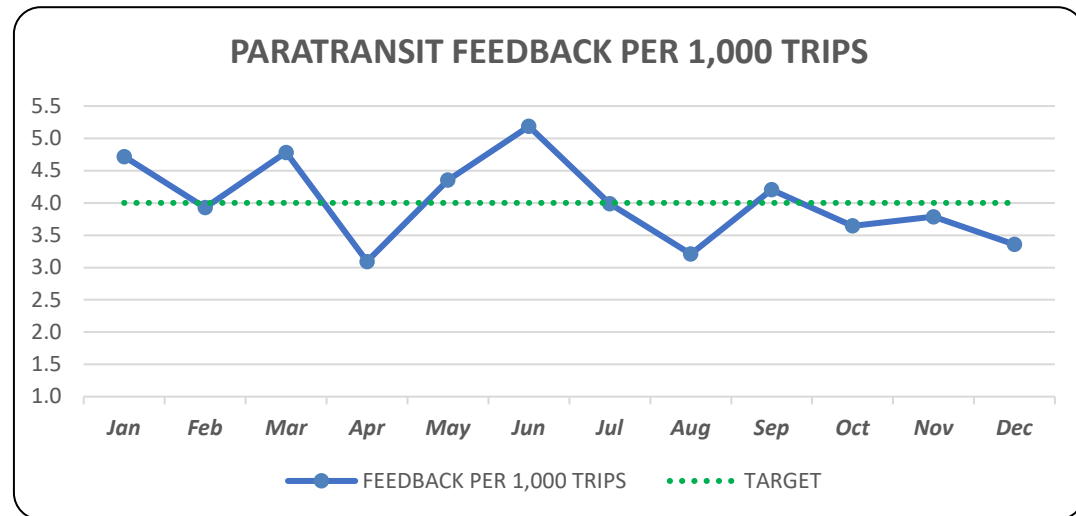
-11% VLM

**TOTAL RIDERSHIP
30,678**

**TOTAL FEEDBACK
103**

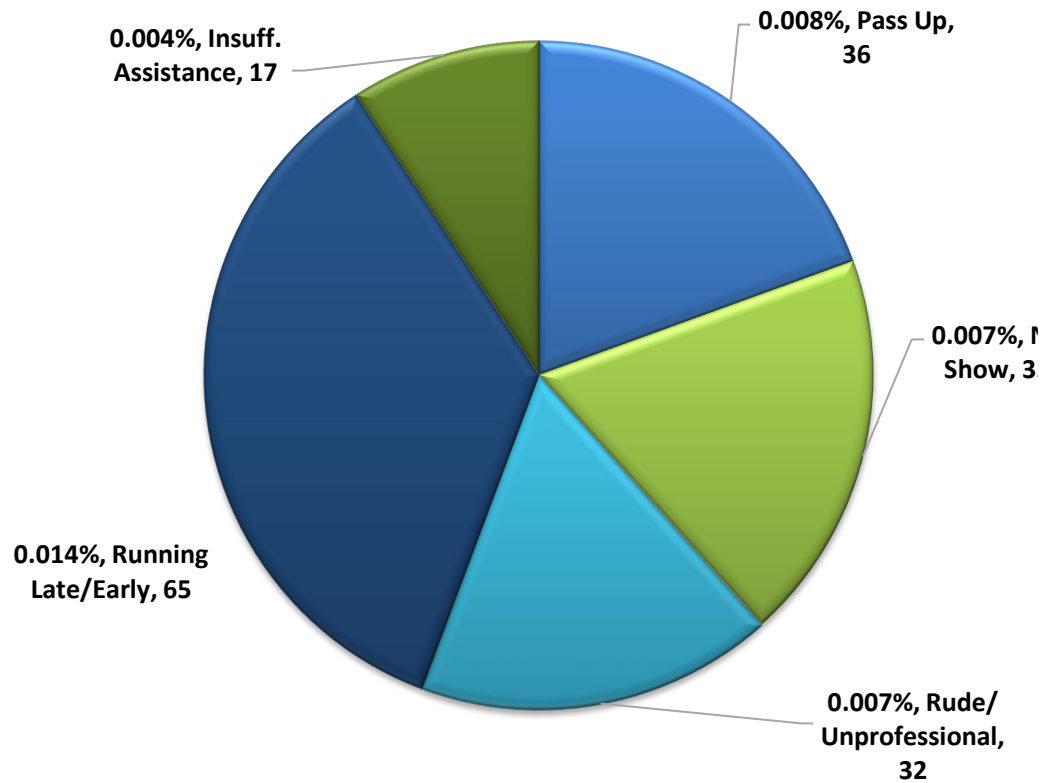
Goal

4

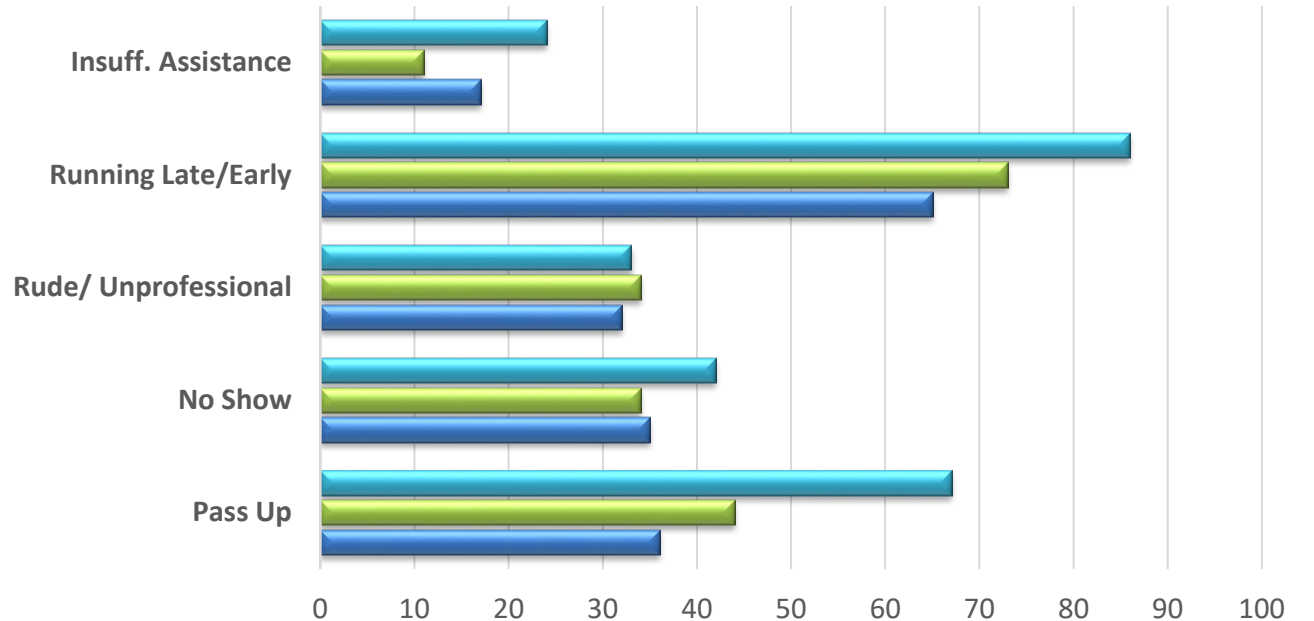


FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – DECEMBER 2024

Feedback Categories



3 Month Comparison



	Pass Up	No Show	Rude/ Unprofessional	Running Late/Early	Insuff. Assistance
Oct-24	67	42	33	86	24
Nov-24	44	34	34	73	11
Dec-24	36	35	32	65	17

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

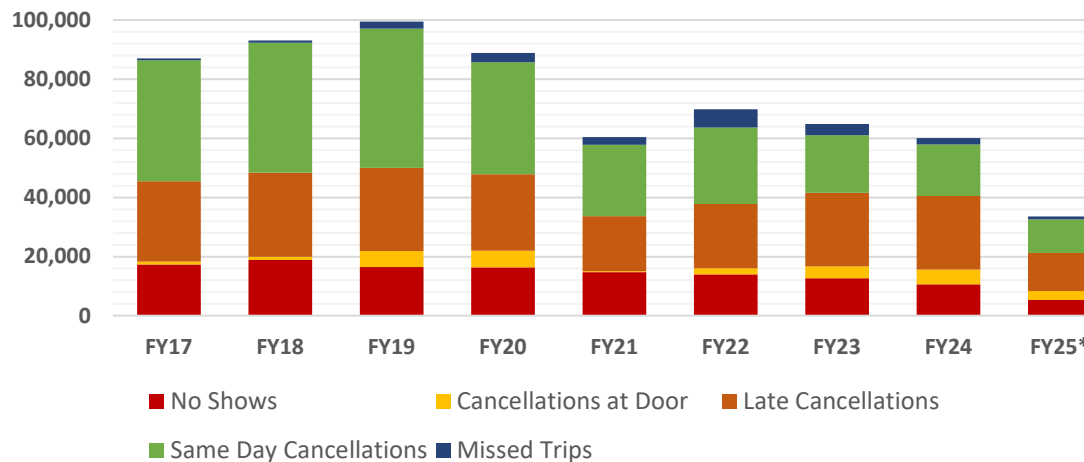


TARC3 SCHEDULED VS PERFORMED

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*	221,828	188,231	12,791	3,086	5,331	11,455	934	33,597	15%
*YTD (Dec)									

TARC3 Non-Performed Scheduled Trips



FY25*			
	% of Scheduled	% of Cancelled	Definition
MISSED	0.42%	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	5.16%	34%	Trip is cancelled on day of service at least 2 hours prior to scheduled pickup time. Trip can be rerouted.
LATE	5.77%	38%	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	1.39%	9%	Trip is cancelled after driver arrives for pick up and has made contact with the passenger.
NO SHOWS	2.40%	16%	Driver arrives and passenger is unable to be located for transport.



JANUARY BOARD OF DIRECTORS

January 22, 2025