

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**

Tuesday, August 22, 2023 at 1:30 p.m.

This meeting is also being held via teleconference as permitted by KRS 61.826. Pursuant to KRS 61.810, the Board may enter into Closed Session, but shall not take any action in a Closed Session

Alternately, 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. Public comments may be submitted in the chat feature, please include your name in the chat.

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.

TARC BOARD OF DIRECTORS MEETING

Agenda – August 22, 2023



I.	Quorum Call/Call to Order		1:30
	a. Approval of July Meeting Minutes		
II.	Public Comments	Pat Mulvihill	1:30 – 1:45
III.	CLOSED SESSION	Board	1:45 – 2:00
IV.	Action Items		2:00 – 2:30
	a. Resolution 2023 – 19 Experimental Shared Mobility on Demand Pilot Project	Carrie Butler	
	b. Resolution 2021-43.3 Amendment 3 Management Consulting Services IDIQ	Carrie Butler	
	c. Resolution 2023 – 20 Bus Air Suspension Components and Supplies	Maria Harris	
	d. Resolution 2023-21 Rear Axle Components	Maria Harris	
	e. Resolution 2023 – 22 Excess Workers' Compensation Coverage	Keith Shartzter	
V.	Staff Reports and Presentations		2:30 – 2:45
	a. Fiscal Year 2023 Audit Update	Tonya Carter	
	b. July Operational Update	Staff	
VI.	Old Business	Carrie Butler	2:45 – 2:50
	a. Status of Advertising Policy		
VII.	New Business		
VIII.	Chair's Report and Subcommittee Reports	Board	2:50 – 2:55
IX.	Proposed Agenda Items and Upcoming Procurements	Carrie Butler	2:55 – 3:00
	a. TARC Performance Scorecard		
	b. Renovation of 925 W. Broadway facility CANCELLED		
	c. Energy as a Service		
	d. Experimental Shared Mobility on Demand		
X.	Adjournment		3:00

TARC BOARD OF DIRECTORS MEETING



July 25, 2023 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on July 25, 2023 at 1:30 p.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

Steve Miller
Jan Day

Virtual

Bonita Black
Michael Schnuerle

Carrie Butler opened the meeting. She suggested the agenda order may need to be adjusted depending on the numbers of Board Members in attendance.

Board Members elected the Chair Pro Tem – Jan Day.

Meeting Called to Order

Chair Pro Tem Jan Day called the meeting to order at 1:34 p.m.

Staff Reports and Presentations

Tonya Carter presented Financials
May 2023 Financial Summary. See Financials in PowerPoint.

Staff Reports and Presentations

Carrie Butler shared the TARC highlights with the Board:

- Graduation for our newest class of nine coach operators;
- Riverview Independence Festival;
- GLI Fly in DC update; and
- HR recruitment push at KY Career Center Job Fair.

Rob Stevens introduced the Staff Report section of the Board meeting with sharing additional information regarding the continuous improvement plan we are sharing every month. The Directors are developing action plans that address areas in which we could do better. Benchmarks are being implemented to track our progress and align us with successful outcomes.

- William Harris presented Maintenance.
- Keith Shartzter presented Safety and Security.
- John Lockhart presented June Ridership.
- Anna Cooper presented Customer Service.
- Jennifer Miles presented ParaTransit Service.

Action Items

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Carrie Butler presented Resolution 2023-18 – Re-naming of the Court Yard between Union Station and the

Baggage Building, the Geoffrey Hobin Court Yard. Geoffrey and his team have processed well over \$350 million worth of federal grants during his time here. So pretty extraordinary!

The motion was duly moved for approval by Steve Miller. The motion seconded by Jan Day. The Board of Directors unanimously adopted resolution.

Carrie Butler suggested that with the other action items listed on the agenda there will need to be a special Board of Directors meeting called in the near future. The Resolution 2023-16 Purchase of Ultra Low Sulfur Diesel Fuel is time sensitive because the current contract expires July 31, 2023.

Steve Miller stated: "I would move that the Board directs Carrie Butler to schedule a special Board meeting at the earliest convenience where a quorum can be established; and, if at all possible, before midnight on July 31st. The by-laws also require the Board to elect officers at the July meeting.

The motion was duly moved for approval by Steve Miller. The motion seconded by Jan Day. The Board of Directors unanimously adopted resolution.

Carrie Butler suggested we move into the Public Comment portion of the Board Meeting Agenda.

Public Comment

Pat Mulvihill read the **Public Comment Preamble**: "The TARC Board values hearing from its customers, TARC employees and public at large. This Board will not respond in this meeting to any comments made at this time. However, TARC will post a response on TARC's website regarding the comments made by the following meeting. In addition, the TARC Board may assign the feedback or comments to be further examined by its subcommittees and, if warranted, further addressed by TARC."

June Public Comments and responses are posted on our website.

Pat Mulvihill read the on-line public comment: "I have been a TARC rider for three-plus decades for traveling to and from work and I strongly disagree with ending all the express services. It is taking Louisville backwards; transportation wise, cutting back, I certainly understand, but eliminating entirely makes zero sense. Also, the reliability factor for the bus I take most days has a strong failing grade. So far this week alone it has been unreliable. I'm asking TARC to do what it takes to make TARC a more reliable service." This comment was drafted by Peggy Bass.

Antonio Wilson

A lot of our drivers and riders feel unsafe on the buses. Also, the bus shelter has glass shattered all over the place and that can hurt somebody. TARC shouldn't build those anymore because the shattered glass doesn't look good.

Adjournment

TARC BOARD OF DIRECTORS MEETING



Pro Tem Chair Jan Day made a motion to adjourn at 2:27 p.m. This motion was duly moved by Steve Miller seconded by Michael Schnuerle and approved by the Board.

Chair of the TARC Board of Director

Date

TARC BOARD OF DIRECTORS MEETING



July 28, 2023 Special Board Meeting Minutes

Pursuant to KRS 61.823, the TARC Board of Directors will hold a special meeting. This special meeting will be held in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Board Members Present

In Person

Steve Miller
Ted Smith
Jan Day

Virtual

Bonita Black
Michael Schnuerle

Election of Chair Pro Tem

Board Member Steve Miller was elected Chair Pro Tem

Meeting Called to Order

Board Member Steve Miller called the meeting to order at 4:04 p.m.

Board Positions

Bonita Black presented the Nominating Committee Report. The recommendation from the ad hoc nominating committee is that Ted Smith serves as the Chair and Jan Day serves as Vice Chair. Both of these Board members have a solid history of service on TARC Board and they will hit the ground running.

There were no nominations from the floor. The motion was duly moved for approval by Bonita Black. The motion seconded by Steve Miller. The Board of Directors unanimously adopted Ted Smith as Chair.

Steve Miller presented the next part of the election of officers, Vice Chair of the Board, Jan Day. There were no nominations from the floor.

The motion was duly moved for approval by Bonita Black. The motion seconded by Ted Smith. The Board of Directors unanimously adopted Jan Day as Vice Chair.

Action Items

Aida Copic presented Resolution 2023 – 15 Bus Stop Access Improvements. TARC is improving access safety and passenger experience at the bus stops. This is really essential for the convenience and usage of public transit and also for the long-term success of TARC. We have a very successful partnership and agreement with Louisville Metro Public Works and we would like to continue this agreement for three years until the end of June 2026.

Under this new proposed agreement, TARC could agree to provide 1.5 million in federal funds. There is a local match requirement that we receive from other stakeholders and partners. At this time, we have \$750,000 available in Surface Transportation Block Grant Monies. The agreement with Metro Public Works does not require us to spend the total amount of \$1.5 million in federal funds but does provide the opportunity to do so. Additional funding is available through various sources and grants that would

TARC BOARD OF DIRECTORS MEETING



allow us to continue the program for sidewalks to provide ADA access and make bus stop improvements.

With this resolution, we request to authorize our Executive Director to enter into an agreement with Louisville Metro Public Works to contribute up to \$1.5 million in federal funds to join better faster access, and sidewalk improvements and continue this program over the next three years.

Michael Schnuerle presented his question: "What is the matching fund requirement here? Where does that come from? And does Metro do any of those matching funds?"

Aida answered: "typically we work together with Public Works and Metro Council Districts. We prioritize the Improvements and, most of the time, local matching funds are available from neighborhood development funds for specific districts. We always evaluate and list projects by priority based on the ridership in the area.

The motion was duly moved for approval by Bonita Black. The motion seconded by Jan Day. The Board of Directors unanimously adopted the resolution.

Maria Harris presented Resolution 2023-16 Purchase of Ultra Low Sulfur Diesel Fuel. In the past we have purchased fuel like "spot buys," meaning whatever the price is for that day, that's what we buy. Over the past two years we have had a great relationship with Colonial, but that contract is unfortunately expiring at the end of this month. We did the two-step process. We did our traditional technical proposal and we checked all of the proposers for their responsiveness. The second step consisted of a reverse auction. With all of us in attendance we could watch the bidders decreasing the pricing. The final bid price is \$2.62. We are requesting for the board to approve and to give authorization for the Executive Director to sign a contract for fuel.

The motion was duly moved for approval by Jan Day. The motion seconded by Michael Schnuerle. The Board of Directors unanimously adopted the resolution.

Matt Abner presented Resolution 2022 - 13 Amendment No. 2 Fare Media. This resolution is to request an increase in the authority for purchase of fare media. "I'd say over the last six months we've been seeing an increased volume from our community partners asking for larger quantities of such media. This resolution is requesting an additional \$125,000 to our current authority of \$250,000 bringing that to an annual total not to exceed the amount of \$370,000.00.

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

Pat Mulvihill presented Resolution 2020-49 Amendment to TARC Handbook. Back in October 2020, TARC did a major rewrite of the handbook and like any sort of document like this one it is an evolving version. We always look for improvement. All amendments to the handbook were added to the resolution for the board to easily review. See TARC Handbook in PowerPoint.

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Steve Miller asked the question: “what is the process for communicating the changes to the handbook to the employees?” We will Issue a brand-new handbook, and we will then email or distribute it once it's done.

We will have the employees sign for it because that is a requirement. The signature of the employees is their agreement they are aware of the items in the handbook. It will take approximately two months for the printing and distribution.

Melissa Fuqua added: “employees do have immediate access to the content of the handbook through their ADP Mobile app, which is where we have a store of information about other policies and procedures. We do have the capability of getting e-signatures through the ADP Portal, so it would not be as cumbersome as passing out hard copies.

The motion was duly moved for approval by Michael Schnuerle. The motion seconded by Ted Smith. The Board of Directors unanimously adopted the resolution.

Melissa Fuqua presented Resolution 2023-17 Update to TARC Drug and Alcohol Policy. TARC has not revamped our drug and alcohol policy since 2008. This resolution is basically a housekeeping type of resolution. There are a couple of things that we wanted to clarify as it pertains to the Kentucky Senate, Bill 47, which legalized medical marijuana. TARC is sharing with employees that marijuana in any form is prohibited for safety-sensitive positions.

The updates reinstate some safety-sensitive positions titles that have changed over the years. We cleaned up some actions on post-accident drug screening. If a person is called for a post-accident drug screen, we remove them from driving until we get a negative result. We've done that in the past, but we had to state it in our drug and alcohol policy by law. And also, we had to update our employees System Program information and we updated some language regarding the medication approval form. That is how employees are to notify TARC that they have a change in medication. Anything that has a warning label that indicates that a mental functioning or motor skills may be impaired, they have to disclose that to us and then we work with them and their physician to get them to a place where they are able to take whatever medication they need and continue to drive, otherwise they cannot drive while they take that medication. It is their responsibility to let us know.

This will be distributed like the handbook.

The motion was duly moved for approval by Jan Day. The motion seconded by Bonita Black. The Board of Directors unanimously adopted the resolution.

Carrie Butler presented Resolution 2023-18 recognition of Geoffrey Hobin with the naming of the courtyard area between the two buildings as the Geoffrey Hobin Court Yard.

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

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Ted Smith said a few words regarding his appointment to Chair of the TARC Board of Directors.

The motion to adjourn was duly moved for approval by Ted Smith. The motion seconded by Jan Day. The Board of Directors meeting adjourned at 5:05 p.m.



MEMORANDUM

To: TARC Board of Directors

From: Carrie Butler, Executive Director

Date: August 22, 2023

Re: Resolution 2023-19 – Experimental Shared Mobility on Demand Pilot Project

TARC has been developing plans to offer new Experimental Service beginning with the 2019 Comprehensive Operations Analysis completed in 2021 and then with the completion of the planning study 'Catalog Options to Exurban Locations' (Resolution 2021-15) eventually re-named the Micro Mobility Plan in 2022. During the development of the Fiscal Year 2024 budget, funds were designated for this service. So, with the studies completed and funds budgeted, the TARC team set out to draft a Request for Proposal for services to operate and manage new experimental service that provides customers with a shared mobility on demand ride.

On March 8, 2023 TARC's procurement department released a Request for Proposal (RFP) seeking qualified bidders to provide operational and management services for a variety of new mobility services, including but not limited to shared-mobility, on-demand, micro transit, and/or other new modes of transportation in the Louisville region. The primary areas of service include those that have been difficult and/or costly to serve with fixed route or are currently underserved by fixed route or paratransit service. On May 26, 2023, TARC received a total of six responses and five (5) were responsive to continue to the next step. A committee of seven (7) evaluators evaluated and scored. Out of the five (5) proposals, only four (4) were within the top range and shortlisted. The proposers that were shortlisted were WHC KY dba zTrip, The Routing Company, UZURV and MV Transportation, Inc.

During the coordination of the Step-2 interviews/presentations phase, The Routing Company removed themselves from the process. The remaining three proposers were interviewed by the committee. Following the interviews, the committee determined unanimously that a multi-vendor award had the highest potential for benefits to the community. Additionally, funds became available from the Indiana Department of Transportation, which allows for service to be provided on both sides of the river for the pilot project. The recommendation is to award to MV Transportation and WHC KY dba zTrip.

The following Resolution is two-fold. First it seeks approval for the Executive Director to negotiate contracts with MV Transportation, and WHC KY dba zTrip, of which the final terms will be brought back to the Board for final approval. Second, it allows the Executive Director to begin the process to review the fare structure for this service and to conduct a Service and Fare Equity Analysis, which will also be brought back to the Board for its approval. Please call me at 561-5100 if you have any questions. Thank you.



RESOLUTION 2023-19

Experimental Shared Mobility on Demand Pilot Project

A Resolution recognizing authorizing the Executive Director to enter into negotiations for a multi-vendor award for Experimental Shared Mobility on Demand and to begin a Service and Fare Equity Analysis.

WHEREAS, TARC seeks a vendor or vendors to provide shared-mobility and on-demand services for TARC; and

WHEREAS, a competitive solicitation, request for proposal (RFP) was issued on March 8, 2023 for such services; and

WHEREAS, TARC received five proposals to its RFP and the Evaluation Committee scored and narrowed down the proposals to four to do second round presentations and interviews; however, one of the proposers removed themselves from the process; and

WHEREAS, from those proposals which TARC conducted evaluations and interviews, TARC found that the proposals from MV Transportation, Inc. and WHC KY dba zTrip, were deemed the most responsible and responsive and wish to award a multi-vendor contract with these two entities; and

WHEREAS, TARC will begin the process to develop a fare structure for this service and to conduct a Service and Fare Equity Analysis; and

WHEREAS, TARC will begin negotiations for the service with the 2 entities listed above to come to terms for a multi-vendor contract; and

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

1. The Executive Director is hereby authorized to enter into contract negotiations for a multi-vendor award; and
2. The Executive Director is authorized to develop a fare structure and service and fare equity analysis process.

ADOPTED THIS 22nd DAY OF AUGUST

Ted R. Smith, Chair of the Board of Directors



MEMORANDUM

To: TARC Board of Directors

From: Carrie Butler, Executive Director

Date: August 22, 2023

Re: Resolution 2021 - 43.3 Third Amendment Management Consulting Services – Indefinite Delivery-Indefinite Quantity (IDIQ)

In November 2021, Resolution 2021-43 authorized the Executive Director to enter into an agreement with TransPro Consulting for Management Consulting Professional Services under an Indefinite Delivery Indefinite Quantity (IDIQ) services contract. The purpose of the services is for TARC to receive consulting support to examine internal operations with a goal to develop a high functioning and effective leadership team to move the agency forward and thus better serve our riders and community as a whole. A first amendment was awarded in April (Resolution 2021-43.1) for a performance appraisal process that is linked to the agency annual strategic plan. A second amendment was awarded in November 2022 (Resolution 2021-43.2) for a series of tasks including a paratransit assessment, Survey work and facilitation of two workshops. One task, the Board Retreat is in process.

This amendment to Resolution 2021-43 is to further support the work plan tactics in the strategic plan in order to best achieve the success outcomes: Customer Experience, Employee Engagement, Financial Health, and Community Value. The possible set of tasks include: Building on the prior paratransit assessment and facilitation of workshops and engagement with riders and interested stakeholders to develop components of the scope of work for the next paratransit contract. Another task is to facilitate the Executive Director's annual performance evaluation, which is linked to the strategic plan and associated outcomes. Another task is to incorporate feedback from the Board of Directors and Management team into the Strategic Plan Update for Fiscal Year 2024, and prepare for the 2025 Strategic Plan. Additionally, a request for staff support for project Management is included for up to three months. The following work orders are planned:

- Work Order 8 – Strategic Plan Update for FY 2024: \$ 31,502
- Work Order 9 – Executive Director Performance Evaluation: \$ 19,679
- Work Order 10 – Executive Management Team Workshop for 2025: \$ 9,639
- Work Order 12 - Phase Two Paratransit Assessment: \$ 45,587

This resolution requests the Board of Directors to direct the Executive Director to amend the contract with TransPro to add this additional work order for the following amount:

- Work Order 11 – Staff Support for Project Management: \$ 24,410

Please let me know if you have any questions. Thank you.



RESOLUTION 2021- 43.3

Management Consulting Professional Services Amendment 3

A Resolution authorizing the Executive Director to amend the Trans Pro contract for Management Consulting Professional Services for a not-to-exceed amount of \$ 24,410.

WHEREAS, TARC seeks a management consulting professional services to provide and assist TARC with its transit organizational management, strategic planning and technical capacity; and,

WHEREAS, a competitive solicitation, request for proposal was issued in July 2021 with responses received from interested firms on September 8, 2021; and,

WHEREAS, TARC entered into an Indefinite Delivery-Indefinite Quantity (IDIQ) contract with TransPro for an Initial Term of one (1) year with an option of two (2) additional one-year terms with TransPro Consulting; and,

WHEREAS, TARC desires to add a task to the contract for continued work on the performance management, strategic planning, and support staffing efforts for a not-to-exceed amount of \$ 24,410; and,

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 amend the contract with TransPro to allow additional tasks to be performed as set out herein at a not-to-exceed amount for these additional tasks of \$24,410.

ADOPTED THIS 22nd DAY OF AUGUST 2023

Chair of the Board of Directors



MEMORANDUM

To: TARC Board of Directors

From: Carrie Butler, Executive Director

Date: August 22, 2023

Re: Resolution 2023-20 Bus Air Suspension Components and Related Supplies (TB 20231807)

On June 20, 2023, the Procurement Department released an Invitation to Bid 20231807 (ITB) for Bus Air Suspension Components and Related Supplies which included fifteen (15) inventory parts. The solicitation intent is to award the contract to the lowest bidder/s. On July 20, 2023 we received responses from five (5) qualified bidders and evaluated all the bids based on the requirements and lowest bid price proposed. Procurement conducted an independent cost estimate based on prior purchase history and market pricing. It was determined an estimated annual spend of \$113,500 may be expected in the coming years.

Based upon the requirement of the solicitation and the proposed lowest bids, the procurement department evaluated the following proposals as being deemed responsive and responsible. On July 20, 2023, the selection was made by the Procurement Department to award a multi-vendor contract based on lowest price proposed, which was less than the estimated annual independent cost estimate, with the award of such contract being the most favorable to TARC to the following vendors:

- Gillig, LLC
- Muncie Transit Supply.
- Neopart
- The Aftermarket Parts Company (NFI)
- Vehicle Maintenance Program

The Procurement Department proposes a multi-vendor award contract for Bus Air Suspension Components and Related Supplies to the above vendors with a total not to exceed amount of \$220,000 for a term of two (2) years.

This Resolution respectfully requests the Board of Directors to authorize the Executive Director to enter into a contract for two years with Gillig, LLC, Muncie Transit Supply, Neopart, The Aftermarket Supply Company (NFI), and Vehicle Maintenance Program for Bus Air Suspension Components and Related Supplies for a not to exceed amount of \$220,000.

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



RESOLUTION 2023-20

Bus Air Suspension Components and Related Supplies

A Resolution authorizing the Executive Director to enter into a contract for a two (2) year term with Gillig, LLC, Muncie Transit Supply, Neopart, The Aftermarket Parts Company (NFI), and Vehicle Maintenance Program based upon the attached bid pricing for Bus Air Suspension Components and Related Supplies for a total not to exceed amount of \$220,000:

WHEREAS, TARC seeks a vendor or vendors to supply bus air suspension components for TARC's bus fleet; and

WHEREAS, a competitive solicitation, invitation to bid (ITB) was issued on June 20, 2023 for such parts; and

WHEREAS, TARC received proposals from Gillig, LLC, Muncie Transit Supply, The Aftermarket Parts Company (NFI), Neopart and Vehicle Maintenance Program, which were all deemed responsible and responsive and as such, it was most favorable to TARC to offer a multi-vendor award to these vendors; and

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 enter into a two (2) year contract with the vendors set forth above based upon their cost submittals to the ITB for bus air suspension components for a total not-to-exceed amount of \$220,000

ADOPTED THIS 22nd DAY OF AUGUST 2023

Ted R. Smith, Chair of the Board of Directors



MEMORANDUM

To: TARC Board of Directors

From: Carrie Butler, Executive Director

Date: August 22, 2023

Re: Resolution 2023 - 21 Bus Rear Axle Components and Related Supplies (ITB 20231806)

TARC currently operates 215 Gillig buses with model years ranging from 2008 to 2022, which contain a rear axle with an expected life of six years or 250,000 miles, whichever comes first. On June 20, 2023, TARC Procurement Department issued an Invitation to Bid (ITB) 20231806 Bus Rear Axle Components comprised of six items from bearings to gear and kits and advertised in TARC's Bonfire procurement portal. Procurement team members conducted an independent cost estimate based on prior purchase history and market pricing. It was determined that an estimated annual spend of \$21,500 may be expected in the coming years for rear axle parts.

Four (4) bids were received from Gillig, NeoPart, Muncie and The Aftermarket Parts Company on the bid opening date, July 20, 2023. The pricing submitted was proportionate with the expiring two-year contract for Bus Rear Axle System (P-2778). The Procurement Department has completed a pricing analysis and compliance verification, and has determined that the bids received were all responsive and responsible. As a result, the Procurement Department recommends a multi-bid award to Gillig, NeoPart, Muncie and The Aftermarket Parts Company.

The contract initial term is two (2) years for a total amount of \$44,992 with three (3) additional option years to exercise at TARC's discretion for a total of \$67,488.29 over the 3-year optional terms for a total not to exceed amount of \$112,480.29 over the entire life of the contract.

At this time, this Resolution requests the Board to grant the Executive Director the authority to enter into a two (2) year initial contract with a three (3) year optional extension with the above vendors for rear axle components for a total not-to-exceed amount of \$112,480.29.

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



RESOLUTION 2023 - 21

Bus Rear Axle Components and Related Supplies

A Resolution authorizing the Executive Director to enter into a two (2) year initial term with 3 one-year options with Gillig, Neopart, Muncie, and The Aftermarket Parts Company based upon the attached bid pricing for Bus Rear Axle Components and Related Supplies submitted by these respective companies in their proposals:

WHEREAS, TARC seeks a vendor or vendors to supply bus axle components for TARC's bus fleet; and

WHEREAS, a competitive solicitation, invitation to bid (ITB) was issued on June 20, 2023 for such parts; and

WHEREAS, TARC received proposals from Gillig, LLC, Neopart, Muncie Transit Supply, The Aftermarket Parts Company, which were all deemed responsible and responsive; and

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 enter into a contract for an initial term of two (2) year with an option of three (3) one-year additional terms with the vendors set forth above based upon their cost submittals to the ITB for bus axle parts for a not-to-exceed amount of \$112,480.29 over the 5-year term of the contract.

ADOPTED THIS 22nd DAY OF AUGUST, 2023

Ted R. Smith, Chair of the Board of Directors



MEMORANDUM

To: TARC Board of Directors

From: Carrie Butler, Executive Director

Date: August 22, 2023

Re: Resolution 2023 - 22 Excess Workers' Compensation and Employers Liability Insurance Policy

TARC's Workers' Compensation program currently self-insures the first \$500,000 of any claim, including both medical payments and indemnity benefits. The current policy will expire on August 31, 2023. Due to TARC being a self-insured organization, the Kentucky Labor Cabinet requires that TARC maintain an excess insurance policy.

Charles Taylor (formerly The Underwriters Group) is TARC's third party administrator (Resolution 2022 - 32) for workers' compensation and acts as our agent to get quotes for premiums for any Excess Workers Compensation insurance. The current policy for \$298,373 will expire on August 31, 2023. Last year, there were three quotes and the provider selected was Arch Insurance.

This Policy Year 2023/2024, four companies responded were reviewed:

- (1) Arch Insurance with a self-insured retention (SIR) of \$500,000 and a premium of \$285,050
- (2) Chubb with SIR of \$750,000 and a premium over \$350,000
- (3) Safety National with SIR of \$750,000 and a premium over \$300,000
- (4) Midwest Employers expected SIR of \$750,000 and high premium
- (5) USSU/Start provided no feedback

A review and discussion regarding the quotes were conducted with the Chief Financial Officer, Workers' Compensation Coordinator, Director of Safety and Security, and Executive Director. Charles Taylor recommends staying with Arch, who has been the excess insurer for worker's compensation since September 1, 2017 since they provide the best premium at the \$500,000 SIR.

From that discussion, it is hereby recommended that the TARC Board of Directors authorize the Executive Director to enter into a policy with Arch Insurance Company that has a specific retention by TARC of the first \$500,000 on any claim with an annual premium of \$285,050 beginning September 1, 2023.

Please feel free to contact me at 502-561-5100 if you have any questions. Thank you.



RESOLUTION 2023 - 22

Excess Workers' Compensation and Employers Liability Insurance Policy

A resolution authorizing the Executive Director to enter into an excess insurance policy for Workers' Compensation with Arch Insurance Company for the 2023/2024 policy year.

WHEREAS, Kentucky Administrative Regulation (KAR) 803 25:021 requires self-insured employers to have excess coverage for workers' compensation claims, and;

WHEREAS, TARC received four (4) quotes for the 2023/2024 Policy Year from Arch Insurance, Chubb, Midwest Employers, and Safety National, and;

WHEREAS, based on the recommendation of Underwriters Safety and Claims after discussion with the Chief Financial Officer and Executive Director, the best option and value for TARC is the quote submitted by Arch Insurance for the Excess Workers' Compensation and Employers Liability insurance policy with a premium of \$285,050, which will commence on September 1, 2023 and end on September 1, 2024; and;

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

The Executive Director is authorized to enter into an insurance policy with Arch Insurance Company for an amount not to exceed \$285,050 for the 2023/2024 Policy Year.

ADOPTED THIS 22rd DAY OF AUGUST 2023

Ted R. Smith, Chair of the Board of Directors



BOARD OF DIRECTORS
AUGUST 22, 2023

AUGUST OPERATIONAL UPDATE



HIGHLIGHTS

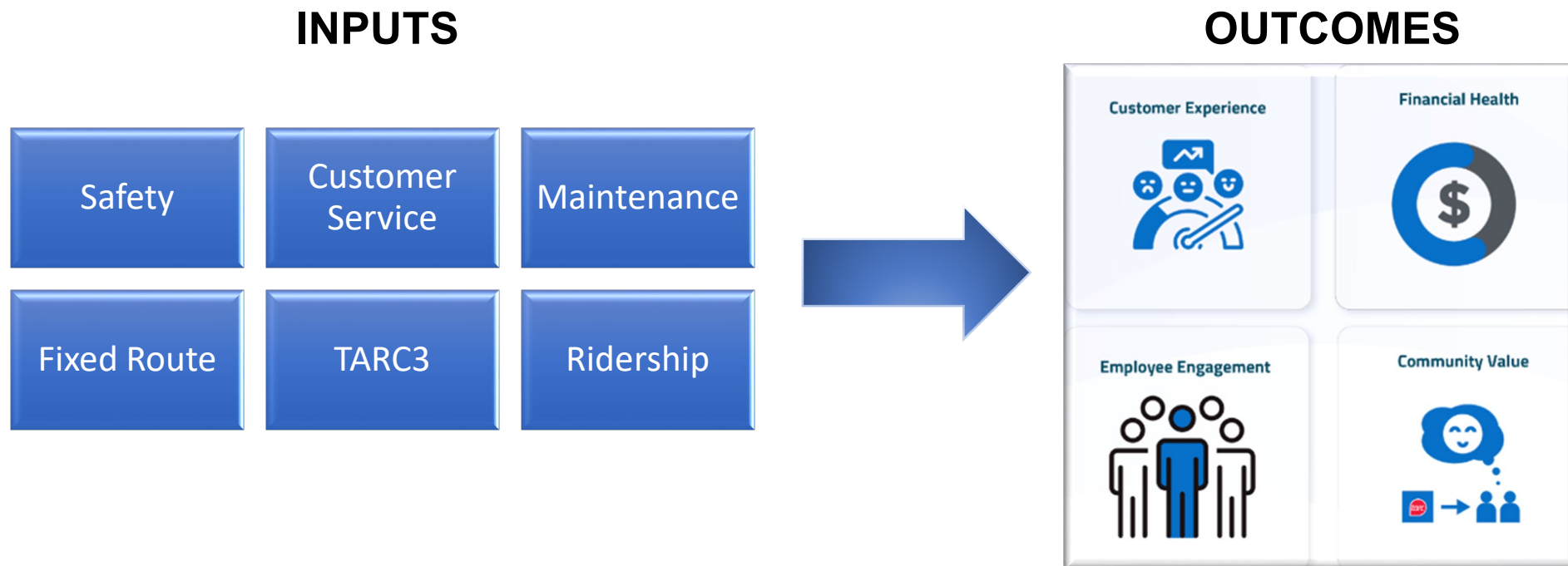
SINCE THE LAST BOARD MEETING ...

- Implemented August 6 service changes, including changes to 10 different routes throughout the TARC service area, aimed at improving overall system efficiency, and adjusting service to areas where it is most needed
- Briefed WDRB reporting team on the Transportation Department's On Time Performance Action Plan, highlighting the "Air Traffic Control" pilot for the #23 Broadway, the coming introduction of mobile ticketing, and technology upgrades expected to greatly improve data collection and real-time information.
- Celebrated the retirement and career of Geoffrey Hobin, TARC's Director of Grants & Capital Programs. Geoffrey has been with TARC since 1996, and has played an indispensable role in a wide variety of TARC projects over nearly three decades.
- Spoke with TARC riders and community advocates at Mayor Greenburg's third "Mayor's Night Out" and Louisville Councilwoman Donna Purvis' District 5 Town Hall



MONTHLY REPORT CHANGES

- **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.
- **Success Outcomes** - align with Strategic Plan Scorecard and TARC'S Primary Strategic Priorities.

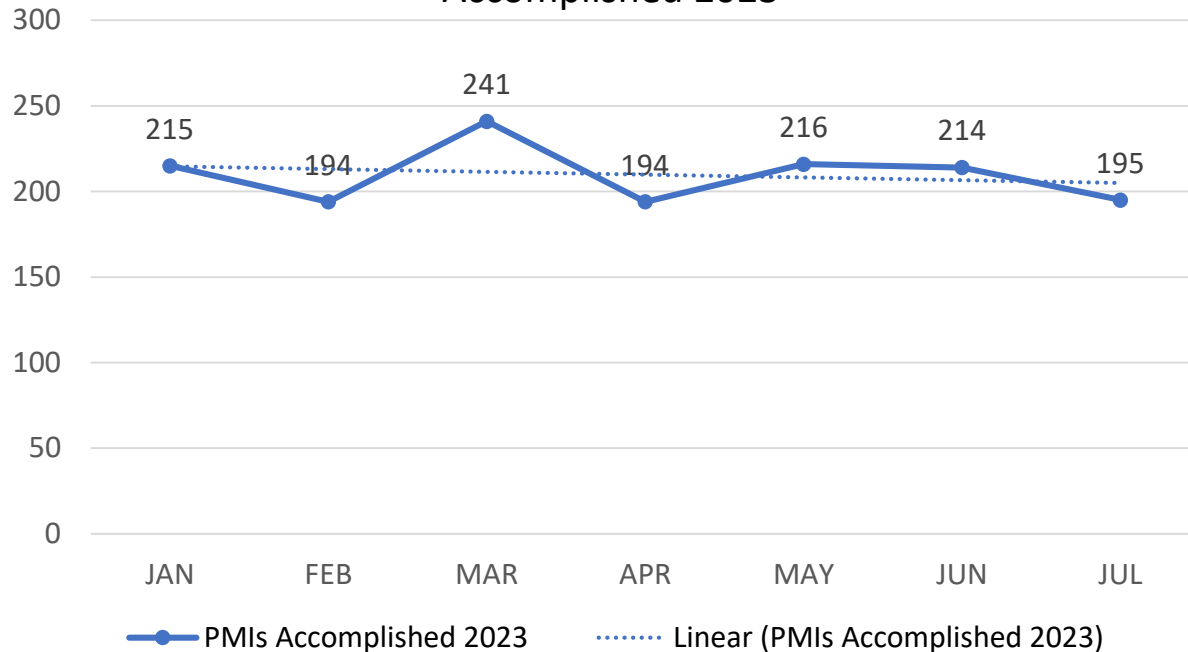




MAINTENANCE

Target PMI: 220
Total Vehicle PMIs: 195

Preventive Maintenance Inspections (PMI) Accomplished 2023



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

* 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.



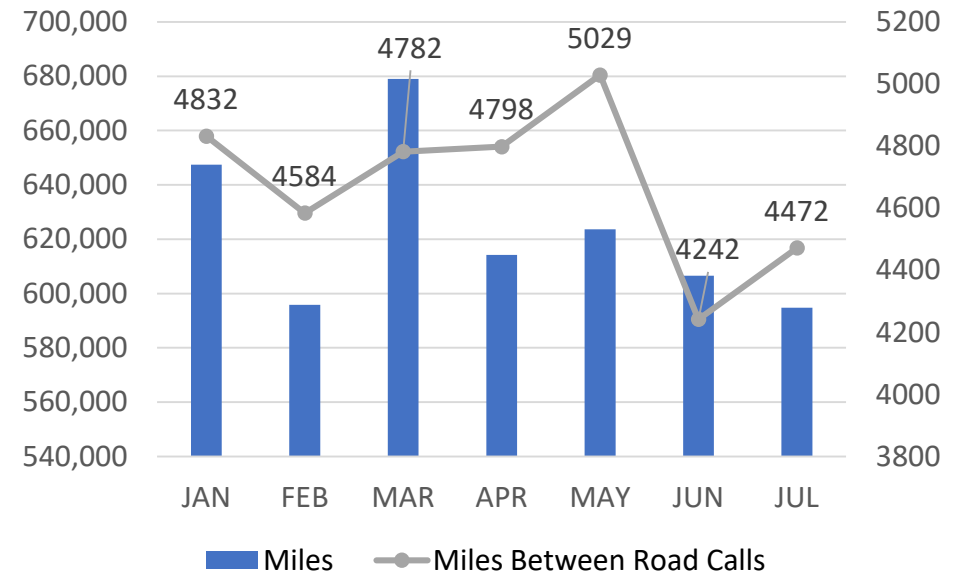
MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

	Miles	Chargeable Road Calls	Miles Between Road Calls
Jan	647,430	134	4,832
Feb	595,858	130	4,584
Mar	678,987	142	4,782
Apr	614,176	129	4,798
May	623,666	124	5,029
June	606,540	143	4,242
July	594,791	133	4,472

July: Total Miles Between Road Calls = **4,472**
Target Miles Between Road Calls = **5,000**

Miles Between Road Calls

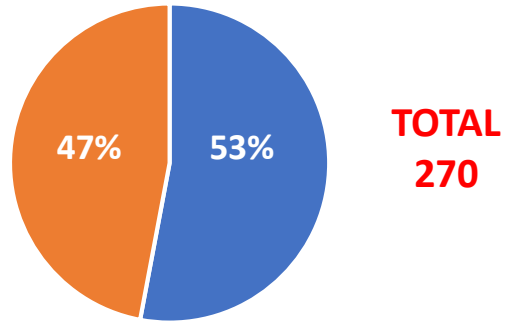


A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.

MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

June 2023 Maintenance Road Calls

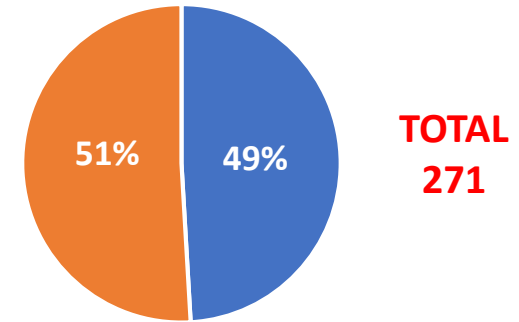


■ Chargeable Road Calls 143 ■ Non-Chargeable Roads Calls 127

Chargeable Categories:

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

July 2023 Maintenance Road Calls



■ Chargeable Road Calls 133 ■ Non-Chargeable Road Calls 138

Non-Chargeable Categories:

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



MAINTENANCE

ACTION PLAN

Items	Status
Create additional recruitment efforts	<ol style="list-style-type: none">1) Job postings2) New hiring business card with QR code and contact information
Bus Deep Cleaning	96% of 179 operating coaches
Bus Pest Control Cleaning	<ol style="list-style-type: none">1) Schedule of cleaning buses and # complete2) Schedule of bus barn cleaning complete3) Communicating preventive measures
Covert alarm testing campaign	<ol style="list-style-type: none">1) Assessment - Completed2) System operational3) 19% require scheduled maintenance (loose components, missing hardware, etc.)
Predictive Maintenance	<ol style="list-style-type: none">1) Scheduling other campaigns, in progress2) 11 new buses (August 28)3) Fleet and facilities HVAC system inspections



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly	8	<u>TYPE OF ACCIDENTS</u>		YTD	8
		Stopped Vehicle	1 12.5%		
		Fixed Object	3 37.5%		
		Rear End	4 50.0%		

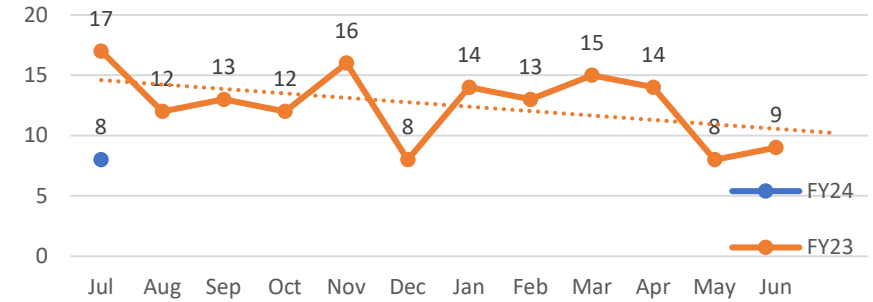
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	1.5	YTD AFR Goal	2.3	YTD	.9
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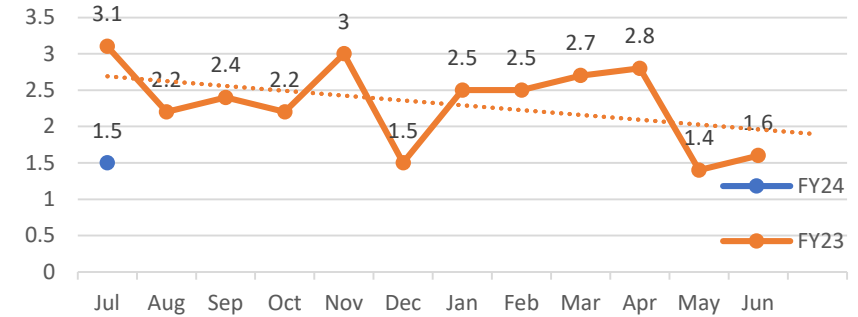
PASSENGER DISRUPTIONS – 14 INCIDENTS

Monthly	14	Monthly Avg	32.5
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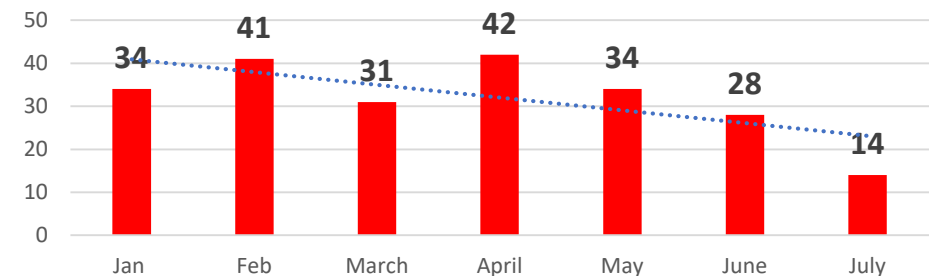
FY24 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY23 vs FY24



PASSENGER DISRUPTIONS - JAN - JULY



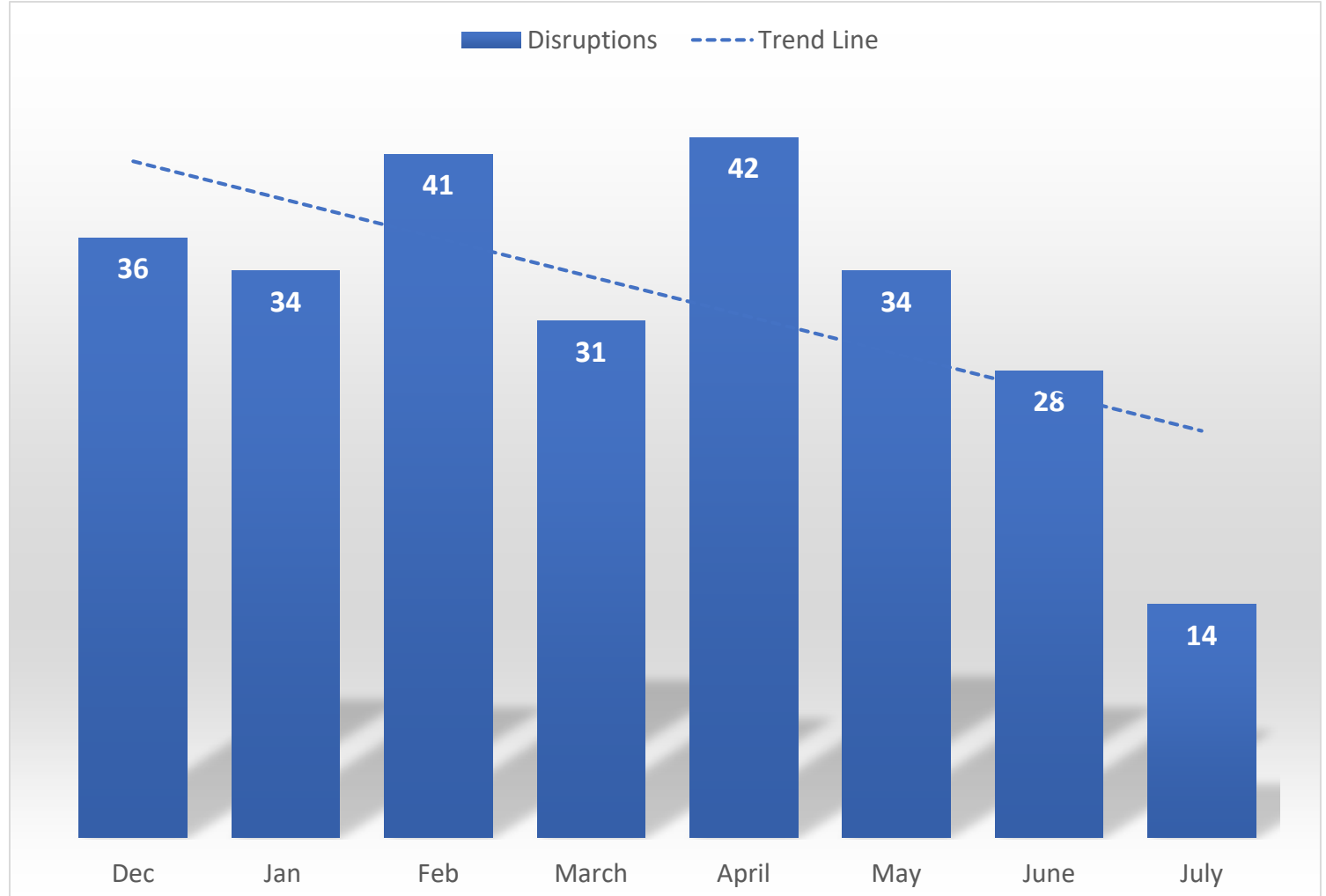


SAFETY

PASSENGER DISRUPTIONS BY LINE JAN THROUGH JULY

Route ID	Disruptions
Broadway - #23	46
Dixie Rapid - #10	19
Preston - #28	18
Oak-Westport - #25	18
Dixie Hwy - #18	14
Muhammad Ali - #19	11
Fourth St - #4	14
Chestnut St - #21	10
Sixth St - #6	7
Shelbyville Rd - #31	8
Taylorsville Rd - #40	9
J'ville-Lou-New Albany - #71	6
Market St - #15	5
Bardstown - #17	7
Eastern Pkwy - #29	5
Clarksville - #72	7
Hill St - #27	6
Second St - #2	5
Portland Popar Level - #43	5
Twelfth St - #12	1
Med Ctr - #52	1
Crums Lane - #63	1
Outer Loop - #46	1
Cardinal - #94	0

TOTAL PASSENGER DISRUPTIONS - JAN THROUGH JULY





SAFETY

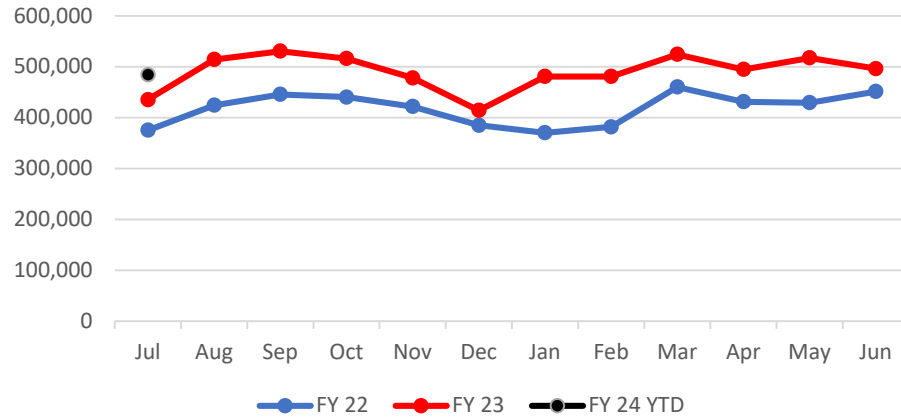
ACTION PLAN

Items	Status
PTSAP – Public Transportation Safety Agency Plan	<ol style="list-style-type: none">1) In progress – reviewing and updating this FTA-required plan regarding safety performance targets, risk reduction programs and other safety action plans2) Health and Safety committee review
August Safety Campaign – Rear End Collisions	<ol style="list-style-type: none">1) In progress – May, June, July – 30.3% of preventable accidents were rear end collisions (8)2) 1-minute video discussing ways to prevent this type of collision: Aim High in Steering, Get the Big Picture (Smith System Keys) and distractions
TARC Access Control & Facility Surveillance Bid	In progress – receiving bids for updating our facility surveillance system
TARC Badge Access & Parking Lot Access	Per our threat assessment report, reviewing and updating TARC badge access for all TARC employees

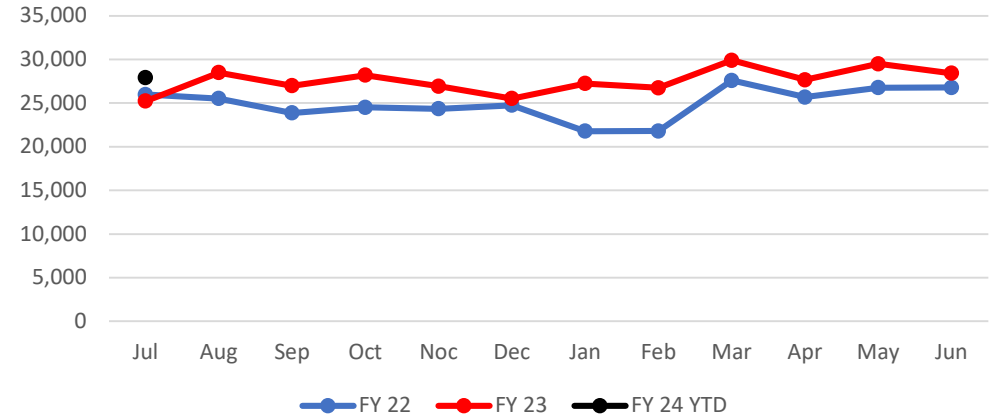


JULY RIDERSHIP

Fixed-Route Ridership



TARC3 Paratransit Ridership



FIXED ROUTE

Monthly
484K 11.3% VLM
 -2.4% VLY YTD
 484K

PARATRANSIT

Monthly
28K -1.8% VLM
 10.6% VLY YTD
 28K

COMBINED

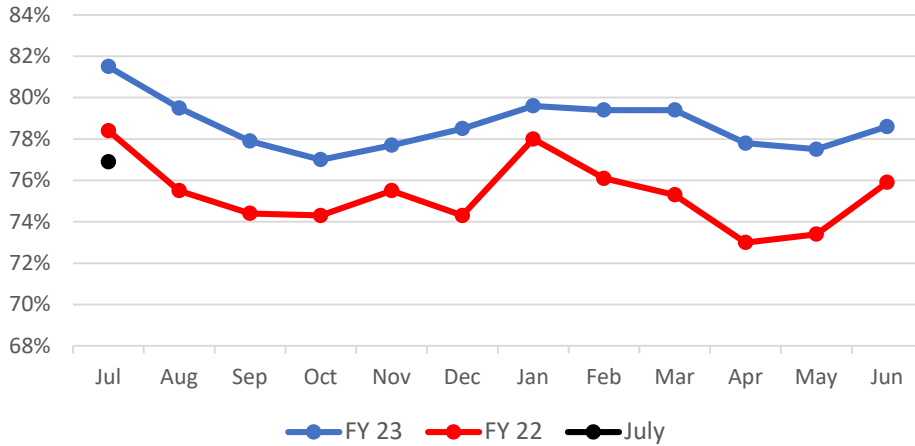
This Month, Last Year This Month, This Year
461K **512K**

Performance Indicator	Fixed-Route System			Paratransit (TARC 3)		
	FY24 YTD	FY23 YTD	FY22 YTD	FY24 YTD	FY23 YTD	FY22 YTD
Total Ridership	484,322	5,882,660	5,016,283	27,909	330,793	299,412
Weekday Ridership	425,679	5,203,973	4,429,315	22,384	280,874	254,834
Saturday Ridership	28,513	382,620	325,458	2,472	25,040	22,640
Sunday Ridership	30,130	296,067	261,510	2,677	22,186	17,940
Total Revenue Miles	540,482	6,520,833	6,372,079	338,772	3,648,867	3,855,246
Total Revenue Hours	45,410	547,944	542,472	24,262	266,904	237,715
Trips per Revenue Mile	0.9	0.9	0.79	0.08	0.09	0.08
Trips per Revenue Hour	10.67	10.74	9.25	1.15	1.24	1.26

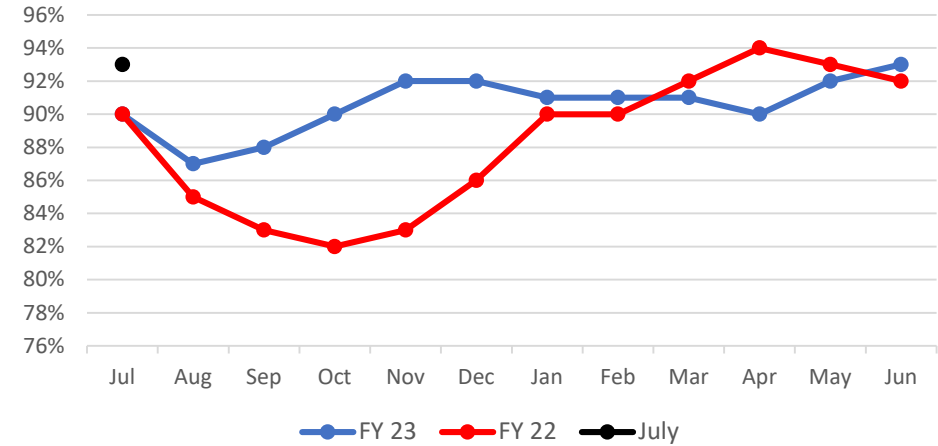


JULY ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY24 Goal
80%

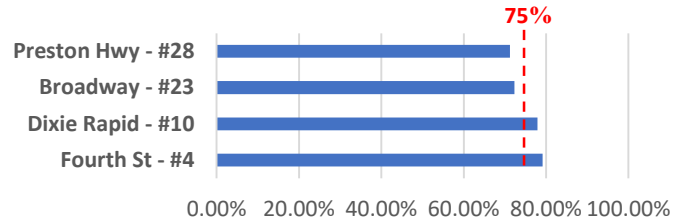
On-Time Performance							
	Fixed-Route			Paratransit (TARC 3)			
	FY24	FY23	FY22		FY24	FY23	FY22
Jul	77%	82%	78%	Jul	93%	90%	90%
Aug		80%	76%	Aug		87%	85%
Sept		78%	74%	Sep		88%	83%
Oct		77%	74%	Oct		90%	82%
Nov		78%	76%	Nov		92%	83%
Dec		79%	74%	Dec		92%	86%
Jan		80%	78%	Jan		91%	90%
Feb		79%	76%	Feb		91%	90%
Mar		79%	75%	Mar		91%	92%
Apr		78%	73%	Apr		90%	94%
May		78%	73%	May		92%	93%
June		79%	76%	Jun		93%	92%
FYTD	77%	79%	75%	FYTD	93%	91%	88%

Paratransit
FY24 Goal
93%

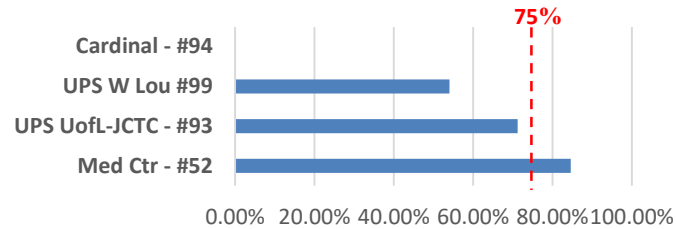


JULY ON-TIME PERFORMANCE

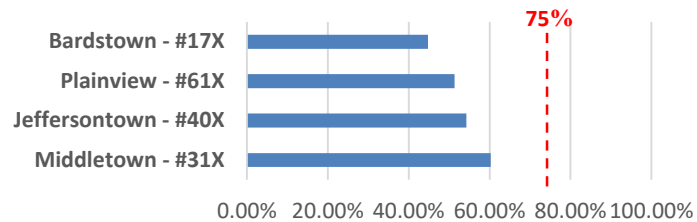
Core Routes



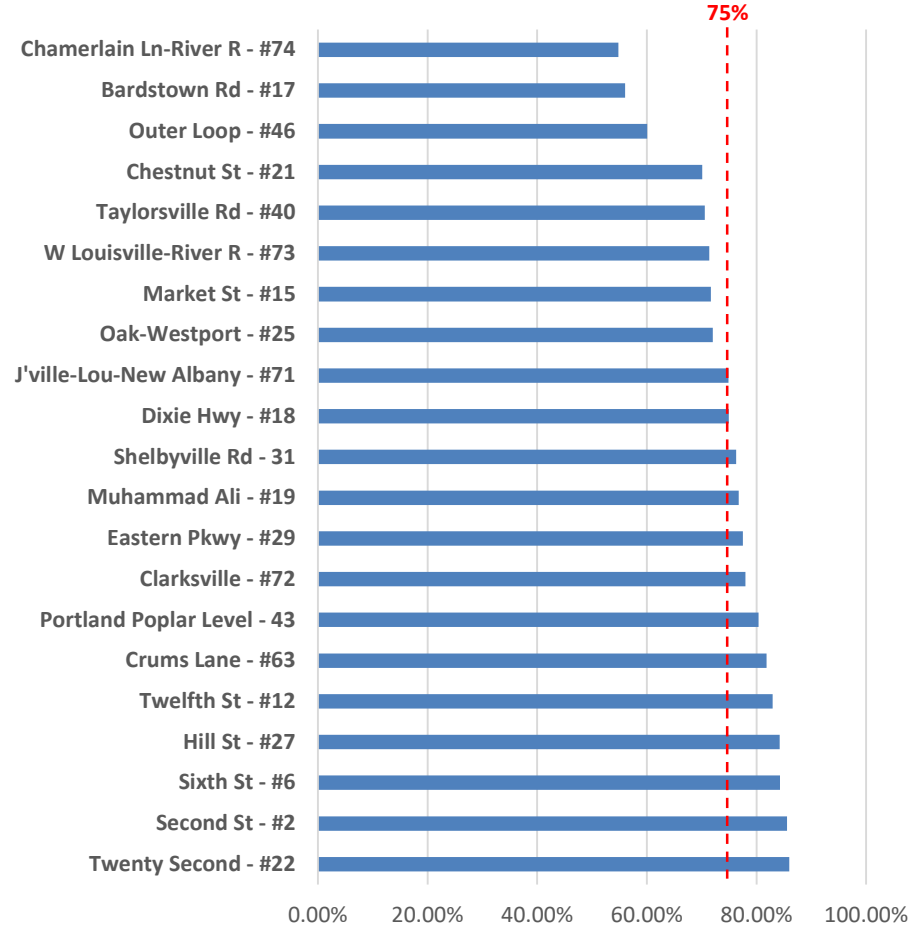
Circulator Routes



Express Routes



Local Routes





ON TIME PERFORMANCE

ACTION PLAN

Items	Status
Late Garage Departures	<ol style="list-style-type: none">1) Allocate more resources to monitor mark out and garage pull out.2) Working to identify key factors and procedures to contribute to late garage departures.
Dwell Times	<ol style="list-style-type: none">1) Investigating ways to minimize extended dwell time for passengers.2) Minimize operator/passenger confrontations.
Schedule Adherence	<ol style="list-style-type: none">1) Currently conducting a run time/schedule time analysis.2) Taking a traffic controller approach in radio control center.3) Boarding and Alighting Study – Section of Broadway using ride checkers
Fare Box Issues	<ol style="list-style-type: none">1) Looking into better ways to manage fare loading.2) Focusing on how to minimize service delays due to fare box malfunctions.



CUSTOMER FEEDBACK

FIXED ROUTE

Monthly

328

1% VLM
-2% VLY

YTD

328

PARATRANSIT

Monthly

119

-11%VLM
-35% VLY

YTD

119

COMPLAINTS / 1,000 RIDERS

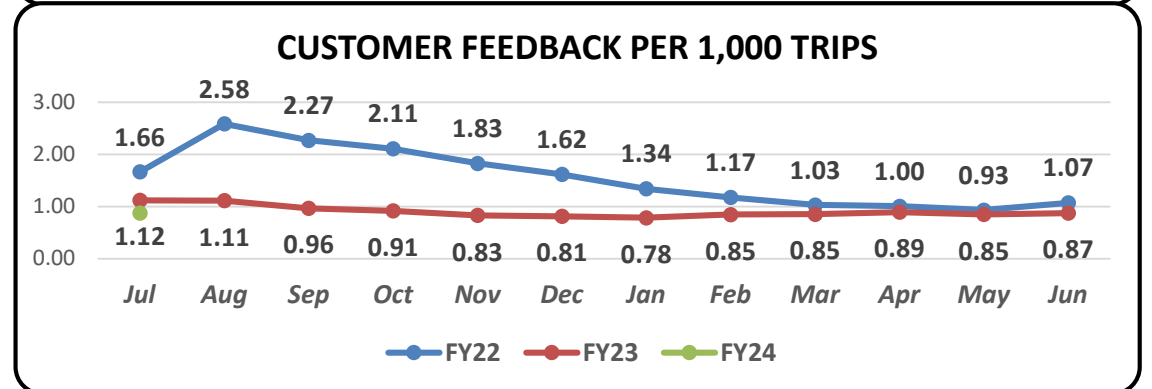
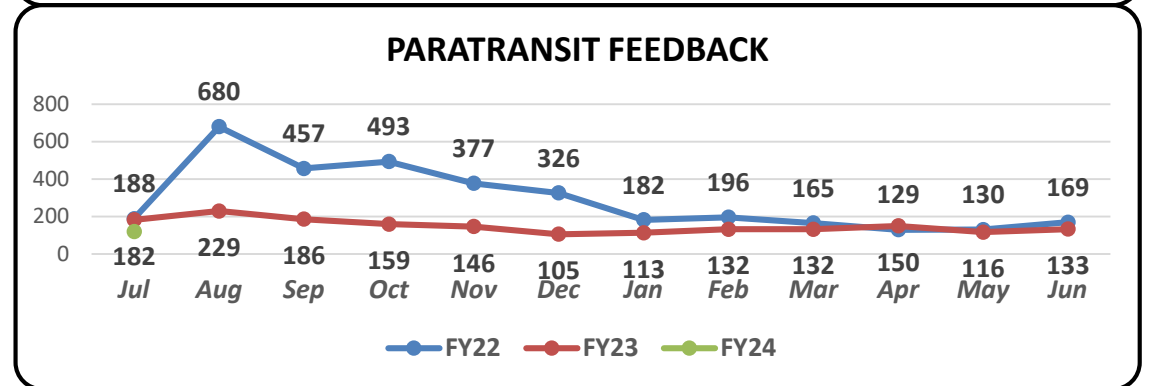
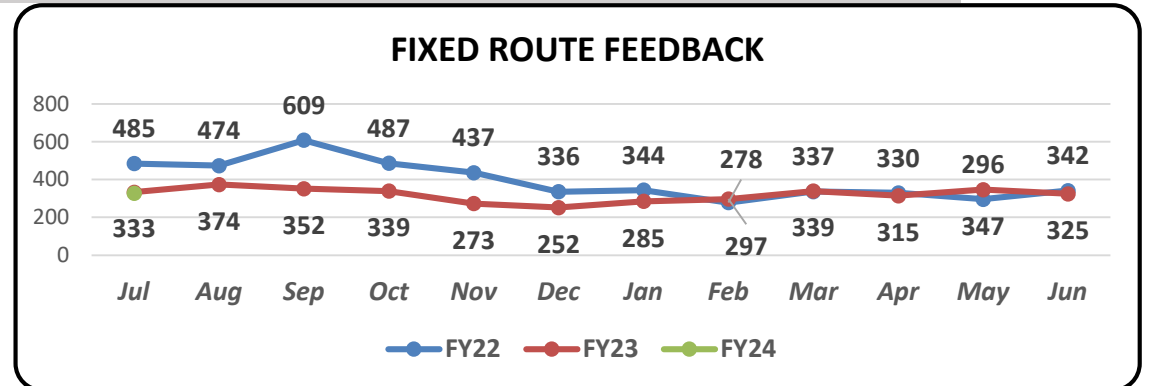
Monthly

.87

0% VLM
-22% VLY

YTD

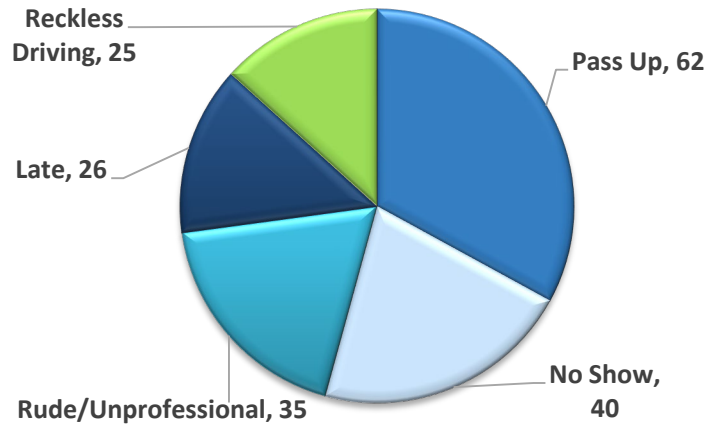
.87



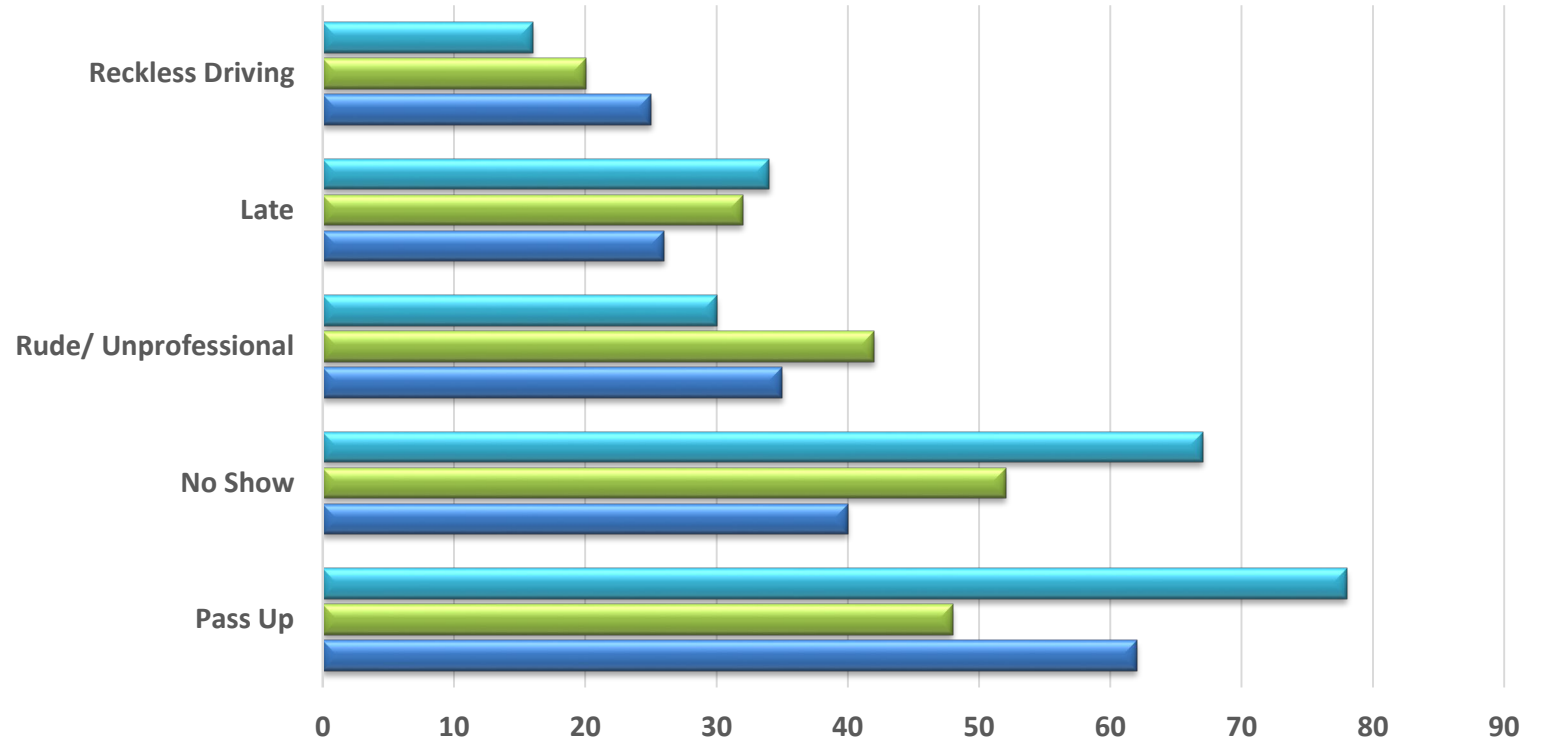


FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – JULY 2023

Feedback Categories



3 Month Comparison

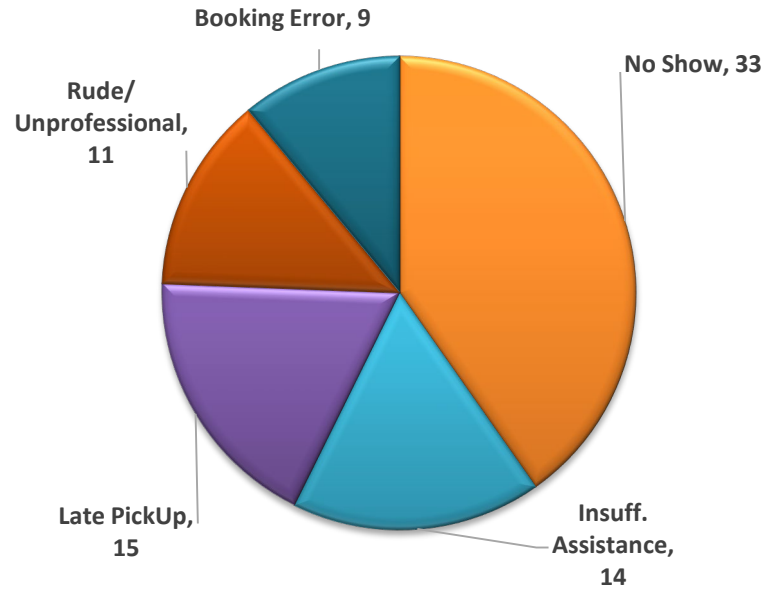


	Pass Up	No Show	Rude/ Unprofessional	Late	Reckless Driving
May-23	78	67	30	34	16
Jun-23	48	52	42	32	20
Jul-23	62	40	35	26	25

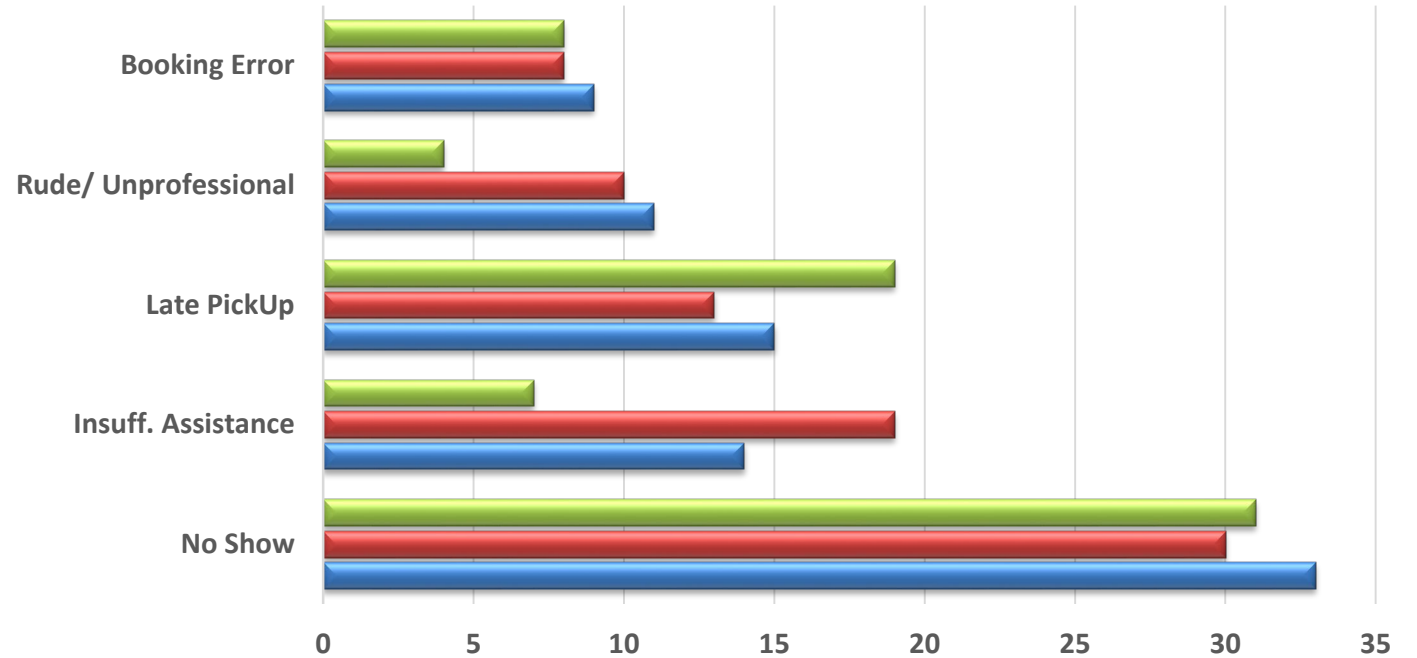


TARC3 TOP 5 FEEDBACK CATEGORIES – JULY 2023

Feedback Categories



3 Month Comparison



	No Show	Insuff. Assistance	Late PickUp	Rude/ Unprofessional	Booking Error
■ May-23	31	7	19	4	8
■ Jun-23	30	19	13	10	8
■ Jul-23	33	14	15	11	9



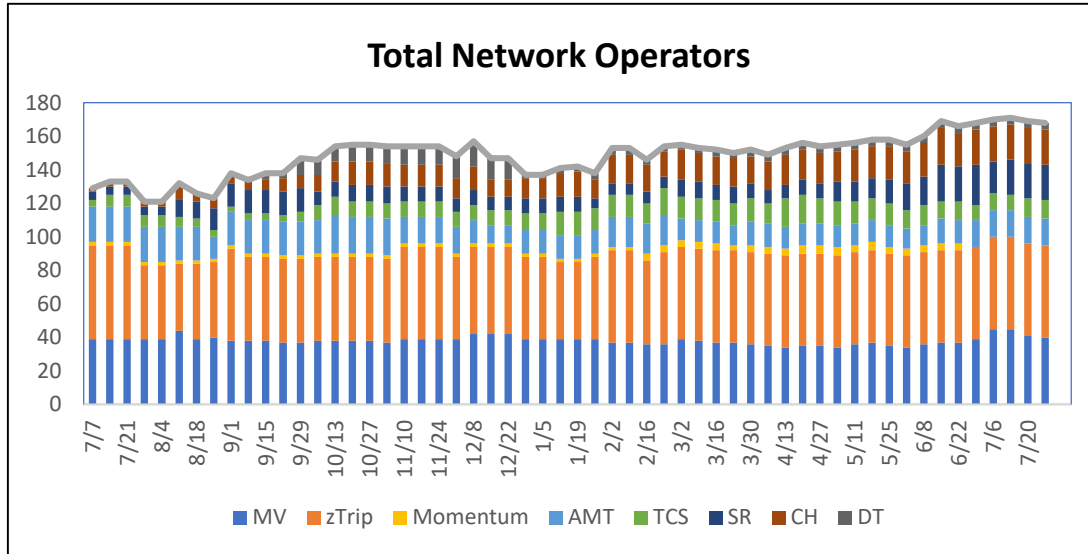
CUSTOMER FEEDBACK

ACTION PLAN

Items	Status
Customer Feedback Work Instructions	1) Modifying our existing procedures to improve customer experience
Meeting with Departmental Management and Investigators	1) Conducting refresher training with all departments 2) Making efforts to improve feedback response time
Identifying Top 5 Feedback Categories	1) Identifying and reviewing trends for further action



TARC3 (PARATRANSIT) OPERATOR STAFFING



Total Network Headcount to Date: 166 (+60% from January 2022)

Recruiting Report

- Candidate outreach (Total contacts): 11
- Phone screens from outreach (Total): 11
- Office appointments/Interviews scheduled: 11
- Interviews conducted: 7

Operator Counts

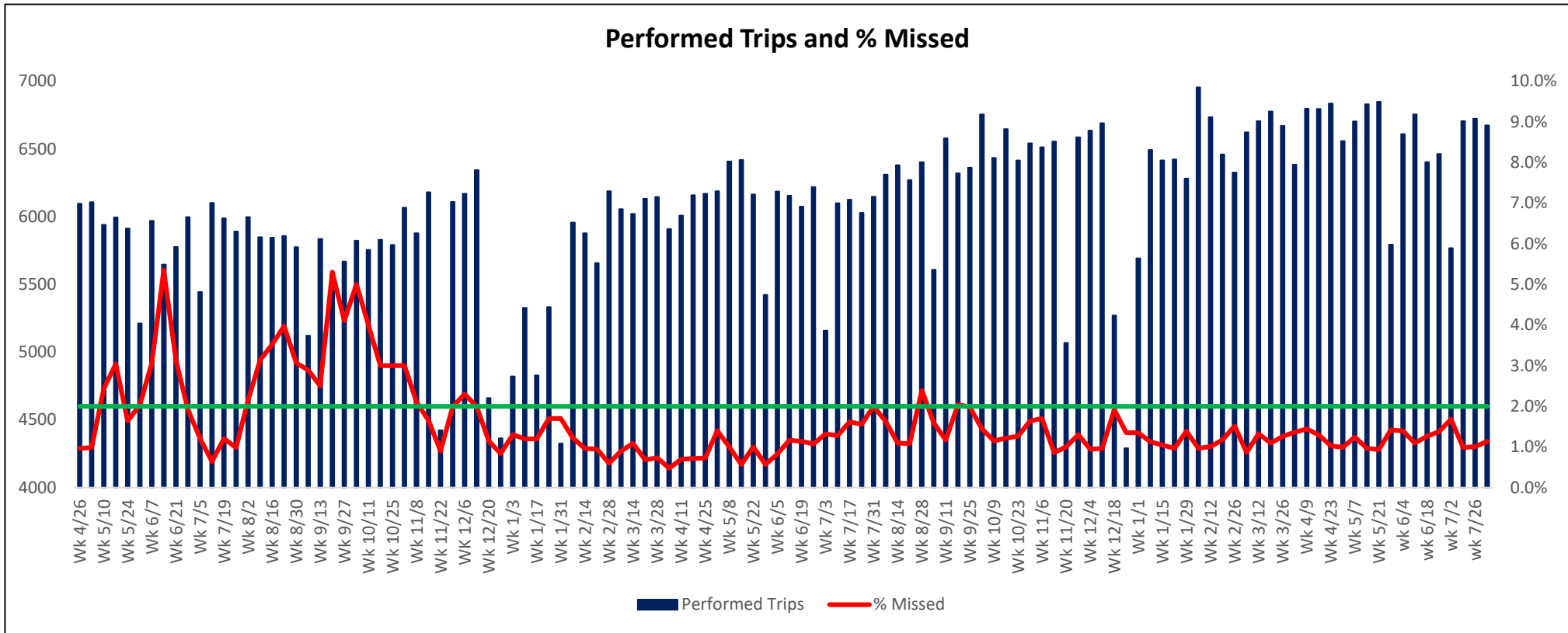
- MV Transportation – 38
- zTrip – 55
- Alpha Medical – 16
- Choice Medical – 21
- Diversity Medical – 4
- Transport Care – 11
- SilverRide – 21

Training Efforts

- Refresher training for all, including subcontractors
- Partnering with Center for Accessible Living



MV WEEKLY PERFORMANCE



% Missed Trips

July 2023 Missed Trips: 0.82%

287,908 Performed Trips



MV LIQUIDATED DAMAGES

PARATRANSIT

Monthly

\$18.2K

-6% VLM
-81% VLY

YTD

\$18.2K

-81% VLY

Monthly Details

\$8K (45%, Late Trip, > 30 mins late

\$4K (21%), Missed Trips

Types of Penalties:

Missed Trip

Late Trip

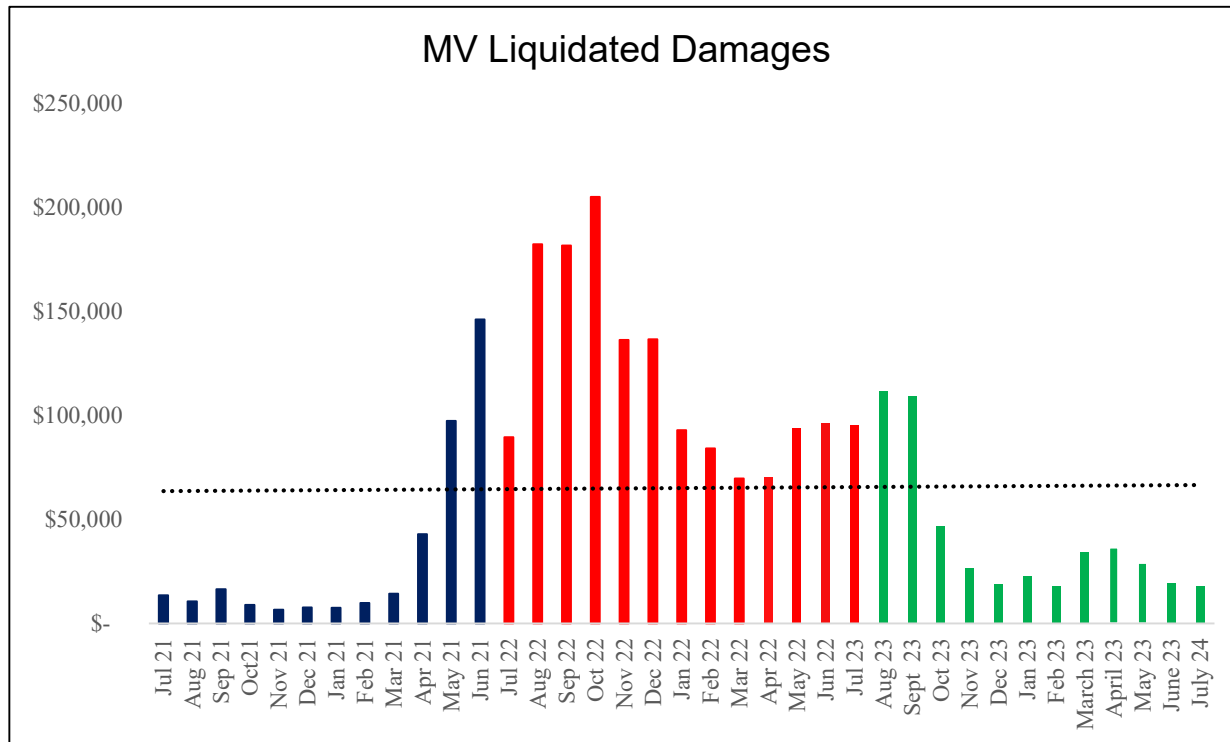
On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance





PARATRANSIT

ACTION PLAN

Items	Status
Customer Experience	<ol style="list-style-type: none">1) Mystery Rider Services2) Reimplementing in-house training program with the Center for Accessible Living
Quality Assurance	<ol style="list-style-type: none">1) Monthly quality assurance audits conducted in conjunction with MV for all providers
Operator Compliance	<ol style="list-style-type: none">1) Trail checks of routes2) Developing app for Road Supervisor use that will provide field information in real time.



2023 MV Open House



Celebrate. Learn. Share.
ADA 33 ★ ★ ★ ★ ★
★ 1990 - 2023 ★
Americans with Disabilities Act





AUGUST BOARD OF DIRECTORS UPDATE

August 22, 2023