



**METRO COUNCIL: PUBLIC WORKS COMMITTEE
TARC UPDATE JULY 20, 2021**





MISSION STATEMENT

Deliver
transportation
services that
enhance the
Greater Louisville
community



MISSION STATEMENT & CRITICAL SUCCESS FACTORS

DELIVER TRANSPORTATION SERVICES THAT ENHANCE THE GREATER LOUISVILLE COMMUNITY



Deliver Quality Services

- Safe
- Accessible
- Sustainable



Support the Community's Well Being

- Program Involvement
- Workforce & Economic Development
- Outreach



Focus on Rider Needs

- Voice of the Customer
- Dependability
- Frequent, Fast, & Direct



Engage an Effective Team

- Promote Transparency
- Training & Development
- Opportunities for Growth



Maintain Adequate Financial Resources

- MTTF, Revenue, Expenses
- Fund Capital Needs
- Prudent Contractual Management



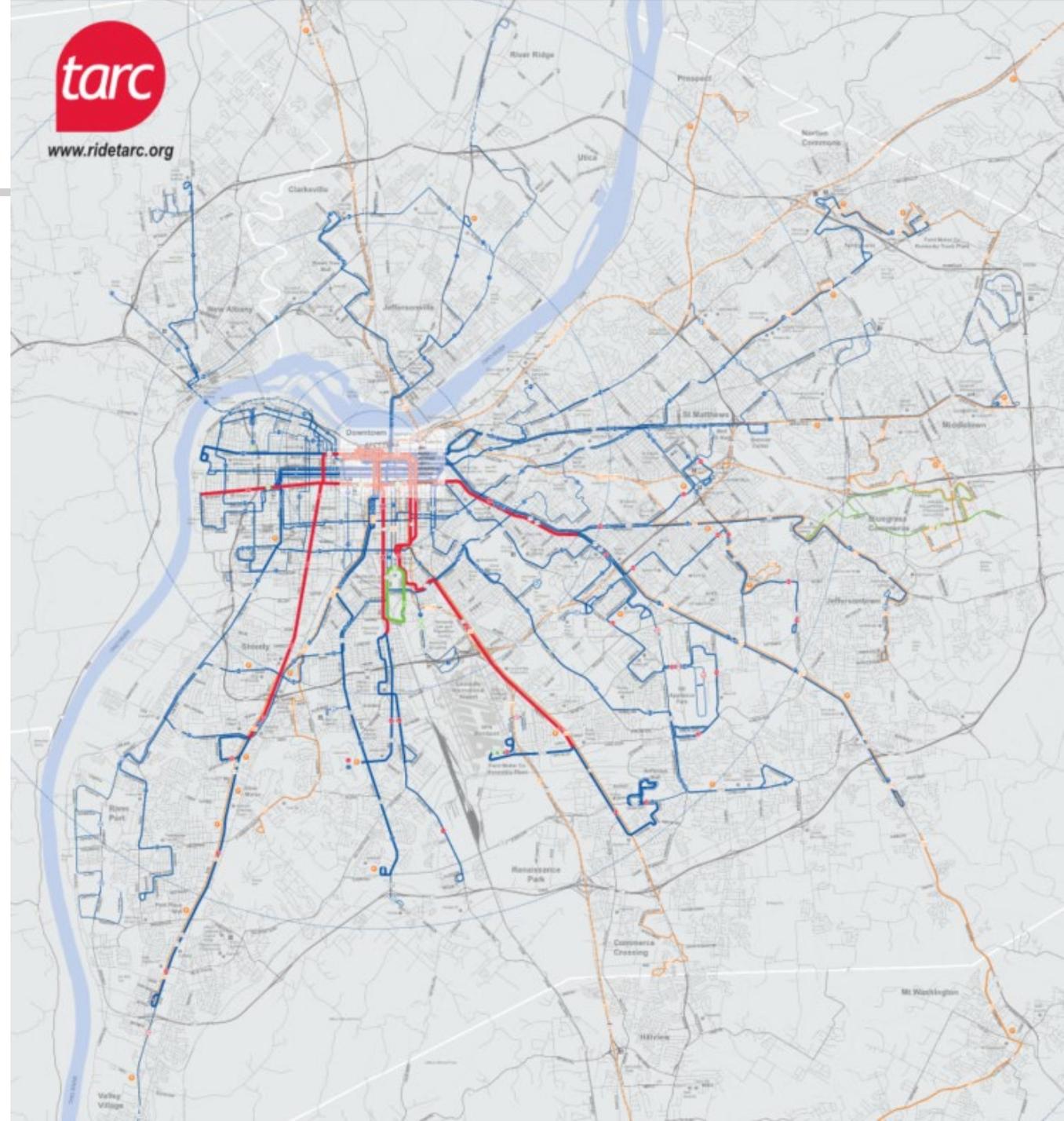
Explore Visionary Opportunities

- Long Range Planning
- Transformative Technology
- Multimodal Trends



TARC'S SERVICES

- Fixed Routes
 - 25 Local, with Rapid or Express service on four
 - Five Shuttle-Circulator
 - 7 days a week
 - 5:30 am to 1:00 am
- Americans with Disabilities Act (ADA) paratransit service, operated by MV
- Regional Rideshare and Vanpool through 'Every Commute Counts' with KIPDA





BUS STOP IMPROVEMENTS

In CY 2020 TARC constructed over \$440,000 of sidewalk, ramp and bus stop improvements:

- 1370 ft of new sidewalks
- 3 ADA Ramps
- 32 shelters
- 16 benches
- 16 boarding areas

BRT Station on Dixie @ Hill

Taylorsville Rd @ Lowe Rd:
2 curb ramps; 371 ft. sidewalk

Kenwood Rd:
5 Curb Ramps; 1,300 ft. sidewalk



TARC3 SERVICE IS...

ADA ¾ MILE COMPLEMENTARY PARATRANSIT SERVICE

- TARC 3 is the name brand of TARC’s paratransit service, required by the American’s with Disabilities Act (ADA)
- It is a comparable transportation service for individuals with disabilities who are unable to use fixed route transportation system
- The service area must be at least within ¾s of a mile of a fixed route
- The fare can be no more than double that of fixed route; there must be similar hours of operation; the service can be “door to door” or “curb to curb”
- It is NOT Medicaid transportation or non-emergency medical transportation





TARC3 CONTRACT... THROUGHOUT THE YEARS

WHO & WHEN

<u>SERVICE PROVIDER</u>	<u>CONTRACT DATE</u>	<u>LENGTH OF CONTRACT</u>
Laidlaw	~ 2000	5 years
MV Transportation	October 2005	7 years
American Red Cross	November 2007	7 months
Louisville Wheels	July 2008	2 years
Procarent/Yellow Cab	July 2011	1 year, 2 months
First Transit	October 2012	7 years
Procarent/Yellow Cab	October 2012	7 years
MV Transportation	January 2020	5 years (option of two 2 year extensions)



A QUICK LOOK BACK AT THIS CONTRACT.....

HOW DID WE GET HERE?

KEY DATES

2/2/18 Project Creation Date

7/15/19 Scope of Work

7/15/19 Executive Director Review

7/17/19 Legal Review

10/3/19 RFP Due Date

10/17/19 Oral Presentations

1/10/20 Board Action

1/10/20 Contract Signature

2/1/20 – 3/31/20 Transition Period

4/1/20 Full Transition

SUBMITTED PROPOSALS

Two vendors responded to the Request for Proposals

EVALUATION COMMITTEE

4 TARC Members

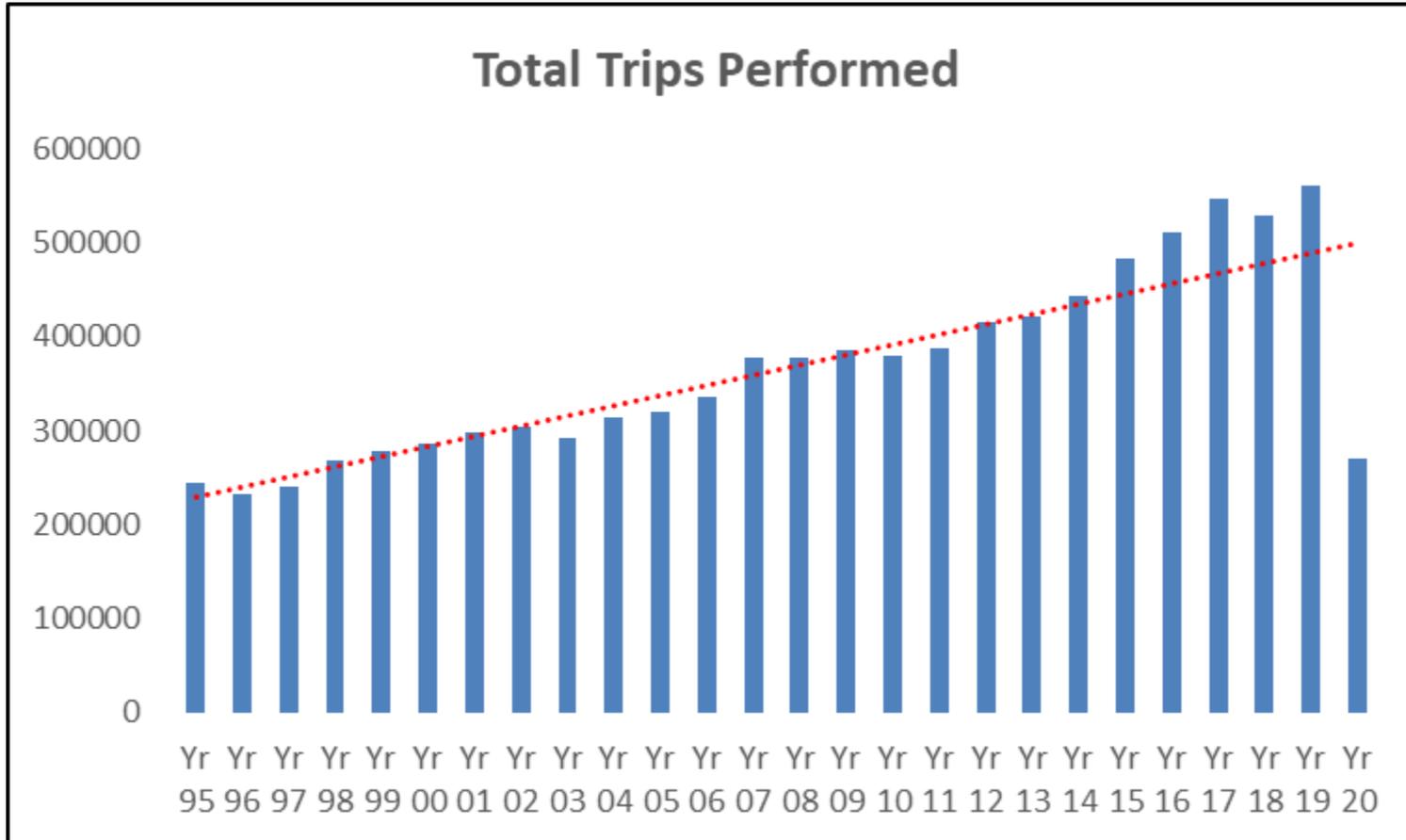
2 TARC3 Users

3 Community Members

2 Remote Transit Consultants



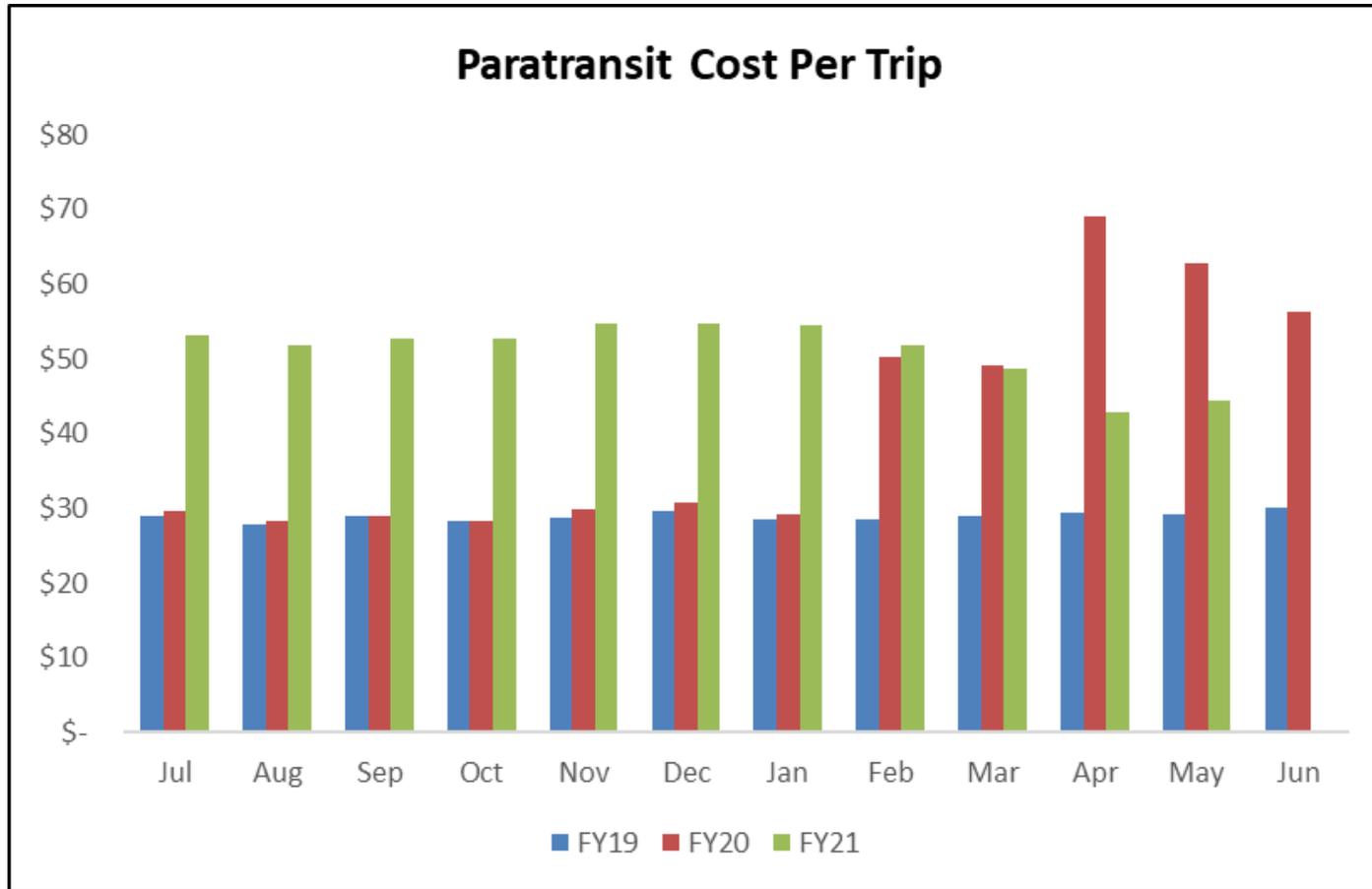
TRIPS PER YEAR



Fiscal Year	Total Trips Performed
Yr 95	245057
Yr 96	232766
Yr 97	240014
Yr 98	268387
Yr 99	279116
Yr 00	286027
Yr 01	297689
Yr 02	305106
Yr 03	292212
Yr 04	314113
Yr 05	319241
Yr 06	335822
Yr 07	377247
Yr 08	378000
Yr 09	385024
Yr 10	378829
Yr 11	387000
Yr 12	416402
Yr 13	422510
Yr 14	444380
Yr 15	482555
Yr 16	510718
Yr 17	547776
Yr 18	528585
Yr 19	560618
Yr 20	270842



COST PER TRIP

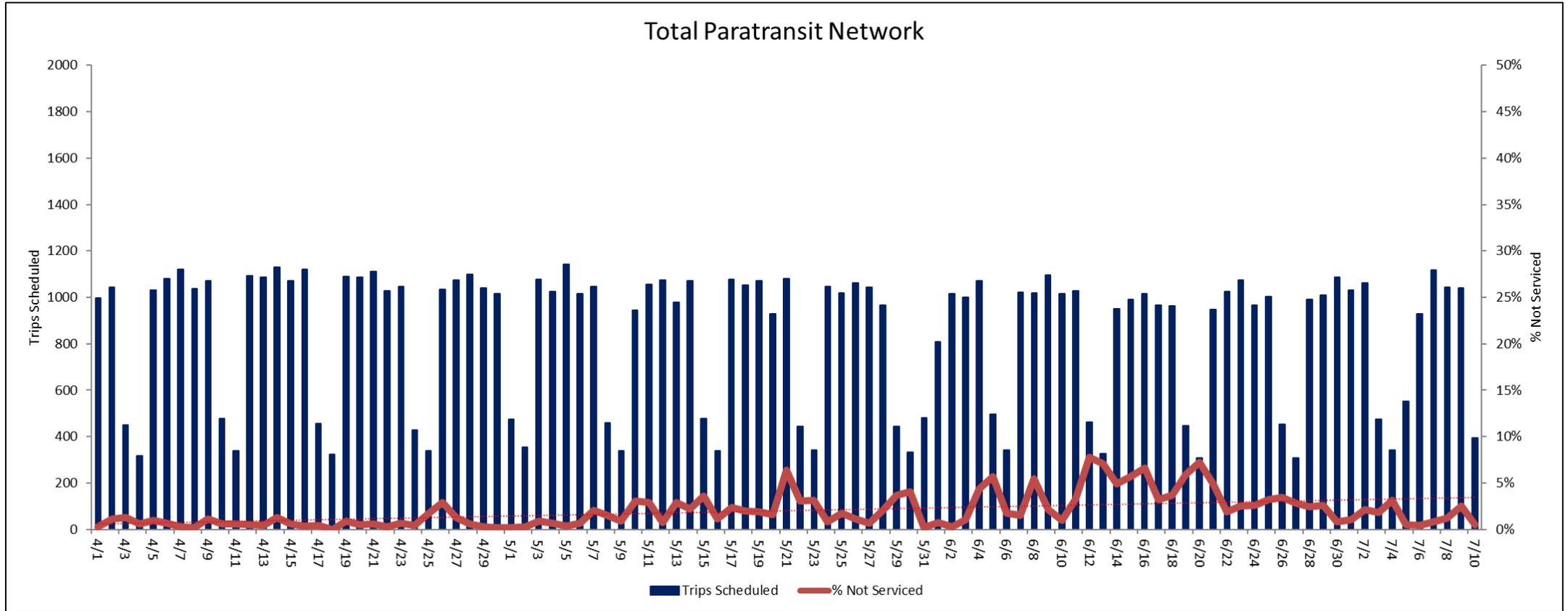


TARC	FY19	FY20	FY21
Jul	\$28.96	\$29.61	\$53.07
Aug	\$27.79	\$28.30	\$51.89
Sep	\$28.94	\$29.02	\$52.70
Oct	\$28.33	\$28.36	\$52.65
Nov	\$28.79	\$29.84	\$54.71
Dec	\$29.75	\$30.71	\$54.68
Jan	\$28.49	\$29.19	\$54.47
Feb	\$28.46	\$50.27	\$51.89
Mar	\$28.92	\$49.18	\$48.59
Apr	\$29.38	\$69.00	\$42.84
May	\$29.18	\$62.71	\$44.51
Jun	\$30.18	\$56.30	

Feb 20 - 60% transition to MV
 Apr 20 - MV Transition complete



TARC3 (PARATRANSIT) VOLUME



Averaging 5,700 trips/week, R5W avg -43% pre-COVID



RIDERSHIP

FIXED ROUTE

Monthly

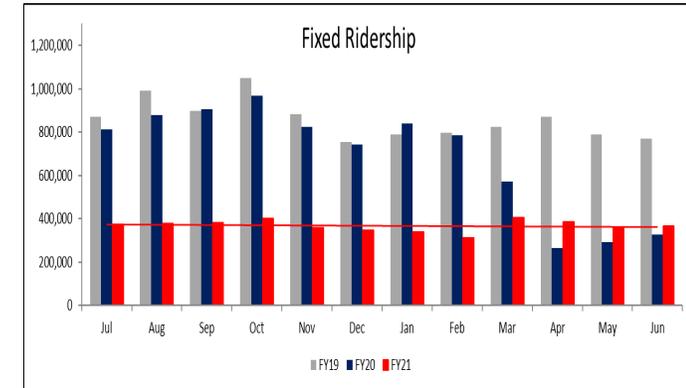
364K

Flat VLM
+11% VLY

YTD

4.4M

-47% VLY



PARATRANSIT

Monthly

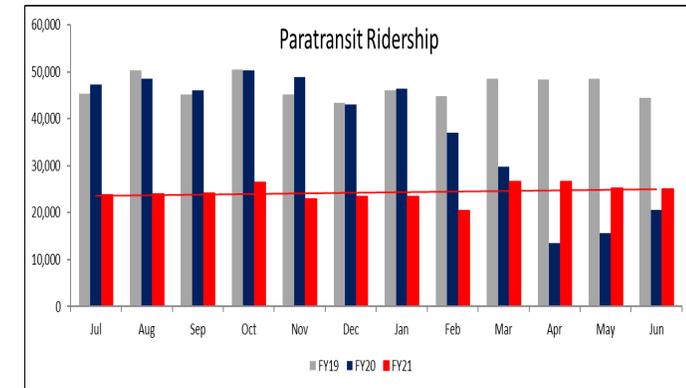
25.0K

Flat VLM
+21% VLY

YTD

292K

-38% VLY





ON-TIME PERFORMANCE

FIXED ROUTE

Monthly

82%

+2 Pts VLM
+7 Pts VLY

YTD

80%

-1 Pts VLY

Current Detours

Long Term:

Line 15 VA construction

Line 71 Middle Rd. Construction

Short Term:

Line 12 Slevin/25th Construction

Line 23 On/Off Lane closures West End

Line 27 Preston/Hill Construction

Line 43 2nd St. PM Rush Hour traffic concerns

PARATRANSIT

Monthly

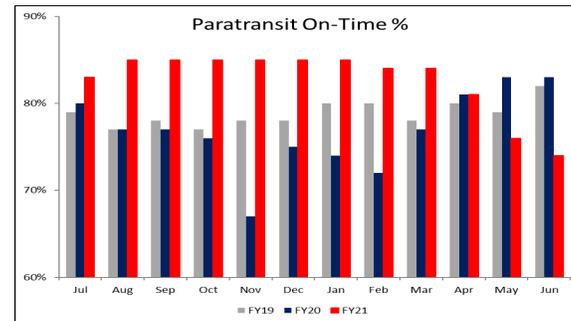
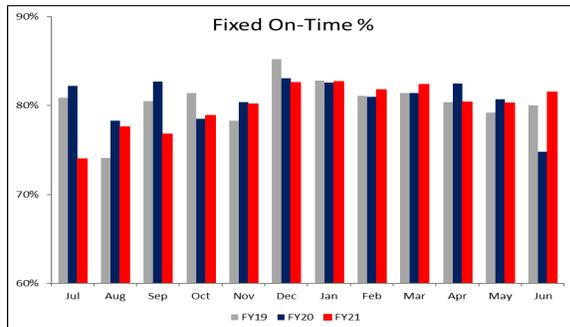
74%

-2 Pts VLM
-9 Pts VLY

YTD

83%

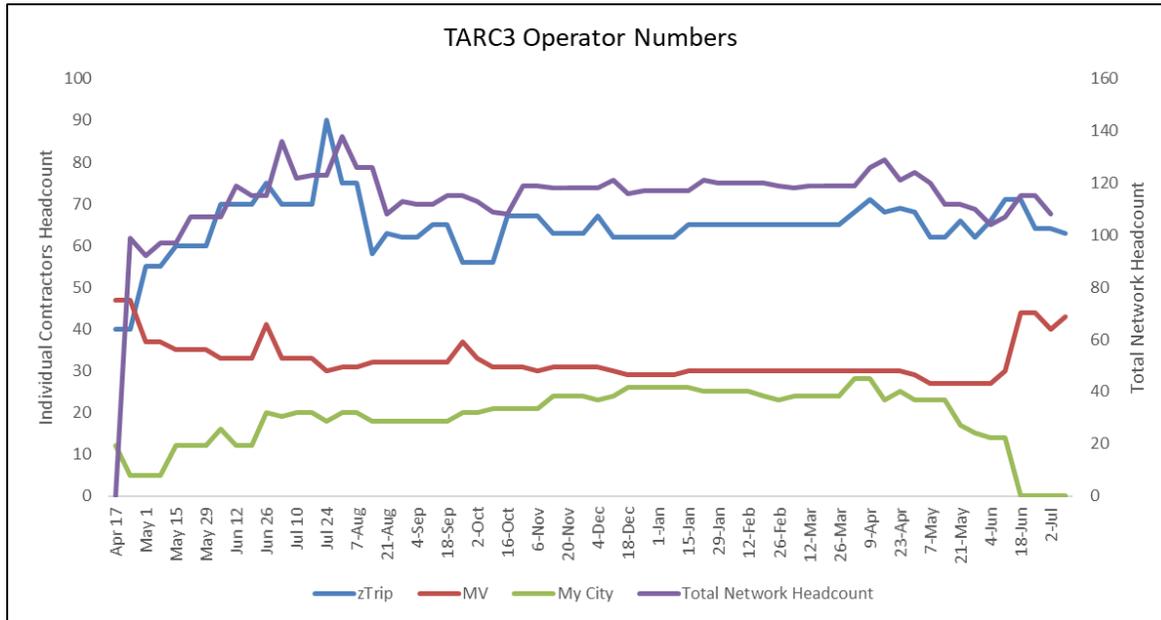
+7 Pts VLY





TARC3 (PARATRANSIT) STAFFING

37 APPLICATIONS RECEIVED LAST WEEK



Total Network Headcount to Date: 108
Total Network Headcount pre-COVID: ~ 150

Staffing / Service Actions

- Recruiting partnerships with local organizations
- \$500 employee referral bonus
- \$1,000 new employee sign on bonus
- Utilizing external job placement websites
- Bringing in 8 skilled drivers from outside markets
- Working to onboard two subcontractors
- Contacting recent TARC retirees

ACTIONS TAKEN OR PLANNED

IN ADDITION TO HIRING

- Working with TARC's Accessibility Advisory Council, Commission for People with Disabilities, Metro Disability Coalition and other interested parties to hear customer needs and feedback
- Re-instituting training with Center for Accessible Living
- Direct communications with riders
- Planning a review of technology tools and possible upgrades to the system
- Review of contract terms as part of the annual review
- Offering an open house to get to know MV employees
- Exploring schedule options and flexibility to increase service on weekends
- And open to suggestions

THANK YOU TO OUR RIDERS AND CUSTOMERS!

MORE INFORMATION...

- **Hiring!**
- https://careers.mvtransit.com/en-US/job/driver-1-000-bonus/J3S1VB75KNVZCVDCZC9?utm_campaign=google_jobs_apply&utm_source=google_jobs_apply&utm_medium=organic
- **For TARC 3 Information and Eligibility:**
- <https://www.ridetarc.org/services/tarc3/ada-and-wheelchair-accessibility/>
- **To purchase tickets and passes:**
- https://mytarc.ridetarc.org/efare/store/loadProducts?mediaType=127&_ga=2.26647738.665843418.1626465847-1717325503.1603393695



Appendix



SERVICE PERFORMANCE

WHO DOES WHAT?

<u>SERVICE</u>	<u>CURRENT MV CONTRACT</u>	<u>PRIOR CONTRACT</u>
On The Road Service	100% TARC Contracted with MV Subcontractor Model Allowed	60% TARC contracted with First Transit 40% TARC contracted with Yellow Cab
Scheduling	MV TARC performs 100% of service	TARC performed 100% of service
Reservations	MV performs 100% of service	TARC performed 100% of service
Dispatch	MV performs 100% of service	First Transit performed 100% of service
Eligibility	TARC performs 100% of service	TARC performed 100% of service
Per Revenue Hour	June FY20 - \$44.33/hr	June FY19 - \$37.69/hr



INCENTIVES FOR SUPERIOR PERFORMANCE

PAID MONTHLY

<u>INCENTIVE</u>	<u>CURRENT MV CONTRACT</u>	<u>PRIOR FIRST TRANSIT CONTRACT</u>
On-Time Performance	\$3,000/Mo for ea 1 pt > 93%	\$500/Mo for ea 1 pt > 93%, \$2,000/Mo for ea 1 pt > 95%
Customer Complaints	\$1,000/Mo for < 2/1K completed trips	\$1,000/Mo for < 2/1K completed trips



PENALTIES FOR INADEQUATE COMPLIANCE AND PERFORMANCE

PAID MONTHLY

<u>PENALTY</u>	<u>CURRENT MV CONTRACT</u>	<u>PRIOR FIRST TRANSIT CONTRACT</u>
Late Trip	\$50 for 30min, \$100 for 60min, & \$150 for 90 min	\$50 for 30min, \$100 for 60min, & \$150 for 90 min
On-Time Performance	\$3,000/Mo for ea 1 pt < 93%	\$500/Mo for ea 1 pt > 93%, \$2,000/Mo for ea 1 pt > 90%
Excessive Trip Length	\$50/trip lasting > 130% scheduled trip	\$50/trip lasting > 90 min
Customer Complaints	\$1,000/Mo for > 3/1K completed trips	\$1,000/Mo for > 3/1K completed trips
Compromised Safety	\$1,000/incident	N/A
Maintenance	\$500/incident	N/A
Poor Management	\$200/incident	N/A



DEFINITIONS PER MV CONTRACT

.... ON THE SAME PAGE

Brokerage Service Model: Contractor shall explore and integrate the latest options in mobility for TARC passengers including but not limited to Transit Network Companies (TNC), micro transit, on-demand services, or any other advanced mobility solutions available on the market. Those solutions shall include ADA accessible options in terms of vehicles, service and any other needs of the complete customer base.

On Time Pick Up: The time in which a customer is notified of their of vehicle arrival anytime, standard is 30 minute reservation window.

Origin-to-Destination Service: Service provided from a passenger's starting point to the passenger's endpoint. "Origin-to-destination service means providing service from a passenger's origin to the passenger's destination. A provider may provide ADA complementary paratransit in a curb-to-curb or door-to-door mode. When an ADA paratransit operator chooses curb-to-curb as its primary means of providing service, it must provide assistance to those passengers who need assistance beyond the curb in order to use the service unless such assistance would result in a fundamental alteration or direct threat"

No-Show: Any trip scheduled, but not taken due to passenger not boarding a TARC3 vehicle within the scheduled time.

Late Cancellation: When a customer fails to cancel an unwanted trip at least two hours prior to the scheduled pick up window.

COMPLIANCE

If for any reason the Contractor shall fail to perform fully, timely and in proper manner its obligations under the Contract Documents, or if the Contractor shall breach any of the covenants, conditions or agreements contained in the Contract Documents, the Authority shall thereafter have the right to terminate this Contract with immediate effect following not less than 30 days' notice and opportunity to cure.

The Authority may terminate this Contract at any time by a notice in writing, which shall specify the effective date thereof, from the Authority of the Contractor, at least one hundred twenty (120) days before the effective date of such termination. The Authority shall reimburse Contractor for all additional costs and expenses specifically identified by Contractor as caused by the early termination of this contract and approved by Authority.



THANK YOU
