

# 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:

**TARC Headquarters, 1000 W. Broadway, Louisville KY 40203**

**Board Room**

**Tuesday, August 24 at 1:30 p.m.**

Pursuant to KRS 61.810, the Board may enter into Closed Session, but shall not take any action in a Closed Session.

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 Ashlie Woods at 502.561.5108. Requests made as early as possible will allow time to arrange accommodation.

## Meeting Instructions:

Broadcast via Facebook Live at: [facebook.com/ridetarc](https://www.facebook.com/ridetarc)

Audience and/or TARC staff can join via Facebook Live, public comments will be accepted via Facebook Messenger, by calling 502-585-1234 or at [www.ridetarc.org](http://www.ridetarc.org)

# TARC BOARD OF DIRECTORS MEETING



## Agenda – August 24, 2021

I.	Quorum Call/Call to Order	Mary Morrow	1:30
II.	Approval of July Meeting Minutes	Board of Directors	1:35 – 1:40
III.	Closed Session		
IV.	Staff Reports and Presentations		1:40 – 2:00
	1. July Performance Report	Randy Frantz	
	2. Update on End of Fiscal Year /Audit	Tonya Carter	
	3. Update on Transit Asset Management	Geoffrey Hobin	
V.	Action Items		2:00 – 2:20
	a. Resolution 2021-30 – Recognition of Service	Carrie Butler	
	b. Ad Hoc Committee on Officers	Mary Morrow	
VI.	Old Business		
VII.	New Business		
VIII.	Chair’s Report	Mary Morrow	2:20 – 2:30
IX.	Public Comment	Pat Mulvihill	2:35 – 2:45
X.	Proposed Agenda Items	Carrie Butler	2:45 – 2:55
	• Restatement of Trapeze software and related contracts		
	• Pest Control Services		
	Future Procurements / Resolutions:		
	• Mobile ticketing		
	• Solar Array		
	• Bus Barn Heating Ventilation and Air Conditioning (HVAC)		
	• General Contractor Services		
	• Security Guard Services		
	• Drug Testing Services		
XI.	Adjournment	Mary Morrow	3:00

# TARC BOARD OF DIRECTORS MEETING



## July 2021 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on Tuesday, July 27, 2021 at 1:30 P.M. in person at TARC Board Room, 1000 West Broadway.

### **Board Members Present**

#### **In person:**

Mary Morrow  
John Launius  
Charles Rogers  
Ted Smith  
Carla Dearing

#### **Virtual:**

JC Stites  
Gary Dryden  
Tawanda Owsley

### **Quorum Call**

Chair Morrow called the meeting to order at 1:33 P.M.

### **Adoption of Minutes**

The motion was duly moved for the June 2021 Board Meeting minutes and the Special Board Meeting minutes by John Launius and seconded by Charles Rogers. Board of Directors unanimously accepted the June 2021 Board Meeting minutes.

### **Staff Reports-**

#### **TARC Monthly Performance Report**

Presented By: Randy Frantz

See Powerpoint presentation

#### **Financial Summary**

Presented By: Tonya Carter

Due to it being year end, we do not have Financials for June 2021. The auditors will be arriving next week and then we will know more.

We do know that the MTTF ended the year with \$10.6 million more than we projected.

Today, we have \$22.5 million in the Trust Fund. We will probably need to tap into CARES fund to close out the gap at year end.

### **Board Resolutions**

#### **Resolution 2021-22 – Website Design and Hosting**

Presented by: Carrie Butler

A Resolution authorizing the Executive Director to enter into a fixed-price website redevelopment agreement with Planeteria Media based upon the proposed statement of work

# TARC BOARD OF DIRECTORS MEETING



and price submitted by Planeteria to the RFP for Website Redevelopment with a not-to-exceed amount of \$81,050.00.

The motion was duly moved by Carla Dearing and seconded by Ted Smith and approved.

## **Resolution 2021-23 Change Order: Dispatch Office Renovations**

Presented by: Geoffrey Hobin

A Resolution authorizing the Executive Director to issue a change order to contract 2020642 with Churchill McGee for \$10,000.00, increasing the total not to exceed value of the contract to \$173,735.00.

The motion was duly moved by and Charles Rogers and seconded by John Launius and approved.

## **Resolution 2021-24 Ellipse/Hitachi Annual Maintenance Services**

Presented by: Geoffrey Hobin

A Resolution authorizing the Executive Director to enter into a contract with an Initial Term of one (1) year with an Option of four (4) one-year terms for Ellipse Software and Licensing for a not-to-exceed amount of \$803,228.42.

The motion was duly moved by John Launius and seconded by Carla Dearing and approved.

## **Resolution 2021-25 Cosol-Training Services for Ellipse-Hitachi**

Presented by: Geoffrey Hobin

A Resolution authorizing the Executive Director to enter into a one-time additional services agreement with Cosol based upon the attached Statement of Work for a total not to exceed \$24,500.

The motion was duly moved by Carla Dearing and seconded by Charles Rogers and approved.

## **Resolution 2021-26 Rolling Stock: AC Parts and Supplies**

Presented by: Maria Harris

A Resolution authorizing the Executive Director to enter into a multi-vendor contract for an initial three (3) year term with two additional one (1)-year options with Gillig LLC, Mohawk Manufacturing and Supply Company, Muncie Transit Supply, Southern Coach Parts Company and Thermo King Midwest, Inc. based upon the attached bid pricing for Air Conditioning Parts and Supplies for a not-to-exceed amount of \$300,237.75.

The motion was duly moved by John Launius and seconded by Ted Smith and approved.

## **Resolution 2021-27 Rolling Stock: Steering Parts and Supplies**

Presented by: Maria Harris

A Resolution authorizing the Executive Director to enter into a contract for an initial three (3) year term with two additional one (1)-year options with Muncie Transit Supply, Mohawk Manufacturing Supply Company and Neopart Transit based upon the attached bid pricing in the proposals submitted by the three bidders set forth directly above for Steering Parts and Supplies.

The motion was duly moved by Charles Rogers and seconded by John Launius and approved.

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## **Resolution 2021-28 Update TARC Agency Safety Plan**

Presented by: Carrie Butler

A Resolution approving the revisions made in our Agency Safety Plan based on recommendations made by KIPDA.

The motion was duly moved by Ted Smith and seconded by Carla Dearing and approved.

## **Resolution 2021-29 Transit Scheduling Training and Professional Services**

Presented by: Aida Copic

A Resolution authorizing the Executive Director to enter into:

- 1) An initial two (2) year contract, with an additional two (2) year option with CTG, based upon the attached statement of work and pricing schedule with a not-to-exceed amount of \$278,074; and
- 2) A one (1) year contract with TMD for Scheduling Training Services according to the proposed scope of work and pricing schedule as submitted in the BAFO with a not-to-exceed amount of \$22,683.

The motion was duly moved by Carla Dearing and seconded by Charles Rogers and approved.

## **New Business**

The Board would like to form an Adhoc committee for officers within subcommittees.

The motion was duly moved by John Launius and seconded by Ted Smith and approved to create such committee.

John Launius made a motion to be Chair of Adhoc committee. Carla Dearing, Ted Smith and Tawanda Owsley made a motion to be members of Adhoc committee.

Meeting would be broadcast publicly.

## **Public Speakers**

Ebony Anderson, current Coach Operator of TARC says:

For the course of about 2 years, the workers have been victims and under managed and devalued of our worth to this company. You must understand that when management misses the mark, the drivers have to communicate to passengers whom are frustrated because public transportation is vital, but has not been consistent. Not because we don't come to work, but priorities of bus lines going our are not being met. However I am here because we are essential workers. We have been in the trench. We want you to explain to us how come we weren't valued enough to give us essential pay. We have worked over this time span with buses not stopping. We were in the trenches while Covid was riddling us as well as over families while you all worked from home clear of this virus.

# TARC BOARD OF DIRECTORS MEETING



When workers were laid off and runs were cut, drivers that had been here 15-20 years were working late night, some cleaned buses to keep getting a paycheck, we were in the trenches. Somehow that seems unfair and unvalued.

Putting the names of drivers on a bus may have made you guys feel good but we were scared out of our minds to come to work while dealing with our own personal financial hardships and health it was an insult to the workers who was in the trenches. The decisions you make in this board room affects us deeply you may not know this because for most of you we are nameless and faceless.

Our morale is at an all time low and after following our director we have been left with no solutions. We want better communication between management and ATU.

My question to you Mrs. Butler and this Board is how are you all going to rectify our concerns that our ATU president has brought up including but not limited to lack at Safety, Management, accountability, essential pay and hiring within.

## **Proposed Agenda Items**

- Resolution for Board Member Charles Rogers.

## **Adjournment**

Chair Morrow made a motion to adjourn at 2:50 p.m. which was moved by Charles Rogers and seconded by JC Stites and approved.

\_\_\_\_\_  
Mary Morrow  
Chair

\_\_\_\_\_  
Date



**BOARD OF DIRECTORS UPDATE**  
**AUGUST 24, 2021**



# HIGHLIGHTS

## SINCE THE LAST BOARD MEETING.....

- Impacts of COVID-19 Delta variant being felt, increased positive cases
- Continued focused on recruitment and staffing, both TARC and TARC 3
  - Led to TARC's largest new hire class that began on July 19
- Plans for TARC3 customer meetings and listening sessions
- Continued implementation of training for the entire organization on sexual harassment prevention; diversity and inclusion behaviors



## MISSION STATEMENT

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Deliver  
transportation  
services that  
enhance the  
Greater Louisville  
community



# MISSION STATEMENT & SUCCESS FACTORS

## DELIVER TRANSPORTATION SERVICES THAT ENHANCE THE GREATER LOUISVILLE COMMUNITY



### Deliver Quality Services

- Safe
- Accessible
- Sustainable



### Support the Community's Well Being

- Program Involvement
- Workforce & Economic Development
- Outreach



### Focus on Rider Needs

- Voice of the Customer
- Dependability
- Frequent, Fast, & Direct



### Engage an Effective Team

- Promote Transparency
- Training & Development
- Opportunities for Growth



### Maintain Adequate Financial Resources

- MTTF, Revenue, Expenses
- Fund Capital Needs
- Prudent Contractual Management



### Explore Visionary Opportunities

- Long Range Planning
- Transformative Technology
- Multimodal Trends



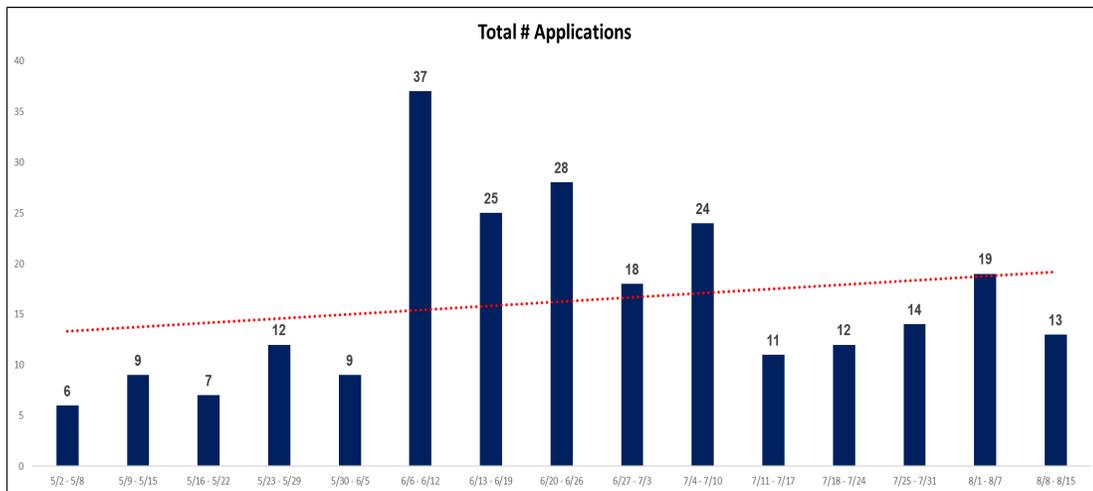
# TARC (FIXED ROUTE) OPERATOR STAFFING

# Budgeted: 376

# Total Operators: 322  
Delta from Budget: 54

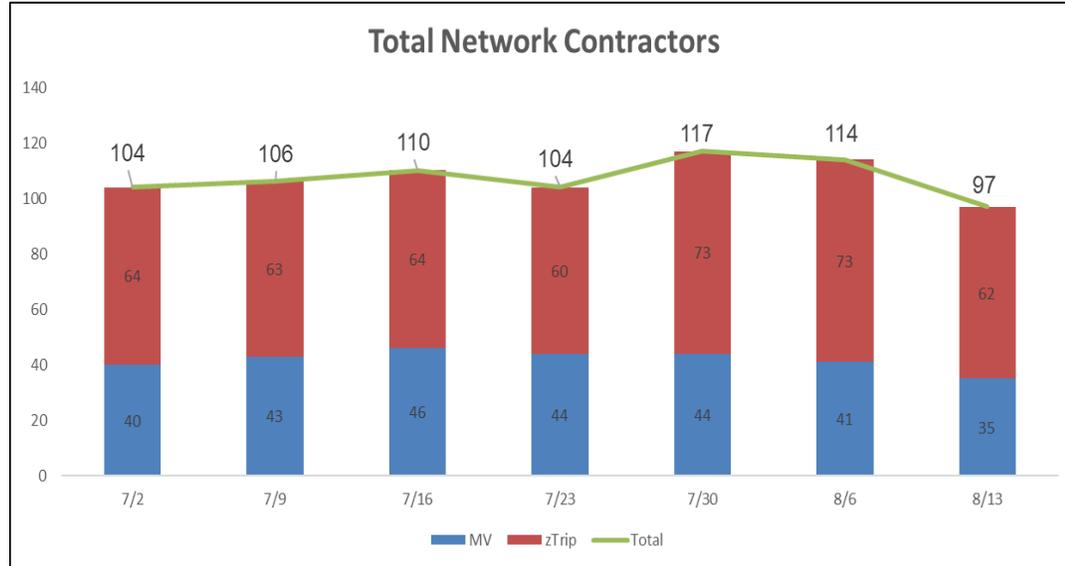
# Available Operators: 294  
Delta from Total: 28

**210 applications received since 5/30**



- New hire class began 7/19
  - Started with 19 operators
  - Ending with 12 operators
  - 3 joining next class
  - 1 more week of training, then graduation
- Next class begins Monday, 8/23
  - Starting with 25 operators
- Continue working to secure CDL permit test slots
- Determining date of Oct training class
- Thank you to all working on his effort!

# TARC3 (PARATRANSIT) OPERATOR STAFFING



Total Network Headcount to Date: 97

## Operator Updates

- 3 drivers cadetting, start on road 8/24
- 2 scheduled to start training 8/25
- 7 Momentum drivers begin training 8/23

## Staffing / Service Actions

- 4 exploratory meeting with Lou Forward referrals
- \$500 employee referral bonus
- \$1,000 new employee sign on bonus
- Utilizing external job placement websites
- Working to onboard two subcontractors
- Onsite recruiter, week of 8/16
  - Outreach contacts: 632
  - Phone screens from outreach: 13
  - Interviews scheduled: 11
  - Interviews conducted: 6
    - 5 sent for qualifications
    - 3 failed qualifications, 2 pending



# RIDERSHIP

## FIXED ROUTE

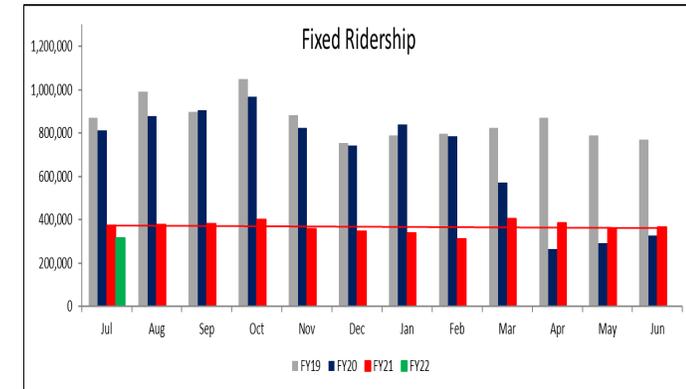
Monthly

**314K**

-13% VLM  
-16% VLY

YTD

1<sup>ST</sup> Month of FY



## PARATRANSIT

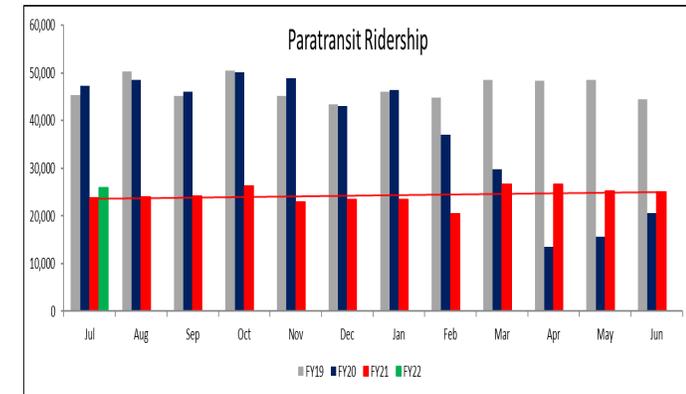
Monthly

**26.0K**

+4% VLM  
+9% VLY

YTD

1<sup>ST</sup> Month of FY





# ON-TIME PERFORMANCE

## FIXED ROUTE

Monthly

# 80%

-2 Pts VLM  
+6 Pts VLY

YTD

1<sup>ST</sup> Month of FY

Current Detours

Long Term:

Line 15 VA construction

Line 71 Middle Rd. construction

Line 19 EB Frankfort beginning soon

## PARATRANSIT

Monthly

# 78%

+4 Pts VLM  
-5 Pts VLY

YTD

1<sup>ST</sup> Month of FY

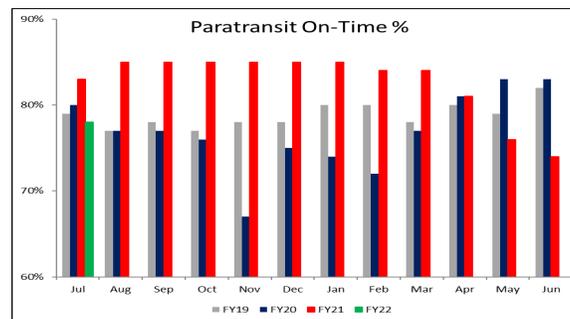
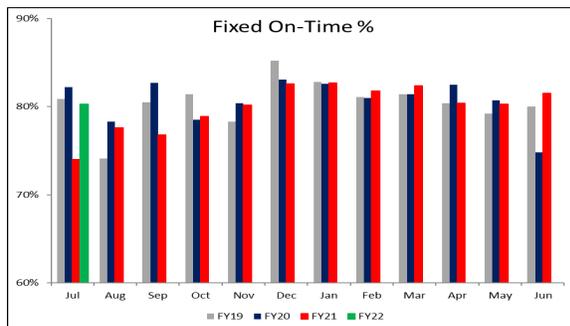
Short Term:

Line 27 41<sup>ST</sup> construction

Line 71 Penn St construction

Line 27 Preston/Hill Construction

Line 43 2<sup>nd</sup> St. PM Rush Hour traffic concerns





# SAFETY

## SAFETY PREVENTABLE ACCIDENTS

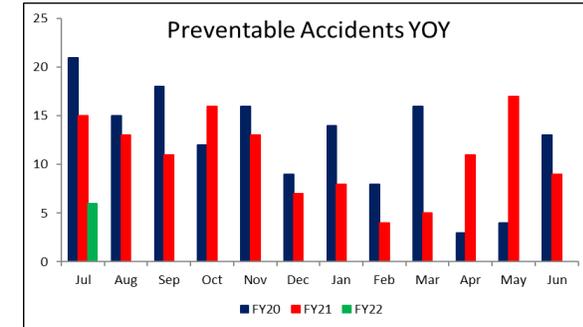
Monthly

6

-33%VLM  
-60% VLY

YTD

1<sup>ST</sup> Month of FY



## SAFETY ACCIDENTS TOTAL

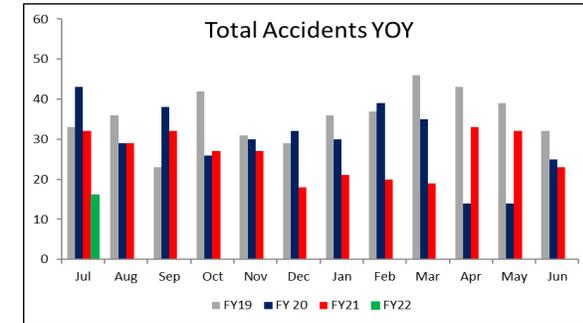
Monthly

10

-29% VLM  
-41% VLY

YTD

1<sup>ST</sup> Month of FY



## PREVENTABLE ACCIDENTS / 100K MILES

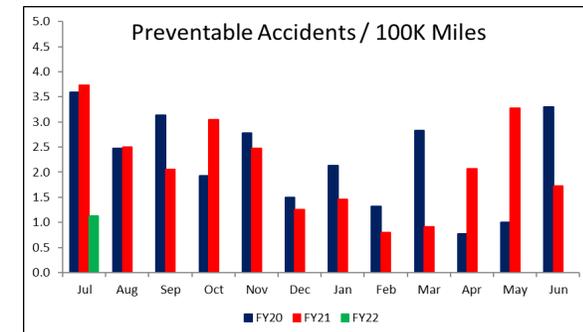
Monthly

1.1

-47%VLM  
-70% VLY

YTD

1<sup>ST</sup> Month of FY





# CUSTOMER SERVICE COMPLAINTS

## FIXED ROUTE

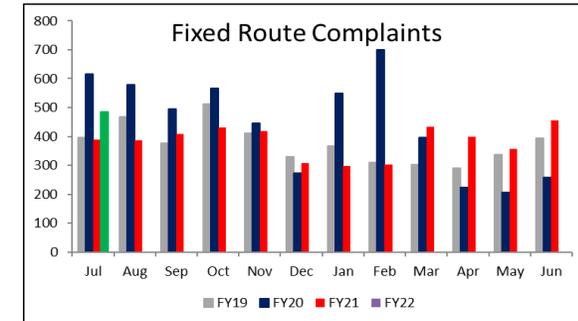
Monthly

**485**

+7% VLM  
+25% VLY

YTD

1<sup>ST</sup> Month of FY



## PARATRANSIT

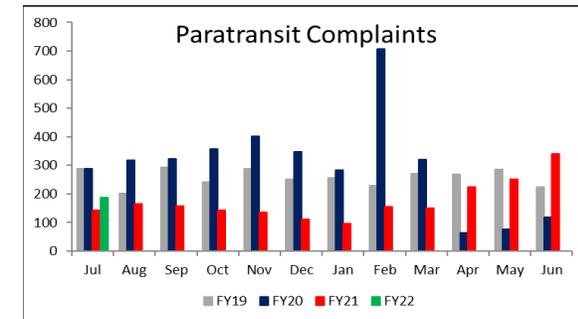
Monthly

**188**

-44% VLM  
+31% VLY

YTD

1<sup>ST</sup> Month of FY



## COMPLAINTS / 1,000 RIDERS

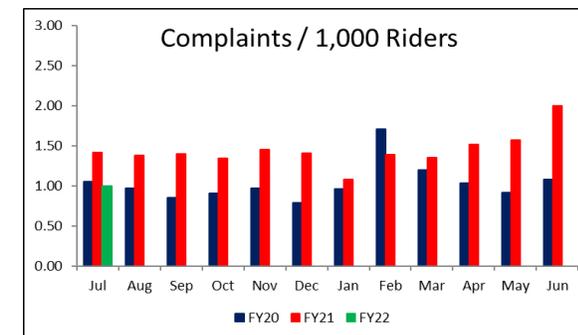
Monthly

**1.0**

-50% VLM  
-30% VLY

YTD

1<sup>ST</sup> Month of FY





# COVID VACCINATION EFFORTS

## BY THE NUMBERS.....

	<u>TARC</u>	<u>TARC3</u>
# Transit Operators	349	126
# Frontline Workers	244	40
TOTAL EE's	593	166
Total Vaccinated	256	61
% Vaccinated	43%	37%





## OPEN POSITIONS

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### NOW HIRING!

- Assistant Director of Finance
- Procurement & Contract Administrator (2)
- Accounting Assistant
- Mechanic (3)
- Operations Supervisor
- Dispatch Supervisor
- Relief Supervisor
- Hostler (3)





**THANK YOU**

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# AUGUST BOARD OF DIRECTORS UPDATE

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August 24, 2021





# MEMORANDUM

**To:** Mary Morrow, Chair of TARC Board of Directors

**From:** Carrie Butler, Executive Director

**Date:** July 27, 2021

**Re:** Resolution 2021-30 Recognition of Service to Charles Rogers

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Please see the following Resolution to show our support and gratitude to Charles “Chuck” Rogers. We are grateful for his years of service to the Transit Authority of River City and our community.

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



## **RESOLUTION 2021-30**

### **Recognition of Service to Charles Rogers**

A resolution recognizing Charles “Chuck” Rogers for his contributions and service as a member of the TARC Board of Directors.

**Whereas**, Charles “Chuck” Rogers has been a member of the TARC Board of Directors since August 2012, including his recent service on the Customer Relations Committee and;

**Whereas**, Chuck has demonstrated outstanding qualities as a leader, assisting TARC in the launch of the MyTARC card as well as the Dixie BRT and;

**Whereas**, Chuck’s advocacy and support for individuals with disabilities have made Chuck an advocate for inclusivity at both TARC and in Greater Louisville and;

**Whereas**, Chuck’s years of service on advisory boards in Louisville have helped businesses in the community be in compliance with the Americans with Disabilities Act.

**Whereas**, Chuck will be truly missed by all TARC team members;

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

1. Charles “Chuck” Rogers is recognized for his contributions and service as a member of the TARC Board of Directors for nearly nine (9) years.
2. We wish Charles “Chuck” Rogers success in all his future endeavors.

**Adopted this 24th day of August 2021**

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**Mary Morrow, Chair of the Board of Directors**

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**Carrie Butler, Executive Director**