

# **CUSTOMER SERVICE SUBCOMMITTEE BOARD OF DIRECTORS MEETING**



## **Meeting Notice:**

The next meeting of this subcommittee of the TARC Board of Directors will be held at:

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

**Board Room on:**

**Wednesday, September 22 at 10:00 a.m.**

Alternately, Board members, members of the public and/or TARC staff may join via Zoom using the following:

<https://us06web.zoom.us/j/84348798297?pwd=QnQ2UGNUNnIERHFKMW5lbkxrWFBUT09>

**Meeting ID:** 84348798297

**Passcode:** 417270

**One tap mobile:** +13017158592,,84348798297#

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.

# CUSTOMER SERVICE SUBCOMMITTEE BOARD OF DIRECTORS MEETING



## Agenda

I.	Quorum Call / Call to Order	Jan Day	10:00
II.	Staff Presentation	Randy Frantz	10:00 - 10:25
III.	Discussion	All	10:25 – 10:40
IV.	Proposed Agenda Items/Next Meeting Date	Carrie Butler	10:40 – 10:45
V.	Adjourn		10:50



**CUSTOMER SERVICE SUBCOMMITTEE MEETING  
SEPTEMBER 22, 2021**





# TABLE OF CONTENTS

---

## CUSTOMER SERVICE SUBCOMMITTEE MEETING

I. Call to Order	10:00am
II. Mission Statement and Success Factors	10:00am - 10:05am
III. COVID-19 Update	10:05am - 10:10am
IV. Website Redesign	10:10am - 10:20am
V. TARC3 Town Hall	10:20am - 10:25am
VI. Staffing Update	10:25am - 10:40am
VII. TARC3 Weekly Service	10:40am - 10:45am
VIII. Proposed Agenda Items / Next Meeting Date	10:45am-11:00am
IX. Adjourn	11:00am

# MISSION STATEMENT

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

- Mass Transit Trust Fund
- Fund Capital Needs
- Prudent Contractual Management



### Explore Visionary Opportunities

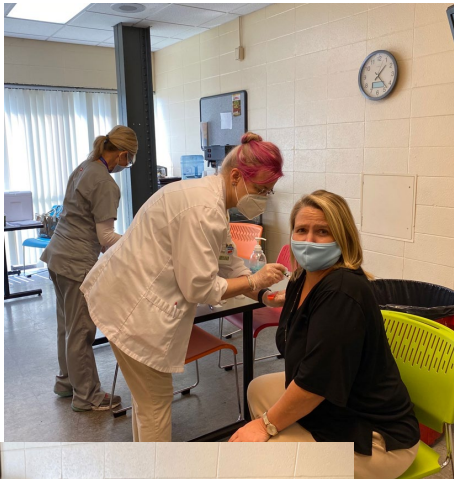
- Long Range Planning
- Transformative Technology
- Multimodal Trends

# COVID VACCINATION EFFORTS

## BY THE NUMBERS.....

	<u>TARC</u>	<u>TARC3</u>
# Transit Operators	357	121
# Frontline Workers	232	47
TOTAL EE's	589	168
Total Vaccinated	256	64
% Vaccinated	43%	38%

- Onsite vaccines offered Sep16
- Keeping a watchful eye on vaccine mandate discussions



# WEBSITE REDESIGN & HOSTING

## IMPROVING CUSTOMER COMMUNICATION

- Resolution 2021-22 approved (Jul)
- Planeteria serves as host of existing site (Sep)
- Content audit of existing site (Sep)
- Visual design/site navigation improvements (Nov)
- Testable beta site, design and functionality (Jan)
- **New website launch (Feb)**

Others to learn from.....

[Utah Transit Authority](#)

[Massachusetts Bay Transportation Authority](#)

[Go METRO](#)

[Jacksonville Transportation Authority](#)

[LYNX, Orlando](#)



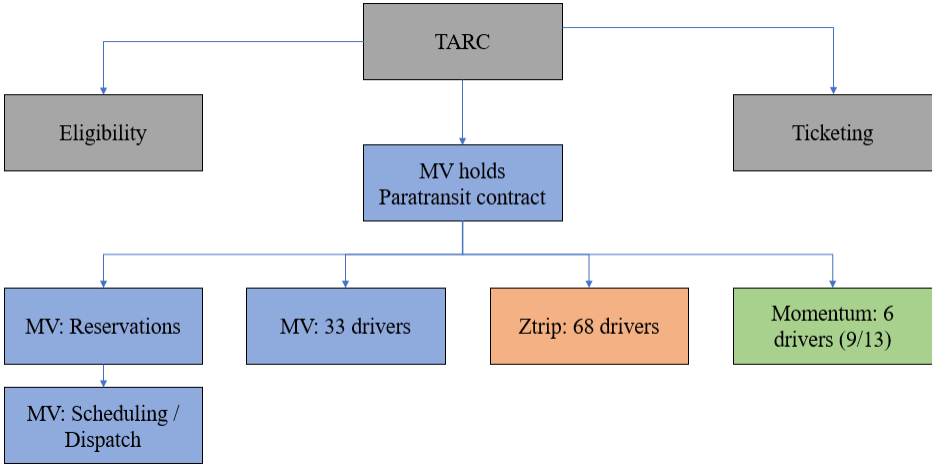


# TARC3 TOWN HALL

## ENGAGING CUSTOMERS, GETTING FEEDBACK

- First virtual town hall Sep15
- Topics: TARC3 101 and Hiring
- Next town hall: Nov18

Topic: Operator Training



<u>SERVICE PROVIDER</u>	<u>CONTRACT DATE</u>	<u>LENGTH OF CONTRACT</u>
MV Transportation	October 2005	7 years
American Red Cross	November 2007	7 months
Louisville Wheels	July 2008	2 years
Procarent/Yellow Cab	July 2011	1 year, 2 months
First Transit	October 2012	7 years
Procarent/Yellow Cab	October 2012	7 years
MV Transportation	January 2020	5 years (option of two, 2 year extensions)



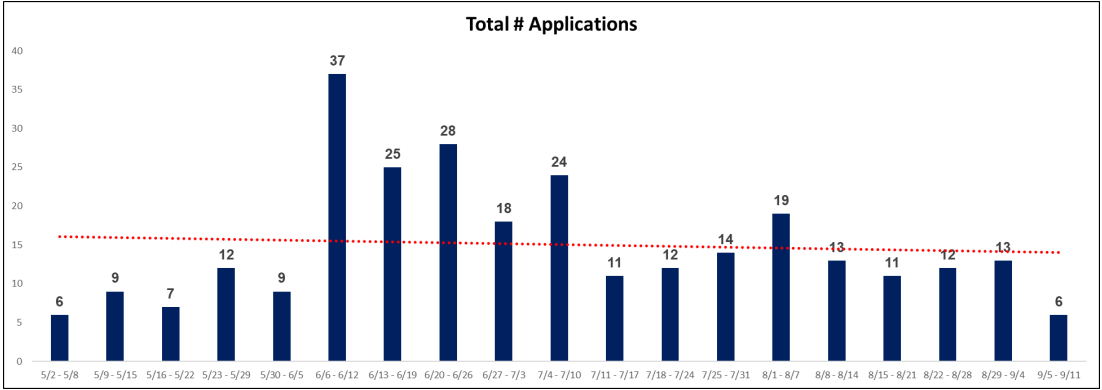
# TARC (FIXED ROUTE) OPERATOR STAFFING

# Budgeted: 376

# Total Operators: 330  
Delta to Budget: 46

# Available Operators: 301  
Delta from Total: 29

**252 applications received since 5/30**



- Graduated 10 from Jun19 class
- 21 began Aug23 class, 16 remain
- Next class begins Oct18, 11 verbal offers, working to fill

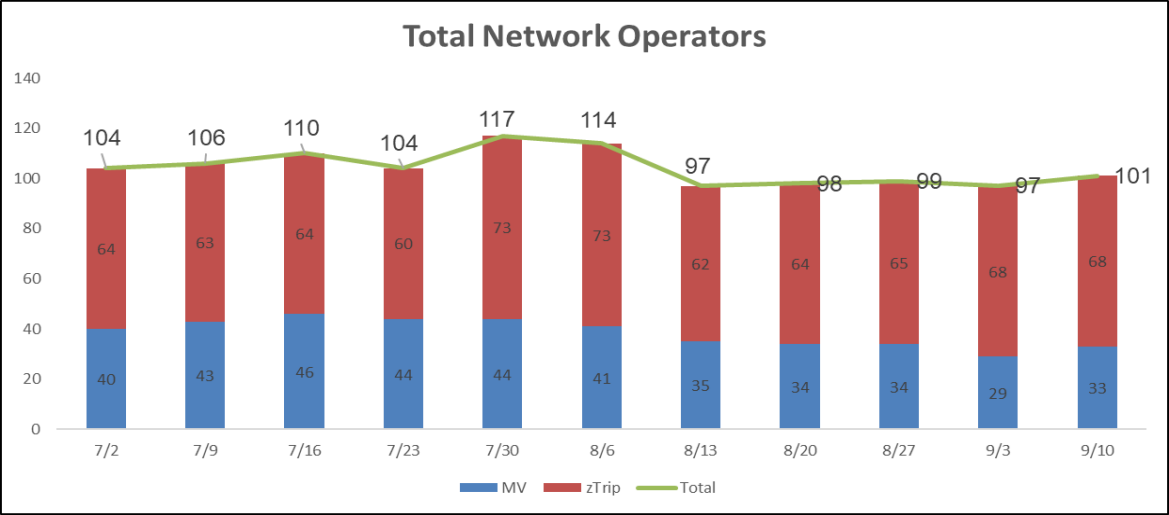


Ten new Coach Operators were officially welcomed to the TARC team during their Operator Badge Ceremony on Friday, Sept. 3. These new operators are road ready after completing six weeks of intense training and passing a skills test to earn a Commercial Driver's License. Congrats!





# TARC3 (PARATRANSIT) OPERATOR STAFFING



Total Network Headcount to Date: 101

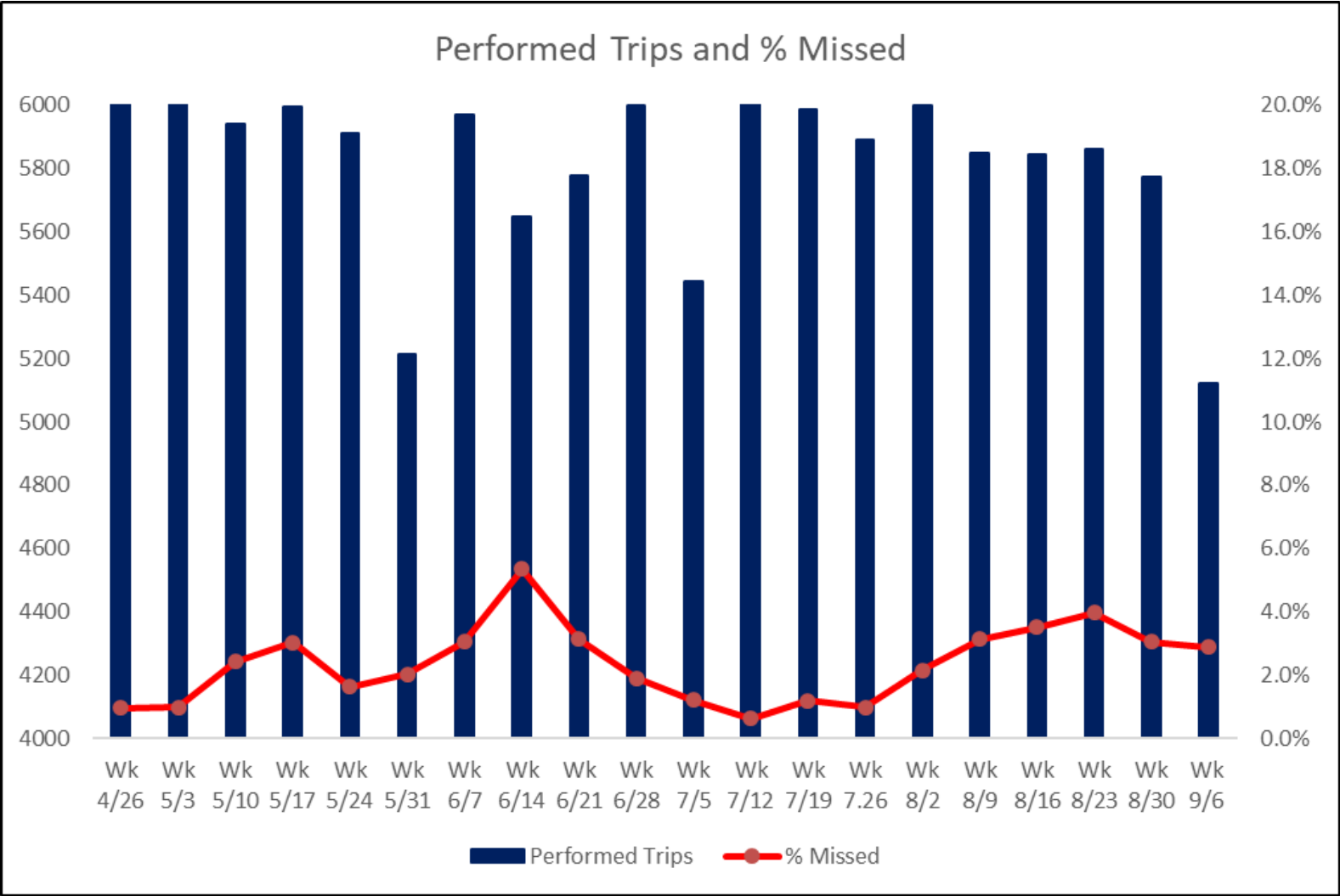
## Operator Updates

- 10 drivers hired since August 1 (6 in August, 4 in September)
- Momentum (6 drivers) begins 9/13
- 7 drivers currently in training
- 9 in qualifications, 4 interviews scheduled

## Staffing / Service Actions

- Onsite recruiter
- VP Operations onsite
- \$500 employee referral bonus
- \$1,000 new employee sign on bonus
- Utilizing external job placement websites
- 100's phone contacts weekly
- Quarterly performance bonus
- Day of service incentives offered to drivers
- Weekly tokens of appreciation for staff

# TARC3 (PARATRANSIT) WEEKLY PERFORMANCE





# THANK YOU

---



# CUST SERVICE SUBCOMMITTEE MEETING

---

September 22, 2021