



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

August 16, 2017
5:00 PM

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200 West Loudon Ave.
Lexington, KY 40508
859-255-7756
Fax: 859-233-9446
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Agenda
Board of Directors
Transit Authority of the Lexington-Fayette Urban County Government
200 West Loudon Avenue - Lexington, KY 40508

August 16, 2017

- | | | |
|-------|---|-------------|
| I. | Call to order | 5:00 |
| II. | Approval of Board Meeting Minutes | 5:00 — 5:05 |
| | i. July 19, 2017 | |
| III. | Public Comment on Agenda Items / Public Hearing | 5:05 — 5:10 |
| IV. | Chair's Report | 5:10 — 5:25 |
| V. | Action Items | 5:25 — 5:25 |
| | NONE | |
| VI. | Old Business | 5:25 — 5:40 |
| | i. Update on Service Modifications | |
| VII. | General Manager's Report | 5:40 — 5:45 |
| | i. Financial Statement | |
| | ii. General Managers Report | |
| | iii. Key Performance Indicators | |
| VIII. | Proposed Agenda Items | 5:45 — 5:50 |
| IX. | Closed Session | |
| X. | Adjournment | 5:50 — |



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

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

July 19, 2017

MEMBERS PRESENT

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

MEMBERS ABSENT

Jeff Fugate

STAFF PRESENT

Jill Barnett, Assistant General Manager
Fred Combs, Planning and Technology Manager
Jim Barrett, Director of Maintenance
Geri Davidson, Director of Human Resources
Nikki Falconbury, Director of Finance
John Givens, Director of Risk Management
Keith Srutowski, Director of Purchasing
Ronda Brooks, Administrative Assistant

STAFF ABSENT

Carrie Butler, General Manager
Mary Kate Gray, Community Relations Manager
Tracy Sewell, Director of Operations

OTHERS PRESENT

David Sams, Lextran Service Worker
Joseph David, Transportation Planner, LFUCG, MPO
Max Conyers, Transportation Planning Manager, LFUCG, MPO
Steven D. Richardson, Lextran Mechanic and Local 639 – Amalgamated Transit Union President
Patricia Byrd, Lextran Bus Operator and Local 639 – Amalgamated Transit Union Secretary
Matthew Gidcomb, Citizen

I. CALL TO ORDER

Mr. Ratchford called the July 19, 2017 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 June 21, 2017 board meeting. A motion to approve the minutes was made by Ms. Krueger-Sidebottom and seconded by Mr. Christman. The minutes were approved unanimously.

III. PUBLIC COMMENT

Steven Richardson, Lextran Mechanic and President, Local Union 639 – Mr. Richardson addressed the board, referencing a handout that he distributed to members regarding turnover rate at Lextran.

Union Report to Lextran Board

Wednesday, July 19, 2017

- (23) Operations write-ups in June
- (6) Maintenance write-ups in June
- Grievances: 4 in Maintenance – 1 in Operations
 1. Supervisors doing Union Mechanic's work – at lawyer's office
 2. Forced Overtime
 3. Union member not getting paid for Holidays (pending)
 4. William Evans – suspension (pending)
 5. Mechanics tool allowance (pending)
- One mechanic serving a two (2) week suspension

As Mr. Sams has said before we need another avenue for Lextran employees to go to with complaints to this board, because they don't feel comfortable coming in here with their supervisors listening to them complain. They won't come in here, I've tried, they won't do it due to retaliation. This is the second time I know of that this has been brought up. We need another avenue for employees to be able to tell you about what is going on with management and supervisors. You're only hearing one side of the story, their side. You're hearing my side, and of course you might say "I'm the union president I'm supposed to be doing this." I want you to hear it from the employee themselves about this kind of stuff, and they don't feel comfortable coming in here doing it in front of them. So I'm urging you to find some way that we can get these people to speak to you board members about exactly why the morale and turnover rate is so bad here at Lextran. Thank you.

Mr. Ratchford questioned if the Lighthouse online system goes directly to board chair and the general manager. Ms. Barnett responded the information goes to legal counsel. Mr. Ratchford stated this is where all employees can voice their concerns, that doesn't go to the general manager or any Lextran staff, it comes directly to the board chair and legal counsel, and was referenced in earlier board meetings minutes as a response back to public comments. Mr. Ratchford suggested Mr. Richardson explore that option more thoroughly and educate the

employees that this is a communication tool to the board. Lextran will reissue information regarding the Lighthouse complaint online system.

David Sams, Lextran Service Worker addressed the board – “I’ve expressed myself several times, you know my opinions. So today I’ll say I don’t have any comments, because you all have been so slow about intervening in the help that we need. This management is running rampant over your employees, the taxpayer’s employees. We invest in Lextran as well as any taxpayer, because we’re paying taxes and putting in our time. We’re not here trying to beat Lextran, but that’s not the way this management company sees it, or it might be a style of management that they teach their managers. I don’t know what it is, but there’s no one here trying to take advantage. In nine years, I’m not trying to take advantage, I’ve worked my whole life and earned everything I got, I don’t need to steal, but I’ve been accused of it. So I got a check for the 30 minutes that I went off the lot to get lunch, to repay Lextran that 30 minutes, I just want to know who it is I give it to.”

Mr. Ratchford responded that individual personnel matters would not be discussed at the meeting. Mr. Sams again asked who should accept his check. Mr. Ratchford asked Mr. Sams to allow Lextran to work through the personnel process already started.

Mr. Sams continued to address the members – “Yeah I’ll allow you to do that, I’m not malicious. If I took something that don’t belong to me, not out of malice, I want to repay it. I pay my debts fully and I’m not a thief, and I don’t appreciate being called a thief.”

IV. CHAIRS REPORT

Mr. Ratchford delivered the Chair’s report:

- Ms. Owsley has resigned from the board and has accepted the Executive Director position for American Red Cross, the contracted provider for the WHEELS paratransit service. Mr. Ratchford expressed his congratulations to Ms. Owsley.
- Ms. Butler sent an email regarding the 360 review that was completed, where both strengths and improvements were identified. The Board will continue to review items of improvement suggested from that report.
- Federal Transit Administration (FTA) Fiscal Year 2017 Triennial Review – 8 areas were deemed deficient and each area has a response date with the first response due date being August 14th. We would like to communicate as to our compliance to those items.
- Response to public comments:

“Steven Richardson’s comment regarding shortage of staff and overtime issue – This has been identified and Lextran is working to hire mechanics. We will continue to acknowledge this and work on the issue.”

“Don Pratt’s comment regarding board compensation – Lextran Board bylaws

prevents members from drawing a salary. It is a volunteer role like most boards and we are committed to serving our community. Next comment, board not being aware of the multi-million dollar budgets; for the record most of the current board members operate multi-million dollar organizations, we use our decision making based on experience and do what's best for Lextran and we live in this community. Lastly regarding the prices for the electric buses, we respect Mr. Pratt's opinion and we will leave it at that and continue to do what is best for Lextran."

"David Sams comments, we have addressed the ongoing issues in previous meeting."

V. Change Order Report

Mr. Srutowski reviewed the change orders found on page 7 of the July 19, 2017 board meeting documents

VI. ACTION ITEMS

- Resolution No. 2017-12 Contract for Overhead Door & Security Gate Service – Ms. Barnett reviewed the resolution to enter into a contract with Overhead Door Company of Lexington. Mr. Ratchford called for a motion. Ms. Krueger-Sidebottom made a motion to accept the resolution, and Dr. Julian seconded. The motion carried unanimously.
- Resolution No. 2017-13 Contract for Legal Services – Ms. Barnett reviewed the resolution to enter into a contract with McBrayer, McGinnis, Leslie & Kirkland, PLLC. Mr. Ratchford called for a motion. Mr. Ward made a motion, and Dr. Julian seconded. The motion carried unanimously.
- Resolution No. 2017-14 – Ms. Barnett reviewed the resolution requesting authority to adopt and approve the technology policy. Mr. Ratchford called for a motion. Ms. Krueger-Sidebottom made a motion, and Mr. Motley seconded. The motion carried unanimously, with a few date changes.

VII. OLD BUSINESS

None

VIII. GENERAL MANAGER'S REPORT

Ms. Falconbury reviewed the financial statements found on pages 18-19 of the July 19, 2017 board packet.

- As noted this is an unaudited report. Work continues to close out the fiscal year.
- Property taxes came in above budget.
- Expenses are under budget in most areas.

Ms. Barnett reviewed the General Manager's report and Key Performance Indicators, starting on page 20 of the July 21, 2017 board packet.

Highlights included:

- Collective Bargaining Agreement – Ms. Barnett commended all that were involved in the process.
- LFUCG Summer Intern Program – Two summer interns worked with Lextran; one intern worked in maintenance and a second intern worked in the administrative office.
- August service adjustments will provide some tweaks to the May changes.
- City-activated cooling centers – Due to high temperatures, Lextran will offer free rides to those locations.
- BCTC Partnership – There is an upcoming ceremony with BCTC to announce the Class Pass partnership.

IX. PROPOSED AGENDA ITEMS

- Information to Lextran staff regarding the Lighthouse Online complaint system
- Update regarding Lextran's compliance to the Triennial Review report action items.
- FTA Drug and Alcohol report
- Kentucky Utility question regarding Electric charging station
- Update on staffing for the Maintenance Department

X. CLOSED SESSION

None

XI. ADJOURNMENT

The meeting adjourned by consensus at 5:46 p.m.



Customer Focused Service Improvements

August 16, 2017



Themes for Service Adjustments

Incorporated customer feedback through public outreach:

- Lextran hosted two public meetings for the August service changes.
 - July 26th, 6PM at Lextran.
 - August 1st, 12PM at Central Branch Public Library.
- Draft schedules and maps were posted online well ahead of the public meeting dates with feedback solicited via info@lextran.com.
- Additional comments received by phone and social media.
- Feedback from May service changes included.

Continued from May service changes:

- Addressing congestion at the Transit Center.
- Being proactive to future ridership demands.
- Enhancing customer experience.
- Improving system-wide cost effectiveness.



Connect Green & Connect Blue

Addressing Congestion at the Transit Center

- **Connect Green and Connect Blue will refer to the departure times at the Transit Center for each route.**
- **Routes 1, 7, 21, and 24 were moved to Connect Blue in May,**
- **Transit center departure times will be adjusted on:**
 - **Route 4 Newtown**
 - **Route 10 Hamburg**
 - **Route 12 Leestown**
 - **Route 16 Southland Drive**

Routes and Bay Assignments		
Connect Green Routes	Connect Blue Routes	Bay Assignment
2	1	1
11	12	1
3	4	2
5	5	3
9	7	3
8	21	4
-	10	4
6	24	5
22	-	5
13	16	High St.

Lextran Transit Center Departure Times					
Weekday Departures		Saturday Departures		Sunday Departures	
Connect Green	Connect Blue	Connect Green	Connect Blue	Connect Green	Connect Blue
-	6:05	-	-	-	-
6:20	6:35	6:20	6:20	6:20	6:20
6:50	7:05	-	-	-	-
7:20	7:35	7:20	7:35	7:30	7:45
7:55	8:10	-	-	-	-
8:30	8:45	8:30	8:45	8:40	8:55
9:05	9:20	-	-	-	-
9:40	9:55	9:40	9:55	9:50	10:05
10:15	10:30	-	-	-	-
10:50	11:05	10:50	11:05	11:00	11:15
11:25	11:40	-	-	-	-
12:00	12:15	12:00	12:15	12:10	12:25
12:35	-	-	-	-	-
1:10	1:25	1:10	1:25	1:20	1:35
1:45	2:00	-	-	-	-
2:20	2:35	2:20	2:35	2:30	2:45
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3:30	3:45	3:30	3:45	3:40	3:55
4:05	4:20	-	-	-	-
4:40	4:55	4:40	4:55	4:50	5:05
5:15	5:30	-	-	-	-
5:50	6:05	5:50	6:05	6:00	6:15
7:00	7:15	7:00	7:15	7:10	7:25
8:10	8:25	8:10	8:25	8:30	8:30
9:30	9:30	9:30	9:30	-	-
10:30	10:30	10:30	10:30	-	-
11:30	11:30	11:30	11:30	-	-



Continued Themes from May

Customer Feedback

- **First trip of the day for Routes 1 and 7 solved by adding an early morning trip Connect Blue routes.**
- **Weekend service for Route 15 Red Mile proposed for August.**
- **North Park Walmart will continue to be served in front of the store.**

Proactive to Service Needs

- **New location for the Catholic Action Center on Route 9.**
- **New location for the Cabinet of Health and Family Services on Routes 4 and 17.**
- **Service for Frederick Douglass High School on Route 10.**

Enhancing Customer Experience

- **Streamlined neighborhood service near William Wells Brown Elementary School on Route 9.**
- **New bay assignments ahead of customer-focused Transit Center improvements.**
- **Fewer routes board and alight on High Street.**



Financial Statement Recap

BALANCE SHEET
as of July 31, 2017

	Current Year-To-Date	Last Year-to-Date
Assets		
Current assets		
Operating Cash	\$12,206,119	\$5,556,434
Project Loan Account	\$1,145,044	\$1,145,044
Accounts receivable	\$667,513	\$6,300,426
Inventory	\$464,782	\$417,420
Net pension asset	\$1,547,482	\$1,547,482
Work in process	\$14,839	\$112,259
Prepaid Insurance	\$1,119,754	\$1,168,845
Prepaid-Other	<u>\$27,460</u>	<u>\$3,878</u>
Total Current Assets	\$17,192,994	\$16,251,788
 Long term note - Lextran Foundation Inc.	 \$8,355,000	 \$8,355,000
 Net capital and related assets	 \$30,684,016	 \$27,025,842
 Total Assets	 <u><u>\$56,232,009</u></u>	 <u><u>\$51,632,630</u></u>
Liabilities		
Current liabilities		
Accounts payable	\$983,929	\$610,086
Payroll liabilities	\$711,490	\$639,830
Short term note - Fifth Third Bank	<u>\$886,571</u>	<u>\$860,229</u>
Total Current Liabilities	\$2,581,990	\$2,110,145
 Long term note - Fifth Third Bank	 \$6,681,934	 \$7,537,686
 Net Position	 \$46,968,085	 \$41,984,800
 Total Liabilities and Net Position	 <u><u>\$56,232,009</u></u>	 <u><u>\$51,632,630</u></u>

Financial Statement Recap

STATEMENT OF REVENUES, EXPENSES AND CHANGE IN NET POSITION

		July 2017 FY 2018		FY 2017
Revenues	Actual	Budget	Variance	Actual
Property taxes	\$0	\$0	\$0	\$0
Passenger revenue	\$103,690	\$124,330	(\$20,640)	\$108,729
Federal funds	\$388,472	\$333,333	\$55,139	\$366,233
State funds	\$0	\$0	\$0	\$0
Advertising revenue	\$260,000	\$200,000	\$60,000	\$0
Other revenue	\$175,336	\$223,477	(\$48,141)	\$166,977
Total Revenues	\$927,499	\$881,140	\$46,358	\$641,939
Expenses				
Wages	\$663,379	\$703,858	(\$40,479)	\$630,111
Fringe benefits	\$409,698	\$430,319	(\$20,621)	\$376,145
Professional services	\$70,629	\$162,062	(\$91,433)	\$123,979
Materials and supplies	\$77,826	\$72,000	\$5,826	\$29,318
Fuel-Diesel	\$57,826	\$88,417	(\$30,591)	\$60,472
Fuel-Other	\$14,620	\$22,258	(\$7,638)	\$5,112
Utilities	\$35,708	\$36,908	(\$1,200)	\$27,978
Insurance	\$56,619	\$51,500	\$5,119	\$56,778
Fuel taxes	\$16,157	\$17,201	(\$1,044)	\$14,680
Purchased Transportation-Paratransit	\$423,974	\$445,667	(\$21,693)	\$392,037
Purchased Transportation-Other	\$3,000	\$3,000	\$0	\$2,400
Dues and subscriptions	\$28,084	\$30,000	(\$1,916)	\$28,985
Travel, training and meetings	\$7,012	\$10,975	(\$3,963)	\$9,590
Media advertising	\$11,358	\$24,417	(\$13,059)	\$112
Miscellaneous	\$1,256	\$2,433	(\$1,177)	\$1,336
Interest Expense	\$22,703	\$18,125	\$4,578	\$22,703
Leases and rentals	\$67,591	\$65,591	\$2,000	\$2,000
Depreciation	\$350,128	\$350,128	\$0	\$255,325
Total Expenses	\$2,317,568	\$2,534,859	(\$217,291)	\$2,039,061
Change in Net Position	(\$1,390,070)	(\$1,653,719)	\$263,649	(\$1,397,122)

Notes:

Average price of diesel fuel for FY2018 - \$1.61; Latest price of diesel fuel (August 10, 2017) - \$1.75

Latest price of CNG diesel gallon equivalent - \$1.38

Estimated price of electricity diesel gallon equivalent - \$.71



Memorandum

To: Board of Directors
From: Carrie Butler, General Manager
Date: August 16, 2017
Re: General Manager's Report for the Period of July 1, 2017- July 31, 2017

Budget Statistics

Total revenue for July 2017, was \$927,499 and the expenditures totaled \$1,967,440. This resulted in a difference of (\$1,039,941) for the month. For a year to date comparison, with expenditures subtracted from revenues, the under budget variance is \$263,649.

August Service Changes

Planning continued for proposed August service changes. Lextran staff met internally about service improvements and community development projects that may impact current service. Several attendees at the July 26th public meeting provided feedback on the proposed changes.

Community Outreach

- Key NewsJournal Interview- July 7th
- BCTC New Student Orientations
- Lextran Public Meeting- July 26th

Meetings / Updates

In July, Lextran representatives participated in the following meetings:

Clean Energy Works — July 5
FTA Drug and Alcohol Audit — July 12 through 14
Transportation Policy Committee (TPC) Meeting — July 12
BUST! Boredom & Parking Lot Diaries Next Steps — July 27
KBT (Kentuckians for Better Transportation) Public Transit Committee Meeting — July 28
Frederick Douglas High School service meeting — July 28
ADA Training for Managers (Transdev) — July 26
Active Shooter Preparedness Training — July 26

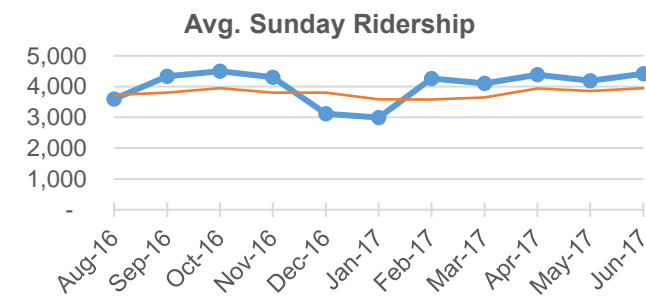
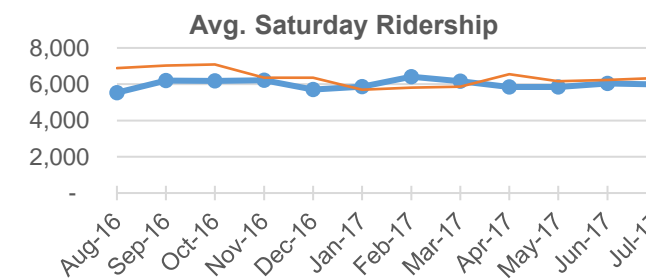
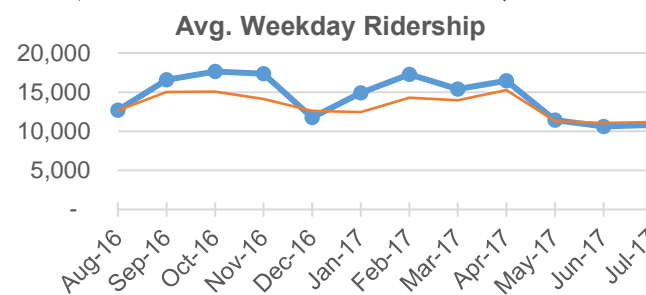
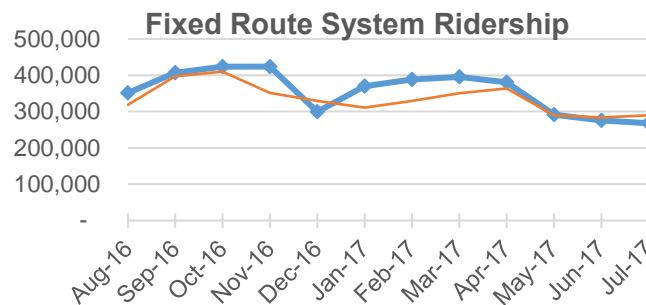
Procurement Update

- An RFP for an agent of record for all Lextran's insurance needs was issued on July 24, 2017. A pre-proposal conference was held on August 9, 2017. Proposals are due September 6, 2017. This is expected to be an October resolution.
- An RFP for fasteners and other maintenance shop supplies was issued on August 7, 2017. A pre-proposal conference will be held on August 23, 2017. Proposals are due September 21, 2017. This is expected to be an October resolution.
- An IFB was issued on August 1, 2017 for scaffolding for vehicle inspections. Bids are due September 14, 2017. The dollar threshold is expected to be below Board approval levels.
- An RFP is being developed for Time Keeping, Payroll and Human Resource services.
- An RFP is being developed for IT support services.
- An RFP is being developed for Environmental services.

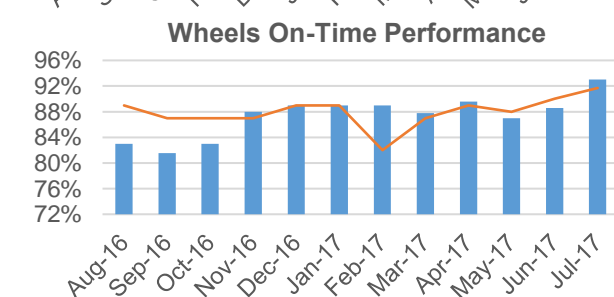
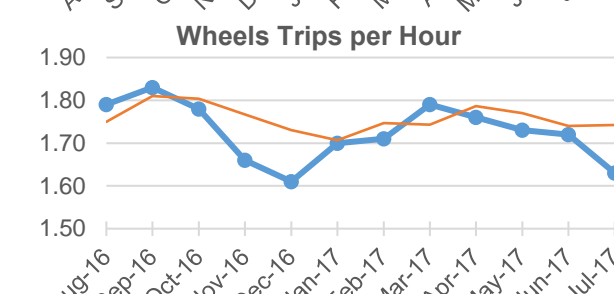
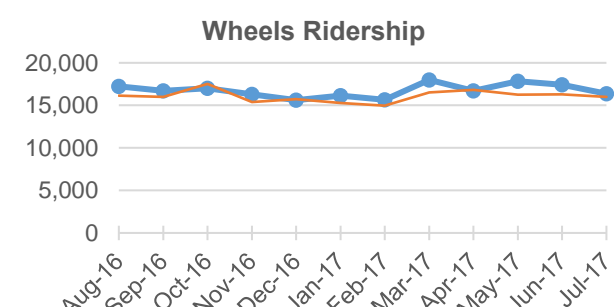
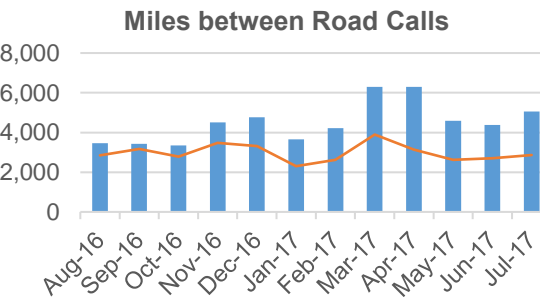
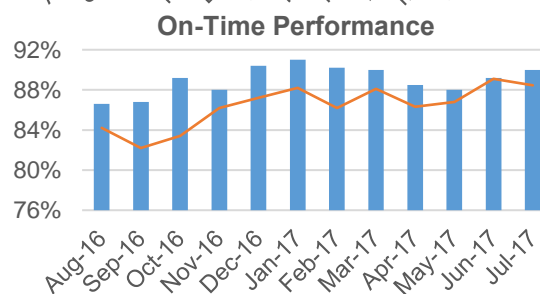
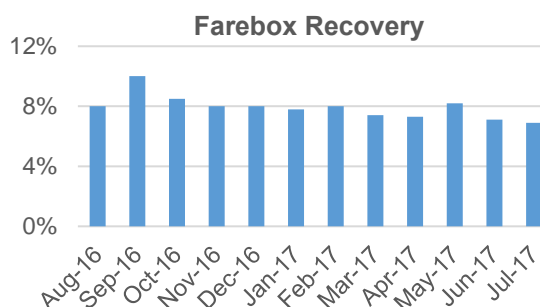


Upcoming Community Outreach/Events

- Lextran Rodeo – August 12
- Kentucky Public Transportation Association annual conference — August 15-17
- UK Lex-Mart- August 21st
- UK Bus Stop Hop- August 23rd
- Touch a Truck- August 27th
- Information Booth @ Senior Center- August 29th
- Lunch & Learn @ Dress for Success- August 31st



Performance Indicator	Lextran Fixed Route System			Wheels		
	This Month	FY18 YTD	FY17 Total	This Month	FY18 YTD	FY17 Total
Total Ridership	271,792	271,792	4,346,047	16,378	16,378	200,255
Total Revenue Miles	136,433	136,433	1,905,282	128,860	128,860	1,537,732
Total Revenue Hours	14,366	14,366	189,861	10,061	10,061	115,693
Pass. per Mile	1.99	1.99	2.28	0.13	0.13	0.13
Pass. per Hour	18.92	18.92	22.89	1.63	1.63	1.73



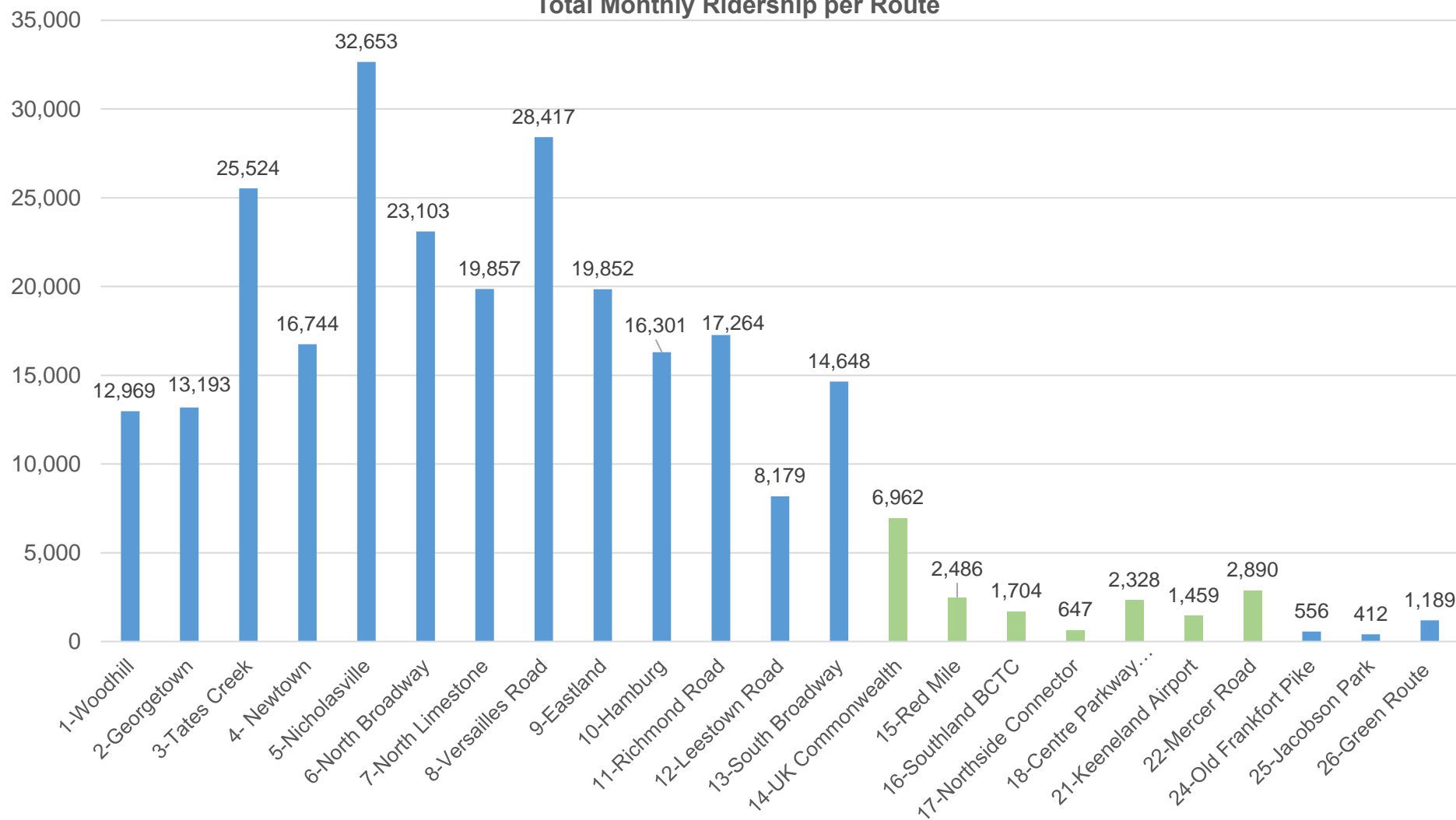


Route Performance Indicators

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	\$84,266	\$69,804	\$88.28	3.81	35.94	\$2.46	17.2%	93%
5-Nicholasville	\$101,743	\$90,607	\$95.04	3.61	34.25	\$2.77	10.9%	91%
9-Eastland	\$64,806	\$57,940	\$95.28	3.46	32.65	\$2.92	10.6%	95%
6-North Broadway	\$78,793	\$67,848	\$91.80	3.31	31.26	\$2.94	13.9%	91%
7-North Limestone	\$76,119	\$67,402	\$94.37	2.94	27.80	\$3.39	11.5%	79%
4- Newtown	\$84,053	\$77,981	\$98.92	2.25	21.24	\$4.66	7.2%	92%
13-South Broadway	\$74,662	\$70,740	\$100.86	2.22	20.88	\$4.83	5.3%	90%
11-Richmond Road	\$90,230	\$83,190	\$98.25	2.16	20.39	\$4.82	7.8%	90%
2-Georgetown	\$81,710	\$76,755	\$100.11	1.82	17.21	\$5.82	6.1%	93%
1-Woodhill	\$89,190	\$84,262	\$100.68	1.64	15.50	\$6.50	5.5%	94%
3-Tates Creek	\$175,509	\$164,727	\$100.30	1.63	15.54	\$6.45	6.1%	92%
10-Hamburg	\$117,094	\$110,558	\$100.67	1.57	14.84	\$6.78	5.6%	91%
12-Leestown Road	\$87,542	\$84,410	\$102.64	1.06	9.95	\$10.32	3.6%	91%
15-Red Mile	\$17,417	\$17,189	\$105.89	1.58	15.31	\$6.91	1.3%	96%
14-UK Commonwealth	\$80,002	\$80,002	\$107.30	0.97	9.34	\$11.49	0.0%	90%
26-Green Route	\$18,650	\$18,650	\$107.30	0.71	6.84	\$15.69	0.0%	NA
18-Centre Parkway Connector	\$53,203	\$51,966	\$104.86	0.48	4.70	\$22.32	2.3%	89%
17-Northside Connector	\$20,340	\$19,943	\$105.20	0.35	3.41	\$30.82	2.0%	95%
22-Mercer Road	\$34,261	\$33,329	\$104.38	0.94	9.05	\$11.53	2.7%	79%
16-Southland BCTC	\$26,078	\$25,732	\$105.87	0.72	7.01	\$15.10	1.3%	85%
21-Keeneland Airport	\$25,616	\$24,974	\$104.61	0.63	6.11	\$17.12	2.5%	93%
24-Old Frankfort Pike	\$18,193	\$18,044	\$106.42	0.34	3.28	\$32.45	0.8%	83%
25-Jacobson Park	\$33,917	\$33,838	\$105.89	0.14	1.29	\$82.13	0.2%	78%
Total	\$1,533,394	\$1,429,891	\$99.54	1.97	18.75	\$5.31	6.7%	90%

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

July 2017 Total Monthly Ridership per Route





July 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	3	3	44	2	2	22
Non-Preventable Accidents	5	5	32	0	0	9
Accident Frequency Rate	2.20	2.20	2.36	1.32	1.32	1.22
Accident Frequency Rate Goal*	1.75	1.75	1.75	2	2	2
Injury Frequency Rate	36.44	36.44	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	27	27	217	N/A	N/A	N/A
Days of Lost time	35	35	321	N/A	N/A	N/A
Workers Comp Claims	5	5	35	N/A	N/A	N/A
Miles Between Road Calls	5,053	5,053	4,449	N/A	N/A	N/A
Preventive Maintenance Inspections	28	28	390	N/A	N/A	N/A

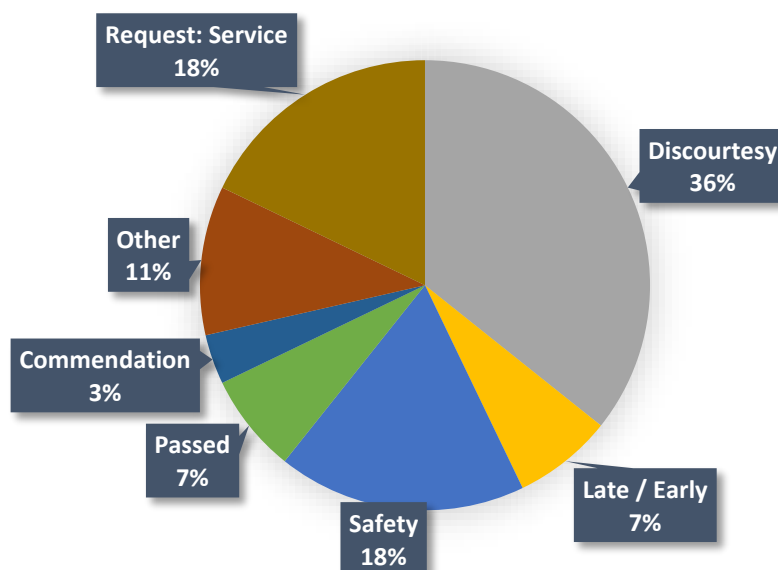
*The accident frequency goals are calculated per 100,000 miles.

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

July 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	1	7	2	43	43
Discourtesy	10	10	105	5	78	78
Late / Early	2	2	47	0	59	59
Safety	5	5	50	15	111	111
Passed	2	2	61	0	0	0
Other	3	3	61	0	2	2
Request: Information	0	0	22	0	0	0
Request: Service	5	5	8	0	0	0
Request: Amenities	0	0	5	0	0	0
Website	0	0	5	0	0	0
Total Calls into System	16,000	16,000	74,218*	22,251	276,716	276,716
Total Calls into IVR	48,124	48,124	622,584	N/A	N/A	N/A
Average Length of Call	0:01:28	0:01:28	0:01:25*	00:44	00:53	00:53
Average Time to Abandon	0:00:19	0:00:19	0:00:21*	01:15	01:06	01:06

Lextran Comments for July 2017



The North Limestone bus is causing hardship on my job by arriving at the new scheduled time. It is impossible to connect with a 6:20 am bus at the Transit Center. We need to be at work by 7:00am. Why was this route messed up like that? Please call, something needs to be fixed.

This customer boarded the Richmond Road at the Shell station on the outbound side around 9:45am. The driver was speeding heavily and passed some stops. People were pulling the stop cord and he wasn't stopping for them. When the customer spoke up, the driver gave him an ugly look and was very discourteous.

Her wheelchair had serious issues but the listed employees made sure she got home and into her home safely. She wanted to know how grateful she was for Lextran staff and their assistance and help. She truly appreciates all Lextran stands for and does for their customers.

This started after the driver passed her on July 11th and the driver was arguing with her. The next day on the 12th, she pulled away before passenger was seated. This has happened every day since then even when she was on Route 3. The passenger sees her in the mirror laughing at her every time.



Beating the heat. 0:39



FAYETTE COUNTY

JULY 19, 2017 1:57 PM

Lexington opening cooling centers as heat index approaches 100

BY BETH MUSGRAVE
bmusgrave@herald-leader.com

Lexington is opening three cooling centers this week as temperatures are expected to top 90 degrees and the heat index approaches 100. Admission to city pools will be half price through Saturday, city officials said Wednesday.

Dunbar, Picadome and Tates Creek community centers will be open beginning Thursday. **LexTran is offering free rides to the cooling centers, city officials said Wednesday.**

Meanwhile, the city's main homeless shelter for men will remain open. People staying there will be allowed to stay inside during the daytime hours. In addition, the Hope Center on Loudon Avenue will send out its street outreach case worker to encourage those on the streets to come indoors. Those who won't come to the air-conditioned shelter will get free bottles of water and referrals for services, Hope Center officials said Wednesday.

ADVERTISING



During cold nights, the Hope Center and other homeless shelters see the number of people in its shelter rise. The same is true when temperatures are in the mid to high-90s. Weather forecasts say the heat index will be closer to 100 by Friday.

Monica Conrad, the city's director of parks and recreation, encouraged those without air conditioning to come to the cooling centers. **People using LexTran to get to the cooling centers should tell bus drivers they are traveling to a cooling center and they will not be charged if they cannot pay, Conrad said.**

Dunbar Community Center, at 545 N. Upper St., will be open from 8 a.m. to 8 p.m. Thursday and Friday. The center will also be open from 10 a.m. to 8 p.m. Saturday.

Rooms at Tates Creek, 1400 Gainesway Drive, and Picadome, 469 Parkway Drive, will be open from 7 a.m. to dusk Thursday through Saturday, city officials said.

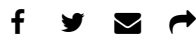
Beth Musgrave: 859-231-3205, @HLCityhall



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Temps Expected in the '90s Cause Lexington to Open Cooling Centers


By [JOHN HINGSBERGEN \(/PEOPLE/JOHN-HINGSBERGEN\)](#) • JUL 19, 2017


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The National Weather Service is predicting that temperatures will reach well into the 90s at least through Saturday, so the Lexington Fayette Urban Government is opening “cooling centers” for those who need a break from the heat.



Listen

0:46

Heat index values are expected to be near or above 100 degrees for the next few days and Monica Conrad, Lexington Director of Parks and Recreation is encouraging those who have nowhere else to go to make use of three facilities that will be open as “cooling centers.”

Conrad says LexTran is offering rides to the centers, “Folks can just let the driver know that they’re going to a cooling center and they’ll get a free bus ride to that space.”

The three designated Lexington cooling centers are the Dunbar, Picadome and Tates Creek Community Centers.

More information and the open hours are online at www.lexingtonky.gov/heat.
(<http://www.lexingtonky.gov/heat>.)

News release from Lexington Parks & Recreation: (<https://www.lexingtonky.gov/departments/parks-recreation>)

LEXINGTON, Ky. - With temperatures expected to be in the mid-90s, and the heat index well over 100 degrees this week, Lexington officials plan to open multiple cooling centers.

The Dunbar Community Center, 545 North Upper St., will be open from 8 a.m. to 8 p.m., Thursday and Friday, July 20-21, and 10 a.m. to 8 p.m., Saturday, July 22.

Rooms at Picadome, 469 Parkway Drive, and Tates Creek, 1400 Gainesway Drive, will be open from 7 a.m. to dark, Thursday, July 20, through Saturday, July 22.

Residents are invited to come to any of the three locations to cool off, said Monica Conrad, Director of Lexington Parks & Recreation.



(http://mediad.publicbroadcasting.net/p/weku/files/styles/x_large/public/201707/HeatPage.png)

CREDIT LEXINGTONKY.GOV

Lextran is offering free rides to Lexington residents who need a ride to any of the three cooling centers. Citizens should tell the bus driver they are traveling to a cooling center.

During the high temperatures, admission to all Parks & Recreation pools will be half price Wednesday – Saturday.

For more information concerning high temperatures, please visit www.lexingtonky.gov/heat (<https://www.lexingtonky.gov/heat>).

Meanwhile, the Lexington Herald-Leader (<http://www.kentucky.com/news/local/counties/fayette-county/article162470588.html>) is reporting that the city's main homeless shelter for men will remain open. People staying there will be allowed to stay inside during the daytime hours.

The Hope Center (<http://www.hopectr.org/>) on Loudon Avenue will be encouraging those on the streets to come indoors.

Hope Center officials say those who will not come to the air-conditioned shelter will get free bottles of water and referrals for services.

TAGS: [HEAT \(/TERM/HEAT\)](#) [SUMMER \(/TERM/SUMMER\)](#) [COOLING CENTER \(/TERM/COOLING-CENTER\)](#)


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Highbridge Springs to Keep Locals Cool

Posted: Jul 20, 2017 10:52 PM EDT
Updated: Jul 20, 2017 10:52 PM EDT

LEXINGTON, Ky. (LEX 18) The Fayette County Sheriff's Office and Highbridge Springs have joined forces to keep Lexington locals cool throughout the weekend.

According to Scooter Stein, Director of Public Affairs for the Fayette County Sheriff's Office, Highbridge Springs has made a generous donation of bottled water to the sheriff's office to hand out to residents who need it the most.



Beginning Friday, deputies will be going door-to-door in Lexington neighborhoods to distribute the water bottles, and to identify any other heat-related needs.

Sheriff Kathy Witt says her office wanted to find a way to help nearby residents who may not have access to drinking water.

"The city of Lexington has the cooling centers open, and then Lextran offering the free rides to the cooling centers, and we wanted to do something to reach our citizens as well," Sheriff Witt stated. "We'll be going in neighborhoods tomorrow. Areas that we've been in frequently where the deputies have made stops. They know they don't have air conditioning. We ran across them last night that didn't have any air conditioning, and so we feel like a few bottles of cold water, and we'll cool them down tonight, will be helpful to them."

For those who may know someone who could use some cold water this coming weekend, or may have another issue regarding the heat, Sheriff Witt says don't hesitate to call the Fayette County Sheriff's Office at (859) 252-1771.

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BCTC STUDENTS TO BE PROVIDED WITH FREE "CLASS PASS"

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By: Elise Dolinar (<https://www.wtvq.com/authoredby/7/24/2017>) - 5:43pmTags: [2017-2018 school year \(https://www.wtvq.com/tag/2017-2018-school-year/\)](https://www.wtvq.com/tag/2017-2018-school-year/), [BCTC \(https://www.wtvq.com/tag/bctc/\)](https://www.wtvq.com/tag/bctc/), [free class pass \(https://www.wtvq.com/tag/free-class-pass/\)](https://www.wtvq.com/tag/free-class-pass/), [Lextran \(https://www.wtvq.com/tag/lextran/\)](https://www.wtvq.com/tag/lextran/)

LEXINGTON, Ky. (WTVQ)- An agreement has been reached by Bluegrass Community and Technical College (BCTC) and Lextran to provide students with a free ride to Lexington BCTC campuses.

The agreement was reached on Monday, July 24th and will start on August 1st.

The new pre-paid program will be known as the "BCTC Class Pass."

BCTC saw a need to encourage students to take the bus to class due to parking hassles and changes around campus.

Lextran's program with UK has been a success and they saw this as a perfect opportunity to help BCTC students as well.

BCTC students, faculty, and staff in Lexington will be able to utilize the pass.

Any route in Lexington will be accessible with the pass.

Students can get the passes on a first-come, first-serve basis.


In order to get a class pass you must provide a valid BCTC student ID or employee ID number.


BCTC students will be able to request a BCTC class pass online.


Lextran will provide new riders with route information and how to use the pass.


More information and details will be announced the first week of classes.


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