



BOARD OF DIRECTORS MEETING

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

June 19, 2019

5:00 pm.

TABLE OF CONTENTS

AGENDA.....	1
MINUTES	2-4
RESOLUTION 2019-13.....	5-6
RESOLUTION 2019-14.....	7-8
FINANCIAL STATEMENT	9-10
GENERAL MANAGER'S REPORT	11-13
KPIS	14-18
LEXTRAN IN THE MEDIA.....	19

BOARD OF DIRECTORS MEETING

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

June 19, 2019

5:00 p.m.

AGENDA

I.	Call to order	5:00
II.	Recognition of Karen Guy	
III.	Approval of Board Meeting Minutes	5:05 – 5:10
	a. May 15, 2019 Meeting	
IV.	Public Comment on Agenda Items / Public Hearing	5:10 – 5:20
V.	Chair’s Report	5:20 – 5:25
	a. Finance Committee Report	
VI.	Action Items	
	a. Resolution 2019-13 - Customer Service Training and Employee Development	5:25 – 5:45
	b. Resolution 2019-14 – Electric Motor Components	
VII.	Change Order	
VIII.	Old Business	5:45 – 5:55
	a. Follow up from Presentation with Greyhound	
IX.	New Business	5:55 – 6:00
X.	General Manager’s Report	
	a. Financial Statements	6:00 – 6:10
	b. General Manager’s Report	
	c. Key Performance Indicators	
XI.	Proposed Agenda Items	6:10 – 6:15
XII.	Closed Session	
XIII.	Adjournment	6:15

BOARD OF DIRECTORS MEETING

MINUTES

May 15, 2019

MEMBERS PRESENT

Christian Motley, Chair
George Ward, Vice Chair
Marci Krueger-Sidebottom
Peggy Henson
Adrienne Thakur
Rick Christman
Joseph Smith
Elias Haddad

MEMBERS ABSENT

Adrienne Thakur

STAFF PRESENT

Carrie Butler, General Manager
Jill Barnett, Assistant General Manager
Fred Combs, Director of Planning
Keith Srutowski, Director of Procurement
Dale Stone, Interim Director of Operations
Stephanie Hoke, Finance Coordinator
Alan Jones, Technology Coordinator
Matt Winkler, Planning Coordinator
Stephanie Hunt, Administrative Projects Coordinator

Jacob Walbourn, McBrayer Law Firm, Board Attorney

OTHERS PRESENT

Joseph David, Transportation Planner, LFUCG MPO
Matthew Gidcomb, KFTC - Kentuckians for the Commonwealth
Jon Heben, Midwest Area Manager, Greyhound Lines, Inc.

I. CALL TO ORDER

Mr. Motley called the May 15, 2019 Lextran Board of Directors meeting to order at 5:00 p.m.

II. APPROVAL OF MINUTES

Mr. Motley called for a motion to approve the minutes from the April 10, 2019 work session. Mr. Christman made a motion to approve the minutes, and it was seconded by Mr. Haddad. The motion carried unanimously.

Mr. Motley called for a motion to approve the minutes from the April 17, 2019 board meeting. Mr. Ward made a motion to approve the minutes, and it was seconded by Mr. Haddad. 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 – 2019-11 Administrative Services for Deferred Compensation- Ms. Butler reviewed the resolution that authorizes and directs the General Manager to rescind Resolution 2018-19 as previously approved on August 15, 2018. Benefits Administrators informed Lextran it was withdrawing its proposal due to the impending retirement of its key individual. Mr. Motley called for a motion. Ms. Krueger-Sidebottom made a motion and Ms. Henson seconded. The motion carried unanimously.

Resolution – 2019-12 Administrative Services for Deferred Compensation- Ms. Butler reviewed the resolution that authorizes and directs the General Manager to execute an agreement with Osborn, Carreiro, & Associates, Inc. for the provision of deferred compensation administrative services. The pricing offered was determined to be fair and reasonable and is recommended for contract award per the terms of their proposal and RFQ 1814. Mr. Motley called for a motion. Mr. Haddad made a motion and Ms. Krueger-Sidebottom 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

Mr. Heben reviewed the Greyhound presentation found on pages 9-21 of the May 15, 2019 board packet. An overview of Greyhound's location in Lexington was given for ridership totals and schedules. Greyhound would like the opportunity for ticket sales and passenger boarding at the transit center. There were scenarios presented for parking, bus loading, ticket sales, the timing of schedules, and space desired.

IX. GENERAL MANAGER'S REPORT

Ms. Hoke presented the financial statement, found on pages 22-23 of the May 15, 2019 board packet. Showing that the balance sheet is very comparable to last year and continuing to monitor the timing of grants and mass transit funds. The paratransit expense is showing over budget due to the increase in ridership and fuel cost. Diesel fuel continues to fluctuate and the cost of fuel is tracked daily, as most recently showing at \$2.29 per gallon.

Ms. Barnett reviewed the Key Performance Indicators found on pages 24-28 of the May 15, 2019 board packet.

Ms. Butler reviewed the General Manager's report found on pages 29-31 of the May 15, 2019 board packet.

X. PROPOSED AGENDA ITEMS

- Resolution: Electric motors
- Resolution: Customer service training

XI. CLOSED SESSION

There was no closed session.

XII. ADJOURNMENT

Mr. Motley called for a motion to adjourn the May 15, 2019 Lextran Board of Directors meeting. Ms. Henson made a motion and Mr. Haddad seconded. The meeting adjourned by consensus at 6:08 p.m.

June 19, 2019

TO: The Board of Directors

FROM: Carrie Butler, General Manager

SUBJECT: Resolution to Award a Contract for Customer Service Training and Employee Development

Attached is a resolution requesting authority to award a contract for the provision of customer service training and employee development.

RFP 1809 was issued February 25, 2019 with proposals received on April 4, 2019. A staff evaluation committee reviewed and approved the proposals for compliance and responsiveness. Responsive proposals were received from six (6) qualified proposers:

- Aikerson Consulting Group, Inc.
- Biz Library
- C Robinson Associates, Inc.
- Elevate USA Inc.
- Tooty Inc.
- TransPro Consulting LLC

An evaluation committee ranked the proposals received. Interviews were done with the top three (3) ranked proposers. Following the interviews, proposals were re-scored. C Robinson Associates, Inc. received the highest ranking and is recommended to be awarded the contract per the terms of their proposal and RFP 1809.

Pricing will be as follows:

- Assessment and Project Plan (one-time fee) – \$4,200
- Customer Service Foundations Workshop (all employees over 1 week) – \$25,500
- Communication Workshops Customization (one-time fee) – \$2,400
- Communication Workshops Delivery (4-5 hour workshop for 45-50 administrative employees over 3 days – \$12,750
- Customization of Additional Training Modules (one-time fee per module, 5 initial topics) – \$1,800
- Delivery of Additional Training Modules (45-75 minutes for 5-18 participants per module, up to 4 sessions per day) – \$3,500 per day
- Customization of Professional Development Workshops (one-time fee per workshop) – \$2,400-\$3,600
- Delivery of Professional Development Workshops (2 sessions per day, up to 12 participants per 3-4 hour session – \$4,200 per day

The term of the contract awarded will be for two (2) years with two (2) options for an additional year.

If you have any questions or wish to review RFP 1809 or the proposal from C Robinson Associates, Inc., please contact me at 255-7756.

RESOLUTION

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

MOTION: _____ **SECOND:** _____

DATE: June 19, 2019 **RESOLUTION NO.:** 2019-13

WHEREAS, the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) issued RFP 1809 for the provision of customer service training and employee development, and;

WHEREAS, RFP 1809 resulted in responsive proposals from six (6) qualified proposers, and;

WHEREAS, the proposal from C Robinson Associates, Inc. was the highest ranked proposal;

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 C Robinson Associates, Inc. for the provision of customer service training and employee development as per the terms of RFP 1809 and the proposal submitted by C Robinson Associates, Inc., which are incorporated herein by reference. Pricing will be as follows:

- Assessment and Project Plan (one-time fee) – \$4,200
- Customer Service Foundations Workshop (all employees over 1 week) – \$25,500
- Communication Workshops Customization (one-time fee) – \$2,400
- Communication Workshops Delivery (4-5 hour workshop for 45-50 administrative employees over 3 days – \$12,750
- Customization of Additional Training Modules (one-time fee per module, 5 initial topics) – \$1,800
- Delivery of Additional Training Modules (45-75 minutes for 5-18 participants per module, up to 4 sessions per day) – \$3,500 per day
- Customization of Professional Development Workshops (one-time fee per workshop) – \$2,400-\$3,600
- Delivery of Professional Development Workshops (2 sessions per day, up to 12 participants per 3-4 hour session – \$4,200 per day

The term of the contract shall be for two (2) years with two (2) options for an additional year.

Christian Motley – Chairperson

Date

June 19, 2019

TO: The Board of Directors

FROM: Carrie Butler, General Manager

SUBJECT: Resolution to Award a Contract for Electric Motors

Attached is a resolution requesting authority to award a contract for electric motors.

RFP 1907 was issued April 15, 2019 with proposals received on May 24, 2019. A staff evaluation committee reviewed and approved the proposals for compliance and responsiveness. Responsive proposals were received from three (3) qualified proposers:

- J&N Auto Electric
- Kirk's Automotive, Inc.
- Muncie Transit Supply

An evaluation committee ranked the proposals received. Kirk's Automotive, Inc. received the highest ranking and is recommended to be awarded the contract per the terms of their proposal and RFP 1907.

Pricing will be as follows:

- New Starter 10479228 – \$285.00
- Remanufactured Starter 10479228 – \$245.00 + \$50.00 core price
- New Alternator 50DN – \$995.00
- Remanufactured Alternator 50DN – \$675.00 + 100.00 core price
- New Alternator C703 – \$2,250.00
- Remanufactured Alternator C703 – \$1,225.00 + \$500.00 core price
- New Alternator C706 – \$2,150.00
- Remanufactured Alternator C706 – \$1,275.00 + \$200.00 core price
- New Alternator C803 – \$3,210.00
- Remanufactured Alternator C803 – \$1,900.00 + \$800.00 core price
- Remanufactured Evaporator Motor 1040323 – \$495.00 + \$250.00 core price
- Remanufactured Condenser Motor 1040476 – \$475.00 + \$100.00 core price
- Remanufactured Condenser Motor 1040740 – \$510.200 + \$250.00 core price
- New Evaporator Motor 1040792 – \$3,580.34

The core charge on remanufactured items is a deposit paid until the vendor receives the old part back. Once the old part is received, Lextran is credited that amount. The term of the contract awarded will be for one year with no options for an additional year.

If you have any questions or wish to review RFP 1907 or the proposal from Kirk's Automotive, Inc., please contact me at 255-7756.

RESOLUTION

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

MOTION: _____ **SECOND:** _____

DATE: June 19, 2019 **RESOLUTION NO.:** 2019-14

WHEREAS, the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) issued RFP 1907 for the provision of electric motors, and;

WHEREAS, RFP 1907 resulted in responsive proposals from three (3) qualified proposers, and;

WHEREAS, the proposal from Kirk’s Automotive, Inc. was the highest ranked proposal;

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 Kirk’s Automotive, Inc. for the provision of electric motors as per the terms of RFP 1907 and the proposal submitted by Kirk’s Automotive, Inc., which are incorporated herein by reference. Pricing will be as follows:

- New Starter 10479228 – \$285.00
- Remanufactured Starter 10479228 – \$245.00 + \$50.00 core price
- New Alternator 50DN – \$995.00
- Remanufactured Alternator 50DN – \$675.00 + 100.00 core price
- New Alternator C703 – \$2,250.00
- Remanufactured Alternator C703 – \$1,225.00 + \$500.00 core price
- New Alternator C706 – \$2,150.00
- Remanufactured Alternator C706 – \$1,275.00 + \$200.00 core price
- New Alternator C803 – \$3,210.00
- Remanufactured Alternator C803 – \$1,900.00 + \$800.00 core price
- Remanufactured Evaporator Motor 1040323 – \$495.00 + \$250.00 core price
- Remanufactured Condenser Motor 1040476 – \$475.00 + \$100.00 core price
- Remanufactured Condenser Motor 1040740 – \$510.200 + \$250.00 core price
- New Evaporator Motor 1040792 – \$3,580.34

The term of the contract shall be for one (1) year with no options for an additional year.

Christian Motley – Chairperson

Date

BALANCE SHEET

as of May 31, 2019

	Current Year-To-Date	Last Year-to-Date
Assets		
Current assets		
Operating Cash	\$13,401,918	\$12,390,146
Project Loan Account	\$1,145,044	\$1,145,044
Accounts receivable	\$3,996,759	\$1,836,473
Inventory	\$676,404	\$487,579
Net pension asset	\$1,063,260	\$1,331,841
Work in process	\$491,044	\$3,746,465
Prepaid	\$132,702	\$86,786
Total Current Assets	\$20,907,132	\$21,024,335
Long term note - Lextran Foundation Inc.	\$8,355,000	\$8,355,000
Net capital and related assets	\$25,794,676	\$25,966,385
Total Assets	\$55,056,808	\$55,345,720
Liabilities		
Current liabilities		
Accounts payable	\$2,943,316	\$2,663,617
Payroll liabilities	\$643,672	\$689,141
Short term note - Fifth Third Bank	\$936,976	\$909,137
Total Current Liabilities	\$4,523,964	\$4,261,895
Long term note - Fifth Third Bank	\$4,984,042	\$5,921,018
Net Position	\$45,548,802	\$45,162,807
Total Liabilities and Net Position	\$55,056,808	\$55,345,720



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

				FY 2018
Revenues	Actual	Budget	Variance	Actual
Property taxes	\$18,572,427	\$17,811,938	\$760,490	\$17,987,522
Passenger revenue	\$1,203,055	\$1,255,008	(\$51,953)	\$1,206,469
Federal funds	\$3,904,931	\$3,904,931	\$0	\$4,000,000
State funds	\$465,500	\$100,000	\$365,500	\$538,000
Advertising revenue	\$262,377	\$260,000	\$2,377	\$263,679
Other revenue	\$2,233,645	\$2,240,306	(\$6,660)	\$2,002,217
Total Revenues	\$26,641,936	\$25,572,182	\$1,069,754	\$25,997,887
Expenses				
Wages	\$8,467,153	\$8,469,628	(\$2,475)	\$8,075,891
Fringe benefits	\$4,638,631	\$4,864,812	(\$226,182)	\$4,696,435
Professional services	\$1,361,388	\$1,377,959	(\$16,571)	\$859,955
Materials and supplies	\$1,090,857	\$885,683	\$205,174	\$1,112,460
Fuel-Diesel	\$946,305	\$969,742	(\$23,437)	\$869,762
Fuel-Other	\$254,865	\$270,417	(\$15,551)	\$229,655
Utilities - Facilities	\$248,354	\$336,875	(\$88,521)	\$300,122
Utilities - Electric Bus	\$70,900	\$78,925	(\$8,025)	\$79,321
Insurance	\$694,717	\$646,250	\$48,467	\$661,260
Fuel taxes	\$206,260	\$189,209	\$17,051	\$188,600
Paratransit Expenses	\$5,298,269	\$4,957,517	\$340,752	\$4,997,173
Vanpool Expenses	\$24,770	\$31,166	(\$6,396)	\$32,395
Dues and subscriptions	\$39,176	\$34,550	\$4,626	\$34,956
Travel, training and meetings	\$74,983	\$117,207	(\$42,224)	\$84,402
Media advertising	\$112,256	\$242,917	(\$130,660)	\$160,087
Miscellaneous	\$46,417	\$46,063	\$355	\$19,272
Interest Expense	\$175,606	\$174,552	\$1,054	\$202,558
Leases and rentals	\$735,172	\$735,002	\$170	\$723,496
Depreciation	\$3,293,496	\$3,293,496	\$0	\$3,576,160
Total Expenses	\$27,779,576	\$27,721,968	\$57,608	\$26,903,958
Change in Net Position	(\$1,137,640)	(\$2,149,786)	\$1,012,146	(\$906,071)

Notes:

Average price of diesel fuel for FY2019 - \$2.23; Latest price of diesel fuel (June 11, 2019) - \$2.05

Latest price of CNG diesel gallon equivalent - \$1.09

MEMORANDUM

To: Board of Directors
From: Carrie Butler, General Manager
Date: June 19, 2019
Re: General Manager's Report for May 2019

Budget Statistics

Total revenue for May 2019, was \$688,403 and the expenditures totaled \$2,556,463. This resulted in a difference of (\$1,868,059) for the month. For a year to date comparison, with expenditures subtracted from revenues, the under budget variance is \$1,012,146.

Community Involvement

- 'How to Ride' Lutheran School of Lexington Transportation Unit – May 8
- 'How to Ride' Salvation Army – May 9
- Social Media Collaboration on Advocacy for Infrastructure Week – May 13-17
- 'How to Ride' Eastern Ave Sober Living – May 15
- APTA International Roдео Competition in Louisville – May 17
- Summer Youth Job Training Interviews – May 21
- 'Greenfest' Bluegrass GreenSource – May 25
- Interview with Safe Streets for LexGoGreen Radio in Spanish – May 28
- Disadvantaged Business Enterprise & Procurement Public Lunch and Learn – May 29
- BCTC First Year Orientation – May 31

Labor Relations

In lieu of the monthly Labor-Management committee meeting, a subcommittee met on May 17 to discuss ways to improve attendance. The full Labor-Management committee will meet in June. There was one grievance filed in May.

Meetings / Updates

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

- Pedestrian Safety Working Group – May 2
- Senior Services Commission – May 3
- ONE Lexington Meeting – May 6
- Bluegrass Community Action Partnership – May 6
- Annual Budget Presentation to Urban County Council – May 7
- Commission for People with Disabilities Meeting – May 13
- Meeting with CM Worley – May 14
- Meeting and Tour with CM Ellinger – May 15
- Meeting with University of Montana staff – May 24

APTA International Roadeo Competition/Mobility Conference

On May 19th, Operator Mike Burnett competed in the APTA International Roadeo for the 5th year in a row. The Roadeo was hosted by TARC in Louisville and many Lextran staff were able to attend to support him. The Roadeo was followed by the APTA Mobility Conference May 20-22, where Lextran staff were able to participate in informational sessions and network with other transit agencies. In addition, Jill Barnett served as moderator for a Small Operators panel session (APTA considers transit systems operating fewer than 100 fixed route buses to be “small operators”).

New Employee Graduation

On May 10, a graduation ceremony was held for new employees in the Operations and Maintenance departments following the completion of their training. Those employees are Operators Carrie Snell, Austin Madry, Jennifer Hall, Jackie Szadkowski, Devonta Fee, Gregory James, Jaquan Mitchell, Anthony Simpson, and Crystal Smith; and Maintenance employees Cameron Womack, Lonzell Hampton, and John James.

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 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 or August resolution.
- An RFP for a technology consultant was published on May 20, 2019. The pre-proposal was held on June 6, 2019. Proposals are due June 27, 2019. This is expected to be an August resolution.
- An RFP for migrating Office 365 was published on June 3, 2019. The pre-proposal conference will be held on June 20, 2019. Proposals are due July 18, 2019. This is expected to be an August resolution.
- Work continues on an RFP for a customer service/community survey.

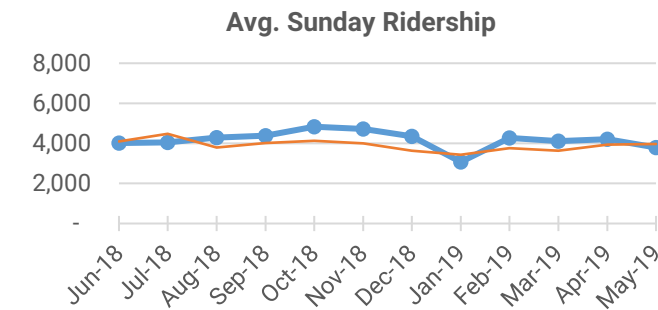
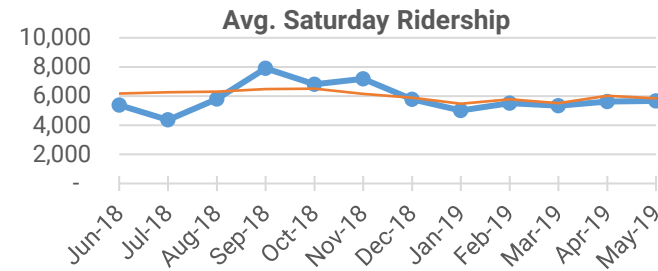
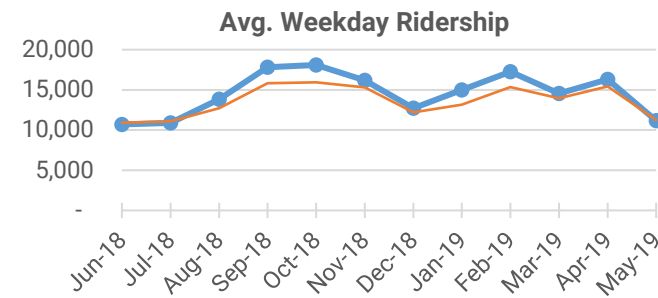
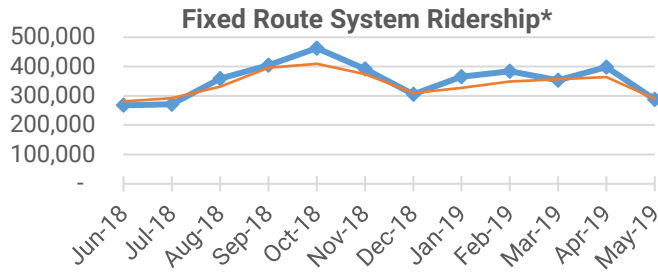
Recruitment Activities

- Applications received: 33
 - Bus Operator: 26
 - Director of Transportation and Mobility Services: 1
 - Maintenance Mechanic-B: 6
- Interviews: 13
 - Bus Operator: 9
 - Director of Transportation and Mobility Services: 4

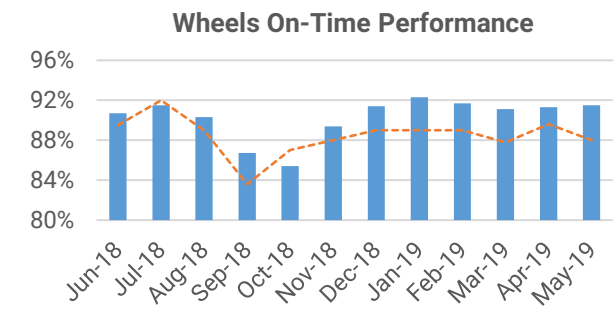
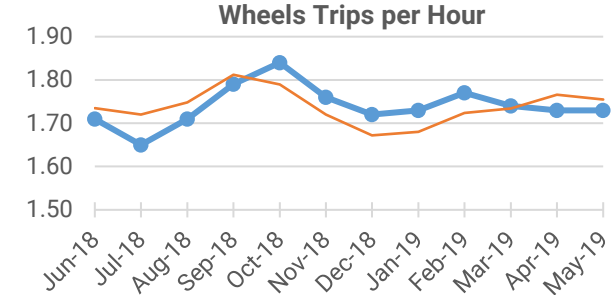
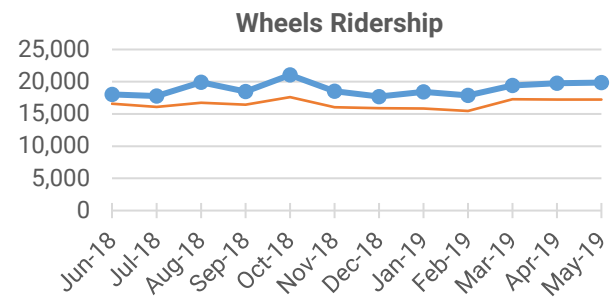
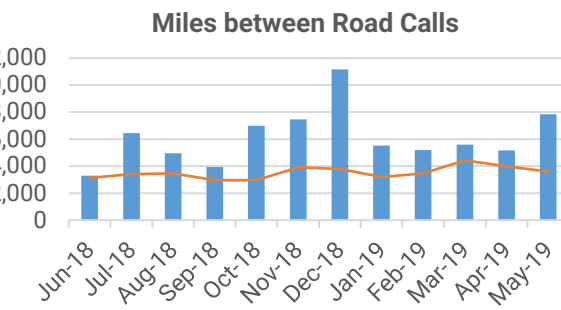
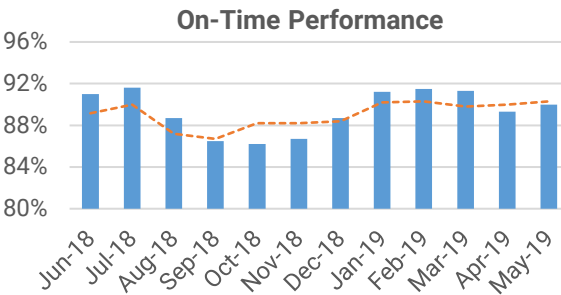
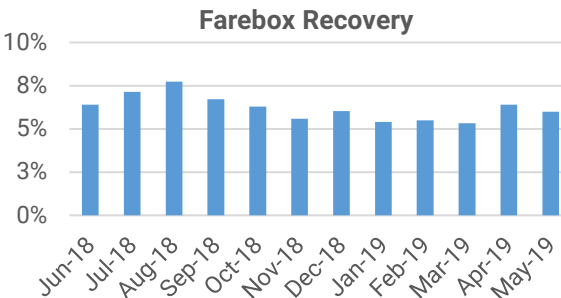
- New Hires: 6
 - Service Worker: 1
 - Utility Worker: 2
 - Administrative Projects Coordinator: 1
 - Customer Service Representative: 2
 - Transportation Supervisor: 2

Training Activities

- Post-Accident Remedial Session: 4
- Coaching Session: 2
- Operator Return to Work Training Session: 5
- New Administrative Training: 3
- Graduated from Training:
 - Operators: 9
 - Mechanics: 2
 - Transportation Supervisors: 2



Performance Indicator	Lextran Fixed Route System			Wheels		
	This Month	FY19 YTD	FY18 YTD	This Month	FY19 YTD	FY18 YTD
Total Ridership	287,625	3,983,578	3,665,660	19,860	208,801	195,802
Total Revenue Miles	156,858	1,699,541	1,576,904	142,120	1,502,185	1,500,923
Total Revenue Hours	16,453	180,676	179,758	11,463	119,821	116,848
Pass. per Mile	1.83	2.34	2.32	0.14	0.14	0.13
Pass. per Hour	17.48	22.05	20.39	1.73	1.74	1.68



— Monthly average for the previous four years.

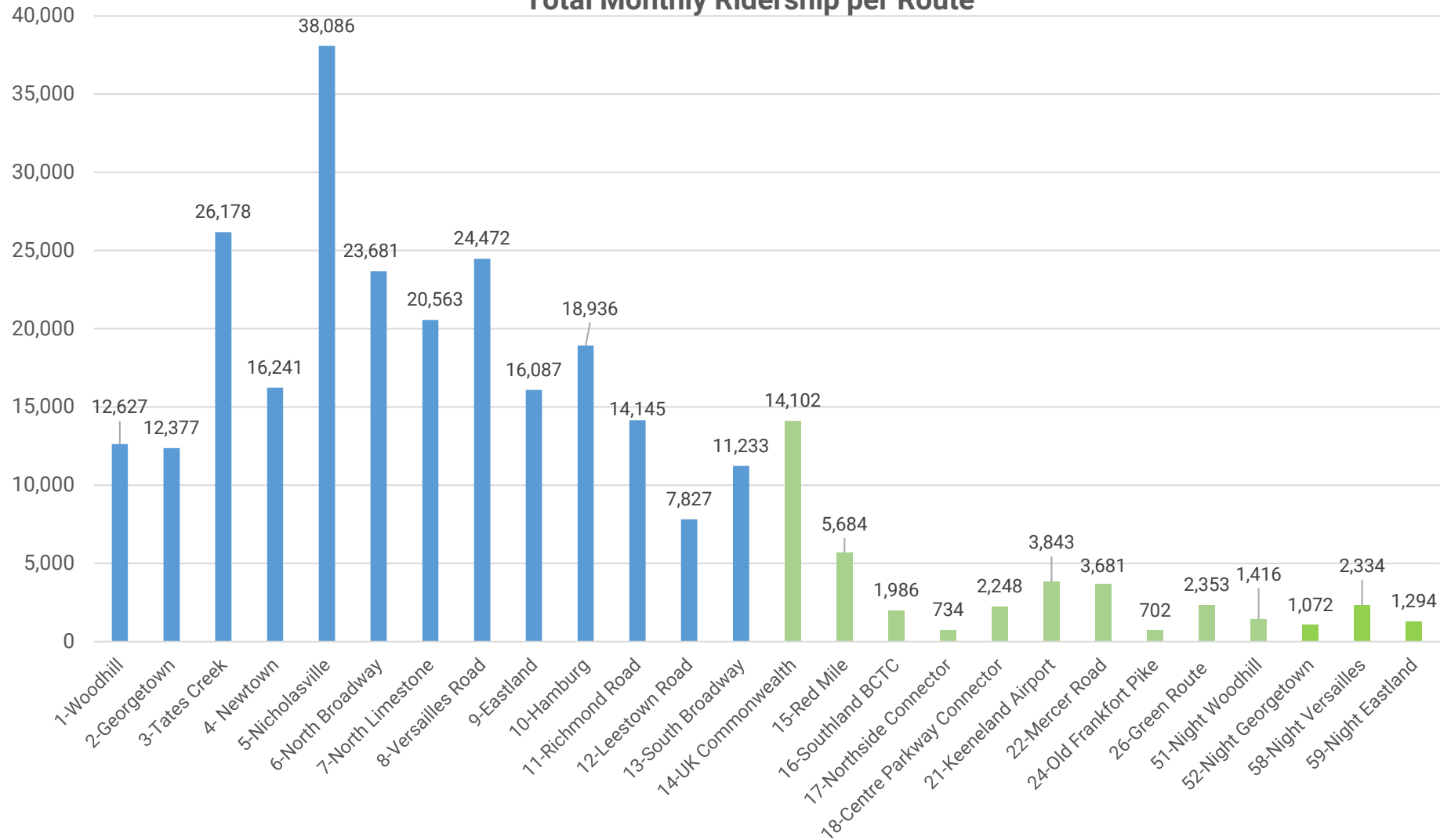
- - - Monthly median for the previous four years.

*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	\$82,065	\$70,777	\$92.11	3.31	31.85	\$2.89	13.8%	94.5%
6-North Broadway	\$87,456	\$76,866	\$91.23	3.21	28.11	\$3.25	12.1%	90.2%
7-North Limestone	\$81,043	\$72,624	\$93.14	3.00	26.37	\$3.53	10.4%	93.9%
5-Nicholasville	\$171,123	\$158,929	\$95.00	2.73	22.77	\$4.17	7.1%	90.5%
9-Eastland	\$75,298	\$69,423	\$90.96	2.89	21.08	\$4.32	7.8%	91.6%
4- Newtown	\$92,153	\$86,295	\$101.08	1.91	19.02	\$5.31	6.4%	84.3%
11-Richmond Road	\$81,957	\$76,217	\$101.50	1.83	18.84	\$5.39	7.0%	95.3%
13-South Broadway	\$66,076	\$62,199	\$102.26	1.82	18.47	\$5.54	5.9%	93.4%
1-Woodhill	\$76,172	\$71,115	\$100.71	1.80	17.88	\$5.63	6.6%	92.9%
3-Tates Creek	\$168,829	\$158,199	\$104.46	1.58	17.28	\$6.04	6.3%	89.4%
2-Georgetown	\$80,655	\$75,964	\$100.12	1.72	16.31	\$6.14	5.8%	94.4%
10-Hamburg	\$132,315	\$125,206	\$101.74	1.57	15.39	\$6.61	5.4%	82.1%
12-Leestown Road	\$77,415	\$74,461	\$110.57	0.97	11.62	\$9.51	3.8%	95.9%
14-UK Commonwealth	\$102,330	\$102,330	\$96.87	1.97	13.35	\$7.26	0.0%	NA
26-Green Route	\$28,328	\$28,328	\$107.27	0.91	8.91	\$12.04	0.0%	NA
18-Centre Parkway Connector	\$46,690	\$44,886	\$115.29	0.43	5.77	\$19.97	3.9%	88.1%
15-Red Mile	\$121,627	\$121,012	\$99.44	0.61	4.67	\$21.29	0.5%	89.1%
17-Northside Connector	\$21,059	\$20,402	\$114.90	0.32	4.13	\$27.80	3.1%	89.3%
58-Night Versailles	\$9,469	\$8,556	\$115.05	2.02	31.38	\$3.67	9.6%	84.8%
51-Night Woodhill	\$8,587	\$8,005	\$107.63	1.57	19.04	\$5.65	6.8%	81.5%
59-Night Eastland	\$8,155	\$7,619	\$102.44	1.67	17.40	\$5.89	6.6%	93.3%
52-Night Georgetown	\$8,986	\$8,485	\$116.15	1.03	14.68	\$7.91	5.6%	91.3%
22-Mercer Road	\$35,328	\$33,782	\$105.85	1.07	11.53	\$9.18	4.4%	93.3%
21-Keeneland Airport	\$40,292	\$37,880	\$109.44	0.90	11.10	\$9.86	6.0%	93.2%
16-Southland BCTC	\$29,430	\$28,755	\$103.17	0.77	7.13	\$14.48	2.3%	89.1%
24-Old Frankfort Pike	\$19,193	\$18,674	\$100.71	0.44	3.79	\$26.60	2.7%	90.0%
Total	\$1,752,032	\$1,646,990	\$100.10	1.81	17.26	\$5.80	6.0%	90.2%

Note: Route 14 UK Commonwealth, Route 26 Green Route, and Route 27 Yellow Route do not collect fares.

May 2019 Total Monthly Ridership per Route



May 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	3	24	36	1	21	15
Non-Preventable Accidents	1	32	52	3	17	16
Accident Frequency Rate	1.91	1.43	2.28	0.61	1.21	0.86
Accident Frequency Rate Goal*	1.75	1.75	1.75	2	2	2
Injury Frequency Rate	33.39	27.37	23.18	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	283	267	N/A	N/A	N/A
Days of Lost time	0	1,584	1,371	N/A	N/A	N/A
Workers Comp Claims	5	48	39	N/A	N/A	N/A
Miles Between Road Calls	7,843	5,794	3,465	N/A	N/A	N/A
Preventive Maintenance Inspections	45	447	408	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

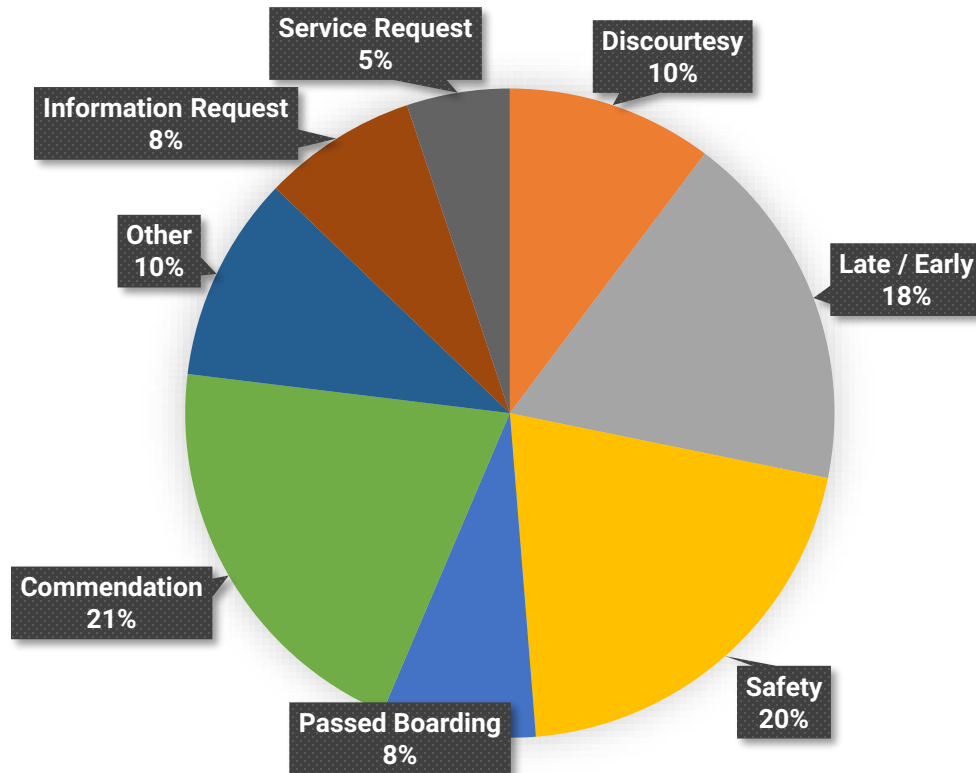
Comments by Type	Lextran Fixed Route System			Wheels		
	This Month	FY19 YTD	FY18 YTD	This Month	FY19 YTD	FY18 YTD
Total Commendations	2	17	4	2	27	23
Discourtesy	10	84	79	6	65	67
Late / Early	0	35	40	10	56	59
Safety	6	65	69	3	62	89
Passed	4	44	57	0	0	0
Other	2	22	41	0	0	0
Request: Information	0	7	3	0	2	1
Request: Service	0	4	16	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*	139,659	***	***	238,319
Total Calls into IVR	36,865	422,009**	538,766	N/A	N/A	N/A
Average Length of Call	1:11	1:19	1:26	***	***	1:01
Average Time to Abandon	0:27	0:17	0:13	***	***	1:10

*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.

***Wheels data was not available at the time this report was created.

Lextran Comments for May 2019



The gentleman that drives the N. Limestone route is one of the nicest people in the universe. Like all the other drivers, he waits until you are situated before leaving and always tells people to be safe and take their time getting on.

A customer called to say that the operator of 1603 was driving recklessly in and out of traffic.

A customer asked why 1601 is frequently on Hamburg and stated that it is regularly late and makes her late for work.

A Customer reported that a bus operator spoke to them in a very rude manner. The customer says they were trying to ask a question and the operator had bad attitude.

LEXTRAN IN THE MEDIA – MAY 2019

May 8, 2019 – Lextran outlined its budget to city council Tuesday

<https://www.weku.fm/post/lextran-outlined-its-budget-city-council-tuesday>

May 16, 2019 - UK Appreciation Day to Celebrate Staff, Faculty May 23

<https://uknow.uky.edu/professional-news/uk-appreciation-day-celebrate-staff-faculty-may-23>

May 16, 2019 – What’s open, what’s closed, what’s happening Memorial Day in Lexington 2019

<https://www.aceweekly.com/2019/05/whats-open-whats-closed-whats-happening-memorial-day-in-lexington-2019/>

May 24, 2019 – Memorial Day Service, Parking Control Changes

<https://uknow.uky.edu/campus-news/memorial-day-bus-service-parking-control-changes>