



# Louisville Metro Government

601 W. Jefferson Street  
Louisville, KY 40202

## Action Summary - Final Public Works Committee

*Chair Person Brandon Coan (D-8)*  
*Vice Chair Robin Engel (R-22)*  
*Committee Member Paula McCraney (D-7)*  
*Committee Member Bill Hollander (D-9)*  
*Committee Member Stuart Benson (R-20)*  
*Committee Member Nicole George (D-21)*  
*Committee Member Madonna Flood (D-24)*

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Tuesday, February 25, 2020

4:00 PM

Council Chambers

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### Call to Order

Chair Person Coan called the meeting to order at 4:01 p.m.

### Roll Call

Chair Person Coan introduced the committee members and non-committee members present. A quorum was established.

**Present:** 6 - Chair Person Brandon Coan (D-8), Vice Chair Robin Engel (R-22), Committee Member Paula McCraney (D-7), Committee Member Bill Hollander (D-9), Committee Member Nicole George (D-21), and Committee Member Madonna Flood (D-24)

**Excused:** 1 - Committee Member Stuart Benson (R-20)

### Non-Committee Member(s)

Council Member Barbara Sexton Smith (D-4) and Council Member Donna L. Purvis (D-5)

### Support Staff

Jeff Derouen, Jefferson County Attorney's Office  
Robbie Howard, Jefferson County Attorney's Office

### Clerk(s)

David B. Wagner, Assistant Clerk

## Special Discussion

1. [ID 20-0294](#)

### TARC3 - Laura Douglas and Randy Frantz, Transit Authority of River City (TARC)

Attachments: [022520 Paratransit Update Feb 2020.pdf](#)

Chair Person Coan introduced the speakers and Laura Douglas and Randy Frantz, TARC, gave a presentation on the discussion topic.

Chair Person Coan and Randy Frantz discussed call center hold times.

Committee Member Flood, Randy Frantz, and Council Member Sexton Smith discussed the definition of 'not serviced' in the presentation.

Council Member Sexton Smith and Randy Frantz discussed data showing geographic patterns of customers who were not serviced, the current number of customer service representatives, phone lines dedicated to service calls, and the level of respect given to paratransit riders.

Council Member Purvis and Randy Frantz discussed the procurement process for selecting MV Transit to provide transportation contract services, hourly compensation for the drivers, and the screening process for the drivers.

Committee Member George, Randy Frantz, Steve Trinkle, MV Transportation, and Chair Person Coan discussed the potential for online scheduling, the ability for riders to rate their experience, employee retention, and the potential costs for adding online scheduling and the upcoming budget discussion.

Committee Member McCraney, Randy Frantz, and Steve Trinkle discussed abandoned phone call rates, when MV Transit was contracted, MV Transit's involvement in the service issues with TARC3, and the ability for riders to provide feedback on their experience.

Committee Member Hollander and Randy Frantz discussed website accessibility and visually impaired customers.

Council Member Purvis, Randy Frantz, Council Member Sexton Smith, and Steve Trinkle discussed driver pay rates, employee retention, service provided by contractors when similar issues arise, details about each subcontractor, and the provision for vehicles to provide services.

Committee Member McCraney, Steve Trinkle, Randy Frantz, Laura Douglas, and Chair Person Coan discussed the location of local administrative staff for MV Transportation, whether TARC operated paratransit internally, and union employee representation.

Council Member Purvis, Randy Frantz, and Steve Trinkle discussed MV Transit's contract and whether there was a contract currently with Tangoe Car.

Chair Person Coan, Randy Frantz, and Laura Douglas discussed TARC3 ridership and the amount of TARC's budget devoted to paratransit.

## Pending Legislation

2. [R-028-20](#)

**A RESOLUTION AUTHORIZING THE MAYOR TO ACCEPT \$118,500 OF ADDITIONAL FUNDING FROM THE COMMONWEALTH OF KENTUCKY TRANSPORTATION CABINET FOR THE HILL STREET SIDEWALK PROJECT ADMINISTERED BY THE DEPARTMENT OF PUBLIC WORKS & ASSETS.**

**Sponsors:** Primary David James (D-6)

**Attachments:** [3 Hill St Supp No. 3 \\$118,500.pdf](#)

[R-028-20 V.1 022020 Mayor to Accept \\$118,500 from KTC for Hill Street Sidewalk Project.pdf](#)

A motion was made by Committee Member Flood, seconded by Committee Member George, that this Resolution be recommended for approval.

Jeff Brown, Public Works and Assets, gave background information on the item.

The motion carried by a voice vote and the Resolution was sent to the Consent Calendar.

## Adjournment

A motion was made by Committee Member McCraney, seconded by Committee Member Flood, to adjourn. The motion carried by a voice vote and Chair Person Coan adjourned the meeting at 4:55 p.m.

**\*NOTE:** Items sent to the Consent Calendar or Old Business will be heard before the full Council at the Metro Council Meeting on March 5, 2020.