



**Board of Directors Meeting  
Transit Authority of the Lexington-Fayette Urban  
County Government  
200 West Loudon Ave, Conference Room 110  
Lexington, KY 40508**

**June 20, 2018  
5:00 PM**

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200 West Loudon Ave.  
Lexington, KY 40508  
859-255-7756  
Fax: 859-233-9446  
www.lextran.com

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Agenda  
Board of Directors  
Transit Authority of the Lexington-Fayette Urban County Government  
200 West Loudon Avenue, Lexington, KY 40508  
June 20, 2018

I.	Call to order	5:00	
II.	Approval of Board Meeting Minutes	5:00	— 5:05
	i. May 16, 2018 Board Meeting		
III.	Public Comment on Agenda Items / Public Hearing	5:05	— 5:10
IV.	Chair's Report	5:10	— 5:15
V.	Action Items	5:15	— 5:25
	i. Resolution 2018-13 Meeting Schedule for Fiscal Year 2019		
VI.	Change Order	5:25	— 5:30
VII.	Old Business	5:30	— 5:45
	i. Review of Board committees and positions		
	ii. Pension Update		
VIII.	New Business	5:45	— 5:50
IX.	General Manager's Report	5:50	— 6:05
	i. Financial Statement		
	ii. General Managers Report		
	iii. Key Performance Indicators		
X.	Proposed Agenda Items	6:05	— 6:10
XI.	Closed Session		
XII.	Adjournment	6:30	



**Board of Directors Meeting  
Transit Authority of the Lexington-Fayette Urban County Government  
Lextran**

**200 West Loudon Ave, Conference Room 110  
Lexington, KY 40508**

**May 16, 2018**

**MEMBERS PRESENT**

Malcolm Ratchford, Chair  
George Ward, Vice Chair  
Christian Motley  
Rick Christman  
Marci Krueger-Sidebottom  
Dr. Augusta Julian  
Adrienne Thakur

**MEMBERS ABSENT**

Elias Haddad

**STAFF PRESENT**

Carrie Butler, General Manager  
Jill Barnett, Assistant General Manager  
Carla McHale, Director of Human Resources  
Chris Meetin, Maintenance Manager  
Fred Combs, Planning and Technology Manager  
Jim Barrett, Director of Maintenance  
John Givens, Director of Risk Management  
Keith Srutowski, Director of Procurement  
Mary Kate Gray, Community Relations Manager  
Nikki Falconbury, Director of Finance  
Ronda Brooks, Administrative Assistant  
Tracy Sewell, Director of Operations  
Jacob Walbourn, Attorney

**STAFF ABSENT**

**OTHERS PRESENT**

Matthew Gidcomb, Kentuckians for the Commonwealth  
Rhonda Snow, American Red Cross – Wheels  
Justin Birdsong, American Red Cross – Wheels  
Patty Byrd, Coach Operator (Lextran)  
Kim Adbullah, Coach Operator (Lextran)  
Lauren Campbell, Coach Operator (Lextran)  
Connie Addison, Coach Operator (Lextran)

**I. CALL TO ORDER**

Mr. Ratchford called the May 16, 2018 meeting of the Lextran Board of Directors to order at 5:00 p.m.

**II. APPROVAL OF MINUTES**

Mr. Ratchford called for a motion to approve the minutes from the April 18, 2018 board meeting. Mr. Christman made a motion to approve the minutes, and it was seconded by Mr. Motley.

**III. PUBLIC COMMENT**

Connie Addison, a Lextran Coach Operator, addressed the board. Ms. Addison requested that the board consider changing the pension plan. Ms. Addison brought a signed petition of those employees that could not attend the meeting but support this change. Currently the pension plan contributions are taken out of 40 hours plus any overtime hours. Ms. Addison requested that pension contributions only be taken out of the first 40 hours worked.

Ms. Butler noted this subject was brought to the pension committee and was voted on favorably, to not take pension contributions from overtime hours worked. It will be brought to the board at a later date.

**IV. CHAIR'S REPORT**

Mr. Ratchford stated he will be leaving the meeting early for another commitment (Mr. Ratchford left the meeting at 5:30 p.m.).

**V. PRESENTATION ON WHEELS SERVICE FROM AMERICAN RED CROSS**

Ms. Snow, Director of the American Red Cross, Wheels program, gave a brief presentation.

The Wheels program is a paratransit service that provides transportation to people with disabilities in Lexington-Fayette County.

The American Red Cross provides numerous services to the community which include disaster relief work, teaching life-saving skills, work with the military and international social services and collecting approximately 40% of the nation's blood supply. The American Red Cross also has a group of services known as Community Services which is where the Wheels program falls.

Wheels began providing transportation services to citizens with disabilities in Lexington-Fayette County in 1978. The program has grown over the years and now provides more than 200,000 trips annually with over 1.8 million miles per year traveled. April 2018 was a record month for the WHEELS program with 18,878 trips provided. For the last 6 months on-time performance has averaged 90% or higher. WHEELS goes above and beyond the ADA requirement of a ¾ mile

service area, and provides paratransit trips countywide. For the current fiscal year 8,886 trips have been outside the  $\frac{3}{4}$  mile service area.

Mr. Christman inquired about the  $\frac{3}{4}$  mile rule, and stated that people who live outside the  $\frac{3}{4}$  mile should not be charged more. Mr. Christman stressed that the service area outside  $\frac{3}{4}$  mile isn't that much and it isn't going to stress the system or negatively impact the on-time performance. Mr. Christman recalled that, several years ago, it was recommended from the triennial review to charge those passenger outside the  $\frac{3}{4}$  mile service area an additional or higher rate. He was not in favor of this fare structure.

Ms. Butler stated that Wheels is a contractor to Lextran and follows the terms of the contract and doesn't write policies or set fares. The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide "complementary paratransit" service to people with disabilities who cannot use the fixed-route bus or rail service because of a disability. That service must be within  $\frac{3}{4}$  mile of a fixed route. Fares may not exceed twice the fare that would be charged to an individual paying full fare for a fixed-route trip of similar length, at a similar time of day.

Mr. Ward requested that Lextran and Wheels staff to come back with how many paratransit riders are outside the  $\frac{3}{4}$  mile. Lextran staff retrieved that information and Mr. Srutowski stated that in the current fiscal year, July 2017 to April 2018, there were 167,413 ADA trips within the  $\frac{3}{4}$  mile, and there were 8,886 trips outside the  $\frac{3}{4}$  mile.

## VI. ACTION ITEMS

- Resolution No. 2018-10 - Camera System Upgrade – Ms. Butler reviewed the resolution to execute a contract with Transit Solutions, LLC to provide the camera system upgrades on 27 buses according to the terms as set forth in the quote submitted by Transit Solutions, LLC. Mr. Ratchford called for a motion to approve and accept resolution 2018-10. Ms. Thakur made a motion, and Ms. Krueger-Sidebottom seconded. The motion carried unanimously.
- Resolution No. 2018-11 - Operator Uniforms – Ms. Butler reviewed the resolution to execute a contract with Galls to provide operator uniforms as well as safety boots, cold weather gear, and rainwear for Maintenance employees. Mr. Ratchford called for motion to approve and accept resolution No. 2018-11. Mr. Christman made a motion, and Ms. Krueger-Sidebottom seconded. The motion carried unanimously.
- Resolution No. 2018-12 - Engine Rebuilds – Ms. Butler reviewed the resolution to execute a contract with Cummins Crosspoint to provide engine rebuilds. Mr. Ratchford called for a motion to approve and accept resolution 2018-12. Ms. Krueger-Sidebottom made a motion, and Ms. Thakur seconded. The motion carried unanimously.

## VII. CHANGE ORDER

Mr. Srutowski reviewed a change order with Chase Environmental, for removal of lifts and tanks at 109 West Loudon Avenue.

## VIII. NEW BUSINESS

Ms. Barnett stated that Lextran is offering free fare system wide on Election Day May 22, 2018.

## IX. GENERAL MANAGER'S REPORT

Ms. Falconbury presented the financial statements, found on pages 29-30 of the May 16, 2018 board packet.

Ms. Falconbury stated that at this time the balance sheet is very similar to last year, 10 months into the fiscal year. The cash balance heading into the summer months is in a good position.

On the statement of revenues and expenses, revenue is over budget with property taxes of \$267,000 more than expected over last year. Expenses are over budget due to wages and overtime, and professional services which includes contract maintenance engine rebuilds. Fuel prices are being monitored daily. The average price of diesel fuel in the current fiscal year is \$1.99/gallon, and the price on May 8 was \$2.31. The latest price of the CNG diesel gallon equivalent is \$1.42.

Mr. Christman inquired about future bus purchases and whether Lextran would purchase non-diesel fueled buses.

Ms. Butler responded that the grant funds we've applied for are leaning towards electric vehicles and low or no emissions vehicles.

Ms. Butler reviewed the General Manager's report and Key Performance Indicators, found on pages 31-32 of the May 16, 2018 board packet. Highlights of the report include:

- APTA Peer Review in Ann Arbor, MI – Ms. Butler served as a panel member for an APTA Peer Review and stated Ann Arbor is somewhat similar to Lexington, with the University of Michigan located there.
- Community Involvement
- Paycom

Mr. Motley inquired about the ONE Lexington Neighborhood Engagement Meeting April 9<sup>th</sup>. Ms. Gray responded about Lextran's involvement with the ONE Lexington Neighborhood Engagement Team headed by Lori Hatfield. The Team is made up of City Government & community partners working together to enhance safety & quality of life in neighborhoods experiencing violent crime by realigning resources & developing sustainable services as needed/as able. The first neighborhood of focus is the Winburn neighborhood.

**X. PROPOSED AGENDA ITEMS**

- Resolutions
- Branding and advertising update
- Bus stop analysis report update
- Provide information regarding fares impact and cost
- Ridership year to year comparison
- Report of how many bus stops are near and around schools

**XI. CLOSED SESSION**

There was no closed session.

**XII. ADJOURNMENT**

The meeting adjourned by consensus at 6:04p.m.

DRAFT



**June 20, 2018**

TO: The Board of Directors

FROM: Carrie Butler, General Manager

**SUBJECT: Fiscal Year 2019 Board of Directors Meeting Calendar**

Attached is a schedule and resolution requesting authority to adopt the meeting schedule of the Board of Directors for fiscal year 2019, which runs from July 1, 2018 until June 30, 2019. All meetings will be held at the Lextran facility headquarters located at 200 West Loudon Avenue. Meetings will begin at 5:00 PM, prevailing local time.

If you have any questions, please call me at 255-7756.

DRAFT



**RESOLUTION**

**TRANSIT AUTHORITY OF THE LEXINGTON-FAYETTE  
URBAN COUNTY GOVERNMENT**

**MOTION:** \_\_\_\_\_ **SECOND:** \_\_\_\_\_

**DATE: June 20, 2018 RESOLUTION NO.: 2018-13**

**BE IT RESOLVED**, that the Board of Directors of the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) hereby adopts the following schedule of meetings for fiscal year 2019, which runs from July 1, 2018 until June 30, 2019:

July 18, 2018	Regular Public Meeting
August 15, 2018	Regular Public Meeting
September 19, 2018	Regular Public Meeting
October 3, 2018	Work Session (as needed)
October 17, 2018	Regular Public Meeting
November 14, 2018	Regular Public Meeting
December 19, 2018	Regular Public Meeting
January 16, 2019	Regular Public Meeting
February 20, 2019	Regular Public Meeting
March 20, 2019	Regular Public Meeting
April 10, 2019	Work Session (as needed)
April 17, 2019	Regular Public Meeting
May 15, 2019	Regular Public Meeting
June 19, 2019	Regular Public Meeting

All meetings shall be held at the Lextran headquarters located at 200 West Loudon Avenue and shall begin at 5:00 PM, prevailing local time.

Additional meetings are as follows:

The Finance Committee will meet at 200 West Loudon Avenue at 9:00 am on:

- September 27, 2018
- December 13, 2018
- March 21, 2019
- June 13, 2019

The Pension Committee will meet at 200 West Loudon Avenue at 10:00 am on:

- July 27, 2018
- October 26, 2018



January 25, 2019  
April 26, 2019

The Board of Directors of Lextran Real Properties and Lextran Foundation will meet at 200 West Loudon Avenue at 1:00 pm on:  
September 28, 2018  
January 25, 2019

\_\_\_\_\_  
Chairperson, Malcolm Ratchford

\_\_\_\_\_  
Date

DRAFT

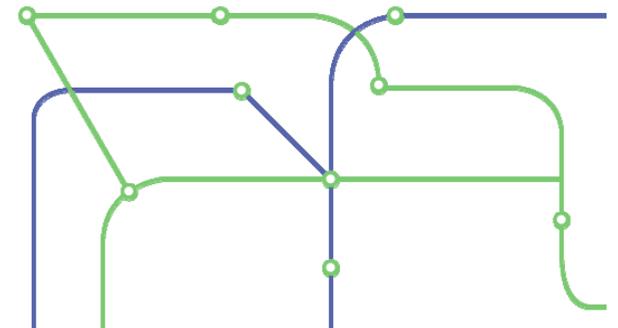


Contractor	Type of Service	Original Price	Change	Reason for Change	Prior Change Orders
Crowe Horwath LLP	Audit Services	\$185,000.00	\$6,000.00	The National Transit Database (NTD) has a new requirement for transit agencies to perform and Independent Auditor Statement for Financial Data (IAS-FD) in 2018 and once every ten years. This new reporting requirement will be added to the scope of work.	\$0.00

# Lextran Employees Contributory Pension Plan and Trust

## UPDATE

Staff Report – June 20, 2018



# What is Lextran's Pension?

- A private defined benefits, contributory program for Lextran employees
- It is NOT related to any other public or state pension plan
- An additional 401(k) is offered in addition to the Lextran pension



# Lextran's Pension Overview

- Effective as of September 9, 1964; with subsequent reestimations in 1989, 1997, 2002, 2009, 2014
- Employer:  
Lextran - Transit Authority of Lexington-Fayette Urban County Government
- Employee:  
Continuously employed, full-time employees, able to participate after 90- days of continuous service



# What guides our Pension?

- **Lextran Contributory Pension Plan and Trust**
- **Collective Bargaining Agreement**
- **Statement of Investment Policy and Guidelines**
- **Applicable local, state and federal law**

# Who manages our Pension?

- **Retirement Committee (aka Pension Committee)**
  - Provides oversight and fiduciary role and represents members interests; comprised of:
    - Three Union employees
    - Two Administrative employees
    - One Lextran Board of Directors member
    - One staff person (non-voting)
- **US Bank**
  - Holds funds and disperses
- **Mariner Wealth Advisors**
  - Invests funds
- **Osborn Carreiro & Associates**
  - Provides actuarial services
- **Benefits Administrators**
  - Advises and consults on trust



# Actuarial Report Summary

	January 2016	January 2017	January 2018
Individuals Included	264	281	300
Assets (Market value)	\$10,165,187	\$11,114,092	\$13,192,297
<b>Contributions</b>			
Recommended Actuarial Amount for Current Benefit Level	214.8 cents/hour	208.3 cents/hour	166.3 cents/hour
Actual Contribution	217.0 cents/hour	217.0 cents/hour	227.0 cents/hour
<b>Liabilities</b>			
Actuarial Accrued Liability	\$12,040,951	\$12,633,872	\$13,104,442
Unfunded Actuarial Accrued Liability	\$1,875,764	\$1,1519,780	(\$ 87,855)

# EXECUTIVE SUMMARY

## Lexington Transit Authority Pension Plan

<u>Asset Allocation</u>	<u>Target</u>	<u>Range</u>
Cash	5%	0-10%
Bonds	35%	20-50%
Stocks	<u>60%</u>	50-80%
<b>TOTAL</b>	<b>100%</b>	

### Equity Restrictions

- Maximum individual position size = 5% of the total portfolio
- Maximum international exposure = 25% of the total portfolio (including mutual funds and ADRs)
- Maximum investment in small company mutual funds = 10% of the total portfolio

### Fixed Income Restrictions

- Individual bonds must be investment grade (BBB) or higher
- Bonds below investment grade may be held within a mutual fund, but such funds may not exceed 5% of the market value of the portfolio

### Risk Tolerance

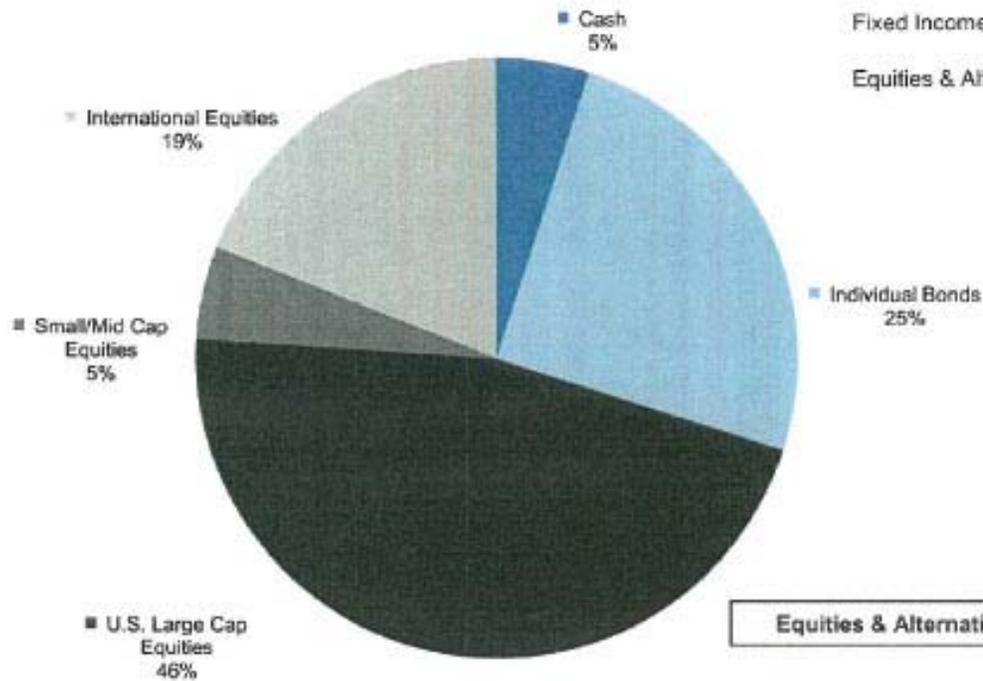
Moderate

### Performance Benchmarks

U.S. Equities	S&P 500 Index
International Equities	MSCI EAFE Index
Fixed Income	Merrill Lynch 1-10 Year G/C Bond Index

# ASSET ALLOCATION

Lextran Pension Plan (as of March 31, 2018)



RiverPoint Performance Summary	1 <sup>st</sup> Qtr 2018	2017	3/31/03 - 3/31/18*
Total Portfolio	-0.5%	17.0%	6.6%
Fixed Income	-0.4%	3.0%	4.0%
Equities & Alternatives	-0.6%	22.9%	8.3%

\* Annualized since inception

# Contributions and Benefits

## Contributions as of July 1, 2017:

Employer / Company*	Employee
\$1.05 for every hour worked	\$1.22 for every hour worked

\* The employer contribution increased from \$ .95 to \$1.05 last year based on the collective bargaining agreement negotiations

## Benefits as of July 1, 2017:

\$50 per month for every year of service

e.g. 25 years of service = \$1,250/month or \$15,000/year



# Current change to the Pension

- **Per the July 2017 Collective Bargaining Agreement, agreement to explore pension funding**
  - **Contribution for all hours worked vs. capping contributions at 40 hours**
- **Pension committee voted at the April meeting to move forward with capping contributions at 40 hours**
- **No board action needed**



**Balance Sheet**  
as of May 31, 2018

	<b>Current Year-To-Date</b>	<b>Last Year-to-Date</b>
<b>Assets</b>		
Current assets		
Operating Cash	\$12,390,146	\$14,679,985
Project Loan Account	\$1,145,044	\$1,145,044
Accounts receivable	\$1,836,473	(\$4,669,659)
Inventory	\$487,579	\$474,722
Net pension asset	\$1,331,841	\$1,547,482
Work in process	\$3,746,465	\$6,401,599
Prepaid	\$86,786	\$117,194
Total Current Assets	<u>\$21,024,335</u>	<u>\$19,696,366</u>
Long term note - Lextran Foundation Inc.	\$8,355,000	\$8,355,000
Net capital and related assets	\$25,966,385	\$25,160,783
<b>Total Assets</b>	<u><b>\$55,345,720</b></u>	<u><b>\$53,212,150</b></u>
<b>Liabilities</b>		
Current liabilities		
Accounts payable	\$2,549,714	\$2,919,807
Payroll liabilities	\$803,045	\$596,310
Short term note - Fifth Third Bank	\$909,137	\$882,125
Total Current Liabilities	<u>\$4,261,895</u>	<u>\$4,398,242</u>
Long term note - Fifth Third Bank	\$5,921,018	\$6,824,615
<b>Net Position</b>	<b>\$45,162,806</b>	<b>\$41,989,293</b>
<b>Total Liabilities and Net Position</b>	<u><b>\$55,345,720</b></u>	<u><b>\$53,212,150</b></u>



**STATEMENT OF REVENUES, EXPENSES AND CHANGE IN NET POSITION**

<b>Revenues</b>	<b>May 2018</b>			<b>FY 2017</b>
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
Property taxes	\$17,987,522	\$17,079,540	\$907,982	\$16,841,901
Passenger revenue	\$1,206,469	\$1,397,627	(\$191,158)	\$1,347,476
Federal funds	\$4,000,000	\$4,000,000	\$0	\$4,000,000
State funds	\$538,000	\$100,000	\$438,000	\$500,000
Advertising revenue	\$263,679	\$200,000	\$63,679	\$232,390
Other revenue	\$2,002,217	\$1,943,970	\$58,247	\$3,298,822
<b>Total Revenues</b>	<b>\$25,997,887</b>	<b>\$24,721,137</b>	<b>\$1,276,751</b>	<b>\$26,220,590</b>
<b>Expenses</b>				
Wages	\$8,075,891	\$7,742,440	\$333,451	\$7,431,023
Fringe benefits	\$4,696,435	\$4,733,513	(\$37,078)	\$4,261,821
Professional services	\$859,955	\$1,541,248	(\$681,293)	\$1,213,658
Materials and supplies	\$1,112,460	\$792,000	\$320,460	\$902,390
Fuel-Diesel	\$869,762	\$972,583	(\$102,821)	\$703,143
Fuel-Other	\$229,655	\$244,842	(\$15,187)	\$334,509
Utilities - Facilities	\$300,122	\$347,692	(\$47,570)	\$345,372
Utilities - Electric Bus	\$79,321	\$58,300	\$21,021	\$24,697
Insurance	\$661,260	\$566,500	\$94,760	\$649,016
Fuel taxes	\$188,600	\$189,209	(\$609)	\$178,613
Paratransit Expenses	\$4,997,173	\$4,902,333	\$94,840	\$4,642,257
Vanpool Expenses	\$32,395	\$33,000	(\$605)	\$24,000
Dues and subscriptions	\$34,956	\$35,000	(\$44)	\$35,879
Travel, training and meetings	\$84,402	\$120,725	(\$36,323)	\$68,775
Media advertising	\$160,087	\$268,583	(\$108,496)	\$127,089
Miscellaneous	\$19,272	\$26,767	(\$7,494)	\$21,978
Interest Expense	\$202,558	\$199,375	\$3,183	\$249,732
Leases and rentals	\$723,496	\$721,496	\$2,000	\$745,050
Depreciation	\$3,576,160	\$3,576,160	\$0	\$3,352,943
<b>Total Expenses</b>	<b>\$26,903,958</b>	<b>\$27,071,765</b>	<b>(\$167,807)</b>	<b>\$25,311,945</b>
<b>Change in Net Position</b>	<b>(\$906,071)</b>	<b>(\$2,350,628)</b>	<b>\$1,444,558</b>	<b>\$908,645</b>

Notes:

Average price of diesel fuel for FY2018 - \$2.02; Latest price of diesel fuel (June 11, 2018) - \$2.31

Latest price of CNG diesel gallon equivalent - \$1.42



## Memorandum

To: Board of Directors  
From: Carrie Butler, General Manager  
Date: June 20, 2018  
Re: General Manager's Report for the Period of May 2018

### **Budget Statistics**

Total revenue for May 2018, was \$1,132,388 and the expenditures totaled \$2,192,797. This resulted in a difference of (\$1,060,409) for the month. For a year to date comparison, with expenditures subtracted from revenues, the under budget variance is \$1,444,558.

### **Community Involvement**

- KY Blood Center – Mobile Blood Drive – May 4
- Mike Burnett – Roadeo Preview Video – May 4
- Service to Keeneland for Oaks and Derby – May 4-May 5
- May Service Improvements Begin – May 6
- East End Community Partners Meeting
- How to Ride with Starting Gate at Crawford Middle School – May 8
- How to Ride with Chrysalis House – May 11
- Winter Weather Thank You Video – May 18
- Free Rides for Primary Elections – May 22
- Summer Youth Job Training Program Job Fair at Winburn Middle School – May 22
- How to Ride with Bluegrass Council of the Blind – May 23
- How to Ride with Lexington Senior Center – May 30

### **Meetings / Updates**

In May, Lextran representatives participated in the following (external) meetings:

- APTA Bus/Paratransit Conference – May 6-9
- Town Branch Tech Coordination Meeting – May 10
- Town Branch Partners Meeting – May 17
- KPTA (Kentucky Public Transit Association) Meeting – May 22
- Commission for People with Disabilities Meeting – May 23
- Winter into Summer Emergency Plan/Hepatitis A Prevention – May 23
- Bike Share Stakeholder Meeting – May 23
- Kentucky ITS & Autonomous Vehicle Peer Exchange – May 30

### **APTA International Bus Roadeo**

Lextran operator Mike Burnett represented Lextran at the APTA International Bus Roadeo at the

Lextran Board of Directors Meeting – June 2018

beginning of May. Mike showed his skills and placed 1<sup>st</sup> in the pre-trip inspection competition, 3<sup>rd</sup> in the customer service portion, and 18<sup>th</sup> overall. Sixty-six operators competed from around the country. The International Rodeo will be held in Louisville in 2019.

### **Council Budget Presentation**

Carrie Butler and Nikki Falconbury presented the FY 2019 budget to the LFUCG Council on Tuesday May 15<sup>th</sup>. The budget was accepted by Council and will now be submitted to the Commonwealth of Kentucky.

### **Employee Meetings**

Quarterly employee meetings were held on May 24<sup>th</sup>. Attendees were briefed on the council budget presentation and given the opportunity to ask questions about upcoming projects.

### **May Service Improvements**

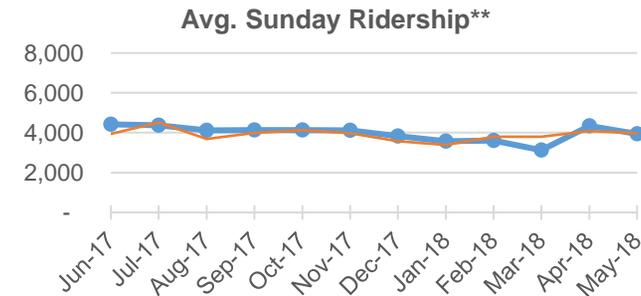
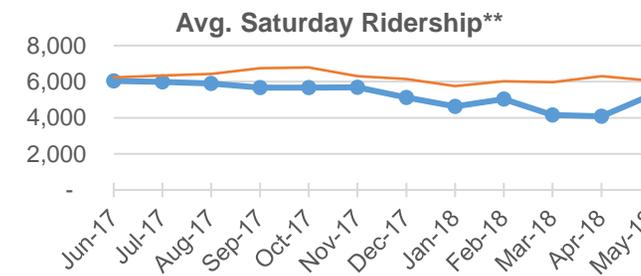
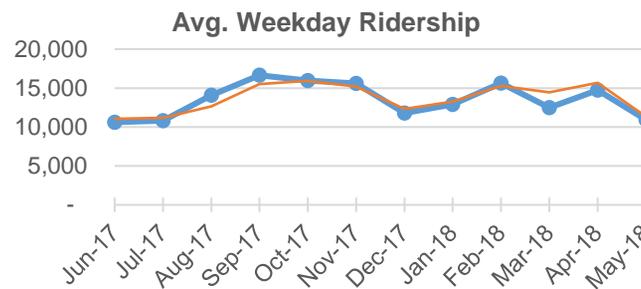
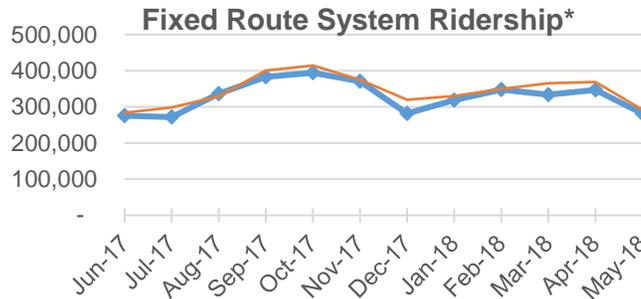
Service Improvements went into effect on Sunday May 6, 2018. Lextran staff answered questions and prepared customers for impacted routes with on-board information dissemination.

### **Procurement Update**

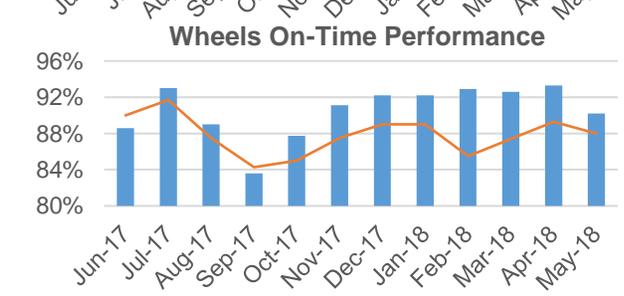
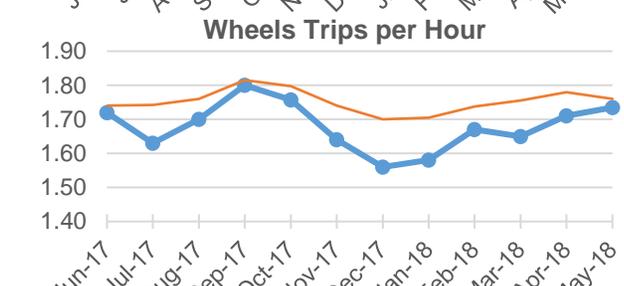
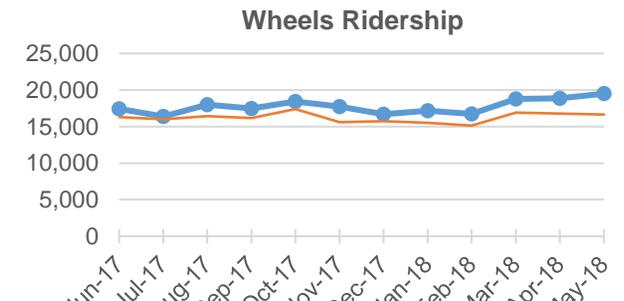
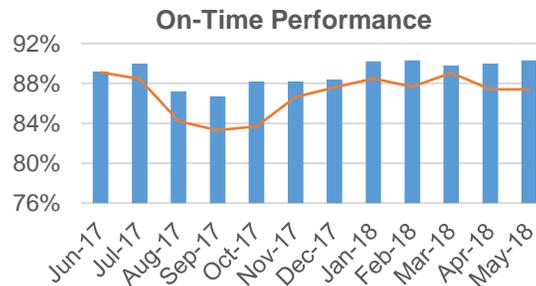
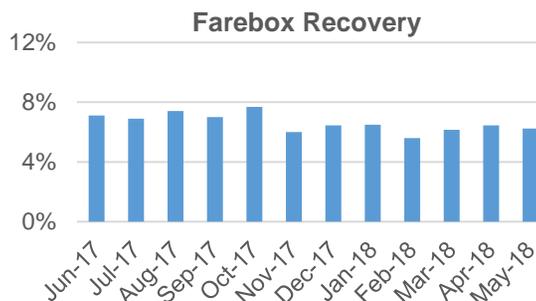
- An RFP for fuel was published on April 30, 2018. The pre-proposal conference was held on May 17, 2018. Proposals are due June 21, 2018. This is targeted for a July resolution.
- An RFP for electric motor components was issued May 21, 2018. The pre-proposal conference was held June 7, 2018. Proposals are due June 28, 2018. This is targeted for a July resolution.
- An RFP has been written for website design and hosting services. This is targeted for a June release with a Board resolution expected in September.
- Work is continuing on a procurement for a customer service/community survey.
- Upcoming potential procurements include:
  - Parking lot striping and clean-up
  - Garage improvements for CNG buses
  - Bus shelter improvements
  - Customer service training

### **Training Activities**

- Twenty-two operators participated in Refresher training
- Forty operators participated in "Defending Yourself from a Seated Position" training
- Forty-eight operators completed "Roadworthy Communication" training
- One mechanic completed road test
- Two service workers began CDL permit training
- One accident remedial session
- Two incident coaching sessions



Performance Indicator	Lextran Fixed Route System			Wheels		
	This Month	FY18 YTD	FY17 Total	This Month	FY18 YTD	FY17 Total
Total Ridership	281,502	3,665,660	4,346,047	19,503	195,803	200,255
Total Revenue Miles	141,632	1,576,904	1,905,282	145,901	1,500,923	1,537,732
Total Revenue Hours	15,719	179,758	189,861	11,238	116,848	115,693
Pass. per Mile	1.99	2.32	2.28	0.13	0.13	0.13
Pass. per Hour	17.91	20.39	22.89	1.74	1.68	1.73



\*A mixture of automatic passenger counter and farebox data were used to calculate ridership in March and April.

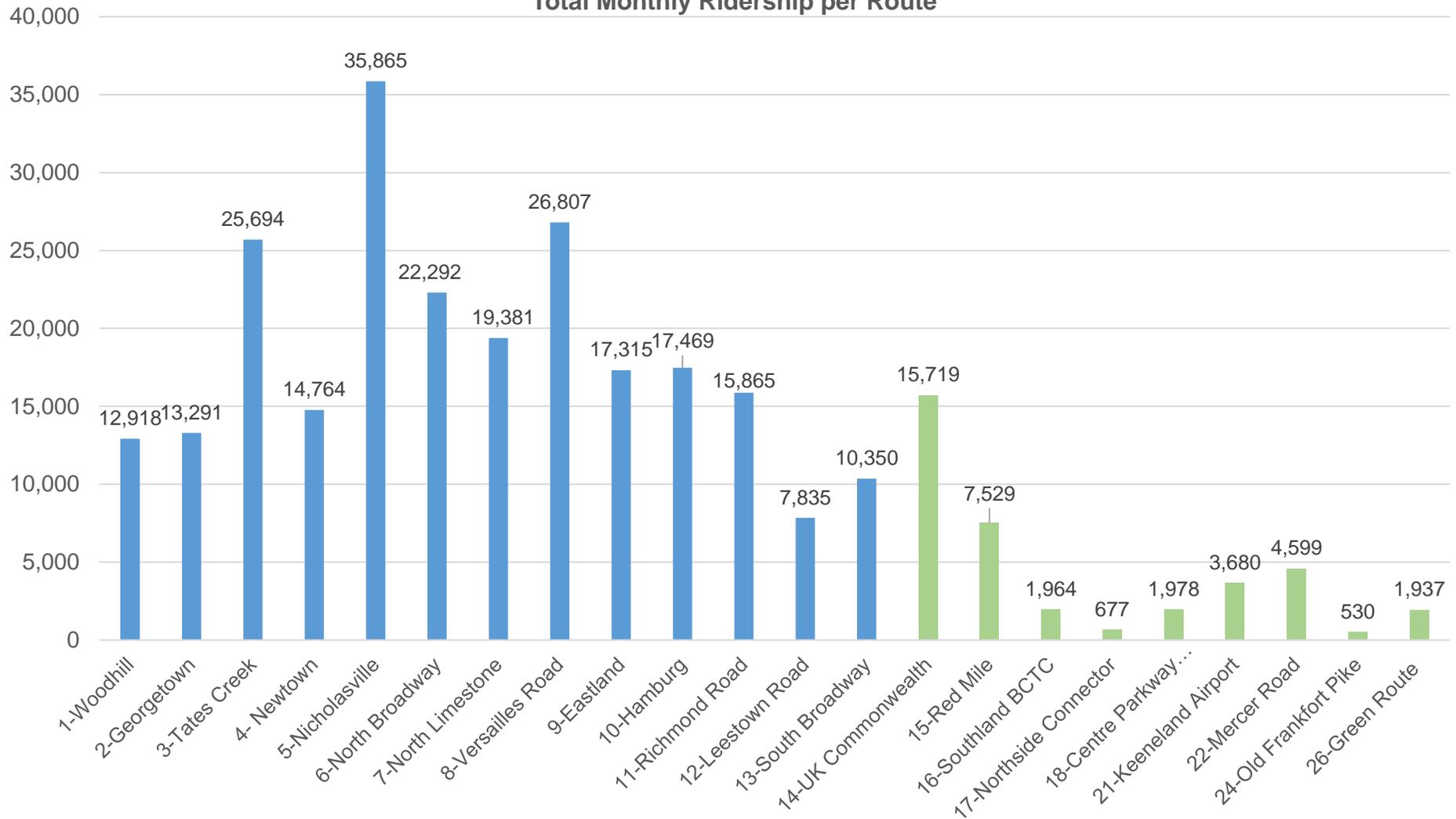
\*\*Average Saturday and average Sunday ridership in October 2017 have been corrected.



Route Performance Indicators								
Route Name	Total Cost	Net Cost	Net Total Cost per Hour	Passengers per Mile	Passengers per Hour	Net Cost per Passenger	Farebox Recovery Rate	On-Time Performance
8-Versailles Road	\$88,799	\$76,235	\$90.53	3.66	31.83	\$2.84	14.1%	93.3%
6-North Broadway	\$84,081	\$73,406	\$87.39	3.68	26.54	\$3.29	12.7%	92.5%
7-North Limestone	\$77,621	\$69,613	\$89.76	3.47	24.99	\$3.59	10.3%	95.6%
5-Nicholasville	\$171,425	\$159,513	\$94.39	2.80	21.22	\$4.45	6.9%	91.8%
11-Richmond Road	\$81,629	\$75,639	\$100.00	2.23	20.97	\$4.77	7.3%	96.1%
9-Eastland	\$82,580	\$75,385	\$89.98	3.05	20.67	\$4.35	8.7%	95.5%
4- Newtown	\$88,025	\$82,312	\$97.05	2.11	17.41	\$5.58	6.5%	86.0%
3-Tates Creek	\$168,138	\$157,021	\$102.13	1.71	16.71	\$6.11	6.6%	89.2%
13-South Broadway	\$67,381	\$63,707	\$102.22	1.76	16.61	\$6.16	5.5%	91.9%
2-Georgetown	\$87,960	\$83,313	\$99.84	1.83	15.93	\$6.27	5.3%	93.1%
1-Woodhill	\$93,636	\$88,496	\$102.14	1.58	14.91	\$6.85	5.5%	91.0%
10-Hamburg	\$144,463	\$137,847	\$111.78	1.18	14.17	\$7.89	4.6%	85.3%
12-Leestown Road	\$76,534	\$73,536	\$107.38	1.09	11.44	\$9.39	3.9%	82.9%
15-Red Mile	\$28,709	\$28,500	\$103.91	3.24	27.45	\$3.79	0.7%	85.4%
14-UK Commonwealth	\$113,138	\$113,138	\$103.60	1.76	14.39	\$7.20	0.0%	NA
26-Green Route	\$28,621	\$28,621	\$109.10	0.76	7.38	\$14.78	0.0%	NA
18-Centre Parkway Connector	\$44,563	\$42,760	\$116.11	0.41	5.37	\$21.62	4.0%	91.2%
17-Northside Connector	\$20,938	\$20,254	\$111.62	0.33	3.73	\$29.92	3.3%	94.8%
22-Mercer Road	\$35,795	\$33,882	\$106.40	1.36	14.44	\$7.37	5.3%	90.2%
21-Keeneland Airport	\$41,906	\$39,374	\$105.43	0.93	9.85	\$10.70	6.0%	89.7%
16-Southland BCTC	\$28,941	\$28,252	\$100.70	0.87	7.00	\$14.38	2.4%	88.2%
24-Old Frankfort Pike	\$20,239	\$20,018	\$100.81	0.35	2.67	\$37.77	1.1%	85.1%
<b>Total</b>	<b>\$1,675,121</b>	<b>\$1,570,823</b>	<b>\$99.93</b>	<b>1.97</b>	<b>17.71</b>	<b>\$5.64</b>	<b>6.2%</b>	<b>90%</b>

Note: Route 14 UK Commonwealth and Route 26 Green Route do not collect fares.

### May 2018 Total Monthly Ridership per Route





### May Safety, Maintenance, and Operations Indicators

Indicator	Lextran Fixed Route System			Wheels		
	This Month	FY18 YTD	FY17 Total	This Month	FY18 YTD	FY17 Total
Preventable Accidents	1	36	44	1	12	22
Non-Preventable Accidents	3	52	32	1	11	9
Accident Frequency Rate	0.71	2.28	2.36	0.67	0.96	1.22
Accident Frequency Rate Goal*	1.75	1.75	1.75	2	2	2
Injury Frequency Rate	6.95	23.77	17.60	N/A	N/A	N/A
Injury Frequency Rate Goal**	27.04	27.04	27.04	N/A	N/A	N/A
Days without preventable accident	30	267	217	N/A	N/A	N/A
Days of Lost time	0	223	321	N/A	N/A	N/A
Workers Comp Claims	1	39	35	N/A	N/A	N/A
Miles Between Road Calls	4,166	3,465	4,449	N/A	N/A	N/A
Preventive Maintenance Inspections	35	408	390	N/A	N/A	N/A

\*The accident frequency goals are calculated per 100,000 miles.

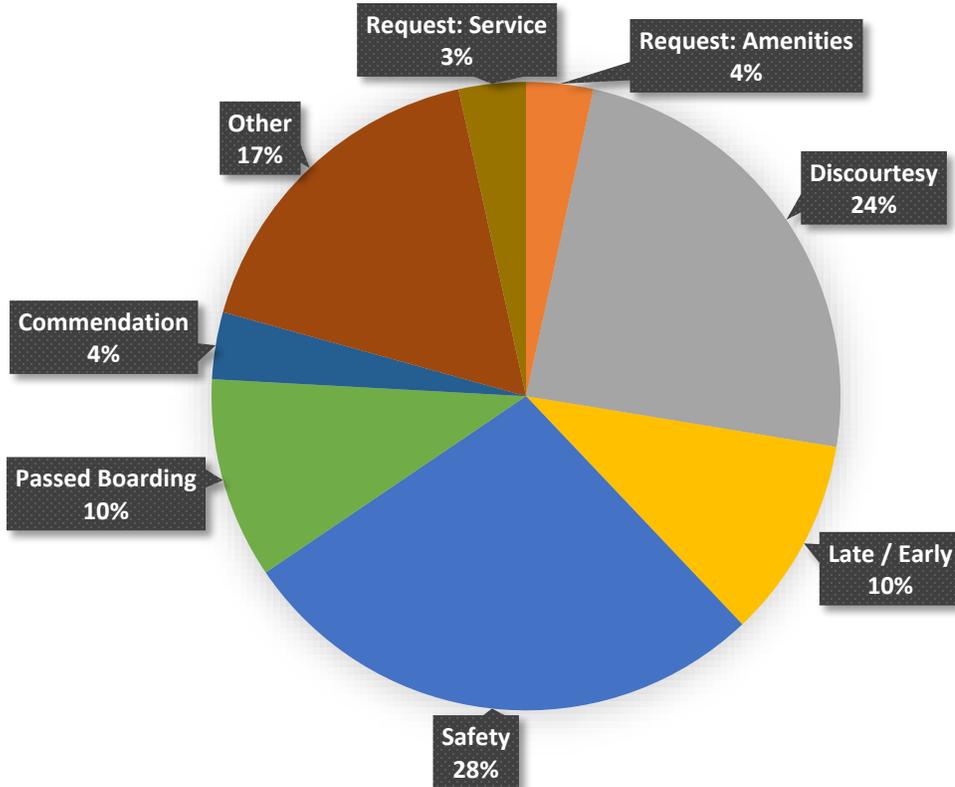
\*\*The incident frequency goal is calculated per 200,000 working hours.

### May Call Logs

Comments by Type	Lextran Fixed Route System			Wheels		
	This Month	FY18 YTD	FY17 YTD	This Month	FY18 YTD	FY17 YTD
Total Commendations	1	7	6	4	23	43
Discourtesy	7	72	90	7	67	78
Late / Early	3	35	44	7	59	59
Safety	8	66	47	6	89	111
Passed	3	46	52	0	0	0
Other	5	32	58	0	0	2
Request: Information	0	3	22	0	1	0
Request: Service	1	16	7	0	0	0
Request: Amenities	0	5	5	0	0	0
Website	0	3	5	0	0	0
Total Calls into System	11,665	139,659	61,265*	21,643	238,319	254,465
Total Calls into IVR	45,195	538,766	566,422*	N/A	N/A	N/A
Average Length of Call	1:32	1:26	1:24*	1:04	1:01	0:54
Average Time to Abandon	0:16	0:13	0:21*	1:40	1:10	1:05

\*Lextran began tracking calls in November of 2016, FY17 year-to-date excludes July through October 2016.

### Lextran Comments for May 2018



The bus driver did a great job driving the bus. You have inconsiderate people giving grief when he's doing his job. They're wanting him to rush to the bus station when it's out of his control and he has to wait on traffic

I got on the bus at Kroger on New Circle Rd towards town and back out to Eastland. The ride was so bad. The driver was hitting on the brakes, jerking, and throwing us around in the seats. I hate riding with this driver. He sat for almost ten minutes at Anniston and Augusta then when we was on Eastland Parkway another 2 minutes.

I first want to say thank you for the convenience of this application [Transloc], however, it had increasingly gotten worse this spring. This app now is awful- it is not accurate one bit, at the beginning, it was nearly spot on- now it says there are no prediction?" This is awful for people so plan ahead and trust your transportation system.

Customer said he was across from Beck Alley smoking when the operator started loading passengers. Customer walks to board bus and was in process of putting the cigarette out. Customer claims Transit Center Supervisor threatened to ban customer from riding because of smoking. Supervisor was nasty, rude, disrespectful, and used profanity.



May 2018

## Lextran in the media

**May 8, 2018 Lexington Mayoral Candidates Field Questions in Last Forum Before**

<http://weku.fm/post/lexington-mayoral-candidates-field-questions-last-forum-election>

**May 16, 2018 Long-vacant bus station was almost demolished. Now, it will become a market and more.**

<http://www.kentucky.com/news/local/news-columns-blogs/tom-eblen/article211240799.html>

**May 17, 2018 UK Celebrates Appreciation Day With Food and Fun**

**By Jonathan Gent**

<https://uknow.uky.edu/campus-news/uk-celebrates-appreciation-day-food-and-fun>

**May 18, 2018 - Lextran bus operator Mike Burnett wins inspection challenge at International Bus Rodeo competition**

<http://www.kyforward.com/lextran-bus-operator-mike-burnett-wins-inspection-challenge-at-international-bus-rodeo-competition/>

**May 21, 2018 10:50 AM Need a ride to vote Tuesday? Lextran has you covered free of charge.**

BY MIKE STUNSON [-mstunson@herald-leader.com](mailto:mstunson@herald-leader.com)

<http://www.kentucky.com/news/local/counties/fayette-county/article211576769.html>

**May 21, 2018 11:01 AM EDT Lextran To Offer Free Rides On Primary Day**

<http://www.lex18.com/story/38238124/lextran-to-offer-free-rides-on-primary-day>

**May 22, 2018 Lextran is offering free rides throughout the day.**

<http://www.wkyt.com/content/news/Voter-guide-to-Kentucky-primary-election-483302821.html>