

**OPERATIONS MEETING
TARC BOARD OF DIRECTORS**



Meeting Notice:

The TARC Board of Directors holds a monthly meeting of the Operations Committee. The next meeting will be held at:

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

Thursday, May 9, 2024 at 10:00 a.m.

This meeting may also be held via teleconference as permitted by KRS 61.826.

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.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Agenda – May 9, 2024

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|------------------------------------------------------------------------|------------------------------|-------------|
| 1. Quorum Call/Call to Order
Approve April 10, 2024 Meeting Minutes | Ted Smith | 10:00 |
| 2. Staff Reports and Presentation | | 10:00-10:30 |
| a. JCPS Update | Ozzy Gibson | |
| b. Saturday Plus Proposed Service Change Update | Ozzy Gibson | |
| c. TARC 3 Schedule vs Performance | Jennifer Miles & Anna Cooper | |
| d. Missed Service on Fixed Route | John Lockhart | |
| e. Debut TARC Rider's Club Update | Alex Posorske | |
| 3. Proposed Agenda for June Meeting | | 10:30-10:35 |
| a. Points System for Sick Time Attendance Policy | Rob Stephens | |
| 4. Adjournment | | 10:40 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



April 10, 2024 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, April 10, 2024 at 10:30 a.m. in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Members in Person

Tawanda Owsley

Members Virtual

Michael Schnuerle

Abbie Gilbert

Ted Smith

Call to Order

Tawanda Owsley called the meeting to order at 10:32 a.m.

Action Items

Ozzy Gibson presented the current point system for sick time policy.

- Points system in place and spelled out in the Union Contract.
- Ozzy is asking Board for a moratorium, to hold any action against employees until we have a clear understanding and agreement moving forward concerning the point system.
- Concerns by current staff regarding any changes to the policy.
- More time is needed to review different scenarios and answer several questions moving forward.
- How is this going to affect operations? How can we make it fair?
- Presentation at a future meeting of an agreed upon policy moving forward.

Tawanda Owsley asked, "So in reviewing that point system is your recommendation to review the point system and then update the HR manual to reflect any revisions or to reflect the last contract review?"

Ozzy Gibson answered, "I think we should do both, go back and look at the contract. Make sure we understood what Carrie Butler wanted to do and then make sure that it doesn't adversely affect somebody to the point they lose their job."

Ozzy Gibson continued, "I challenged my staff to come up with a proposal to come back to the Board that we all can live with, that doesn't hamper our day-to-day operations, but is somewhat fair."

Aida Copic presented the Saturday Plus Proposed Service Change.

- Reduce service on the majority of the TARC routes with exceptions of high frequency and high ridership routes.
- Also, exceptions of some routes that are providing access to jobs and education Monday to Friday.
- Frequency will be reduced to Saturday levels.

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- Riders may experience a longer wait time at the bus stops.
- TARC is doing this is to reduce our operating expenses.
- TARC 2025 Redesign will guide us to the new routes and better routes needed.

Michael Schnuerle asked, "Can you explain how with the elimination of the 46 and the 74 routes there would not be an impact to passengers or service area?"

Aida Copic answered, "Unfortunately, these 2 routes really did not generate sufficient ridership to be qualified as a well-performing service as much as we worked with the employers in the community and provided what initially we asked to do."

Aida Copic continued, "So basically those two things coupled, low performance cost of service and funding through CMAC running out, has caused the elimination of those two routes."

Michael Schnuerle asked "Can you explain the meaning behind the name of the Saturday Plus Service? Like what does Saturday plus mean?"

Aida Copic explained, "Currently TARC's schedules from Monday to Friday at the higher frequency, on the weekend Saturday and Sunday less frequency. So, basically, going to Saturday Plus means that most of our routes will actually operate Saturday service with the exception of high frequency, high ridership routes and some other routes that are necessary to provide access to jobs, schools and education. For example, 94 does not operate on Saturday. So we will continue operating 94 Monday to Friday. And that's why we call it Saturday plus because we are keeping essential service as it is."

Ted Smith asked, "Could you remind users how long and when we did run the Saturday plus service most recently?"

Aida Copic answered, "We first implemented Saturday Plus during the Covid time and it was a decision made in March 2020 for number of reasons as we all know, and we operated that for approximately 1 fiscal year."

Ted Smith asked, "Did we get any sense of a disproportionate impact on any particular group?"

Aida Copic answered, "When we implemented that Saturday Plus service, obviously because of Covid, the impact of the workforce, schools and universities switching to the remote work, TARC experienced more than 50% drop in ridership systemwide."

Aida Copic continued, "At that time, we also kept high frequency routes on regular schedule allowing people who needed to reach the destinations in the highest density of employment and commercial on regular schedule. However, essential workers probably were impacted more with less connections, less transfer opportunities, and on some local routes much less frequency than they typically would have the high frequency routes at that time, routes 10, 23 and 28 still operated 15 minutes."

Tawanda Owsley asked, "When you finalize the review will that also include the changes and how it impacts per Metro Council District?"

Aida Copic answered, "Yes absolutely."

Alex Posorske presented an update on TARC 2025 Network Redesign Update.

- Deliver two proposals for an updated TARC Transit Network that can better meet the community's goals and priorities within the reality of the funding that we're looking at over the next five to ten years.
- First group of proposals assumes a higher level of funding.
- Second group of proposals will assume a lower level of funding.
- Abby Gilbert is the Board Liaison.
- Several critical dates have been agreed upon for the Board to be aware of moving forward.

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- Internal processes are the focus over the next six to eight weeks.
- September 2024 and January 2025 are the two important dates where a high level of guidance from the Board will be needed.
- Final plan by the end of February 2025.

Ted Smith asked “If Alex was familiar with Wright Steenrod’s work and iribamaps.”

Alex Posorske answered, “that he is and that he had worked with him and will follow up.

Board Members discussed the meetings held regarding transportation and future rail plans for our community.

Alex Posorske shared with the Board that the meetings were coordinated throughout the State by the Kentucky Department of Transportation and their consulting firm. One of the open houses was held here at Union Station. There is a Federal Grant that was awarded to help the state to initiate preliminary plans for future rail connectivity, to the north, Indianapolis and Chicago and developing a regional rail connection plan.

Aida Copic added that she was involved and that, there are no outcomes or recommendations at this point.

Board Members discussion continued.

Tawanda Owsley stated, “it is great work that is being done by everybody and I recognize that there's a lot of thoughtfulness and creativeness and labor that's going into looking at these efforts. So I'm looking forward to the process and I'm actually looking forward to popping in on the sessions Alex, so thank you for including the Board in this part of the process.”

Action Item

Keith Shartzter 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 Resolution will move on to the Board.

Propose Agenda for May Meeting

Rob Stephens presented:

- Share more information regarding the Safety Ambassador Program;
- Increased focus by the FTA regarding mitigating assaults on Transit Workers;
- Report on missed service with TARC 3; and
- Report on missed service with Fixed Route.

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Tawanda Owsley said. "Thank you all for making time. I think this is an important committee and I think your attention to it matters. So, I appreciate the board members for carving out some time in the day to deep dive into some of our operational efficiencies."

Tawanda Owsley adjourned the meeting at 11:15 a.m.

ADOPTED THIS 9th DAY OF May, 2024

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

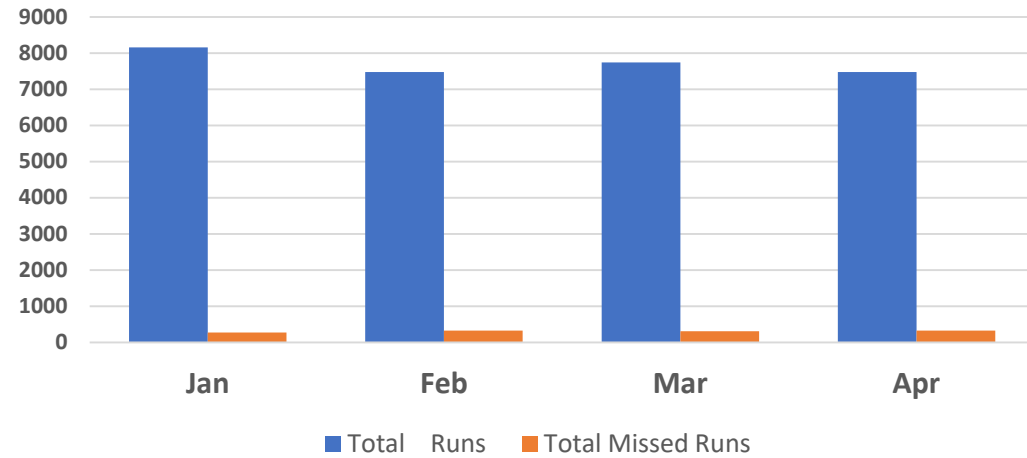


MISSED SERVICE

2024	Total Runs	Total Missed Runs	% Missed Runs
Jan	8158	269	3.30%
Feb	7478	327	4.37%
Mar	7741	307	3.97%
Apr	7478	319	4.27%

2024	Revenue Hours	Revenue Miles
Jan	46987	588131
Feb	44340	557496
Mar	46192	582033
Apr	46099	579370

MISSED SERVICE



What is a missed mile?

Missed miles occur anytime a part of or full run is missed or late going out for service

What are the causes?

Lose Outs, Attendance, Mechanical Issues, Accidents



TARC3: TRIP DEFINITIONS

- **Scheduled Trip**
 - Any trip that has been scheduled in advance by the customer.
- **Performed Trip**
 - Any trip that has been completed by agency on day of requested service.
- **Missed Trip**
 - Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window.
- **No Show**
 - A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.
- **Cancellation**
 - Any trip cancelled by the customer and not the agency. Examples of cancellations are Advanced, Same Day, Late, and Cancel at Door.



FY20

SCHEDULED TRIPS: 531,278
PERFORMED TRIPS: 442,389

Missed Trips: 3,124
% of Missed Trips: 0.59

FY21

SCHEDULED TRIPS: 352,203
PERFORMED TRIPS: 291,740

Missed Trips: 2,650
% of Missed Trips: 0.75

FY22

SCHEDULED TRIPS: 369,232
PERFORMED TRIPS: 299,413

Missed Trips: 6,124
% of Missed Trips: 1.66

FY23

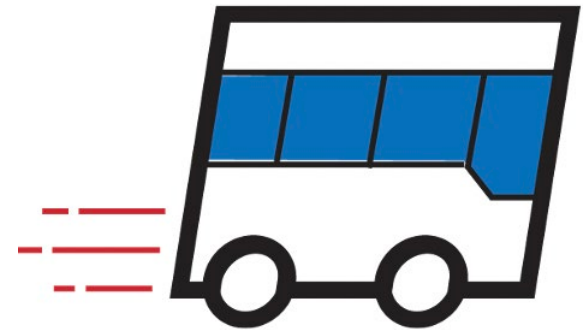
SCHEDULED TRIPS: 395,643
PERFORMED TRIPS: 330,779

Missed Trips: 3,733
% of Missed Trips: 0.94

FY24

SCHEDULED TRIPS: 317,167
PERFORMED TRIPS: 268,120

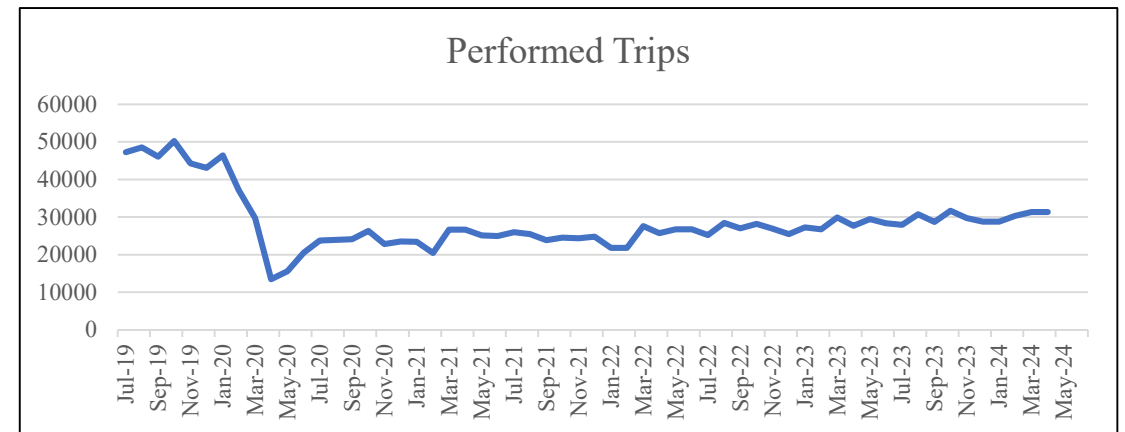
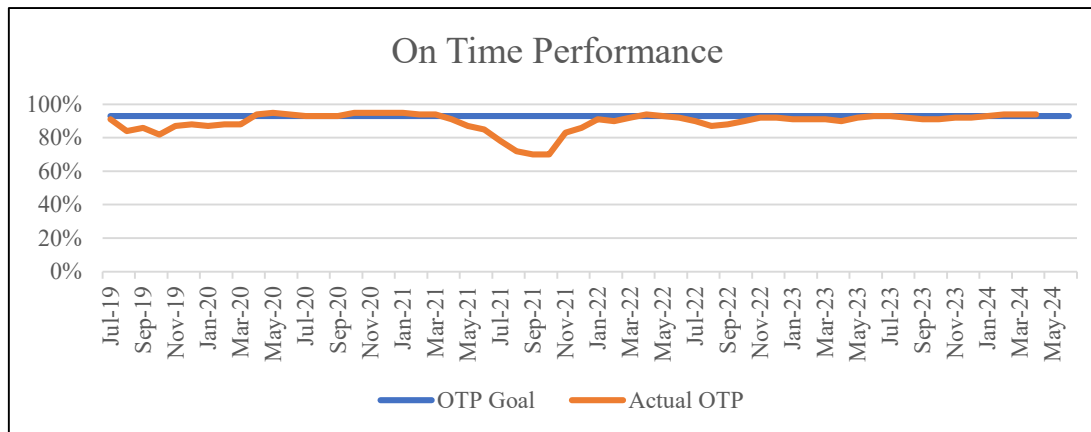
Missed Trips: 1,799
% of Missed Trips: 0.57





IMPROVEMENT STRATEGIES

- 100% of TARC3 drivers are utilizing DriverMate Tablets
- Driver Education to reiterate the importance of arriving within the 30 minute pickup window rather than before or after the scheduled window.
- Implemented Just In Time software which optimizes routes 4 times per hour.
- Efforts have been made to improve drivers' templates. Many drivers are assigned the same passengers on certain days of the week.
- Providing dispatch with additional tools to monitor service and address issues in real time.
- Conducting weekly meetings with TARC and MV team to mitigate issues.
- Although trip volume continues to rise, paratransit service has maintained continuous improvement.

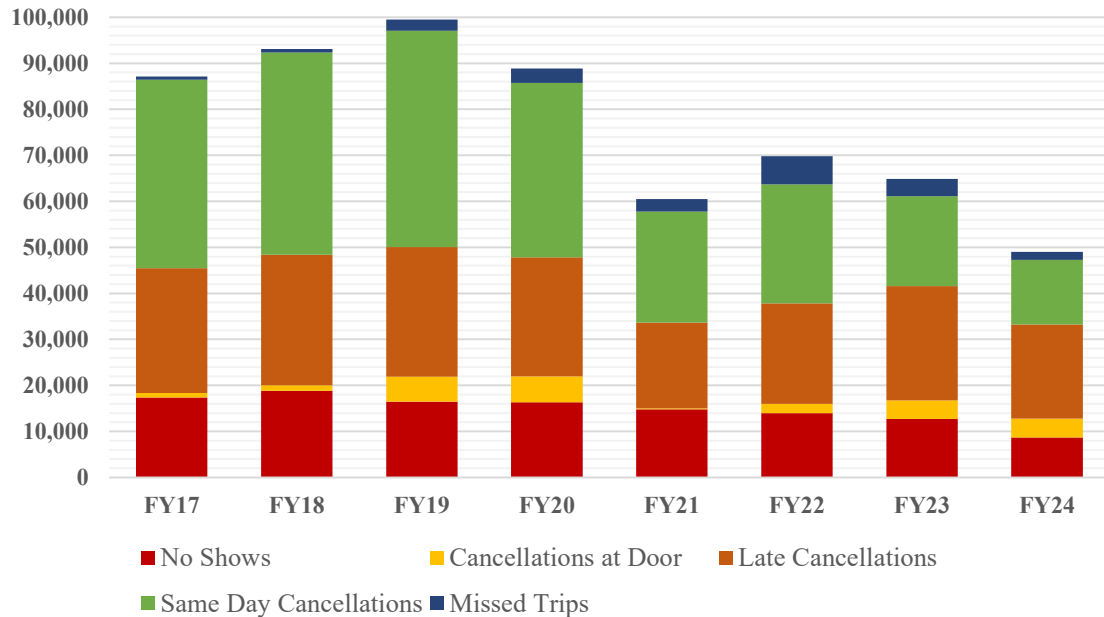




CANCELLATIONS SUMMARY

	Scheduled Trips	Performed Trips	Cancelled Trips					Total Cancelled Trips	% of Scheduled Trips
			Late Cancellations	Cancellations at Door	No Shows	Same Day Cancellations	Missed Trips		
FY17	601716	514610	27089	987	17383	40975	672	87106	14%
FY18	640145	547002	28360	1144	18857	43955	827	93143	15%
FY19	660128	560635	28182	5389	16497	47025	2400	99493	15%
FY20	531278	442389	25884	5624	16358	37899	3124	88889	17%
FY21	352203	291740	18642	236	14797	24138	2650	60463	17%
FY22	369232	299413	21796	2037	13969	25893	6124	69819	19%
FY23	395643	330779	24830	4028	12698	19575	3733	64864	16%
FY24	317168	268120	20494	4061	8697	13997	1799	49048	15%

TARC3 Non-Performed Scheduled Trips



2024				
	% of Scheduled Trips	% of Cancelled Trips	Responsibility	TARC Billed?
MISSED	0.57%	4%	MV	Yes
SAME DAY	4.41%	29%	Trips are rerouted	No
LATE	6.46%	42%	Rider	Yes
AT DOOR	1.28%	8%	Rider	Yes
NO SHOWS	2.74%	18%	Rider	Yes

Missed Trip - Driver arrives outside the 30 minute pickup window and departs without passenger.

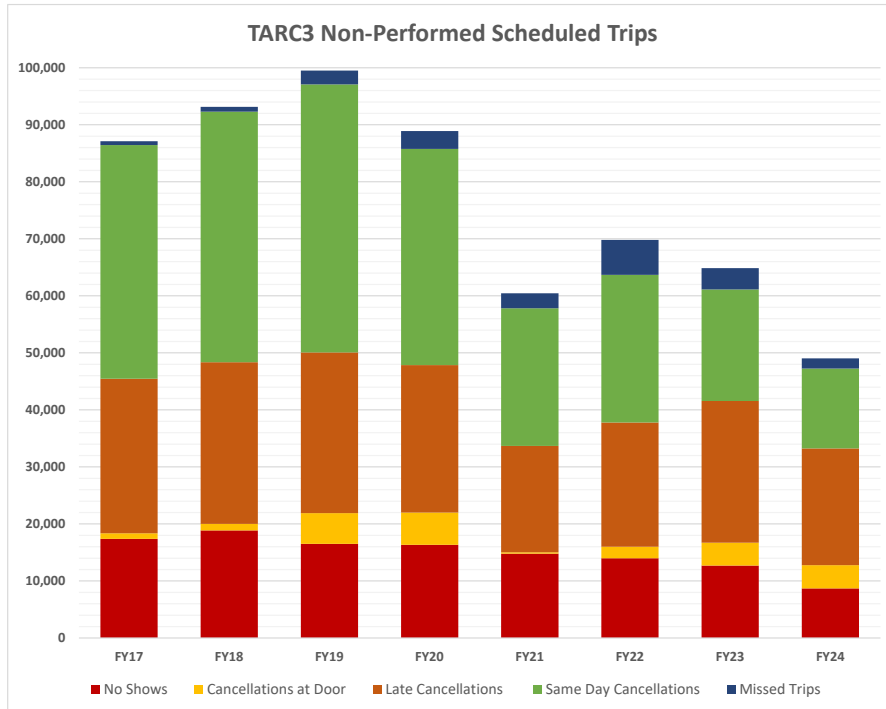
Same Day - Trip is cancelled on day of service at least 2 hours prior to scheduled pickup time.

Late - Trip is cancelled within less than 2 hours of the scheduled pickup time.

At Door - Trip is cancelled after driver arrives and makes contact with the customer.

No Show - Rider fails to board vehicle for scheduled trip.

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GLOSSARY OF TERMS

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