

# TARC BOARD OF DIRECTORS MEETING



## March 2022 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on March 22, 2022 at 1:30 P.M. in person at TARC Board Room, 1000 West Broadway.

### Board Members Present

#### **In person:**

John Launius  
Carla Dearing  
Jan Day  
Gary Dryden

#### **Virtual:**

Dave Christopher  
Bonita Black

### Quorum Call

Chair Launius called the meeting to order at 1:34 P.M.

### Adoption of Minutes

The motion was duly moved for the February 2022 Board Meeting minutes by Gary Dryden and seconded by Carla Dearing. The Board of Directors unanimously accepted the February 2022 Board Meeting minutes.

### Staff Reports-

#### Update on Financials

Presented By: Tonya Carter

See PDF of January Financials

#### Monthly Performance Report

Carrie Butler – Highlights since last Board meeting

- Budget
- Attended Preston Corridor plan trip
- Hosted Long Range Plan Community Advisory Committee Meeting
- Welcomed a New Hire Class
- Celebrated Transit Employee Appreciation Day

John Lockhart

- Fixed Route Staffing 326 Full-Time, after deducting those on sick leave, we have 309 available. Budgeted is 376.
- New Marketing strategy campaign for the next May 9<sup>th</sup> operator class

Jennifer Miles

- TARC3 Staff is at 114, goal is to have 150 by 7/1/22
- We have 5 subcontractors, Westport Medical Service, ZTrip, Silver Ride, Alpha, Transportation Care Service
- Possibly have 1 more contractor coming soon

Lorri Lee

- Preventable accidents down from this month last year, YTD -2%

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- Total accidents, 18 last month

Anna Cooper

- Fixed Route Customer Service Complaints, +17% VLY
- Paratransit Complaints, +162% VLY
- Complaints per 1,000 riders, +29%

## **TARC Fiscal Year 2023 Budget Initial Draft Overview**

Presented By: Carrie Butler, Randy Frantz, Geoffrey Hobin and Tonya Carter

FY23 Key Capital Projects

- Fleet Replacement
- Transit ITS
- Facility Renovation
- Safety and Security Program

Internal and External Costs

- Paratransit
- Experimental Service
- Reestablish Training Department
- Employee Rewards & Recognition
- Implementation of TARC Linc (COA)
- Explore Fare Free Service

Comparing Opportunities vs. Obstacles of going Fare Free

### **Budget Impacts**

Potential Costs Reductions

- Elimination of low ridership routes
- Decrease frequency, increase headways
- Analyze hours of operations (start/stop)
- Manage absenteeism, reduce overtime

Revenue Opportunities

- Increase Fares
- Seek additional State funding
- Additional revenue streams
- Tax referendum

### **Redefining the (Near) Future**

- June 2023 for Go Live of route and system changes

### **Action Items**

#### **Resolution 2022-08 Paratransit Vehicle Purchase**

Presented by: Geoffrey Hobin

A Resolution authorizing the Executive Director to amend contract P-2780 with Superior Van and Mobility, Inc. to accommodate the purchase of thirteen (13) additional ADA-accessible full-size vans, and to purchase those additional vans at a total not-to-exceed \$884,746.00.

The motion was duly moved by Carla Dearing and seconded by Jan Day and approved.

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## Amendment to Resolution 2022-03 Security Guard Services

Presented by: Maria Harris

A Resolution authorizing the Executive Director to enter into an Initial Term of three (3) years with an Option of two (2) one-year term contract with Morgan Security based upon proposed cost for a not-to-exceed amount of \$1,142,622.00 which is the same amount originally approved for both Morgan and Allied, but now just applies to Morgan.

The motion was duly moved by Jan Day and seconded by Gary Dryden and approved.

## Chair's Report

Presented By: John Launius, Board Chair

Update from Subcommittee Chairs:

**Finance Subcommittee** – Carla Dearing

No update, covered during Budget

**Strategic Planning and Technology Subcommittee** – Ted Smith (not present)

No Update

**Customer Service Subcommittee** – Jan Day

No Update

**Human Resources Subcommittee** – Tawanda Owsley (not present)

From John Launius - In the process for the Executive Director's annual performance evaluation. Will put the contract before the Board at the April meeting and the score will be shared to the full Board before the meeting for review.

Last month, the Board heard comments regarding TARC's community partner passes and felt that it was unclear as to whose responsibility it should be to explain when a partner pass fails to work. TARC continues to examine ways to improve its processes, and, as such, TARC will attempt to resolve the issue for the customer before asking assistance from its community partners. TARC strives to provide real-time and updated information to its customers. Unfortunately, during weather events, like we recently experienced with snow and ice, the modifications come fast and furious and radio operators do their best to keep up with the calls and make sure operators know adjustments before communicating those changes to our customers. Sometimes, regrettably, the information does not get out as fast and timely to our customers as we would like during these situations. TARC strives to ensure the utmost safety for our passengers and continually works with, monitors and trains our operators to meet the needs of each and every passenger. In addition, our buses are equipped with hand-rails for passengers to use as they move throughout the vehicle to board or depart. Plus, our operators are trained to secure apparatuses for our ADA passengers to ensure a safe ride. TARC is always looking at ways to improve methods for which customers can purchase services and will continue to do so.

Finally, we always continue to appreciate hearing from union leadership and value their feedback.

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## Public Comment

Presented by: Pat Mulvihill

From Facebook:

- Why can y'all start bus early i Post to be at work at 7am but i get to work at 815
- Why is so many delays bus
- Why can't your driver's tell time, never on time .....
- This is great info. I will be joining Tarc Drivers on May 9th.investing into training is great been trucking for about 12 years. I'm ready to join. Thx
- As far as training what area of training will be improved or fixed? According to some drivers that I know work there they love the training and they love the folks.
- We need train as well like St Louis, MO has bus and train
- The bus is never on time I be late for work everyday
- Have y'all ever thought about lowing the fair to \$1 and see how that works.

### **Antonio Wilson (In Person)**

- Want to ask about fare increase, how much would that fare increase be?
- The people that drive the bus, have seatbelts. Is there any way you can put seatbelts for customers?

### **Lillian Brents (In Person)**

I didn't hear much follow up from the last meeting. I talked about members being harassed or complaints that have made that are not resolved. Still want to talk about respect. Did not hear anything about that. I have a class action claim to give to the Board with 81 signatures which is recognizing how the drivers are being harassed out on the road, the Covid Policy, various management styles that things have been brought to their attention and following on deaf ears. They talk about hostile work environment, direct unprofessionalism, hostile communication when interacting with management, failure to adequately facilitate communication between departments, mismanaging scheduling, disruption of worker schedules and Covid policy. Hopefully we can get some follow up comments at our next Board meeting. Since we have a new guest today who may not understand the flow of process so they may not feel ignored. Highlight times that their question may be answered.

### **Proposed Agenda Items**

- Janitorial Services
- Amendment to 2021-43 – Management Consulting Services, IDIQ (Amendment of Scope of Work)
- Sole Source Award: Fare Collection Maintenance Agreement
- To Be Released Procurements:
  - Brakes and Components (Invitation to Bid)
  - Cooling components (Invitation to Bid)
- Upcoming Procurements:
  - Voice Radio Equipment
  - 30<sup>th</sup> Street Training Lot
  - HVAC Installation at TARC Bus Barn
  - Legal Services
  - Facility Wide General Maintenance and Contracting Services

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## Closed Session

Chair Launius makes a motion to move into closed session pursuant to KRS 61.810 part F to discuss the appointment, discipline or dismissal of an individual employee, member or student at 3:08 p.m.

The motion to move into closed session was moved by Carla Dearing and seconded by Gary Dryden and accepted.

Chair Launius made a motion to reconvene from Closed session at 3:47 p.m. which was moved by Carla Dearing and seconded by Gary Dryden and approved. Chair Launius stated there was a discussion regarding the Collective Bargaining Agreement, but no action was taken.

## Adjournment

Chair Launius made a motion to adjourn at 3:48 p.m. This motion was duly moved by Jan Day and seconded by Gary Dryden and approved by the Board.

  
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John Launius, Chair

4/26/22  
Date