



## BOARD OF DIRECTORS MEETING

200 WEST LOUDON AVE, CONFERENCE ROOM 110  
LEXINGTON, KY 40508

MAY 15, 2019

5:00 p.m.

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**BOARD OF DIRECTORS MEETING**

200 WEST LOUDON AVE, CONFERENCE ROOM 110  
LEXINGTON, KY 40508

May 15, 2019

5:00 p.m.

**AGENDA**

I) Call to order	5:00
II) Approval of Board Meeting Minutes	5:05 – 5:10
a) April 4, 2019 Work Session	
b) April 17, 2019 Meeting	5:05 – 5:10
III) Public Comment on Agenda Items / Public Hearing	5:10 – 5:15
IV) Chair's Report	5:15 – 5:25
V) Action Items	
a) Resolution 2019-011,12 Deferred Compensation Third Party Administrative Services	
VI) Change Order	
VII) Old Business	
VIII) New Business	5:25 – 5:45
a) Presentation from Greyhound	5:45 – 6:00
IX) General Manager's Report	
a) Financial Statements	
b) General Manager's Report	
c) Key Performance Indicators	6:00 – 6:05
X) Proposed Agenda Items	
XI) Closed Session	
XII) Adjournment	6:05

**BOARD OF DIRECTORS WORK SESSION****MINUTES****April 10, 2019****MEMBERS PRESENT**

Marci Krueger-Sidebottom

Joseph Smith

**MEMBERS ABSENT**

Christian Motley, Chair

George Ward, Vice Chair

Adrienne Thakur

Elias Haddad

Rick Christman

Peggy Henson

**STAFF PRESENT**

Carrie Butler, General Manager

Jill Barnett, Assistant General Manager

Nikki Falconbury, Director of Finance

Carla McHale, Director of Human Resources

Fred Combs, Director of Planning

Keith Srutowski, Director of Procurement

Stephanie Hoke, Finance Coordinator

Jacob Walbourn, McBrayer Law Firm, Board Attorney

**OTHERS PRESENT**

Joseph David, Transportation Planner, LFUCG MPO

**I. CALL TO ORDER**

Ms. Butler started the Lextran Board of Directors' work session at 5:01 p.m. No actions will be taken at this meeting due to a lack of quorum.

**II. REVIEW FY2020 BUDGET**

Ms. Butler presented the Second Draft Fiscal Year 2020 Lextran Budget found on pages 1-20 of the April 10, 2019 work session packet.

**III. ADJOURNMENT**

The meeting adjourned by consensus at 5:28 p.m.

**BOARD OF DIRECTORS MEETING****MINUTES****April 17, 2019****MEMBERS PRESENT**

Christian Motley, Chair  
George Ward, Vice Chair  
Adrienne Thakur  
Rick Christman  
Joseph Smith  
Elias Haddad

**MEMBERS ABSENT**

Marci Krueger-Sidebottom  
Peggy Henson

**STAFF PRESENT**

Carrie Butler, General Manager  
Nikki Falconbury, Director of Finance  
Carla McHale, Director of Human Resources  
John Givens, Director of Risk Management  
Fred Combs, Director of Planning  
Keith Srutowski, Director of Procurement  
Jim Barrett, Director of Maintenance  
Dale Stone, Interim Director of Operations  
Stephanie Hoke, Finance Coordinator  
Alan Jones, Technology Coordinator  
Matt Winkler, Planning Coordinator

Jacob Walbourn, McBrayer Law Firm, Board Attorney

**OTHERS PRESENT**

Joseph David, Transportation Planner, LFUCG MPO  
Matthew Gidcomb, KFTC - Kentuckians for the Commonwealth

**I. CALL TO ORDER**

Mr. Motley called the April 17, 2019 meeting of the Lextran's Board of Directors to order at 5:02 p.m.

## **II. APPROVAL OF MINUTES**

Mr. Motley called for a motion to approve the minutes from March 20, 2019. Mr. Christman made a motion to approve the minutes, and it was seconded by Ms. Thakur. The motion carried unanimously.

## **III. PUBLIC COMMENT**

There was no public comment.

## **IV. CHAIR'S REPORT**

There was no chair's report.

## **V. ACTION ITEMS**

Resolution – 2019-06 - Purchase of Fuel for Paratransit Service - Ms. Butler reviewed the resolution that authorizes and directs the General Manager to execute an agreement with Riley Oil Company for the purchase of fuel for paratransit services. Riley Oil Company received the highest ranking and is recommended to be awarded the contract per the terms of their proposal and RFP 1906. Mr. Motley called for a motion. Mr. Smith made a motion and Ms. Thakur seconded. The motion carried unanimously.

Resolution – 2019-07 Lextran Fiscal Year 2020 Budget - Ms. Butler referenced the 2020 budget presentation found on pages 7-26 of the April 17, 2019 board packet. Ms. Butler reviewed the resolution that authorizes the Board of Directors to adopt the FY2020 Budget. This budget represents a strong commitment to the citizens of Lexington for the continuous improvement of public transportation and mobility solutions for our community. Mr. Motley called for a motion. Mr. Christman made a motion and Mr. Smith seconded. The motion carried unanimously.

Resolution – 2019-08 Contract for Services for Bus Stop Enhancements - Mr. Combs reviewed the presentation found on pages 29-36 of the April 17, 2019 board packet. Ms. Butler reviewed the resolution that authorizes and directs the General Manager to execute an agreement with S&D Construction Management for the provision of bus stop enhancements. S&D Construction Management received the highest ranking and is recommended to be awarded the contract per the terms of their proposal and RFP 1812. Mr. Motley called for a motion. Mr. Christman made a motion and Mr. Ward seconded. The motion carried unanimously.

Resolution – 2019-09 Contract for Purchase of Bus Stop Equipment- Ms. Butler reviewed the resolution that authorizes and directs the General Manager to execute an agreement with Brasco International for the provision of bus shelters. Pricing will vary depending upon the style of shelter chosen. Brasco International received the highest ranking and is recommended to be awarded the contract per the terms of their proposal and RFP 1810. Mr. Motley called for a motion. Ms. Thakur made a motion and Mr. Ward seconded. The motion carried unanimously.

Resolution – 2019-10 Extension of Line of Credit with 5th / 3rd Bank – Ms. Butler reviewed the resolution that authorizes and directs the General Manager to execute an agreement with Fifth Third Bank for the execution, delivery, and performance of a revolving note. This line of credit will be put in place to accommodate the Authority's ongoing cash flow needs. Mr. Motley called for a motion. Mr. Ward made a motion and Mr. Haddad seconded. The motion carried unanimously.

## **VI. CHANGE ORDER**

There were no change orders to report.

## **VII. OLD BUSINESS**

There was no old business to report.

## **VIII. NEW BUSINESS**

Greyhound requested the opportunity to present to the Board of Directors about adding a service stop at the transit center.

## **IX. GENERAL MANAGER'S REPORT**

Ms. Falconbury presented the financial statement, found on pages 44-45 of the April 17, 2019 board packet. We are very close to the same balance sheet as last year and approximately \$70,000 under budget for period ending 3/31/2019. The same items that we have looked at in the past are still showing on trend with the budget as far as fuel, maintenance, parts, and paratransit. Fuel is slightly over budget as diesel has been hovering around \$2.25-\$2.29 per gallon the past couple of weeks.

Ms. Butler reviewed the General Manager's report and Key Performance Indicators, found on pages 46-53 of the April 17, 2019 board packet.

## **X. PROPOSED AGENDA ITEMS**

- Greyhound Presentation
- Resolution: Customer service training

## **XI. CLOSED SESSION**

There was no closed session.

## **XII. ADJOURNMENT**

Mr. Motley called for a motion to adjourn the April 17, 2019 meeting of Lextran's Board of Directors. Ms. Thakur made a motion and Mr. Haddad seconded. The meeting adjourned by consensus at 6:02 p.m.

**May 15, 2019**

TO: The Board of Directors

FROM: Carrie Butler, General Manager

**SUBJECT: Resolution to Award a Contract for Administrative Services for Deferred Compensation**

Attached are resolutions rescinding Resolution 2018-19 for the provision of deferred compensation administrative services and requesting authority to enter into a new contract for the provision of deferred compensation administrative services.

RFP 1802 was issued February 19, 2018 with proposals received on April 12, 2018. The procurement contained three separate scopes of work related to deferred compensation and the Lextran pension plan: actuarial services, administrative services, and banking services. Respondents were able to propose on one scope or any combination of scopes. A staff evaluation committee reviewed and approved the proposals for compliance and responsiveness. Responsive proposals were received from five (5) qualified proposers and contracts were awarded to three (3) of those proposers:

- BB&T (actuarial, administrative, and banking)
- Benefit Administrators (administrative) (Awarded via Resolution 2018-19)
- Osborn, Carreiro & Associates, Inc. (actuarial) (Awarded via Resolution 2018-18)
- US Bank (banking) (Awarded via Resolution 2018-20)
- USI (actuarial and administrative)

The Board of Directors approved Resolution 2018-19 on August 15, 2018 which awarded Benefit Administrators a contract for administrative services. However, before a contract could be finalized, Benefits Administrators informed Lextran it was withdrawing its proposal due to the impending retirement of its key individual. As such, it is necessary to rescind Resolution 2018-19. The other firms that had proposed on administrative services declined to propose on only the administrative services. A new procurement, RFQ 1814, was issued on November 5, 2018. A responsive proposal was received November 27, 2018 from one (1) qualified proposer, Osborn, Carreiro, & Associates, Inc. The pricing offered was determined to be fair and reasonable and is recommended for contract award.

The term of the contract awarded will be for five (5) years. Pricing for administrative services shall not exceed \$1,200 annually for years one through three of the contract and \$1,500 annually for years four and five. Additional work outside the basic scope of the engagement shall be charged at an hourly rate not to exceed \$250 per hour.

If you have any questions or wish to review RFQ 1814 or the proposal from Osborn, Carreiro & Associates, Inc., please call me at 255-7756.

**RESOLUTION****TRANSIT AUTHORITY OF THE LEXINGTON-FAYETTE  
URBAN COUNTY GOVERNMENT****MOTION:** \_\_\_\_\_ **SECOND:** \_\_\_\_\_**DATE:** May 15, 2019 **RESOLUTION NO.:** 2019-11

**WHEREAS**, Resolution 2018-19 was approved by the Board of Directors on August 15, 2018; and

**WHEREAS**, the proposal submitted by Benefits Administrators has been withdrawn by the proposer;

**NOW, THEREFORE, BE IT RESOLVED**, that the Board of Directors of the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) hereby rescinds Resolution 2018-19.

\_\_\_\_\_  
Chairperson, Christian Motley\_\_\_\_\_  
Date



**RESOLUTION****TRANSIT AUTHORITY OF THE LEXINGTON-FAYETTE  
URBAN COUNTY GOVERNMENT****MOTION:** \_\_\_\_\_ **SECOND:** \_\_\_\_\_**DATE:** May 15, 2019 **RESOLUTION NO.:** 2019-12

**WHEREAS**, the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) issued RFQ 1814 for the provision of deferred compensation administrative services; and

**WHEREAS**, RFQ 1814 resulted in a proposal from one qualified proposer; and

**WHEREAS**, the proposal from Osborn, Carreiro & Associates, Inc. was determined to be responsive and offer a fair and reasonable price;

**NOW, THEREFORE, BE IT RESOLVED**, that the Board of Directors of the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) hereby authorizes and directs the General Manager to execute a contract with Osborn, Carreiro & Associates, Inc. to provide deferred compensation administrative services per the terms as set forth in RFQ 1814 and the proposal submitted by Osborn, Carreiro & Associates, Inc. which are incorporated herein by reference. Pricing for administrative services shall not exceed \$1,200 annually for years one through three of the contract and \$1,500 annually for years four and five. Additional work outside the basic scope of the engagement shall be charged at an hourly rate not to exceed \$250 per hour. The term of the contract awarded will be for five (5) years.

\_\_\_\_\_  
Chairperson, Christian Motley\_\_\_\_\_  
Date

# Greyhound Lexington KY

May 2019



# Greyhound Lexington KY

## How We Operate

**Operating Hours:** 7:30 AM-10:30 AM, 12:30PM-4:30 PM, 9:30 PM-10:30 PM, Daily including Holidays

**Total passengers:** 6 originating passengers in Lexington per schedule or 50 passengers daily

6 arriving passengers in Lexington per schedule or 45 passengers daily

9 passengers transfer from one schedule to another in Lexington daily

**Total daily bus schedules:** 8 total bus schedules operate in Lexington. Greyhound Lines has 5 daily departures providing service to our entire network in US, Canada, and Mexico with direct service to Atlanta, Louisville, Cincinnati. Miller Transportation has 3 daily departures serving Evansville, IN and Louisville, KY and many points in between.

**Greyhound Package Express:** 2 shipments per day

**Parking:** (1) space needed for package customer drop off. (2) 15-minute spaces for passenger drop. (1) employee parking spaces

**Employees:** One employee will be on duty ticket selling and baggage

### Future Operating Procedure

All schedules will have a 10-minute dwell time

Passengers continuing through Lexington will not disembark coach. Only passengers arriving and transferring in Lexington will disembark

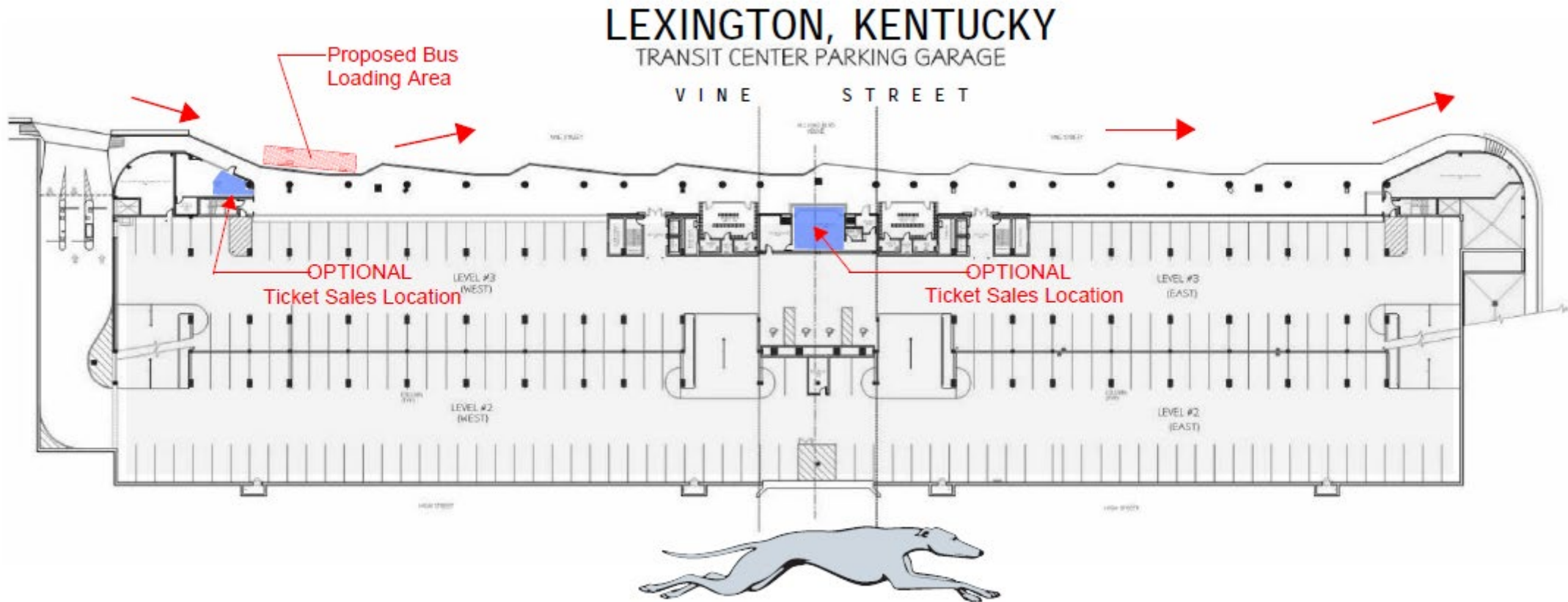
## Greyhound Lexington KY Time Occupancy

LEXINGTON, KY TIME OCCUPANCY AM

[illegible]

LEXINGTON, KY TIME OCCUPANCY PM

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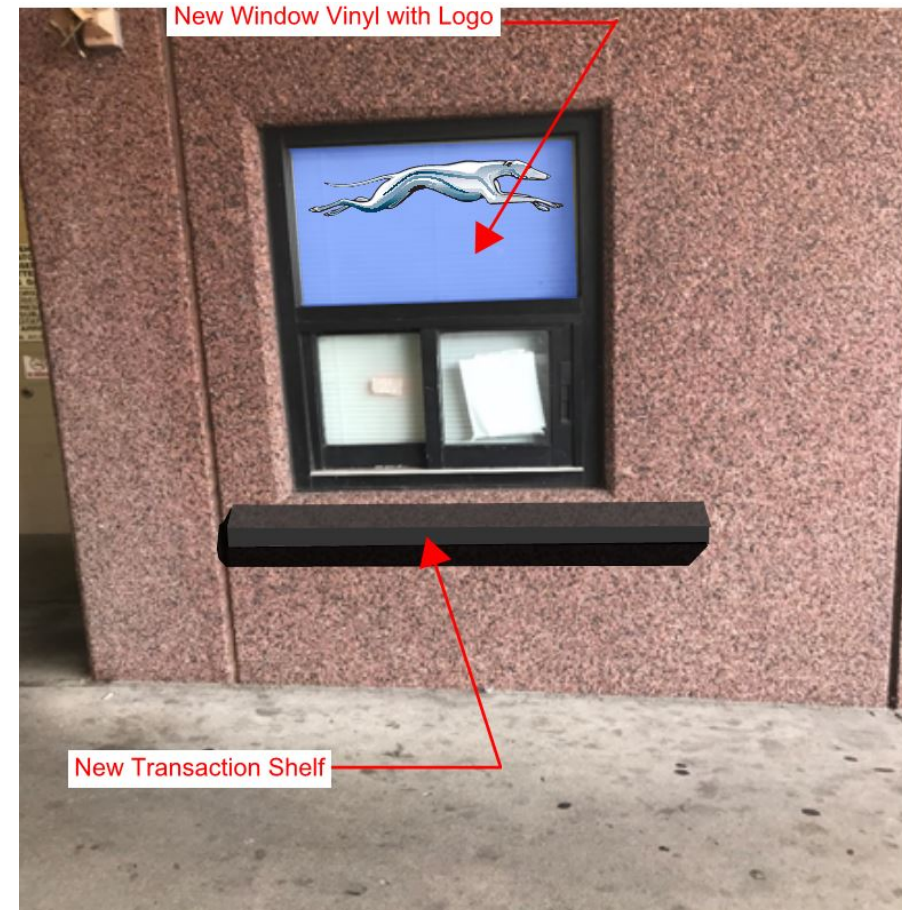




## Lextran Ticket Window Option



## Leased Space Option Lextran Center



Recent Transit Centers:



# Fayetteville, NC





Tucson, AZ







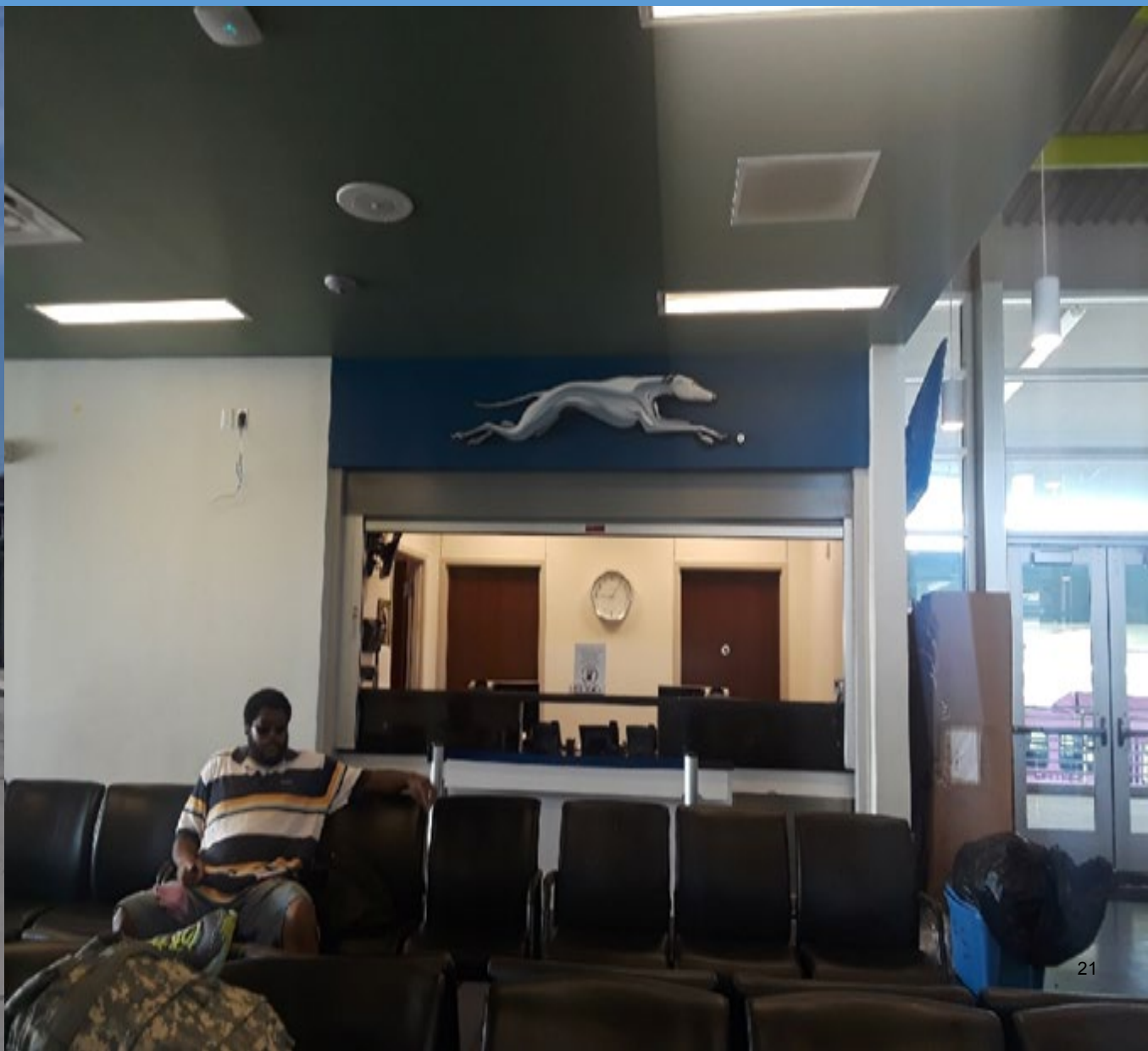








# Shreveport LA



**BALANCE SHEET**  
as of April 30, 2019

	Current Year-To-Date	Last Year-to-Date
<b>Assets</b>		
Current assets		
Operating Cash	\$14,699,006	\$13,682,539
Project Loan Account	\$1,145,044	\$1,145,044
Accounts receivable	\$3,982,320	\$1,832,239
Inventory	\$685,556	\$466,294
Net pension asset	\$1,063,260	\$1,331,841
Work in process	\$429,446	\$3,631,018
Prepaid	\$237,943	\$196,242
Total Current Assets	<u>\$22,242,575</u>	<u>\$22,285,218</u>
Long term note - Lextran Foundation Inc.	\$8,355,000	\$8,355,000
Net capital and related assets	\$26,076,849	\$26,305,147
<b>Total Assets</b>	<u><u>\$56,674,424</u></u>	<u><u>\$56,945,365</u></u>
<b>Liabilities</b>		
Current liabilities		
Accounts payable	\$2,702,844	\$2,851,164
Payroll liabilities	\$556,888	\$641,503
Short term note - Fifth Third Bank	\$934,624	\$906,854
Total Current Liabilities	<u>\$4,194,356</u>	<u>\$4,399,521</u>
Long term note - Fifth Third Bank	\$5,063,207	\$5,997,832
<b>Net Position</b>	\$47,416,862	\$46,548,012
<b>Total Liabilities and Net Position</b>	<u><u>\$56,674,424</u></u>	<u><u>\$56,945,365</u></u>



**STATEMENT OF REVENUES, EXPENSES AND CHANGE IN NET POSITION**
**April 2019**
**FY 2019**

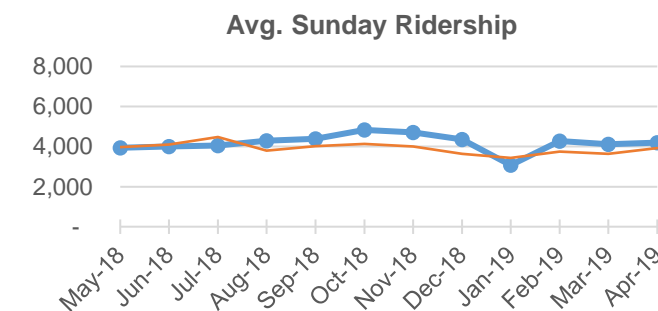
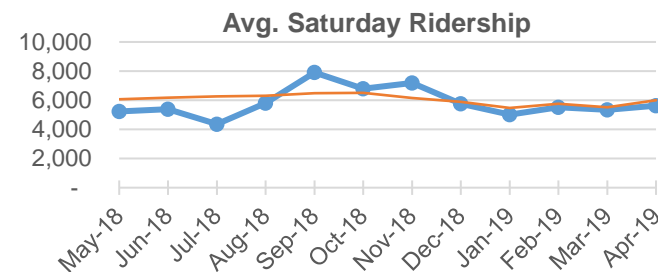
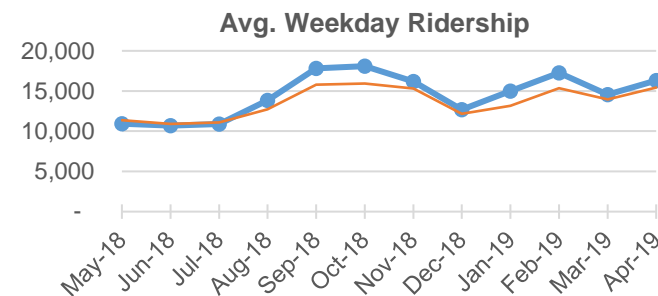
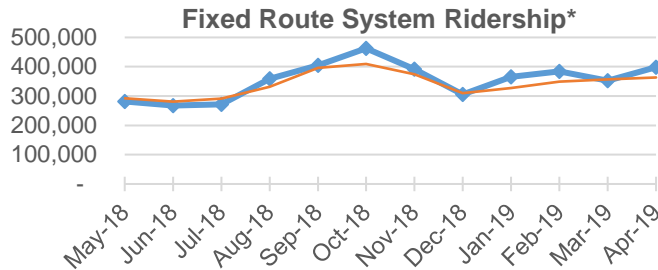
				<b>FY 2018</b>
<b>Revenues</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
Property taxes	\$18,199,849	\$17,184,125	\$1,015,724	\$17,347,382
Passenger revenue	\$1,097,124	\$1,141,917	(\$44,793)	\$1,100,516
Federal funds	\$3,904,931	\$3,904,931	\$0	\$3,982,702
State funds	\$465,500	\$100,000	\$365,500	\$350,000
Advertising revenue	\$260,000	\$260,000	\$0	\$263,107
Other revenue	\$2,026,128	\$2,036,244	(\$10,116)	\$1,821,791
<b>Total Revenues</b>	<b>\$25,953,532</b>	<b>\$24,627,216</b>	<b>\$1,326,316</b>	<b>\$24,865,499</b>
<b>Expenses</b>				
Wages	\$7,702,854	\$7,699,662	\$3,192	\$7,352,849
Fringe benefits	\$4,208,081	\$4,420,687	(\$212,606)	\$4,244,525
Professional services	\$1,274,067	\$1,256,161	\$17,906	\$769,882
Materials and supplies	\$969,423	\$805,167	\$164,256	\$1,020,099
Fuel-Diesel	\$858,026	\$881,583	(\$23,557)	\$785,378
Fuel-Other	\$232,688	\$245,833	(\$13,146)	\$208,847
Utilities - Facilities	\$212,386	\$306,250	(\$93,865)	\$276,548
Utilities - Electric Bus	\$63,766	\$71,750	(\$7,984)	\$73,131
Insurance	\$627,204	\$587,500	\$39,704	\$602,995
Fuel taxes	\$188,758	\$172,008	\$16,750	\$171,265
Paratransit Expenses	\$4,795,628	\$4,506,833	\$288,794	\$4,493,597
Vanpool Expenses	\$22,670	\$28,333	(\$5,663)	\$24,000
Dues and subscriptions	\$37,740	\$34,100	\$3,640	\$34,681
Travel, training and meetings	\$66,104	\$106,551	(\$40,447)	\$66,228
Media advertising	\$77,853	\$220,833	(\$142,980)	\$149,227
Miscellaneous	\$45,424	\$41,875	\$3,549	\$18,575
Interest Expense	\$160,599	\$158,683	\$1,915	\$185,268
Leases and rentals	\$668,520	\$668,183	\$337	\$657,905
Depreciation	\$3,011,323	\$3,011,323	\$0	\$3,251,363
<b>Total Expenses</b>	<b>\$25,223,113</b>	<b>\$25,223,316</b>	<b>(\$203)</b>	<b>\$24,386,364</b>
<b>Change in Net Position</b>	<b>\$730,419</b>	<b>(\$596,100)</b>	<b>\$1,326,519</b>	<b>\$479,135</b>

Notes:

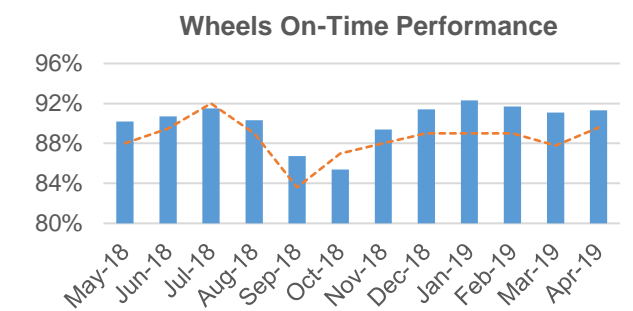
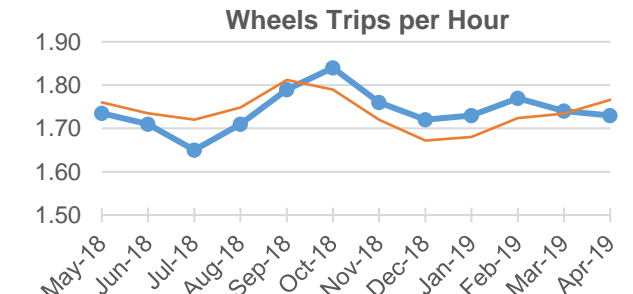
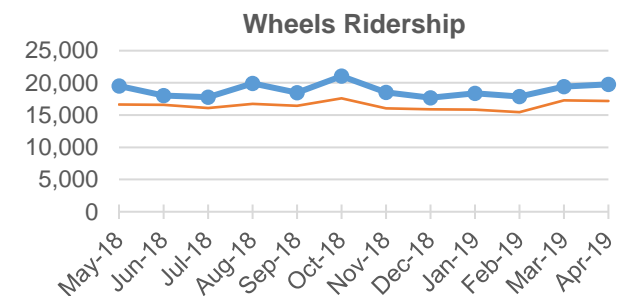
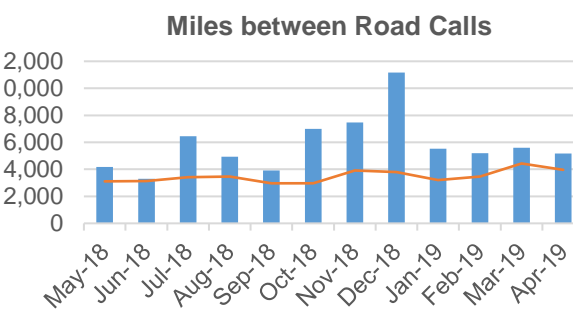
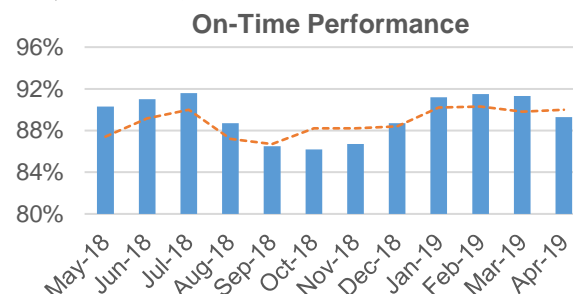
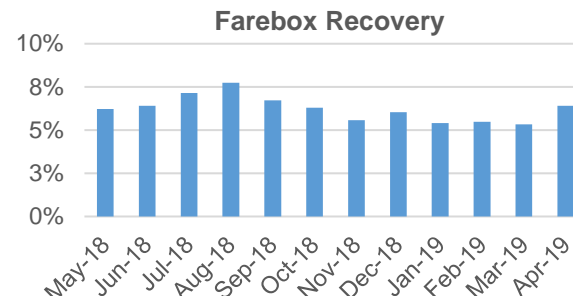
Average price of diesel fuel for FY2019 - \$2.23; Latest price of diesel fuel (May 9, 2019) - \$2.31

Latest price of CNG diesel gallon equivalent - \$1.25





Performance Indicator	Lextran Fixed Route System			Wheels		
	This Month	FY19 YTD	FY18 YTD	This Month	FY19 YTD	FY18 YTD
Total Ridership	398,193	3,695,953	3,384,158	19,768	188,941	176,299
Total Revenue Miles	161,318	1,542,683	1,435,272	140,750	1,360,065	1,355,022
Total Revenue Hours	17,094	164,223	164,039	11,446	108,358	105,610
Pass. per Mile	2.47	2.40	2.36	0.14	0.14	0.13
Pass. per Hour	23.29	22.51	20.36	1.73	1.74	1.67



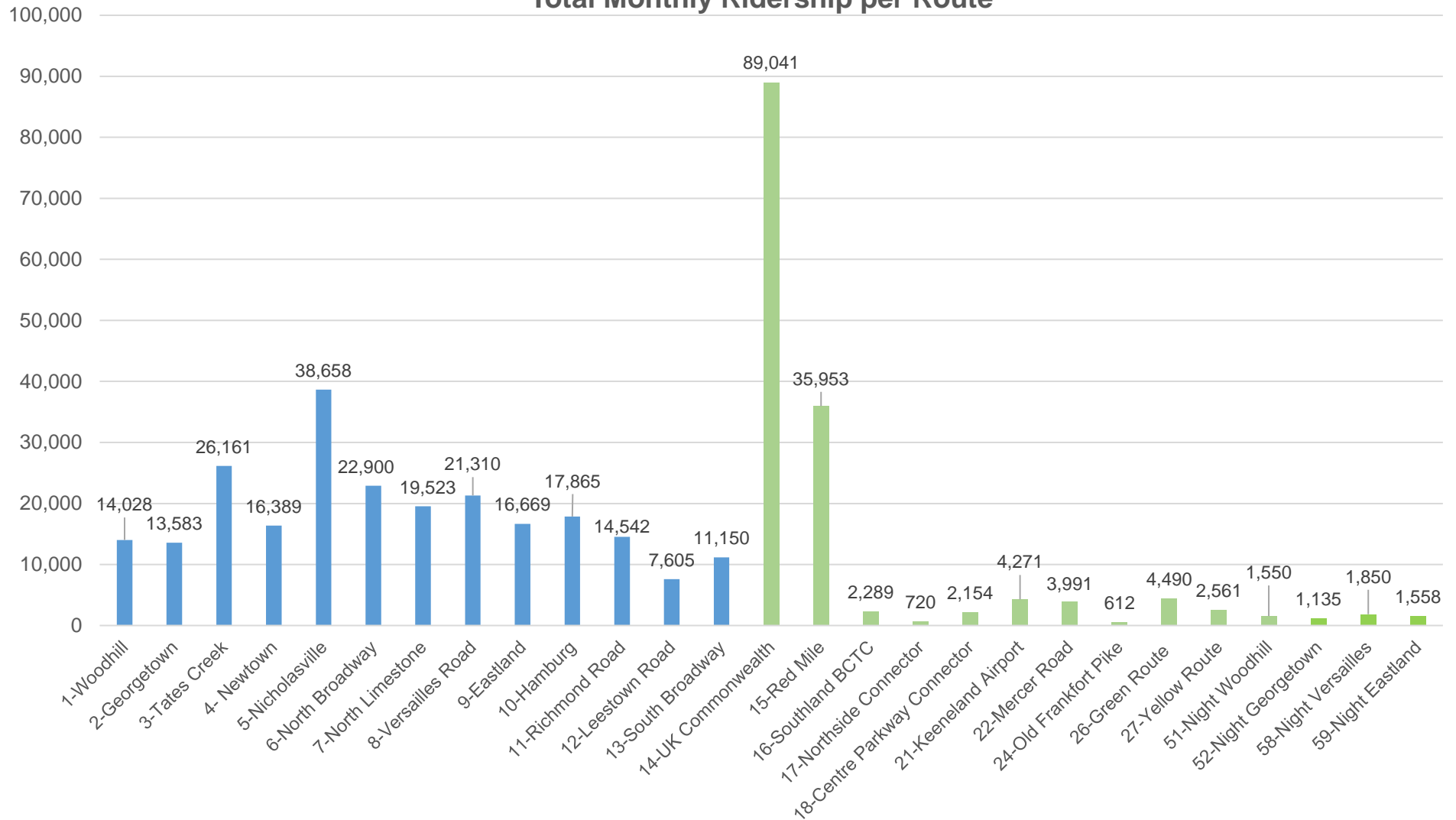
— Monthly average for the previous four years.

..... Monthly median for the previous four years.

\*Ridership for April and October used a mixture of farebox and automatic passenger count data.

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	\$75,353	\$63,852	\$84.90	2.93	28.33	\$3.00	15.3%	96.0%
6-North Broadway	\$80,129	\$68,346	\$82.87	3.15	27.77	\$2.98	14.7%	93.9%
7-North Limestone	\$74,261	\$64,898	\$85.03	2.89	25.58	\$3.32	12.6%	91.7%
5-Nicholasville	\$156,607	\$143,165	\$87.43	2.82	23.61	\$3.70	8.6%	85.2%
9-Eastland	\$68,711	\$61,823	\$82.76	3.05	22.31	\$3.71	10.0%	92.5%
1-Woodhill	\$69,994	\$64,646	\$93.53	2.03	20.30	\$4.61	7.6%	94.2%
11-Richmond Road	\$75,375	\$69,231	\$94.19	1.91	19.78	\$4.76	8.2%	98.0%
4- Newtown	\$84,683	\$78,104	\$93.46	1.96	19.61	\$4.77	7.8%	86.6%
13-South Broadway	\$60,748	\$56,822	\$95.44	1.83	18.73	\$5.10	6.5%	87.9%
2-Georgetown	\$74,032	\$68,749	\$92.57	1.92	18.29	\$5.06	7.1%	94.4%
3-Tates Creek	\$155,509	\$144,047	\$97.17	1.60	17.65	\$5.51	7.4%	87.9%
10-Hamburg	\$121,555	\$113,816	\$94.49	1.50	14.83	\$6.37	6.4%	84.3%
12-Leestown Road	\$71,462	\$68,092	\$103.29	0.96	11.54	\$8.95	4.7%	96.0%
14-UK Commonwealth	\$184,316	\$184,316	\$90.23	6.39	43.59	\$2.07	0.0%	NA
15-Red Mile	\$111,104	\$110,155	\$92.47	3.92	30.18	\$3.06	0.9%	83.6%
27-Yellow Route	\$8,583	\$8,583	\$88.85	4.12	26.51	\$3.35	0.0%	NA
26-Green Route	\$35,403	\$35,403	\$92.48	1.57	11.73	\$7.88	0.0%	NA
18-Centre Parkway Connector	\$43,224	\$41,335	\$108.46	0.42	5.65	\$19.19	4.4%	90.1%
17-Northside Connector	\$19,481	\$18,641	\$107.26	0.32	4.14	\$25.89	4.3%	95.1%
58-Night Versailles	\$8,800	\$7,852	\$107.85	1.63	25.41	\$4.24	10.8%	91.7%
59-Night Eastland	\$7,502	\$6,818	\$93.66	2.04	21.40	\$4.38	9.1%	94.7%
51-Night Woodhill	\$7,929	\$7,198	\$98.87	1.75	21.29	\$4.64	9.2%	80.7%
52-Night Georgetown	\$8,333	\$7,739	\$108.23	1.11	15.87	\$6.82	7.1%	89.9%
22-Mercer Road	\$32,525	\$30,704	\$98.28	1.18	12.78	\$7.69	5.6%	91.8%
16-Southland BCTC	\$27,000	\$26,193	\$96.01	0.90	8.39	\$11.44	3.0%	83.6%
21-Keeneland Airport	\$66,091	\$62,084	\$102.99	0.57	7.09	\$14.54	6.1%	86.0%
24-Old Frankfort Pike	\$17,582	\$16,992	\$93.62	0.39	3.37	\$27.76	3.4%	87.2%
<b>Total</b>	<b>\$1,746,291</b>	<b>\$1,629,603</b>	<b>\$92.60</b>	<b>2.37</b>	<b>22.31</b>	<b>\$4.15</b>	<b>6.7%</b>	<b>89.3%</b>
Note: Route 14 UK Commonwealth, Route 26 Green Route, and Route 27 Yellow Route do not collect fares.								
Note: Farebox revenues for night routes are allocated to their former route for December.								

### April 2019 Total Monthly Ridership per Route



### April Safety, Maintenance, and Operations Indicators

Indicator	Lextran Fixed Route System			Wheels		
	This Month	FY19 YTD	FY18 YTD	This Month	FY19 YTD	FY18 YTD
Preventable Accidents	2	21	35	1	20	15
Non-Preventable Accidents	2	31	49	0	14	13
Accident Frequency Rate	1.24	1.38	2.44	0.61	1.27	0.95
Accident Frequency Rate Goal*	1.75	1.75	1.75	2	2	2
Injury Frequency Rate	6.21	26.81	25.35	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	28	255	237	N/A	N/A	N/A
Days of Lost time	0	1,487	1,222	N/A	N/A	N/A
Workers Comp Claims	1	43	38	N/A	N/A	N/A
Miles Between Road Calls	5,172	5,794	3,409	N/A	N/A	N/A
Preventive Maintenance Inspections	47	402	373	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.

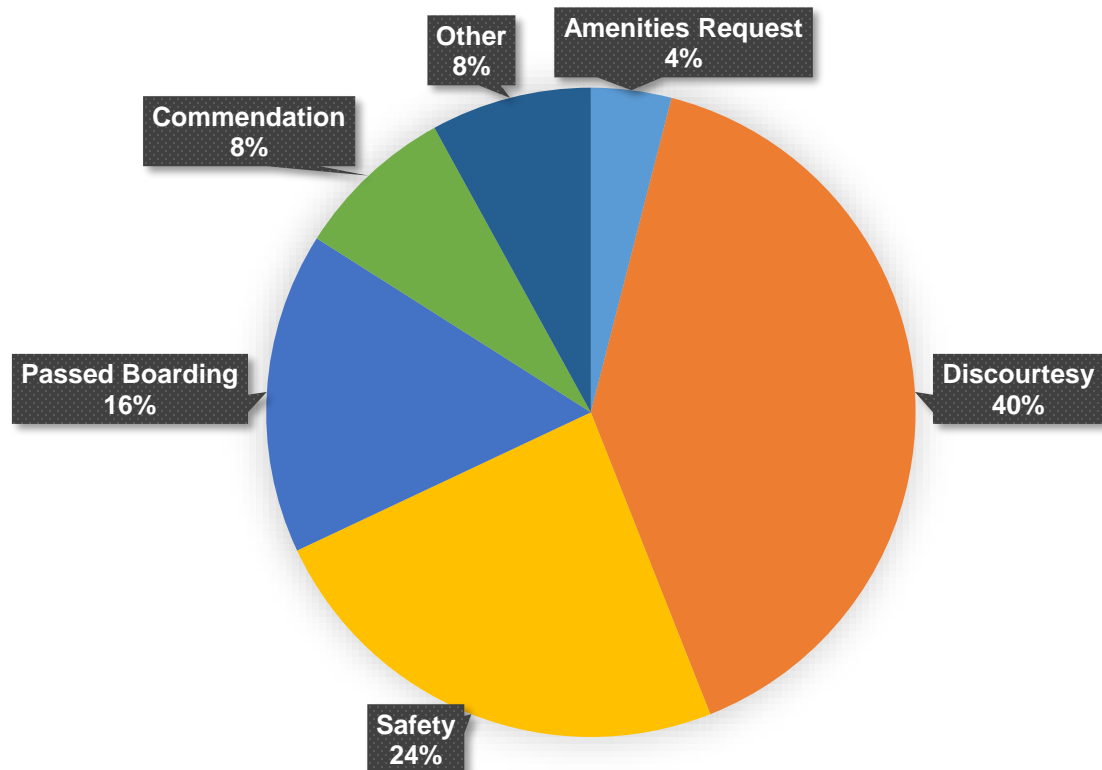
### April Call Logs

Comments by Type	Lextran Fixed Route System			Wheels		
	This Month	FY19 YTD	FY18 YTD	This Month	FY19 YTD	FY18 YTD
Total Commendations	2	17	3	0	25	19
Discourtesy	10	84	72	3	59	60
Late / Early	0	35	37	3	46	52
Safety	6	65	61	5	59	83
Passed	4	44	54	0	0	0
Other	2	22	36	0	0	0
Request: Information	0	7	3	0	2	1
Request: Service	0	4	15	0	0	0
Request: Amenities	1	10	5	0	0	0
Website	0	0	3	0	0	0
Total Calls into System	4,403	84,429*	127,994	19,492	207,340	216,676
Total Calls into IVR	36,865	422,009**	493,571	N/A	N/A	N/A
Average Length of Call	1:11	1:19	1:25	1:12	0:52	1:01
Average Time to Abandon	0:27	0:17	0:12	1:13	1:05	1:07

\*The call counting system malfunctioned causing data loss for the last two weeks of November.

\*\*The IVR system was down for ten days during March.

## Lextran Comments for April 2019



[The operator] does a great job and goes above and beyond for customers. She greets everyone personally and thanks each person that rides with her.

Bus 1704 rode the middle lane of Upper St all the way down not letting any cars around the bus to pass. There were 6-8 cars stuck behind the bus. This is unacceptable.

Bus 770 on Nicholasville Rd route pushed out into traffic when it shouldn't have. This caused all the other cars to have to push over into other lanes.

Customer called stating that the driver refused to turn off the air. States that the bus was very cold, and customers offered to open the windows, but driver told them no.

## MEMORANDUM

To: Board of Directors  
From: Carrie Butler, General Manager  
Date: May 15, 2019  
Re: General Manager's Report for the Period of April 2019

### Budget Statistics

Total revenue for April 2019, was \$804,399 and the expenditures totaled \$2,550,599. This resulted in a difference of (\$1,746,200) for the month. For a year to date comparison, with expenditures subtracted from revenues, the under budget variance is \$1,326,519.

### Community Involvement

- Safe Place Update Meeting – April 5
- Safety Awards Banquet – April 7
- 'How to Ride' Central Kentucky Recovery Center – April 9
- BCTC First Year Orientation – April 12
- 'How to Ride' Russell School Community Action – April 16
- Council District 2 Neighborhood Town Hall Georgetown – April 16
- Spotlight on Youth – Prevent Child Abuse Resource Fair – April 17
- Council District 2 Neighborhood Town Hall Meadowthorpe – April 23
- Voices of Hope Expungement Fair – April 24
- One Lexington Winburn Neighborhood Resource Bash – April 24
- National Get On Board for Public Transit Day and Rider Appreciation – April 25
- #LexGiveBack Week with Seedleaf at London Ferrell Community Garden – April 25
- iKnow Expo – April 27

### Labor Relations

On Friday April 26, the monthly Labor-Management Committee meeting was held. There was one grievance submitted in April.

### Meetings / Updates

In April, Lextran representatives participated in the following (external) meetings or engagements:

- Pedestrian Safety Working Group – April 4
- Commission for People with Disabilities Meeting – April 8
- Bluegrass Society for Human Resource Management Chapter Meeting – April 9
- LexPark & Greyhound – April 9
- LFUCG Congestion Management Committee – April 10
- LexArts Book Bench – April 11
- Kentucky Clean Fuels Coalition – April 12
- Proterra Site Visit – April 17

- Transit Presentation – UK College of Engineering Class – April 18
- Quarterly Paratransit Meeting – April 18
- Women Leading Kentucky – April 18
- Community Conversations on Ending Homelessness – April 19
- TANK/TARC/Lextran – April 19
- Federal Transit Administration – Region IV Webinar – April 22
- 2020 Census Conversation with Bluegrass Community Foundation – April 23
- LFUCG/MPO Transportation Policy Committee – April 24

### **National Get on Board for Public Transit Day**

On April 25<sup>th</sup> transit agencies across the country participated in a national advocacy day organized by APTA to encourage people to support public transit and showcase its benefits. Government officials, downtown businesses and Lextran employees were invited and encouraged to ride the bus to show their support for transit. A rider appreciation event was held at the Transit Center during morning rush hour providing riders with promotional giveaway items, donuts and passes to thank them for their patronage.

### **Procurement Update**

- An RFP for bus engine rebuilds was issued on February 11, 2019. Three proposals were received, but the pricing was not advantageous for Lextran. This RFP was republished on April 29, 2019 with a modified scope of work. This is now expected to be a July resolution.
- An RFP for body shop services was issued on February 18, 2019. This was intended to be an April resolution, but we did not receive sufficient responsive proposals. This RFP was republished with a slightly modified scope of work on April 22, 2019. This is now expected to be a July resolution.
- An RFP for customer service training and employee development was issued on February 25, 2019. The pre-proposal conference was held on March 14, 2019. Proposals were due April 4, 2019. Finalists have been interviewed. This is now expected to be a June resolution.
- An RFP for electric motor parts was issued on April 15, 2019. There will be a pre-proposal conference on May 2, 2019. Proposals are due May 24, 2019. This is expected to be a June resolution.
- An RFP for an employee compensation and classification study was published on April 22, 2019. The pre-proposal was held on May 10, 2019. Proposals are due June 6, 2019. This is expected to be a July resolution.
- An RFP for on-call architectural and engineering services was published on May 6, 2019. The pre-proposal will be held on May 17, 2019. Proposals are due June 19, 2019. This is expected to be a July resolution.
- An RFP for a technology consultant will be issued on May 20, 2019. The pre-proposal will be held on June 6, 2019. This is expected to be an August resolution.
- Work continues on an RFP for a customer service/community survey.
- Work has begun on an RFP for migrating Lextran's email server to Office 365.

**Recruitment Activities**

- Applications received: 95
  - Customer Service Representative: 5
  - Bus Operator: 25
  - Director of Transportation and Mobility Services: 32
  - Maintenance Mechanic-B: 2
  - Service Worker: 4
  - Transportation Supervisor: 3
  - Utility Worker: 24
- Interviews: 12
  - Customer Service Representative: 1
  - Administrative Projects Coordinator: 2
  - Transportation Supervisor: 3
  - Utility Worker: 3
  - Service Worker: 3
- New Hires: 0

**Training Activities**

- Post-Accident Remedial Session: 2
- Coaching Session: 2
- Smith Systems Defensive Driving Training: 12
- New Employee Onboarding Training: 15
  - Mechanics: 3
  - Service Workers: 3
  - Operators: 9



## LEXTRAN IN THE MEDIA – APRIL 2019

April 1, 2019 - Nice Try: Lextran Touts Ky's Rich Equine History in April Fool's Gag

<https://lex18.com/news/covering-kentucky/2019/04/01/nice-try-lextran-lextran-touts-kys-rich-equine-history-in-april-fools-gag/>

April 2, 2019 - Transportation Cabinet Awards \$4.1 Million to LFUCG and Lextran

<https://www.wtvq.com/2019/04/02/transportation-cabinet-awards-4-1-million-lfucg-lextran/>

April 2, 2019 - KYTC Awards \$4.1 Million in Federal Funding to LFUCG and Lextran

<https://lex18.com/news/covering-kentucky/2019/04/02/kytc-awards-4-1-million-in-federal-funding-to-lfucg-and-lextran/>

April 3, 2019 – WKYT Morning Broadcast

<https://twitter.com/WKYT/status/1113399601220988929>

April 4, 2019 – Kentucky Awards more than \$10 million to Transit's Clean Air Projects

<https://www.masstransitmag.com/bus/vehicles/hybrid-hydrogen-electric-vehicles/article/21074763/kentucky-awards-more-than-10-million-to-transits-clean-air-projects>

April 4, 2019 – Lexington-Fayette Urban County Government and Lextran will receive \$4.1 million

<https://www.aceweekly.com/2019/04/how-much-will-lexington-receive-in-the-congestion-mitigation-and-air-quality-fund/>

April 4, 2019 – Lextran Expands Service for Keeneland

<https://www.youtube.com/watch?v=MhAZVi5y4Ek>

April 23, 2019 – No Injuries in Crash Involving Lextran Bus, School Bus

<https://lex18.com/news/covering-kentucky/2019/04/23/no-injuries-in-crash-involving-lextran-bus-school-bus/>

April 24, 2019 – Lexington Mass Transit System Asking Riders to “Get on Board”

<https://www.weku.fm/post/lexington-mass-transit-system-asking-riders-get-board>