

# 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, May 22, 2024 at 10:00 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](http://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](http://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](mailto: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](mailto: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.....*

## TARC BOARD OF DIRECTORS MEETING



- 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 – May 22, 2024

1.	Quorum Call/Call to Order	Ted Smith	10:00
	A. Approval of April Meetings Minutes	Board of Directors	10:00-10:05
	B. Approval of April Special Meeting Minutes		
2.	Public Comment	Pat Mulvihill	10:05 -10:10
3.	Board Chair Report	Ted Smith	10:00 – 10:20
4.	Finance Committee Report	Steve Miller	10:20 - 10:25
5.	Interim Executive Director's Report	Ozzy Gibson	10:25 -10:35
6.	Staff Reports and Presentation		
	A. Financial Statements for March 2024	Matt Abner	10:35– 10:55
	B. Monthly Performance Report	Rob Stephens	
	C. Review overall Procurement calendar for year	Maria Harris	
7.	Action Items and Presentations for Board Meeting		10:55– 11:05
	A. Resolution 2024-19 Bulk-Oil, Fluids, Liquids and Lubricants	Maria Harris	
8.	Proposed Agenda / Procurements	Ozzy Gibson	11:05- 11:10
9.	Executive Session	Ted Smith	11:10 – 11:20
10.	Adjournment	Ted Smith	11:20

# TARC BOARD OF DIRECTORS MEETING



## April 24, 2024 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on April 24, 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**

Ted Smith  
Jan Day  
Abbie Gilbert  
Steve Miller  
Michael Schnuerle

#### **Virtual**

Bonita Black

#### **Declined**

Tawanda Owsley

### Meeting Called to Order

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

### Quorum Call

- March Board Meeting Minutes approved.

### Public Comment

Pat Mulvihill presented the information regarding somebody who had signed up to speak to the Board but was a no-show. Our office did reach out and he didn't respond.

Pat Mulvihill reserved the right to be recalled in case any Public Comments may be received via Facebook before the end of the Board Meeting.

Public Comments and responses are posted on our website.

### Special Reports

Ted Smith present the Board Chair Report.

- The Board held a Special Board meeting last week to approve the 2025-2026 Budget.
- Budget information was shared with the Metro Council's Government Oversight and Accountability Committee regarding the 2025-2026 Budget and the Fiscal Cliff.
- Thank you to Steve Miller and Interim Director Ozzy Gibson for your tremendous presence and everybody else that was at the Government Oversight and Accountability Committee hearing.
- There's a lot of discussion in the community and within TARC about these possible changes to address the upcoming Fiscal Cliff. We're all working hard to figure out the possible solutions.
- The Board should be welcoming a new board member at our next meeting, pending the final step in the Metro Council process.

# TARC BOARD OF DIRECTORS MEETING



- Sad news, Tawanda Owsley has resigned from the TARC Board. It was a pleasure to have her on the Board over the past many years and we certainly wish her the best.

Steve Miller presented the Finance Committee Report.

- Thank you to Michael Schnuerle for participating in the Finance Committee Meeting.
- All of the Resolutions presented have been moved to the Board Meeting today for consideration.

Ozzy Gibson presented the Interim Executive Director's Report.

- Launched MyTARC Mobile, TARC's new mobile ticketing option that means a better and faster way to purchase TARC passes.
- Launched TARC On-Demand, a pilot service for short local trips that uses smaller vehicles that customers can hail from their smartphones on their own schedule.
- Held our first Local Bus Roadeo Competition since 2019. Lashae Pharram will represent TARC in Portland at this summer's International Bus Roadeo!
- Helped transport thousands of customers to and from Thunder Over Louisville.
- Attended a range of community events including TreeFest at Petersburg Park, and Festival of the Dogwood in Audubon Park
- Several TARC Employee meetings held throughout the TARC campus to present the Fiscal Cliff information and answer questions.
- Those meetings also included the information in the Mayor Greenberg letter regarding working with JCPS on the bus driver shortage.
- Moving forward, the plan is to continue working with our Union, the Board and JCPS to see if we can come to an agreement.
- May have to do layoffs in January 2025, possibly no layoffs if we go to Saturday Plus service in July.
- The Board will be involved in all service change decisions.
- Thanked staff for continuing to step up and supply the information needed for this challenging time.

Steve Miller introduced a motion to give Interim Director Ozzy Gibson, the authority to represent TARC in the discussions with JCPS, Mayor Greenberg, and Metro Council. All agreements would be tentative until Board Action can be taken. This would authorize Ozzy Gibson at whatever appropriate times to represent TARC. This will also demonstrate there is no question that the Board is pursuing the topic of working with JCPS seriously. Board approval with a final resolution will need to be completed. So, I make that motion.

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

## **Staff Reports and Presentations**

Tonya Carter presented the February Financials to the Board, and she presented the Budget Timeline. Please refer to PowerPoint Presentation.

Alex Posorske presented the TARC 2025 Network Redesign Update:

- The Time Line calendar was presented to the Board for review;

# TARC BOARD OF DIRECTORS MEETING



- Final Report will be shared in February 2025;
- Draft of Final Report will be shared for review in November 2024;
- Key decisions to be reviewed by TARC Board in September 2024 and January 2025;
- April 2024 is internal processes;
- Draft of stakeholder's list is in analysis process; and
- Abbie Gilbert is the Board Liaison for this project.

Abbie Gilbert added she has been meeting with Alex Posorske. She is looking forward to the Core Design Retreat in late May.

Request was made by Board members for a calendar invite to the Core Design Retreat end of day recap.

Rob Stephens presented the Monthly Department Operations Overall Report.

- Maintenance;
- Shelter Cleaning Weekly Report;
- Safety;
- Safety Ambassador Program;
- Ridership;
- On Time Performance;
- Customer Service; and
- Paratransit.

Ted Smith asked, "When is the Safety Ambassador Program done and when will we be able to review the results?"

Rob Stephens answered. "The Ambassador Program started in February 2024 and will continue for 6 months. We are currently surveying the Coach Operators on how they are liking the Ambassadors on the busses. And we have reached out to Block by Block for a more detailed weekly report. We will be including those results in the Monthly Department Operations Overall Report for the Board to review. The cost is \$200,000 for a six-month period and \$400,000 for the entire year."

Maria Harris presented the Procurement Calendar.

Rob Stephens presented the Fare-Free service on Election Days. The Board agreed to continue the service.

## **Action Items and Presentations for Board Meeting**

Keith Shartzter presented Resolution 2024-15 Amendment to Add Nurse Triage to the

## TARC BOARD OF DIRECTORS MEETING



Professional Consulting Services for Third-Party Administration (TPA) for Worker's Compensation Program Services (RFP 20221783).

- TARC seeks to add nurse triage to the professional consulting services for third-party administration of worker's compensation program and services.
- The 24/7 Nurse Triage program offers our employees a dedicated toll-free hotline to call and speak with a certified registered nurse who specializes in occupational injuries.
- The nurse will evaluate their injury, assess their immediate medical needs and direct them to the appropriate level of care.
- The employee will receive a 24-hour follow-up call to ensure they are receiving appropriate and timely medical care.
- The negotiated price of \$140.00 per call and \$20,160.00 for an anticipated annual spend is deemed fair and reasonable.
- The staff is recommending to amend the current contract to add Nurse Triage Services in the amount of \$73,920.00 for the remaining term of the contract. The new not to exceed amount of the contract is \$369,420.00.

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

Keith Shartzler presented Resolution 2021-20 Vehicle Policy – updated.

- The Company Vehicle Policy deals with employees who use a vehicle, other than a bus, during normal business hours as part of their job duties and those employees who are assigned take-home vehicles who can immediately respond to emergencies.
- TARC seeks to amend the policy regarding to limit travel distance in company vehicles for personal use, from Louisville, Jefferson County prohibiting smoking, and prohibiting pets in such vehicle.

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

Perry Padron presented Resolution 2024-16 Bus Wheel Chair Lifts.

# TARC BOARD OF DIRECTORS MEETING



- TARC seeks a vendor/s to provide and assist TARC with its Bus Wheel Chair Lift Components and Supplies needs.
- A solicitation, (ITB) 20231809 Bus Wheel Chair Lift Components and Supplies Invitation for Bid was issued and advertised to the public on February 19, 2024.
- TARC received four (4) proposals for (ITB) 20231809 Bus Wheel Chair Lift Components and Supplies from Gillig, LLC; Midwest Bus Corporation; Neopart Transit LLC; and The Aftermarket Parts Company, which two (2) of them were determined to be responsive and responsible.
- It was determined that multi- vendor award is best for TARC.
- The contract is being awarded to two vendors: Gillig, LLC and Midwest Bus Corporation.
- TARC is requesting approval to enter into a two (2) year initial term with three (3) one-year optional extensions contract with Gillig, LLC, and Midwest Bus Corporation not-to-exceed amount of \$157,202.50.

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

Rob Stephens presented Resolution 2024-17 MV Contract Extension.

- This resolution authorizes the Interim Executive Director to negotiate and enter into an extension to contract #2728 with MV Transportation for the provision of Paratransit and Mobility Management.
- TARC requests authorization to negotiate contract terms with MV Transportation for two (2) one-year optional extensions for Paratransit & Mobility Management.
- TARC seeks MV Transportation to continue to provide Paratransit & Mobility Management, and exercise the first one (1) one-year extension, commencing January 10, 2025 and expiring January 9, 2026.
- The contract total NTE amount of \$114,500,000 will not need to be increased at this time, as there is sufficient spending authority remaining to cover the two (2) one-year extensions.
- No increase in spending authority is necessary.

Steve Miller shared with the Board that this extension is necessary to give TARC the time to assess what the TARC 2025 Network Redesign will be and to be mindful that the Saturday plus plan does not affect Paratransit. We have received expressions of concern by advocates for the disability community and people who are disabled who used the transit system.

Ozzy Gibson shared with the Board that he and Rob Stephens have met with the local representative to tighten up on some of the issues. The meetings will continue so that we will have a better understanding of how the system works. The next step will be to communicate to the users how the process works.

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

Ted Smith shared that he is aware that everybody's working hard and he really does appreciate it. This is a very challenging time for everybody. So, thank you very much for your service. Thank you for all the work that everybody's putting in and I'm very sure we're going to get the TARC that we all deserve when it is all done.

## TARC BOARD OF DIRECTORS MEETING



Ted Smith made a motion to adjourn at 10:43 a.m. This motion was seconded by Jan Day and approved by the Board.

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Ted R. Smith, Chair of the TARC Board of Director

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Date

# TARC BOARD OF DIRECTORS MEETING



## April 15, 2024 Special Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on April 15, 2024 at 1:00 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**

Ted Smith  
Michael Schnuerle  
Abbie Gilbert  
Steve Miller

#### **Virtual**

Bonita Black  
Tawanda Owsley

#### **Declined**

Jan Day

### Meeting Called to Order

Ted Smith called meeting to order at 1:00 p.m., today's meeting is focused on reviewing and voting on a budget for the 2024-2025 Fiscal Year.

Ozzy Gibson presented an overview of the Proposed FY25 Budget.

- He thanked Aida Copic and Alex Posorske for all of their hard work on the different scenarios.
- He thanked all of the TARC Board Members for all of their time with the budget process.
- We all need to work together to solve the financial shortfall that TARC is facing.
- The 16 Fact sheets was presented for all to review.
- TARC has a plan for financial sustainable network redesign and TARC has begun conversations to identify new revenue sources.
- Those strategies take time. To avoid the fiscal cliff, service reductions are needed in FY 2025 with cost savings emerging by the end of FY 2026.
- Budget deficit has grown over the last decade.
- Federal pandemic funding kept TARC afloat but expires FY 2025.
- There will be a \$28M -\$30M deficit in FY 2027.
- Without changes, TARC will hit the fiscal cliff around July 2026.
- For many years TARC has had other sources for revenue and has been able to infuse into the budget to keep services going in our community.
- TARC is not alone in this process, it is a common problem across the country.
- Occupational Tax portions were presented, demonstrating the small portion TARC receives.
- Actual Operating Expenses were presented, demonstrating Labor is our biggest expense.
- TARC Fiscal Cliff Projections were reviewed including the different level of services.
- Operating Projections were presented for FY 2024 to FY 2027.
- Recommendation to operate under the Saturday Plus Service starting January 2025.
- Schmidt 2025 route redesign the goal this is what TARC should look like with the amount of money TARC has to operate.

# TARC BOARD OF DIRECTORS MEETING



Tonya Carter presented the Proposed FY25 Budget.

- Refer to the PowerPoint presentation.

Alex Posorske presented TARC 2025 – Redesign.

Refer to PowerPoint Presentation.

- The goal is for the new network that can better meet the community's goals and priorities within the reality of the funding that TARC can expect to see in the next five to ten years.
- Two deliverables will be presented at the end of the study.
- Perfect opportunity for key stakeholders across our community to come together and decide what TARC services should look like.
- Final plan release in February 2025 with the implementation potentially as early as August 2025.

Bonita Black asked, "Are we considering the JCPS bus issues?"

Ted Smith answered, "We have been presented with a concept from Mayor Greenberg."

Tawanda Owsley asked, "How the TARC 2025 Redesign will engage the Board member to be part of the planning session?"

Alex Posorske answered, "Abbie Gilbert has been appointed the Board Liaison. Also, the week of May 20<sup>th</sup> will have wrap up sessions at the end of day, all Board Members are welcome to join in."

The Board Members continued the discussion.

Ted Smith presented Mayor Greenberg's letter to the Board Members.

The Board Members continued the discussion.

Lillian Brents, Union President, presented information.

- ATU members concerns moving forward with the budget process.
- ATU members concerns regarding Mayor Greenberg's letter.

# TARC BOARD OF DIRECTORS MEETING



Steve Miller presented key responsibilities to everyone in our community regarding the budget changes and the TARC 2025 Redesign project:

- To our customers to have an effective and efficient transit system;
- To our employees for steady employment in a safe environment;
- To support policies that do as little harm to the environment as possible; and
- To the taxpayers that their hard-earned tax payments are wisely used.
- The 2025 Budget is key in giving us the time necessary for the TARC 2025 Redesign to take shape.
- The redesign needs to be adopted which will create a TARC of the future that our community needs.

Ted Smith presented to the Board the common feeling that many people in the community are concerned about the welfare of our community and are definitely committed to making sure that transportation is valued and treated with respect.

- The recommended budget has been a thoughtful plan with the least amount of disruption that we could possibly provide right now.
- I agree with Finance Committee's recommendation to move the FY2025 Budget for a full vote.

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

Ted Smith made a motion to adjourn at 1:48 p.m. This motion was seconded by Steve Miller and approved by the Board.

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Ted Smith, Chair of the TARC Board of Directors

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Date

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



Current month Operating revenues are over budget \$86,757 (pg. 2, line 9) due to all revenues being over. Current month Operating expenses are under budget \$267,829 (pg. 2, line 41) due to all expenses being under budget except Labor, Materials, and Casualty & Liability. Capital expenses are under by \$131,224 (pg. 2, line 48) due to all capital expenses being under budget for the month.

Year-to-date Operating revenues are over \$773,755 (pg. 2, Line 9) mainly due to Passenger Fares, Other Agency Revenues (mainly Gov Deals sales) and Insurance Recoveries. Year to date expenses are under \$6,809,651 (pg. 2, line 41) due to all expenses being under budget except Labor and Casualty & Liability. Coach Operator labor is the main driver for labor being over due to driver shortage, timing of sick, holiday, vacations and other paid absences. Year-to-date Capital expenses are under budget \$247,407 (pg. 2, line 48) mainly due to timing of capital projects and projecting out depreciation for the current year.

Over all TARC is under budget projections for expenses year-to-date and the MTTF receipts are performing over projections, currently projecting that TARC will be under budget for the year overall unless MTTF receipts are not favorable in April and May.

Statement of Revenue - Expenses - with Capital Contributions

March 2024, Fiscal Year 2024



Description	FY24 Total Budget	Current Month			Fiscal Year-to-date			
		Actual	Budget	Over budget (Under budget)	Actual	Budget	Over budget (Under budget)	Percentage Remaining
<b>Revenues</b>								
1 Passenger Fares	4,859,906	438,407	416,750	21,657	3,895,036	3,639,606	255,430	19.85%
2 Paratransit Fares	960,000	83,292	80,000	3,292	728,586	720,000	8,586	24.11%
3 Special Fare Revenues (MOA/MOU Agreements)	1,535,890	144,368	120,000	24,368	1,235,439	1,175,890	59,549	19.56%
4 Comp Specials	0	0	0	0	0	0	0	0.00%
5 Advertising Revenue	650,000	54,167	54,167	0	487,500	487,503	(3)	25.00%
6 Other Agency Revenues	363,300	49,832	30,275	19,557	403,026	272,475	130,551	-10.93%
7 Total Recoveries-Insurance	50,000	22,050	4,167	17,883	357,145	37,503	319,642	-614.29%
8								
9 Operating Revenues	<b>8,419,096</b>	<b>792,115</b>	<b>705,359</b>	<b>86,757</b>	<b>7,106,732</b>	<b>6,332,977</b>	<b>773,755</b>	<b>15.59%</b>
10								
11 MTF Contributions- Federated, Operating	62,616,384	5,863,918	5,273,249	590,669	47,498,974	47,498,974	0	24.14%
12 Local Government Funds - MTF, Operating	1,261,975	0	147,265	(147,265)	506,119	946,485	(440,366)	59.89%
13 COVID Funds - FTA, Operating	36,651,990	2,023,094	2,797,392	(774,298)	18,230,336	26,039,526	(7,809,190)	50.26%
14 State Government Funds, Operating	1,276,642	311,690	335,379	(23,689)	1,634,411	968,262	666,149	-28.02%
15								
16 Total Non-Operating Revenues	<b>101,806,991</b>	<b>8,198,702</b>	<b>8,553,285</b>	<b>(354,583)</b>	<b>67,869,840</b>	<b>75,453,247</b>	<b>(7,583,407)</b>	<b>33.33%</b>
17								
18 Total Revenues Before Cap Contributions	<b>110,226,087</b>	<b>8,990,817</b>	<b>9,258,644</b>	<b>(267,826)</b>	<b>74,976,572</b>	<b>81,786,224</b>	<b>(6,809,652)</b>	<b>31.98%</b>
19								
20 Local Government Funds - MTF, Cap	6,384,870	23,717	206,740	(183,023)	296,691	3,852,729	(3,556,038)	95.35%
21 Federal Reimbursement Funds - FTA, Cap	25,816,643	610,650	850,059	(239,409)	9,802,505	15,618,788	(5,816,283)	62.03%
22 State Government Funds, Cap	0	125,175	0	125,175	2,043,605	0	2,043,605	0.00%
23 Other Agencies Revenue, Cap	0	0	0	0	0	0	0	0.00%
24								
25 Total Capital Contributions	<b>32,201,513</b>	<b>759,543</b>	<b>1,056,799</b>	<b>(297,257)</b>	<b>12,142,801</b>	<b>19,471,517</b>	<b>(7,328,716)</b>	<b>62.29%</b>
26								
27 Total Revenues	<b>142,427,600</b>	<b>9,750,359</b>	<b>10,315,443</b>	<b>(565,083)</b>	<b>87,119,373</b>	<b>101,257,741</b>	<b>(14,138,368)</b>	<b>38.83%</b>
28								
29								
<b>Expenses</b>								
30								
31								
32 Labor	33,240,842	2,973,252	2,817,042	156,210	25,397,396	24,862,627	534,769	23.60%
33 Fringes & Benefits	30,712,129	2,192,226	2,380,440	(188,214)	21,947,578	23,010,691	(1,063,113)	28.54%
34 Services	7,737,546	612,399	638,877	(26,478)	4,396,814	5,807,691	(1,410,877)	43.18%
35 Materials	9,035,040	879,508	763,549	115,959	6,252,123	6,754,966	(502,843)	30.80%
36 Utilities	1,205,000	81,580	100,417	(18,837)	741,255	903,753	(162,498)	38.49%
37 Casualty & Liability	3,827,100	692,752	318,926	373,826	2,986,587	2,870,334	116,253	21.96%
38 Purchased Transportation	23,507,410	1,501,157	2,150,935	(649,778)	12,983,086	16,872,540	(3,889,454)	44.77%
39 Interest Expense	0	0	0	0	0	0	0	0.00%
40 Other Expenses	961,020	57,941	88,458	(30,517)	271,734	703,622	(431,888)	71.72%
41 Operating Expenses	<b>110,226,087</b>	<b>8,990,816</b>	<b>9,258,644</b>	<b>(267,829)</b>	<b>74,976,572</b>	<b>81,786,224</b>	<b>(6,809,651)</b>	<b>31.98%</b>
42								
43								
44								
45 Development Cost & Loss on Disposal	2,083,268	20,723	120,078	(99,355)	113,643	605,413	(491,770)	94.54%
46 Depreciation Expenses	12,579,047	1,073,646	1,105,515	(31,869)	9,331,134	9,086,771	244,363	25.82%
47 Loss on Disposal of Assets	0	0	0	0	0	0	0	0.00%
48 Total Capital Expenses	<b>14,662,315</b>	<b>1,094,369</b>	<b>1,225,593</b>	<b>(131,224)</b>	<b>9,444,777</b>	<b>9,692,184</b>	<b>(247,407)</b>	<b>35.58%</b>
49								
50 Total Expenses	<b>124,888,402</b>	<b>10,085,185</b>	<b>10,484,237</b>	<b>(399,053)</b>	<b>84,421,349</b>	<b>91,478,408</b>	<b>(7,057,058)</b>	<b>32.40%</b>
51								
52								
53 Revenue / Expense Difference Before Capital	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>
54								
55 Revenue / Expense Difference After Capital	<b>17,539,198</b>	<b>(334,826)</b>	<b>(168,794)</b>	<b>(166,032)</b>	<b>2,698,024</b>	<b>9,779,333</b>	<b>(7,081,309)</b>	<b>84.62%</b>

Total Labor

March 2024, Fiscal Year 2024



		Current Month			Fiscal Year-to-date			
Description	FY24 Total Budget	Actual	Budget	Over budget (Under budget)	Actual	Budget	Over budget (Under budget)	Percentage Remaining
1 Direct Labor	33,240,842	2,973,252	2,817,042	156,210	25,397,396	24,862,627	534,769	23.60%
2 Sick Leave	1,761,580	146,701	115,310	31,391	1,317,654	1,415,650	(97,996)	25.20%
3 Holiday	1,428,538	27,160	0	27,160	940,642	991,228	(50,586)	34.15%
4 Vacation	2,236,350	139,742	182,713	(42,971)	1,637,836	1,688,211	(50,375)	26.76%
5 Other Paid Absences	238,442	14,338	16,175	(1,837)	165,947	189,917	(23,970)	30.40%
6								
7 Total	<b>38,905,752</b>	<b>3,301,193</b>	<b>3,131,240</b>	<b>169,953</b>	<b>29,459,475</b>	<b>29,147,633</b>	<b>311,842</b>	<b>24.28%</b>
8								
9 Difference compared to Budget			169,953			311,842		
		Current Month			Year to Date			
Description	FY24 Total Budget	Actual	Budget	Over budget (Under budget)	Actual	Budget	Over budget (Under budget)	Percentage Remaining
10 FICA	2,976,282	248,061	239,541	8,520	2,210,800	2,229,788	(18,988)	25.72%
11 Pension	9,323,000	707,871	730,834	(22,963)	6,470,292	7,045,454	(575,162)	30.60%
12 Hospital Medical & Surgical	9,228,084	726,611	818,621	(92,010)	6,224,968	6,772,221	(547,253)	32.54%
13 Vision Care Insurance	85,741	388	7,153	(6,765)	39,813	64,377	(24,564)	53.57%
14 Dental Plans	345,120	33,700	28,760	4,940	199,406	258,840	(59,434)	42.22%
15 Life Insurance	46,536	3,482	3,878	(396)	31,668	34,902	(3,234)	31.95%
16 Disability Insurance	154,956	11,901	12,913	(1,012)	108,361	116,217	(7,856)	30.07%
17 Kentucky Unemployment	40,000	(36,669)	0	(36,669)	(24,446)	30,000	(54,446)	161.12%
18 Worker's Compensation	2,500,000	158,986	208,334	(49,348)	2,317,691	1,875,006	442,685	7.29%
19 Uniform & Work Clothing Allowance	345,000	9,656	16,000	(6,344)	304,028	297,000	7,028	11.88%
20 Other Fringes	2,500	298	208	90	2,919	1,880	1,039	-16.76%
21 Total Fringe & Benefits	<b>25,047,219</b>	<b>1,864,285</b>	<b>2,066,242</b>	<b>(201,957)</b>	<b>17,885,500</b>	<b>18,725,685</b>	<b>(840,185)</b>	<b>28.59%</b>
22								
23								
24 Sick Leave	1,761,580	146,701	115,310	31,391	1,317,654	1,415,650	(97,996)	25.20%
25 Holiday	1,428,538	27,160	0	27,160	940,642	991,228	(50,586)	34.15%
26 Vacation	2,236,350	139,742	182,713	(42,971)	1,637,836	1,688,211	(50,375)	26.76%
27 Other Paid Absences	238,442	14,338	16,175	(1,837)	165,947	189,917	(23,970)	30.40%
28 Total Compensation Benefits	<b>5,664,910</b>	<b>327,941</b>	<b>314,198</b>	<b>13,743</b>	<b>4,062,079</b>	<b>4,285,006</b>	<b>(222,927)</b>	<b>28.29%</b>
29								
30 Total	<b>30,712,129</b>	<b>2,192,226</b>	<b>2,380,440</b>	<b>(188,214)</b>	<b>21,947,579</b>	<b>23,010,691</b>	<b>(1,063,112)</b>	<b>28.54%</b>
31								
32 Difference compared to Budget			(188,214)			(1,063,112)		

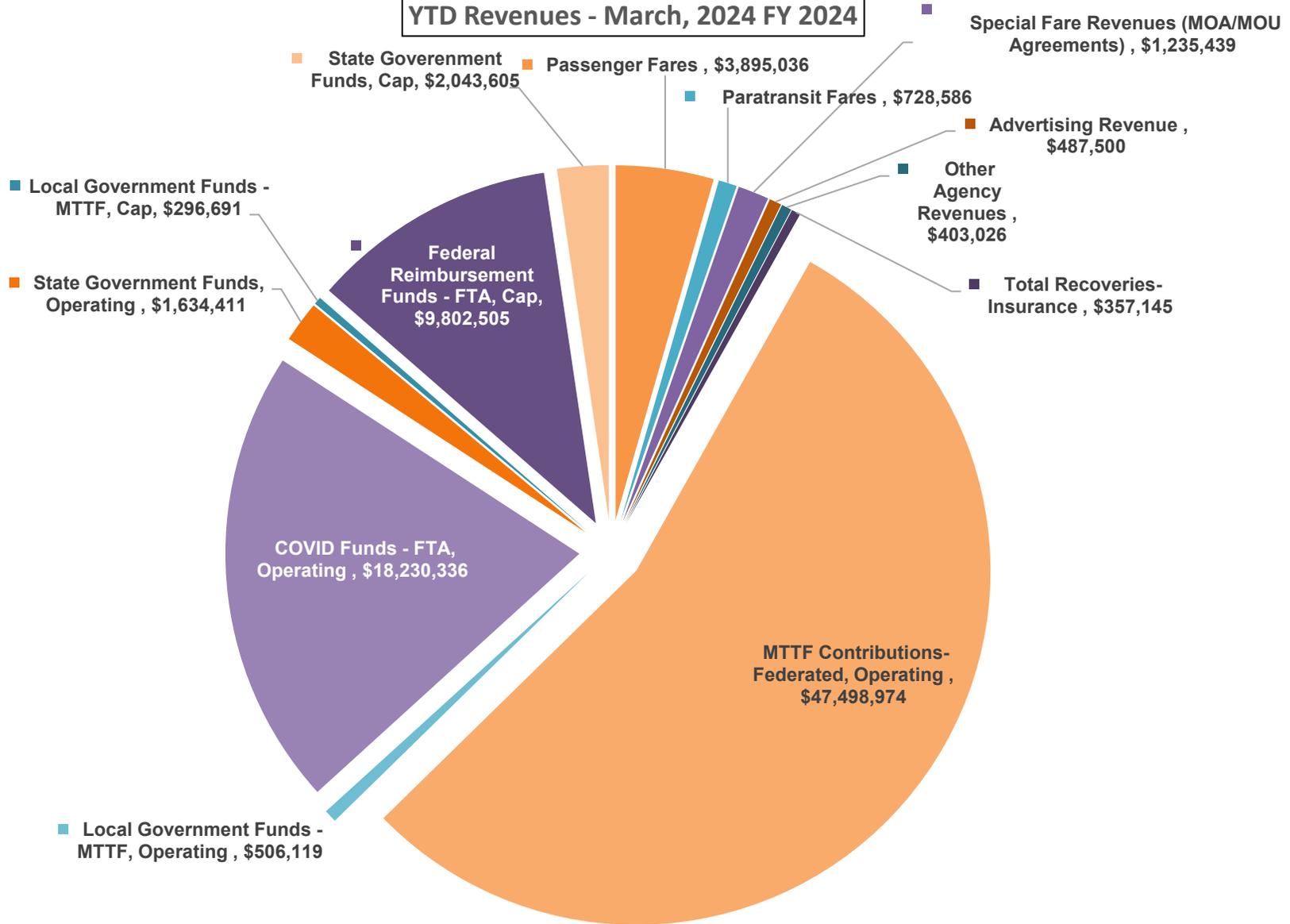


## Balance Sheet

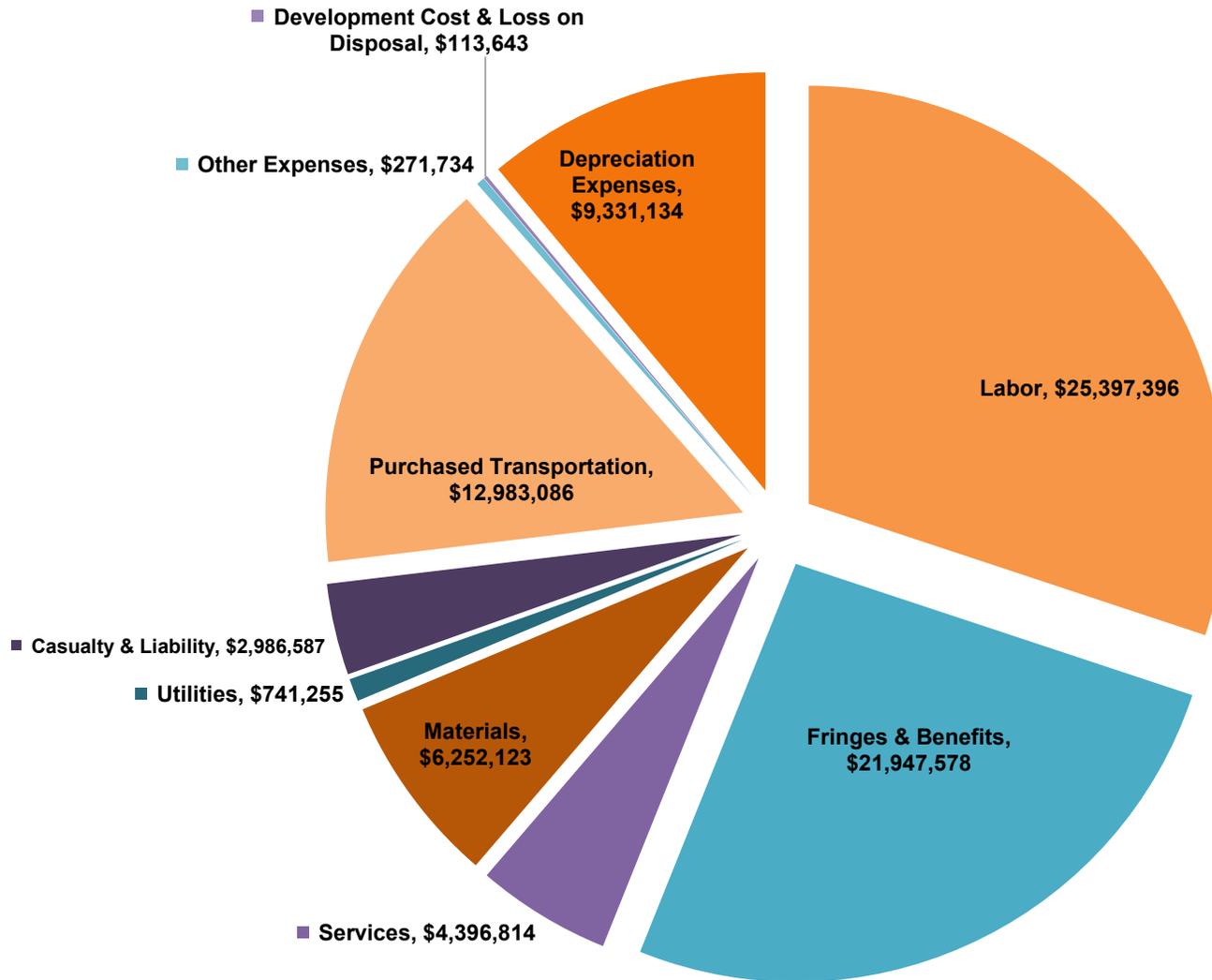
March 2024, Fiscal Year 2024

Assets	FY 24	FY 23	Liabilities, Reserves & Capital	FY 24	FY 23
<b>Current Assets</b>			<b>Current Liabilities</b>		
Cash & Cash Items	1,268,795	2,903,370	Long Term Debt	0	0
Short Term Investments	7,300,748	6,693,715	Short Term Debt	0	0
Accounts Receivable	73,597,814	76,655,942	Trade Payables	5,559,330	6,686,284
Interest Receivable	0	167	Accrued Payroll Liabilities	4,532,570	3,956,560
Due From Grant	80,000	80,000	Estimated Workmans Compensation	4,936,709	5,349,764
Materials & Supplies	2,707,457	2,170,673	Accrued Tax Liabilities	(173)	1,800
	-----	-----	Unredeemed Tickets & Tokens	2,174,867	1,632,051
<b>Total Current Assets</b>	<b>84,954,814</b>	<b>88,503,867</b>	Reserves - Injury & Damages	1,171,500	1,117,000
			Due To Operations	80,000	80,000
<b>Other Assets</b>			Unearned Capital Contributions	63,658,505	68,697,499
Prepaid Insurance & Dues & WIP	642,262	1,049,354	Other Current Liabilities (Health Ins.)	4,308,084	3,035,719
	-----	-----		-----	-----
<b>Total Other Assets</b>	<b>642,262</b>	<b>1,049,354</b>	<b>Total Current Liabilities</b>	<b>86,421,392</b>	<b>90,556,677</b>
				-----	-----
<b>Fixed Assets</b>			<b>Equity</b>		
Land	3,773,249	3,187,624	Retained Earnings	2,698,024	1,330,732
Buildings	52,134,520	49,925,077	Prior Year Retained Earning	78,763,717	78,980,037
Coaches	140,222,421	136,234,930		-----	-----
Office Equipment	12,390,618	10,929,980	<b>Total Equity</b>	<b>81,461,741</b>	<b>80,310,769</b>
Other Equipment	21,728,283	23,339,924		-----	-----
Development Costs	307,113	600,062	<b>Total Liabilities &amp; Equity</b>	<b>167,883,133</b>	<b>170,867,446</b>
Vehicle Exp - Operating	1,420,405	1,420,405		=====	=====
Other Equipment -Operating	185,715	184,903			
	-----	-----			
<b>Total Fixed Assets</b>	<b>232,162,324</b>	<b>225,822,905</b>			
<b>Less Accumulated Depreciation</b>					
Accumulated Depr Land	829,513	776,054			
Accumulated Depr Buildings	31,321,826	29,781,205			
Accumulated Depr Coaches	89,239,146	84,077,066			
Accumulated Depr Office Equipment	9,762,176	9,378,228			
Accumulated Depr Other Equipment	17,370,624	19,029,268			
Accumulated Depr Development Cost	113,643	299,893			
Accumulated Depr Vehicle Exp - Opr	1,078,971	1,022,845			
Accumulated Depr Other Equipment Op	160,368	144,119			
	-----	-----			
Total Depreciation	<b>149,876,267</b>	<b>144,508,678</b>			
	-----	-----			
Net Fixed Assets	<b>82,286,057</b>	<b>81,314,227</b>			
	-----	-----			
Total Assets	<b>167,883,133</b>	<b>170,867,448</b>			
	=====	=====			

### YTD Revenues - March, 2024 FY 2024



**YTD Expenses - March 2024, FY 2024**



**MassTransit Trust Fund (MTTF) Revenue Deposits**



**Deposit to Budget Difference FY 2024**

Month	FY 24 Actual Deposits	FY 24 Budget Deposits	Difference	YTD Total	Current Month	YTD
July	\$5,772,993	\$4,832,901	\$940,092	\$940,092	19.45%	
August	\$4,556,894	\$5,053,662	(\$496,768)	\$443,324	-9.83%	4.48%
September	\$6,379,852	\$5,225,029	\$1,154,823	\$1,598,147	22.10%	10.58%
October	\$5,188,606	\$3,508,717	\$1,679,889	\$3,278,036	47.88%	17.60%
November	\$4,364,470	\$4,473,572	(\$109,102)	\$3,168,934	-2.44%	13.72%
December	\$7,192,670	\$6,400,979	\$791,691	\$3,960,625	12.37%	13.43%
January	\$6,796,045	\$6,329,856	\$466,189	\$4,426,814	7.36%	12.36%
February	\$4,863,431	\$4,578,304	\$285,127	\$4,711,941	6.23%	11.66%
March	\$5,630,961	\$5,839,108	(\$208,147)	\$4,503,794	-3.56%	9.74%
April	\$0	\$11,523,802	(\$11,523,802)	(\$7,020,008)	-100.00%	-12.15%
May	\$0	\$5,215,370	(\$5,215,370)	(\$12,235,378)	-100.00%	-19.43%
June	\$0	\$6,660,085	(\$6,660,085)	(\$18,895,463)	-100.00%	-27.13%
<b>TOTAL</b>	<b>\$50,745,922</b>	<b>\$69,641,385</b>				

**MTTF Revenue Deposits - Actuals**

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

	March 2024	March 2023	YTD FYE 2024	YTD FYE 2023	Difference Amount	Percent Change
<b>Receipts</b>						
Employee Withholding	\$ 4,604,131	\$ 4,535,418	\$ 43,575,564	\$ 41,232,439	\$ 2,343,125	5.68%
Individual Fees	266	581	296	973	(677)	-69.58%
Net Profit Fees	1,015,074	1,211,538	6,785,982	5,784,165	1,001,817	17.32%
Interest & Penalty	54,760	74,490	751,550	725,149	26,401	3.64%
<b>Total Collections</b>	<b>\$ 5,674,231</b>	<b>\$ 5,822,027</b>	<b>\$ 51,113,392</b>	<b>\$ 47,742,726</b>	<b>\$ 3,370,666</b>	<b>7.06%</b>
Investment Income	\$ 33,332	\$ 22,694	\$ 272,560	\$ 131,700	\$ 140,860	106.96%
<b>Total Receipts</b>	<b>\$ 5,707,563</b>	<b>\$ 5,844,721</b>	<b>\$ 51,385,952</b>	<b>\$ 47,874,426</b>	<b>\$ 3,511,526</b>	<b>7.33%</b>
<b>Disbursements</b>						
Collection Fee	\$ 76,602	\$ 78,597	\$ 690,030	\$ 644,525	\$ 45,505	7.06%
<b>Reversal of FY22 Investment Income</b>	\$ -	\$ -	\$ -	\$ 4,534	\$ (4,534)	
<b>Total Disbursements</b>	<b>\$ 76,602</b>	<b>\$ 78,597</b>	<b>\$ 690,030</b>	<b>\$ 649,059</b>	<b>\$ 45,505</b>	<b>7.01%</b>
<b>Due Mass Transit</b>	<b>\$ 5,630,961</b>	<b>\$ 5,766,124</b>	<b>\$ 50,695,922</b>	<b>\$ 47,225,367</b>	<b>\$ 3,470,555</b>	<b>7.35%</b>
Less Previous Payments			45,064,961	41,459,243	3,605,718	8.70%
<b>Payable To Trust Fund</b>			<b>\$ 5,630,961</b>	<b>\$ 5,766,124</b>	<b>\$ (135,163)</b>	<b>-2.34%</b>



**Year to Date Summary**

**March 2024, Fiscal Year 2024**

**Actual Compared to Budget YTD**

	Good	In the Red	
Total Revenues before Capital are Over/ <b>Under</b> by (pg. 2, line 18)	\$0	\$6,809,652	
Total Expenses are Over/ <b>Under</b> by (pg. 2, line 41)	\$6,809,650	\$0	
MTTF Revenue Deposits are <b>Over</b> /Under by (pg. 7)	\$4,503,794	\$0	
March has a favorable balance before Capital of	\$11,313,444	\$6,809,652	\$4,503,792

**Actual Revenues over Expenses**

Operating Revenues	\$7,106,732
Operating Expenses	\$74,976,572
<b>Net Gain/(Loss) before MTTF</b>	<b>(\$67,869,840)</b>
MTTF Approved Contributions	\$47,498,974
<b>Net Gain/(Loss) before Subsidies</b>	<b>(\$20,370,866)</b>
<b>Subsidies</b>	
ARP	\$13,587,860
5307 Federal Formula dollars to be used as (CEER)	\$4,642,476
MTTF Local Share	\$506,119
State Contributions	\$1,634,411
<b>Total Subsidies</b>	<b>\$20,370,866</b>
<b>Net Gain/(Loss) before Capital</b>	<b>\$0</b>



**Reimbursement Funds Only and a One Time Funding Source**

	<b>TARC Share</b>	<b>Actual YTD FY 2023</b>	<b>Actual YTD FY 2024</b>	<b>Remaining Balance</b>	<b>Budget YTD FY 2024</b>	<b>Actual FY 2024 vs Budget FY 2024</b>
<b>ARP***</b>	\$48,293,376	\$9,596,003	\$13,587,860	\$25,109,513	\$28,695,496	(\$15,107,636)

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



**BOARD OF DIRECTORS**  
**MAY 22, 2024**

**MAY OPERATIONAL UPDATE**

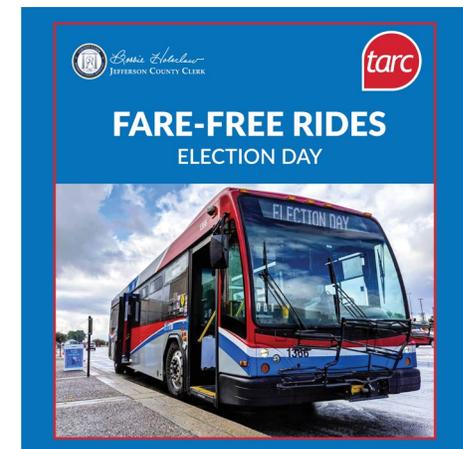




# HIGHLIGHTS

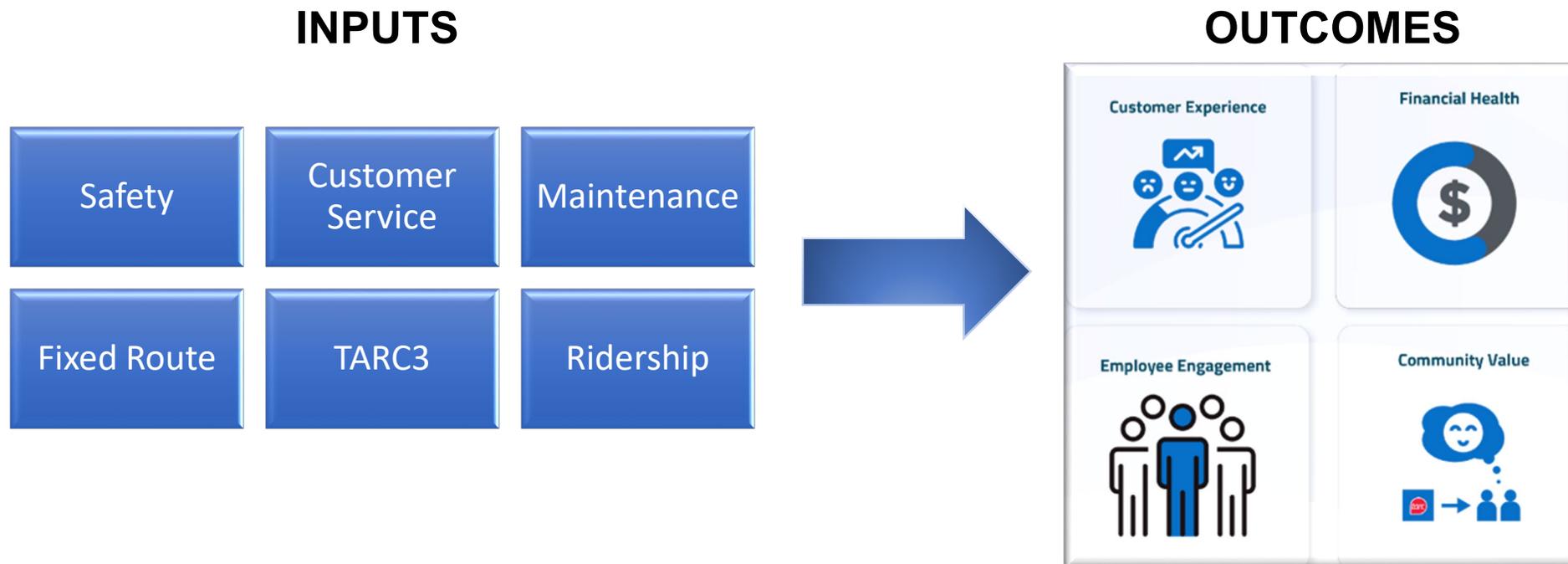
## SINCE THE LAST BOARD MEETING, TARC ...

- Announced the winners of the 24th annual Design-a-Bus contest, in partnership with the Kentucky Science Center
- Launched TARC Riders Club, a new loyalty program
- Competed at the International Bus Rodeo in Portland, Oregon
- Continued our tradition of helping our community vote through a day of fare-free service on Primary Day, May 21
- Shared institutional expertise with peers nationwide through TARC staff participation on panel discussions at the Engage 2024 and Government Fleet and Expo conferences, both held locally.
- Attended community events such as the Cherokee Triangle Art Fair, Party for the Planet, and Audubon Park Fest.



# MONTHLY REPORT

- **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.

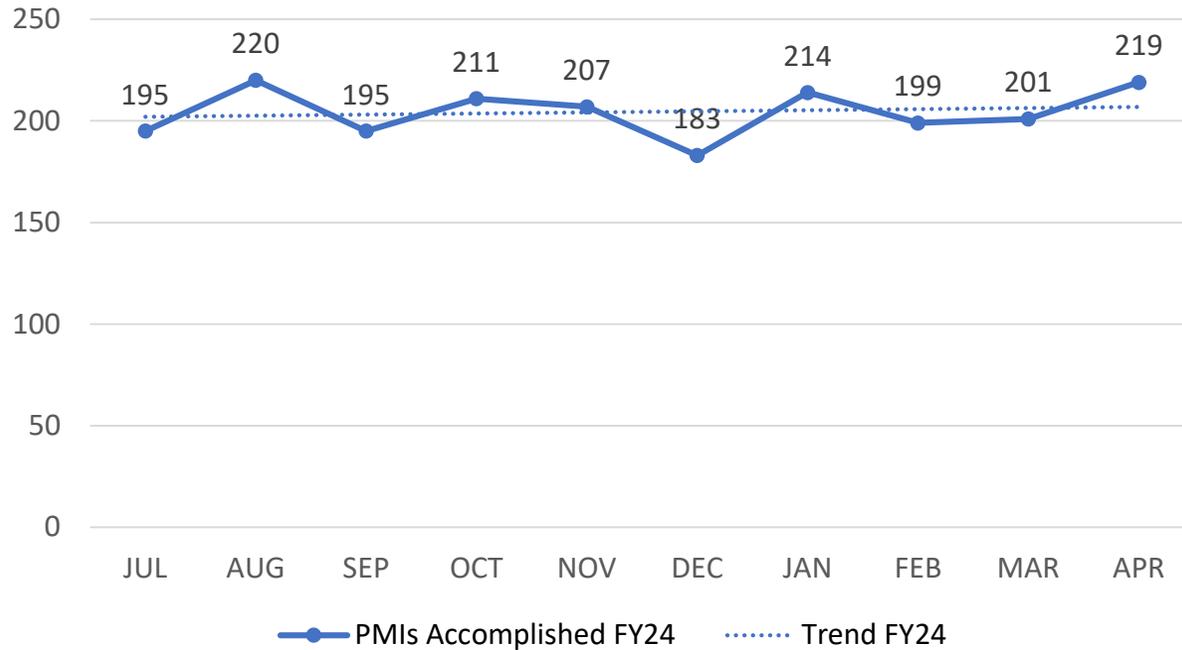




# MAINTENANCE

Target PMI: 220  
Total Vehicle PMIs: 219

Preventive Maintenance Inspections (PMI)  
Accomplished FY24



## 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.



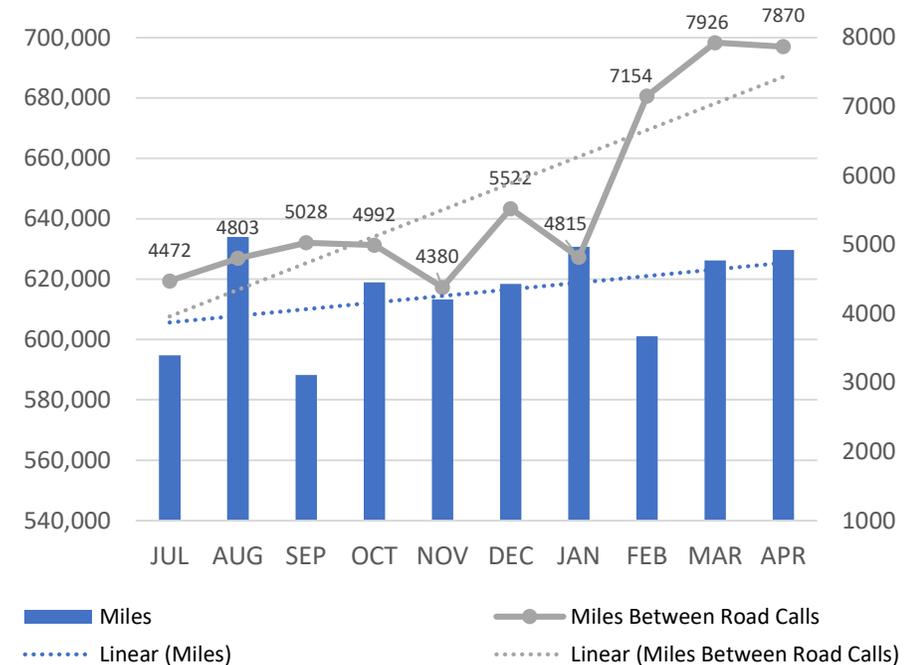
# MAINTENANCE

## MILES BETWEEN MECHANICAL FAILURES

FY24	Miles	Chargeable Road Calls	Miles Between Road Calls
July	594,791	133	4,472
Aug	634,015	132	4,803
Sep	588,249	117	5,028
Oct	618,903	124	4,992
Nov	613,224	140	4,380
Dec	618,417	112	5,522
Jan	630,740	131	4,815
Feb	601,018	84	7,154
Mar	626,175	79	7,926
Apr	629,625	80	7,870

April: Total Miles Between Road Calls = **7870**  
 Target Miles Between Road Calls = **5000**

Miles Between Road Calls



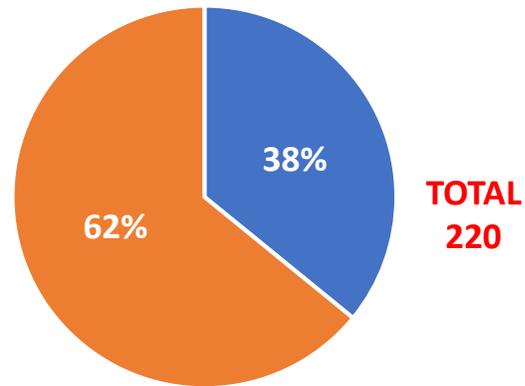
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



# MAINTENANCE

## CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

March 2024 Maintenance Road Calls

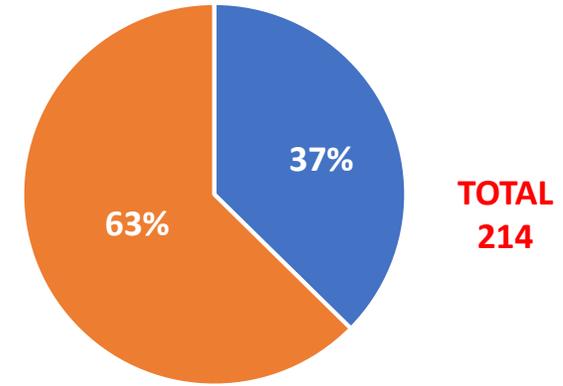


■ Chargeable Road Calls 79   ■ Non-Chargeable Roads Calls 141

### Chargeable Categories

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

April 2024 Maintenance Road Calls



■ Chargeable Road Calls 80   ■ Non-Chargeable Roads Calls 134

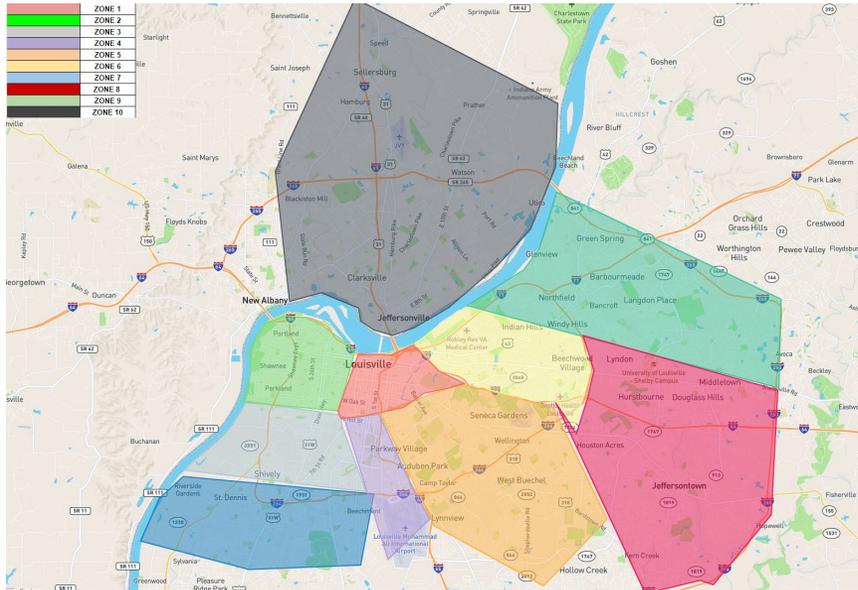
### Non-Chargeable Categories

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



# MAINTENANCE

## APRIL SHELTER CLEANINGS



Task	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Total
TARC Shelter Cleaned	429	226	179	281	216	131	286	233	62	57	2283
TARC Trash Can Emptied	34	28	28	17	15	12	9	11	8	6	168
TARC BioHazard Cleaned	2	1	1	5	2	0	1	0	1	0	13
TARC Damage Reported	0	0	0	1	0	0	1	0	0	1	3
TARC Graffiti Removed	6	3	6	3	3	0	3	1	0	3	28
TARC Installation of Advertisements	2	0	0	0	0	1	0	3	4	4	14

**April Shelter Cleanings** **2283**  
**Other Requests** **226**  
**Goal Shelter Cleanings** **45 per day**  
**THIS MONTH** **169.0%**



# SAFETY

## SAFETY PREVENTABLE ACCIDENTS

Monthly

**7**

### TYPE OF ACCIDENT

Fixed Object	6	85.8%
Moving Vehicle	1	14.2%

YTD

**104**

## PREVENTABLE ACCIDENTS / 100K MILES

Monthly

**1.1**

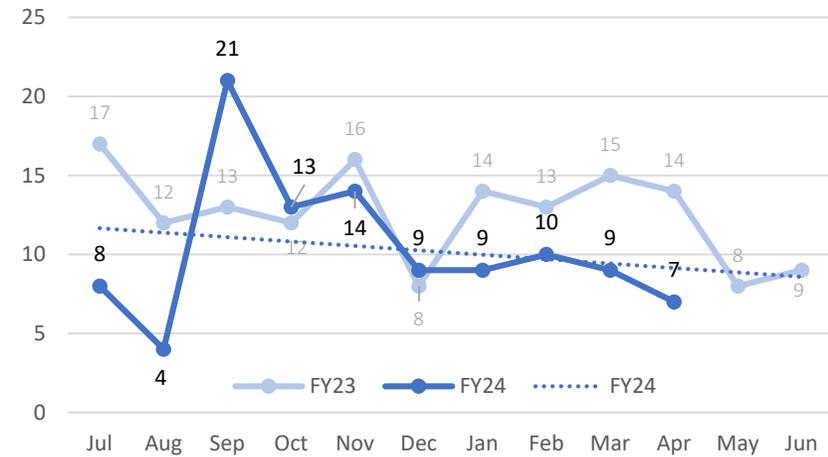
YTD AFR Goal

**2.3**

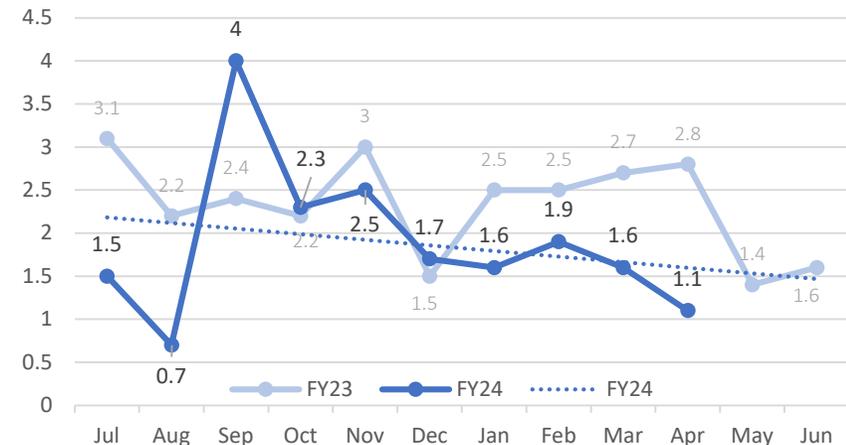
YTD

**1.89**

**FY24 PREVENTABLE ACCIDENTS**



**PREVENTABLE ACCIDENT AFR FY23 vs FY24**



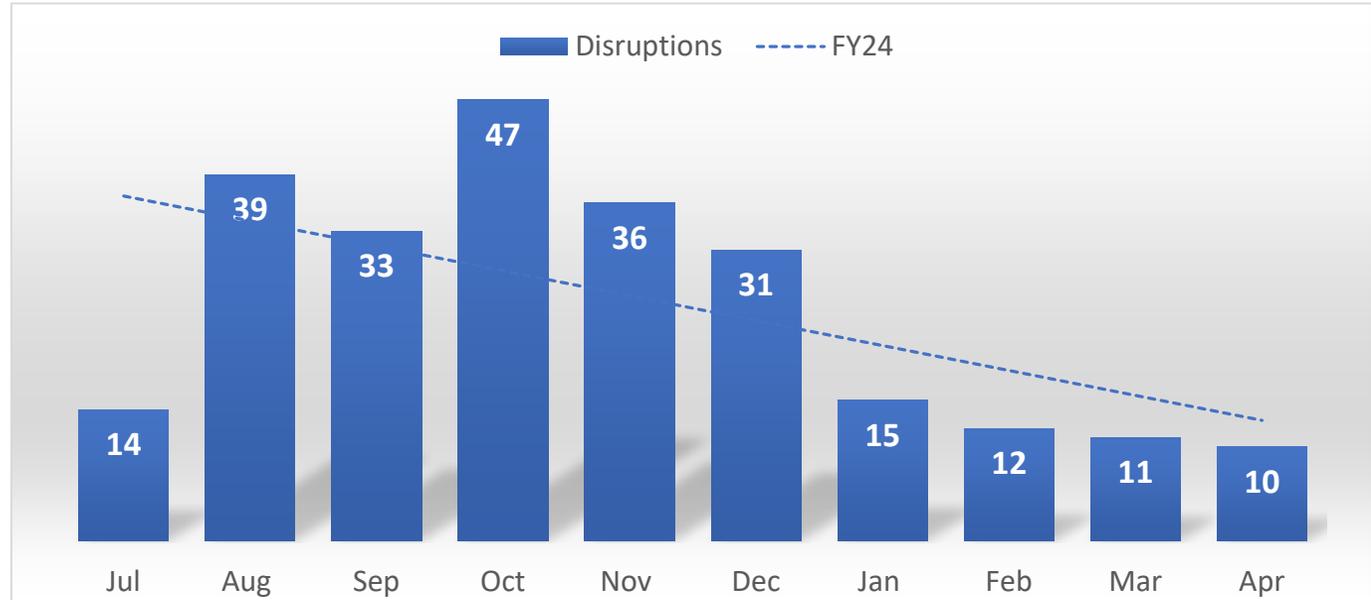


# SAFETY

## PASSENGER DISRUPTIONS BY LINE FY24 JUL THROUGH APR

Route ID	Disruptions
Broadway - #23	49
Fourth St - #4	30
Preston - #28	26
Dixie Rapid - #10	24
Market St - #15	21
Oak-Westport - #25	11
Muhammad Ali - #19	9
Shelbyville Rd - #31	9
Bardstown - #17	9
J'ville-Lou-New Albany - #71	8
Dixie Hwy - #18	7
Crums Lane - #63	7
Sixth St - #6	7
Chestnut St - #21	5
Portland Poplar Level - #43	5
Taylorsville Rd - #40	4
Clarksville - #72	4
Second St - #2	3
Twelfth St - #12	3
Cardinal - #94	3
Eastern Pkwy - #29	2
Hill St - #27	2
Med Ctr - #52	0
Outer Loop - #46	0

## TOTAL PASSENGER DISRUPTIONS - FY24



### PASSENGER DISRUPTIONS\*

This Month Total

10

Monthly Avg

24.8

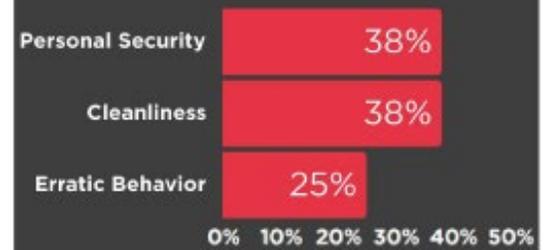
**\*Disruption:** an incident on the coach that delays service more than 5 minutes  
**Incident:** confrontation with a passenger for failure to follow TARC's Code of Conduct  
*(ie: fare evader, profanity, fighting, etc.)*



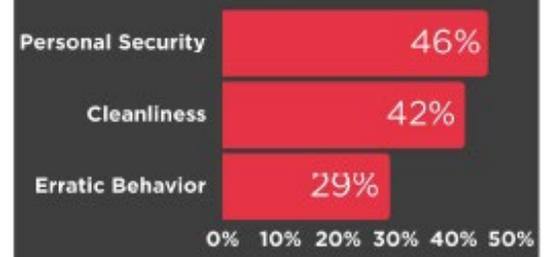
# SAFETY AMBASSADOR PROGRAM APRIL

## SATISFACTION METRICS

### Bus Stops



### Onboard Bus



## Survey Methodology

To measure the effectiveness of the Block by Block Ambassador Program pilot on the 23, TARC worked with TransPro Consulting to create a before and after survey. The survey includes questions surrounding personal security, cleanliness, erratic behavior, and overall impression.

The Before survey was conducted prior to the launch of the program and the After survey will launch while the program is underway.

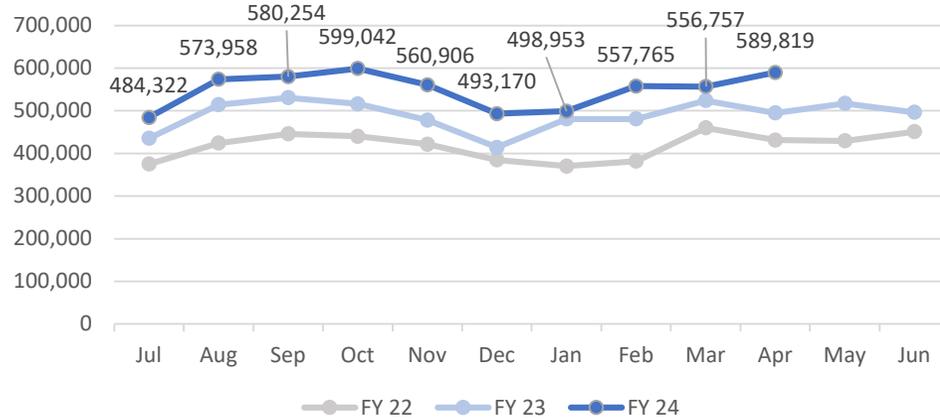
A sample size of 204 customers yields a margin of error of +/-7%

SAMPLE SIZE	NET PROMOTER SCORE	OVERALL SATISFACTION
<b>204</b>	<b>-13</b>	<b>44%</b>

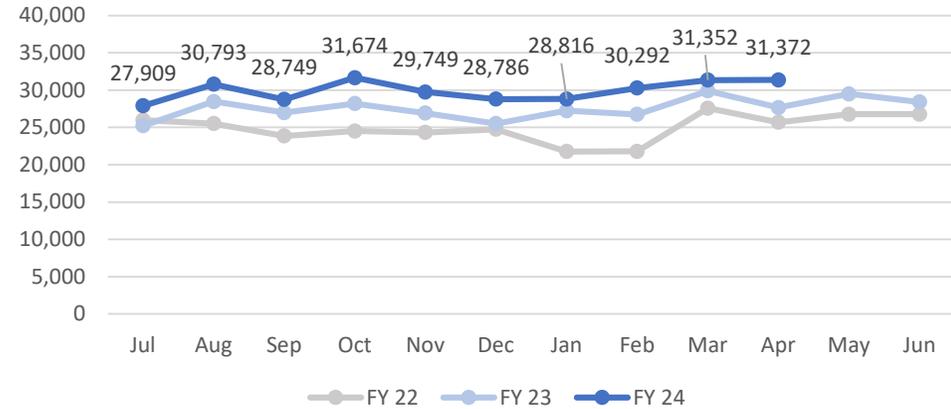


# APRIL RIDERSHIP

### Fixed-Route Ridership



### TARC3 Paratransit Ridership



## FIXED ROUTE

Monthly **590K**      5.9% VLM  
 19.2% VLY      YTD **5,495K**

## PARATRANSIT

Monthly **31K**      0.1% VLM  
 13.4% VLY      YTD **299K**

## COMBINED

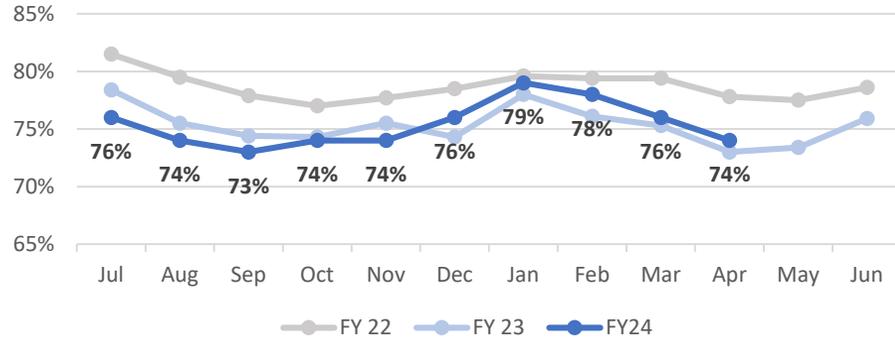
This Month, Last Year **522K**      This Month, This Year **621K**

Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	FY24 YTD	FY23 YTD	FY22 YTD	FY24 YTD	FY23 YTD	FY22 YTD
Total Ridership	5,494,946	5,882,660	5,016,283	299,492	330,793	299,412
Weekday Ridership	4,656,822	5,203,973	4,429,315	248,878	280,874	254,834
Saturday Ridership	461,239	382,620	325,458	22,686	25,040	22,640
Sunday/Holiday Ridership	354,564	296,067	261,510	27,928	22,186	17,940
Total Revenue Miles	5,469,792	6,520,833	6,372,079	3,621,430	3,648,867	3,855,246
Total Revenue Hours	448,795	547,944	542,472	234,357	266,904	237,715
Trips per Revenue Mile	1.00	0.9	0.79	.08	0.08	0.08
Trips per Revenue Hour	12.19	10.74	9.25	1.27	1.31	1.26

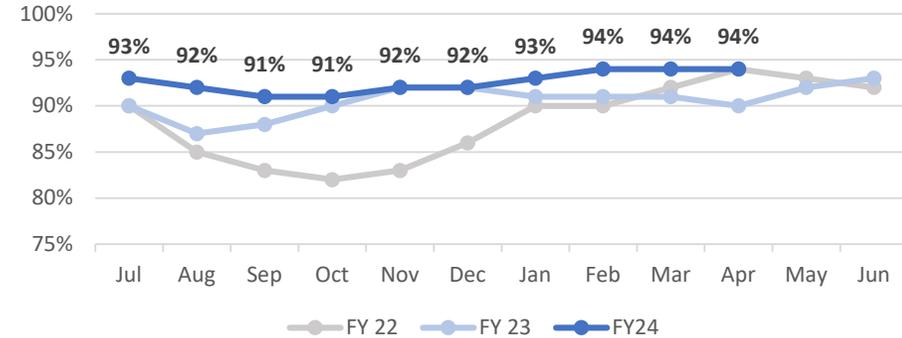


# APRIL ON-TIME PERFORMANCE

### Fixed-Route On-Time Performance



### TARC3 Paratransit On-Time Performance



Fixed-Route  
FY24 Goal  
**80%**

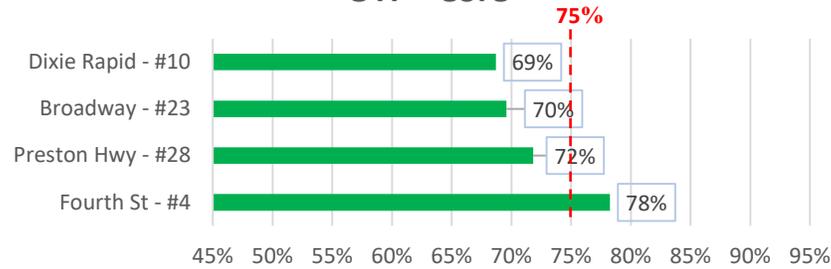
On-Time Performance							
	Fixed-Route			Paratransit (TARC3)			
	FY24	FY23	FY22		FY24	FY23	FY22
Jul	76%	78%	80%	Jul	93%	90%	90%
Aug	74%	76%	80%	Aug	92%	87%	85%
Sept	73%	74%	78%	Sep	91%	88%	83%
Oct	74%	74%	77%	Oct	91%	90%	82%
Nov	74%	76%	78%	Nov	92%	92%	83%
Dec	76%	74%	79%	Dec	92%	92%	86%
Jan	79%	78%	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		73%	78%	May		92%	93%
June		76%	79%	Jun		93%	92%
<b>FYTD</b>	<b>75%</b>	<b>75%</b>	<b>79%</b>	<b>FYTD</b>	<b>93%</b>	<b>91%</b>	<b>88%</b>

Paratransit  
FY24 Goal  
**93%**

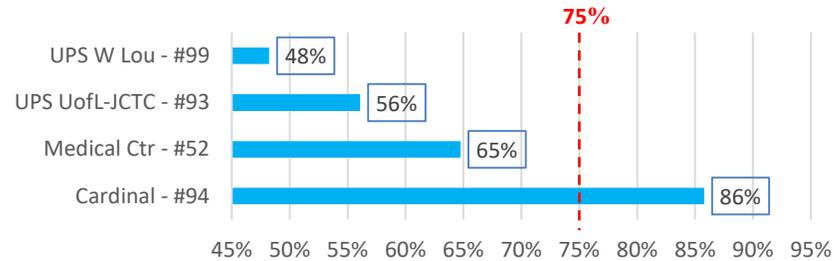


# APRIL ON-TIME PERFORMANCE

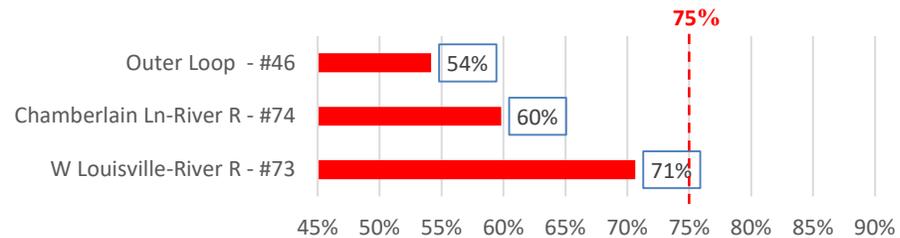
### OTP - Core



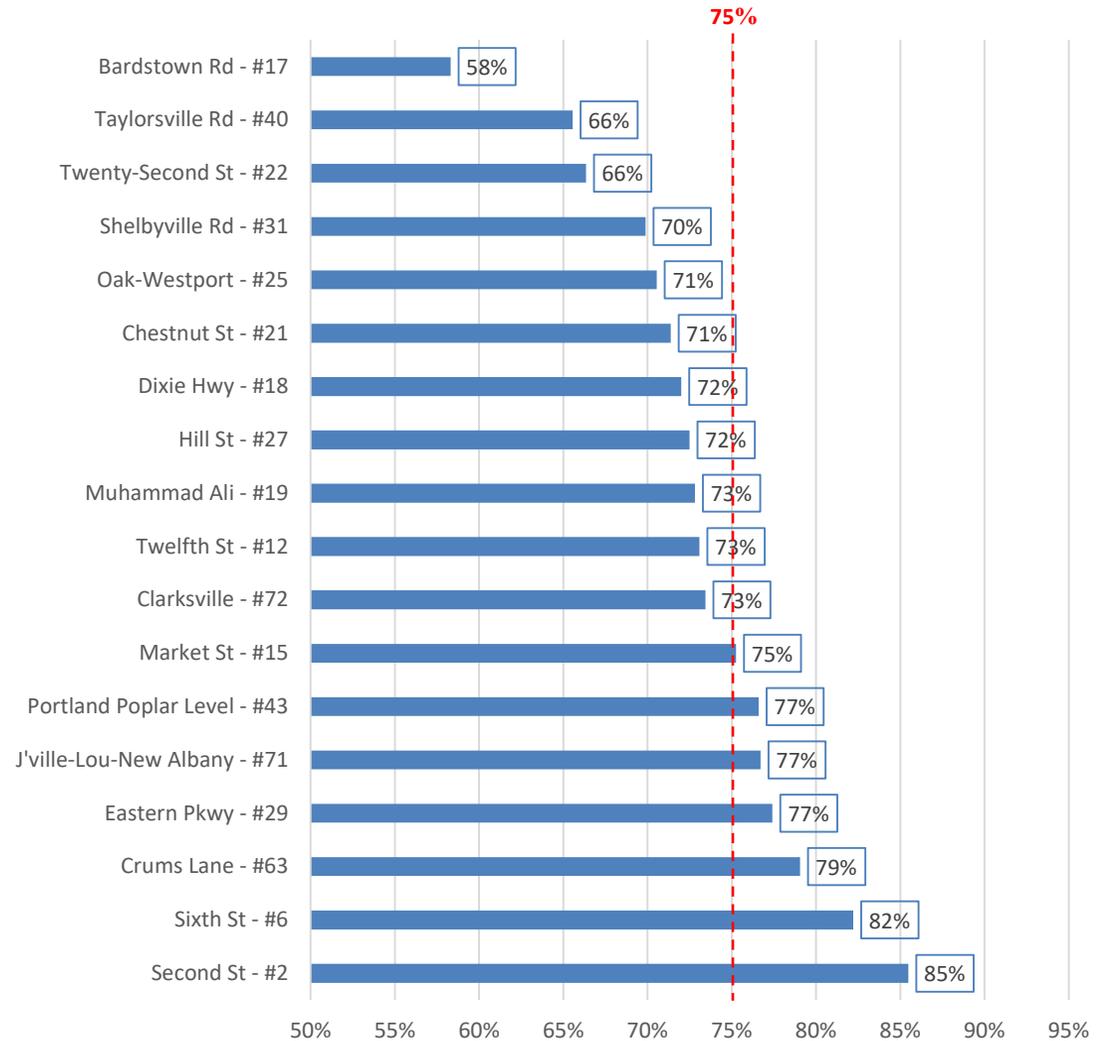
### OTP - Circulator



### OTP - CMAQ



### OTP - Local





# CUSTOMER FEEDBACK FY24

## FIXED ROUTE

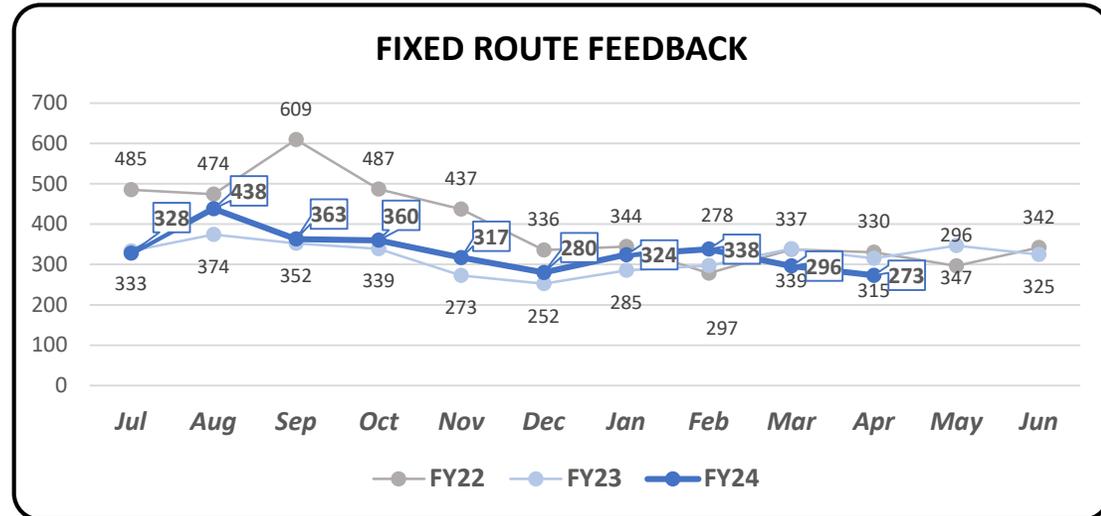
Monthly

273

-08% VLM  
-15% VLY

YTD

3,317



## PARATRANSIT

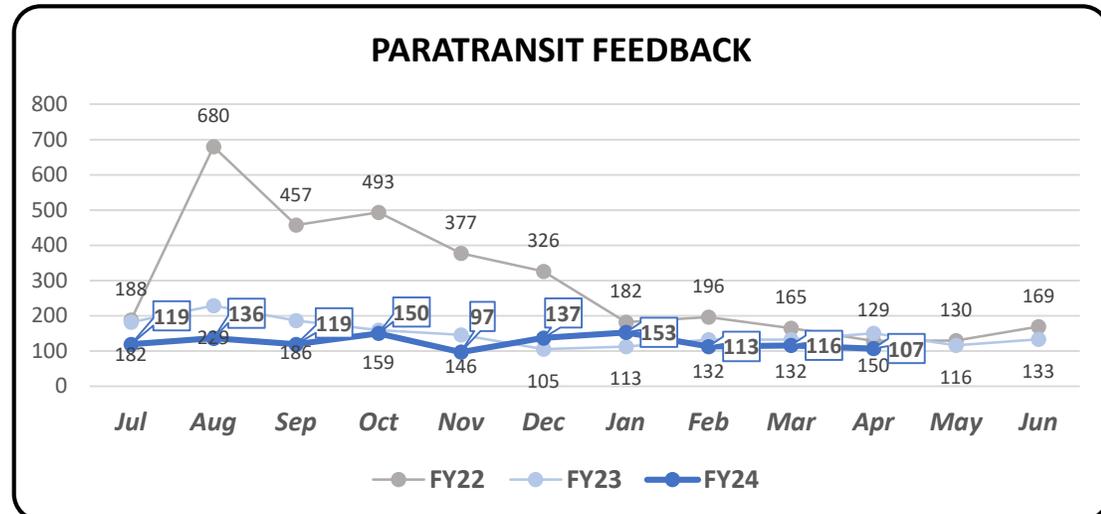
Monthly

107

-08% VLM  
-40% VLY

YTD

1,247





# FEEDBACK PER RIDERSHIP FY24

## FIXED ROUTE / 100K RIDERS

Month

**46**

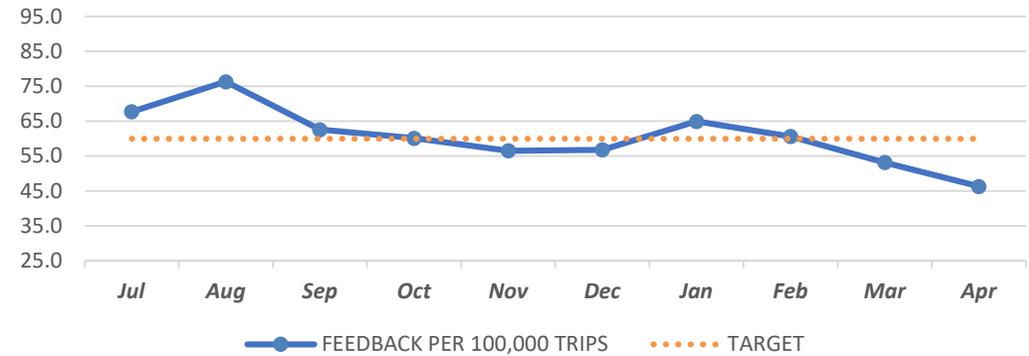
-13% VLM

YTD

**605**

.0463% TOTAL RIDERSHIP  
589,819

### FIXED ROUTE FEEDBACK PER 100,000 TRIPS



## PARATRANSIT / 1,000 RIDERS

Month

**3.4**

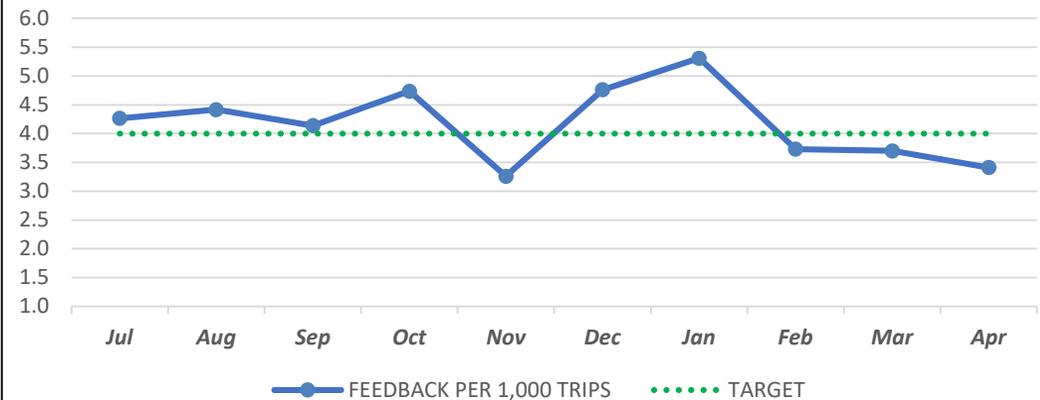
-08% VLM

YTD

**41.7**

.34% TOTAL RIDERSHIP  
31,372

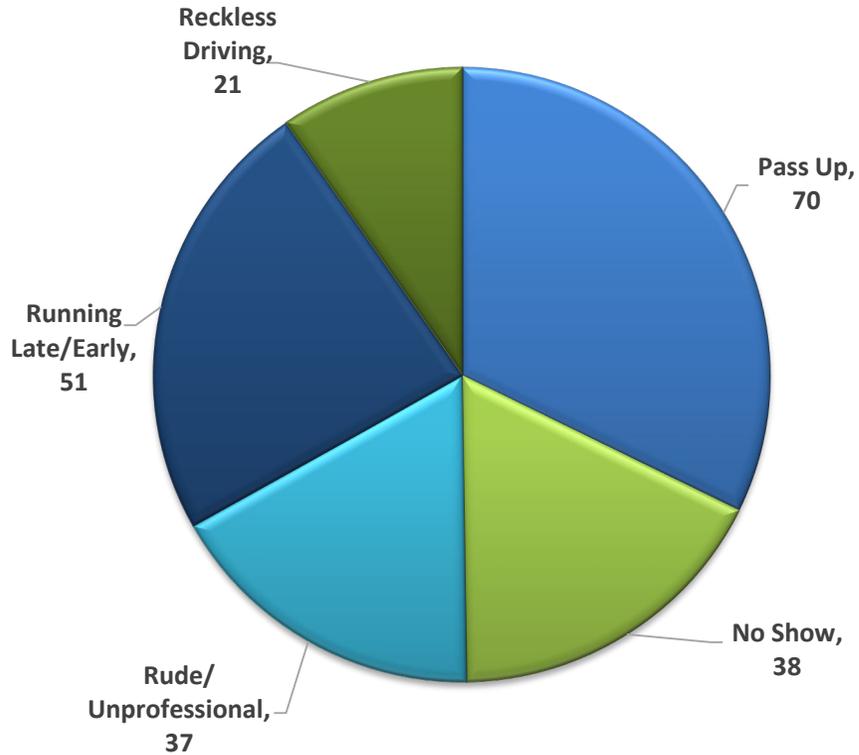
### PARATRANSIT FEEDBACK PER 1,000 TRIPS



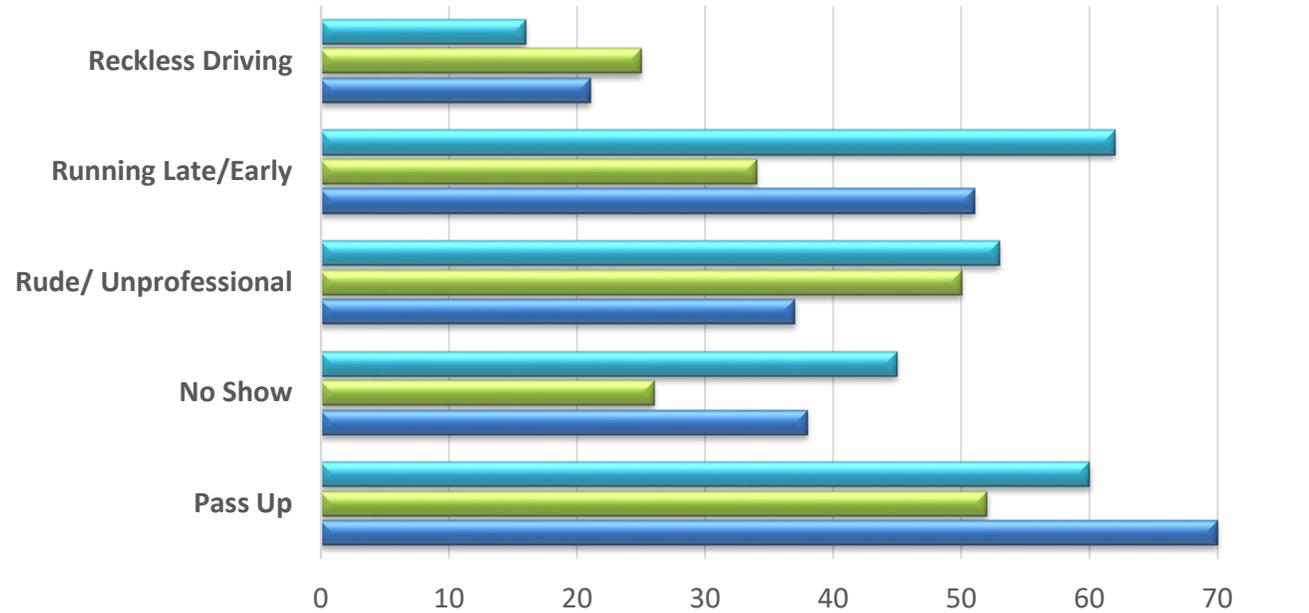


# FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – APRIL 2024

Feedback Categories



3 Month Comparison

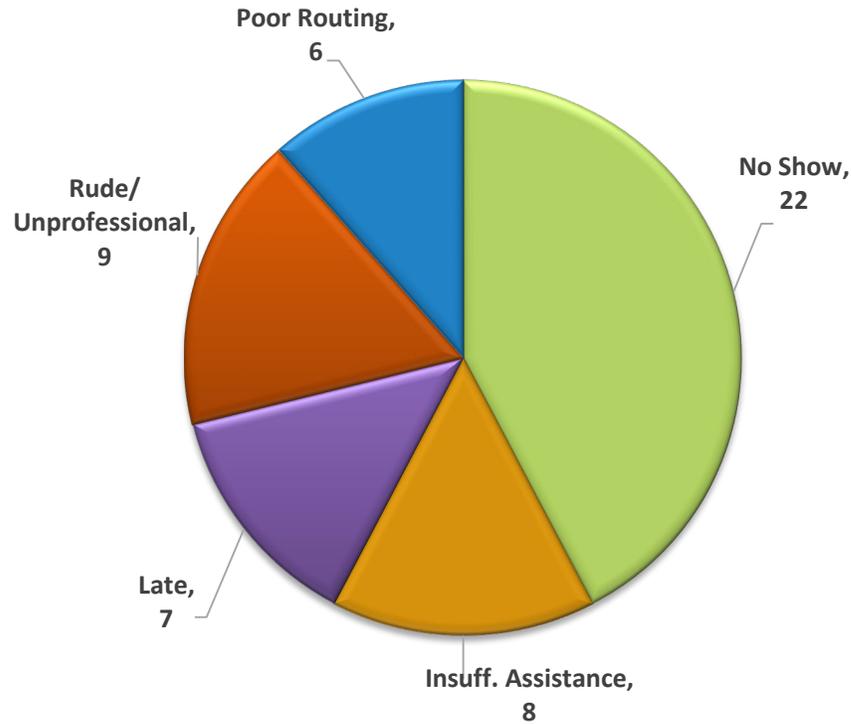


	Pass Up	No Show	Rude/ Unprofessional	Running Late/Early	Reckless Driving
Feb-24	60	45	53	62	16
Mar-24	52	26	50	34	25
Apr-24	70	38	37	51	21

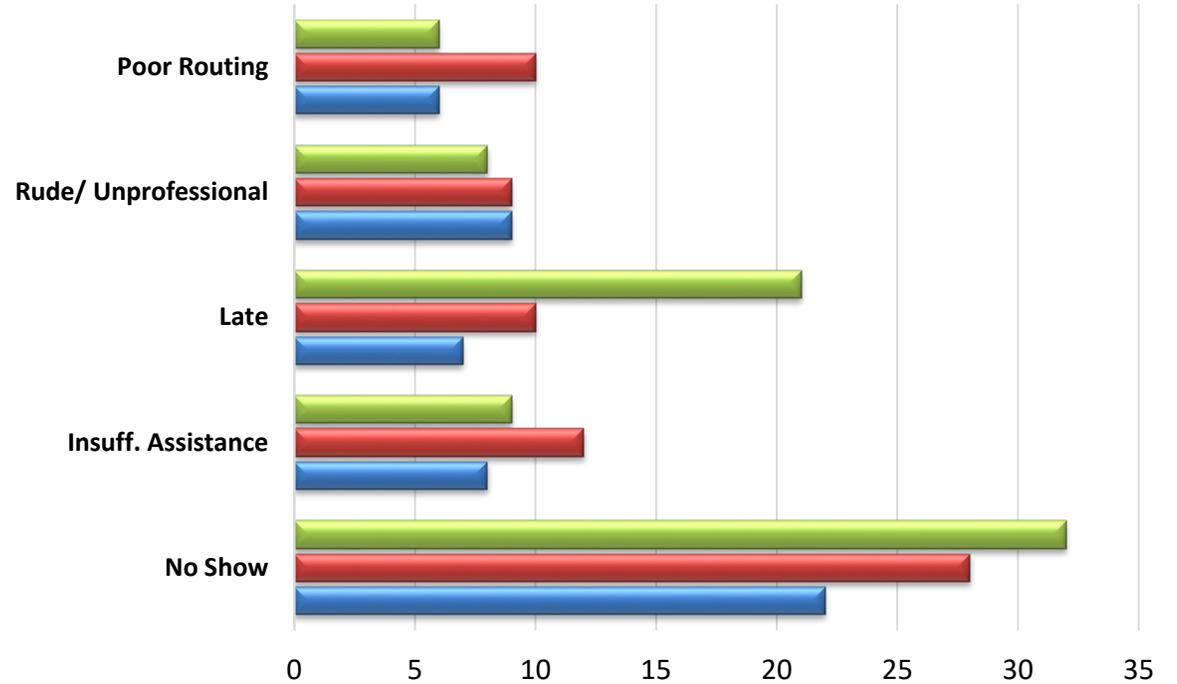


# TARC3 TOP 5 FEEDBACK CATEGORIES – APRIL 2024

**Feedback Categories**



**3 Month Comparison**

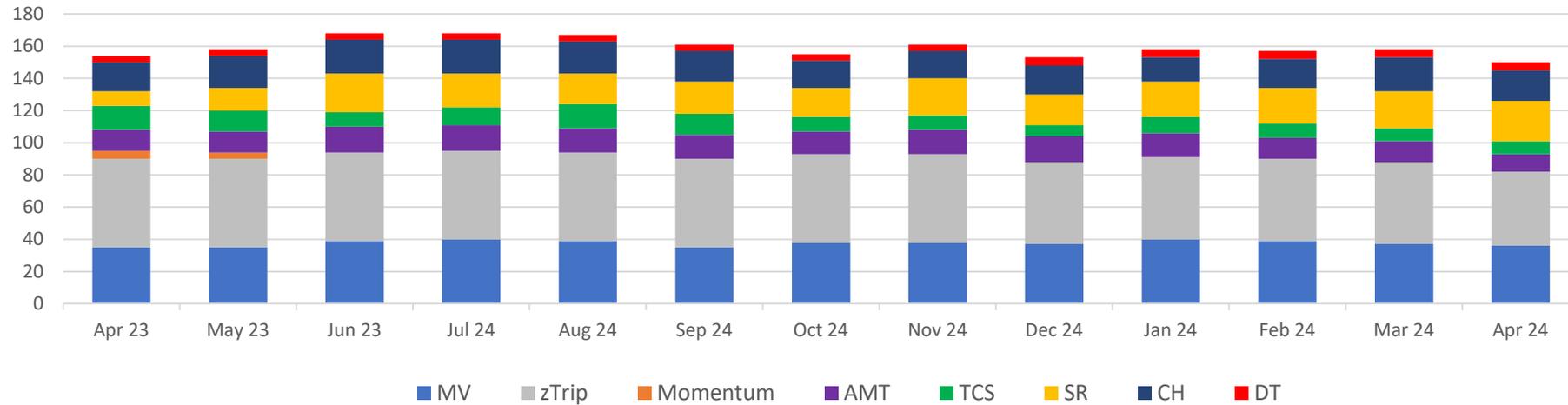


	No Show	Insuff. Assistance	Late	Rude/Unprofessional	Poor Routing
■ Feb-24	32	9	21	8	6
■ Mar-24	28	12	10	9	10
■ Apr-24	22	8	7	9	6



# TARC3 (PARATRANSIT) OPERATOR STAFFING

## MONTHLY OPERATORS



Total Network Headcount to Date: 150 (-3% from April FY23)  
 Current Operator Count Goal = 165

### Operator Counts

- MV Transportation: 36
- zTrip: 46
- Alpha Medical: 11
- Choice Medical: 19
- Diversity Medical: 5
- Transport Care: 8
- SilverRide: 25

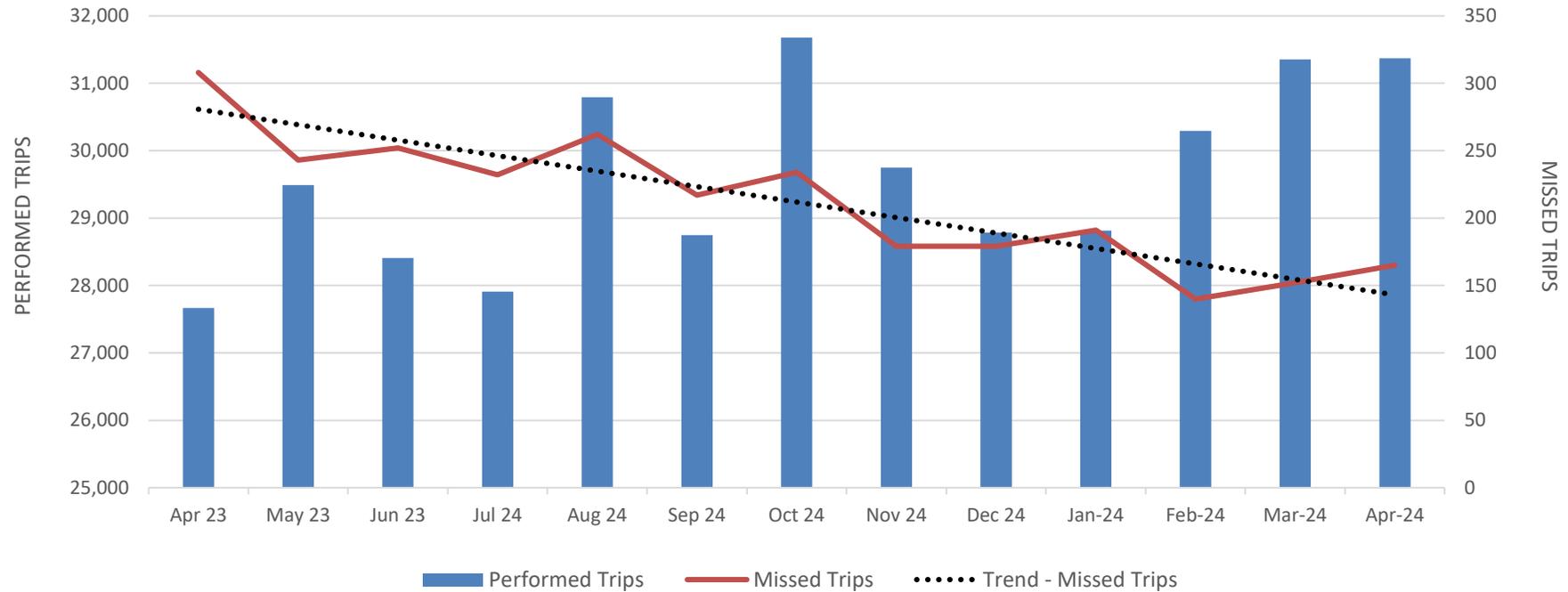
### Recruiting Report

- Candidate Outreach: 12
- Office Appts/Interviews scheduled: 12
- Interviews conducted: 12



# MV MONTHLY PERFORMANCE – APRIL 2024

## MONTHLY PERFORMED AND MISSED TRIPS



### Missed Trips (after reconciliation)

FY24 April Missed Trips: 0.52%

31,372 Performed Trips



# MV LIQUIDATED DAMAGES – APRIL 2024

## PARATRANSIT

Monthly

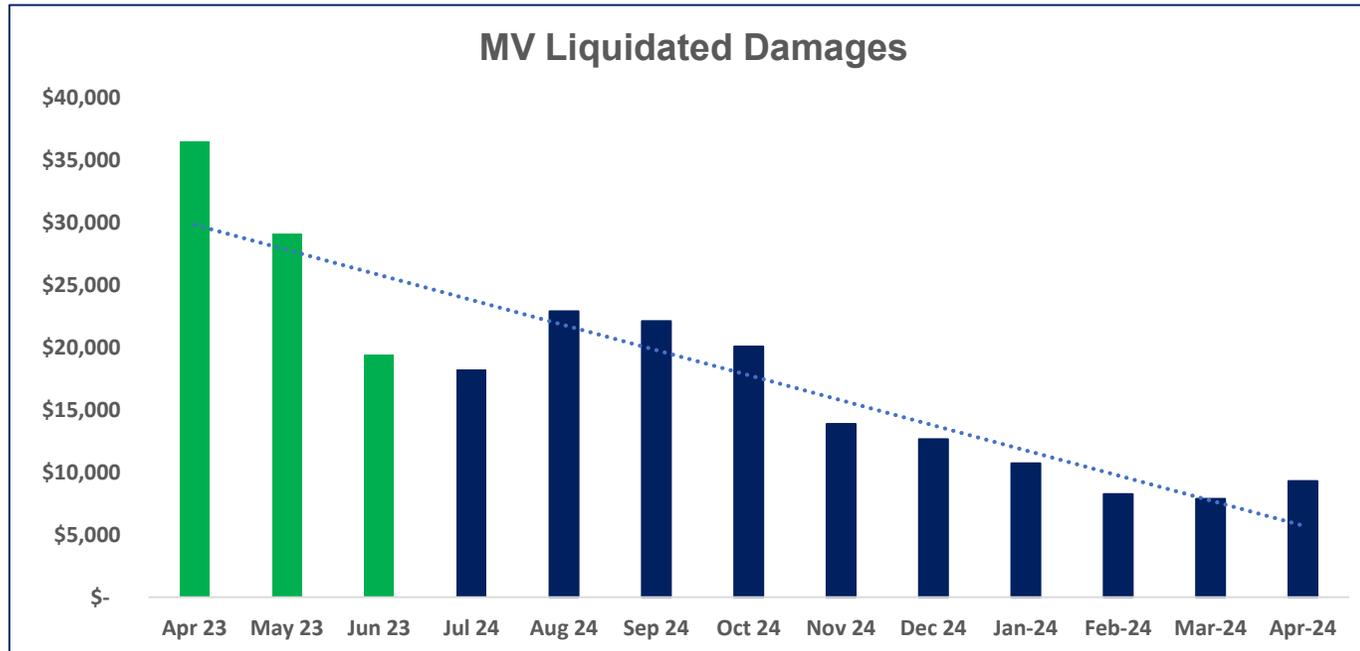
**\$9.3K**

18% VLM  
-74% VLY

YTD

**\$146K**

-72% VLY



### Monthly Details

\$5.2K (56%), Late Trip, >30 mins late

\$4.1K (44%), Missed Trips

### Types of Penalties:

Missed Trip

Late Trip

On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance



# TARC ACTION PLAN

## ACTION PLAN

Department	Item	Status	Timeline	Completion
Maintenance	Shop Floor	1) Actively seeking competitive quotes for repair 2) Work to begin by July	1) Feb – Apr 2) May – Sep	1) Started
Maintenance	Pylon Repair	IT manages this project – waiting on parts	Feb – Apr	5%
Safety	Safety Ambassador Program	Line #23 running with 2 ambassadors: 16 hrs/day, 7 days/week	Feb - July	??%
Safety	Active Shooter Program	Live training for all TARC employees will be held May 6-24, including de-escalation training for operators/customer service personnel	Mar – May	Started
Transportation	OSAP/OTP	Live schedule adherence – Routes #4, 10, 23, 28 Will expand to additional routes after data is reviewed	Feb – July	Started
Customer Feedback	Completion Rate of Feedback	Developing and analyzing monthly target goal of feedback closures	Feb - May	75%
Paratransit	Mystery Rider Program	Developing plan and solicitation for paratransit Mystery Rider Program	Mar - Sept	0%



# MAY BOARD OF DIRECTORS UPDATE

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May 22, 2024

The Procurement Calendar will be available during the Board Meeting.



# MEMORANDUM

**To:** Ted Smith, Chair of TARC Board of Directors

**From:** Ozzy Gibson, Interim Executive Director

**Date:** May 22, 2024

**Re:** Resolution 2024-19 Bulk Oils, Liquids, Fluids and Lubricants (ITB 20211667)

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In January 2022, the Board of Directors authorized and approved the Executive Director to enter into an agreement with multiple vendors for bulk oils, liquids, fluids and lubricants to support the maintenance and repair of fleet. A total of five (5) vendors currently in contract for this commodity.

The Procurement Department performed a spend analysis for the first term (2 years) of the contract. The analysis indicated an increase in the volume in FY 2023 and FY 2024 in comparison to the COVID years of FY 2021-2022. We recently completed the initial term of this contract without any price increase.

The Procurement Department is recommending to exercise the first year of the three (3) optional one (1) year terms with an increase of estimated annual spend in the amount of \$401,100.00 and the new not-to-exceed amount of \$731,015.00 due to a 300% volume product increase.

Please call me at 561-5135 if you have any questions. Thank you.



## **RESOLUTION 2024-19 BULK OILS, LIQUIDS, FLUIDS AND LUBRICANTS**

A Resolution authorizing the Interim Executive Director to enter into the first year of the three (3) optional one (1) year terms for bulk oils, liquids, fluids and lubricants:

**WHEREAS**, TARC seeks multi-vendor award to provide bulk oils, liquids, fluids and lubricants; and

**WHEREAS**, a competitive solicitation, Invitation to Bid (ITB) 20211667 was issued on October 2021 for such supplies; and

**WHEREAS**, TARC received five proposals to its ITB and low bids received and deemed a multi-vendor award to Apollo Oil, Cummins, Landrum, Rely and Valor as being the most responsive and responsible and wish to extend the optional contract; and

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

The Interim Executive Director is hereby authorized to enter into the first year of the three (3) optional one (1) year terms contract with these suppliers for an annual spend of \$401,100, and a not-to-exceed amount of \$731,015.

**ADOPTED THIS 22ND DAY OF MAY 2024**

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**Ted Smith, Chair of the Board of Directors**