



BOARD OF DIRECTORS MEETING

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

March 20, 2019
5:00 p.m.

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BOARD OF DIRECTORS MEETING

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

March 20, 2019

5:00 p.m.

AGENDA

I.	Call to order	5:00
II.	Approval of Board Meeting Minutes	5:05 – 5:10
	i. February 20, 2019	
III.	Public Comment on Agenda Items / Public Hearing	5:05 – 5:10
IV.	Chair's Report	5:10 – 5:15
V.	Action Items	5:15 – 5:25
	i. Resolution 2019-05 – Purchase of Compressed Natural Gas Compressor	
VI.	Change Order	
VII.	Old Business	
VIII.	New Business	5:25 – 5:35
	i. Introduction of Transdev Regional Support Team	
IX.	General Manager's Report	5:35 – 5:50
X.	Proposed Agenda Items	5:50 – 5:55
XI.	Closed Session	
XII.	Adjournment	6:00

BOARD OF DIRECTORS MEETING**MINUTES**

February 20, 2019

MEMBERS PRESENT

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

MEMBERS ABSENT**OTHERS PRESENT**

Carrie Butler, General Manager
Nikki Falconbury, Director of Finance
Carla McHale, Director of Human Resources
Dale Stone, Interim Director of Operations
Fred Combs, Director of Planning
Keith Srutowski, Director of Procurement
Stephanie Hoke, Finance Coordinator
Jason Dyal, Training Manager
Emily Elliott, Community Relations Manager
Chris Withrow, Parts Manager
Ashley Lewis, Compliance Coordinator
Alan Jones, Technology Coordinator
Austin Hughes, Marketing Coordinator

Jacob Walbourn, McBrayer Law Firm, Board Attorney

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

I. CALL TO ORDER

Mr. Ward called the February 20, 2019 meeting of Lextran's Board of Directors to order at 5:00 p.m.

II. APPROVAL OF MINUTES

Mr. Ward called for a motion to approve the minutes from December 19, 2018. Ms. Krueger-Sidebottom 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

Lextran would like to welcome Mr. Joseph Smith and Ms. Peggy Henson as the newest members of the Board of Directors. Also congratulations to Ms. Lauren Campbell who is retiring after serving over 33 years with Lextran as an operator.

V. ACTION ITEMS

There were no action items to report.

VI. CHANGE ORDER

Mr. Srutowski reviewed the change order with Paycom, Lextran's payroll service provider. The change order can be found on page 13 of the February 20, 2019 board packet.

VII. OLD BUSINESS

There was no old business to report.

VIII. NEW BUSINESS

Resolution 2019-01– Website Hosting and Design: Ms. Butler reviewed the resolution that authorizes and directs the General Manager to execute an agreement with Planeteria Media. Zed Digital received the highest ranking and was awarded a contract by Board Resolution 2018-22. However, due to a disagreement over specific services included in their offer, Lextran has terminated the contract with Zed Digital. Mr. Ward called for a motion. Ms. Krueger-Sidebottom made a motion and Mr. Christman seconded. The motion carried unanimously.

Resolution 2019-02– Towing Services: Ms. Butler reviewed the resolution that authorizes and directs the General Manager to execute an agreement with Roberts Heavy Duty Towing to provide towing services as needed to the Authority's vehicles. They were determined to be responsive and offer a fair and reasonable price. Mr. Ward called for a motion. Ms. Thakur made a motion and Ms. Henson seconded. The motion carried unanimously.

Resolution 2019-03– Designation of EEO and ADA Officer: Ms. Butler reviewed the resolution requesting authority to designate Ashley Lewis, Lextran's Compliance Coordinator, as

Lextran's Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) Officer. The Federal Transit Administration (FTA) "requires agencies to name the EEO Officer and publicize the individual's contact information in all internal and external communication regarding the agency's EEO Program." The FTA regulations "require transit agencies to designate at least one individual to coordinate ADA compliance. Many agencies designate this individual as the ADA Coordinator." Mr. Ward called for a motion. Mr. Motley made a motion and Mr. Christman seconded. The motion carried unanimously.

Resolution 2019-04– Award 5310 Funds: Ms. Butler reviewed the resolution requesting authority to award funds available through a federal Section 5310 grant. Applications were reviewed by an impartial selection review committee that consisted of members from the Lexington Senior Services Commission and the Mayor's Commission for People with Disabilities. The committee recommended awarding the total available funding of \$207,613 to Lextran for improving access to the fixed route system through improving a number of bus stops. Mr. Ward called for a motion with a correction to the resolution number. Ms. Henson made a motion and Mr. Haddad seconded. The motion carried unanimously.

IX. GENERAL MANAGER'S REPORT

Ms. Falconbury presented the financial statement, found on pages 14-15 of the February 20, 2019 board packet. The balance sheet is showing comparable to last year's balance sheet for January. The fuel is still fluctuating, as the diesel fuel is averaging at about \$2.24 per gallon and it is continuing to be tracked daily. Lextran also received funding from the State of Kentucky in the month of January.

Ms. Butler reviewed the General Manager's report and Key Performance Indicators, found on pages 16-23 of the February 20, 2019 board packet.

X. PROPOSED AGENDA ITEMS

- Resolutions
- Rider Amenities at Many Places
- Transit Center
- Safety Report Comparison
- Human Resources Report

XI. CLOSED SESSION

Mr. Motley made a motion to enter into closed session pursuant to KRS 61.810 (1)(f) discussions or hearings that might lead to the appointment, dismissal, or discipline of an individual employee, member, or student. Ms. Thacker second the motion. The motion was approved unanimously, and members of the public and Lextran's staff were excused. The Board of Directors, Mr. Walbourn, and Ms. Butler entered closed session at 5:48 p.m.

The Board of Directors took no action while in closed session.

Ms. Thakur made a motion to return to open session and Mr. Motley seconded. The motion was approved unanimously, and the Board of Directors returned to open session at 6:53 p.m.

The Board of Directors made a motion directing Ms. Butler, Mr. Motley, and Ms. Thakur to review Lextran's Employee Handbook for Administrative Employees within the next 30 days.

XII. COUNSEL REPORT

Ms. Krueger-Sidebottom made a motion to nominate a slate of officers consisting of Mr. Christian Motley as the Chair of the Board of Directors and Mr. George Ward as the Vice Chair of the Board of Directors. Mr. Christman seconded the motion. The motion was carried unanimously.

XIII. ADJOURNMENT

The meeting adjourned by consensus at 6:57 p.m.

March 20, 2019

TO: The Board of Directors

FROM: Carrie Butler, General Manager

SUBJECT: Resolution to Award a Contract for a Compressor

Attached is a resolution requesting authority to award a contract for the purchase and installation of a second compressor at Lextran's fuel island to aid in the fueling of compressed natural gas (CNG) buses.

IFB 1905 was issued January 22, 2019 with bids received on March 6, 2019. Staff reviewed and approved the bids for compliance and responsiveness. Bids were received from two (2) bidders:

- Zeit Energy LLC
- Kentuckiana Cleanfuel

Zeit Energy LLC submitted the lowest bid and is recommended to be awarded the contract per the terms of their bid and IFB 1905.

The total cost for the purchase and installation of the compressor is not to exceed \$372,938. The term of the contract awarded will be until the completion of the project.

If you have any questions or wish to review IFB 1905 or the bid from Zeit Energy LLC, please contact me at 255-7756.

RESOLUTION**TRANSIT AUTHORITY OF THE LEXINGTON-FAYETTE
URBAN COUNTY GOVERNMENT****MOTION:** _____ **SECOND:** _____**DATE:** March 20, 2019 **RESOLUTION NO.:** 2019-05

WHEREAS, the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) issued IFB 1905 for the purchase and installation of a compressor for the fueling of compressed natural gas (CNG) vehicles, and;

WHEREAS, IFB 1905 resulted in bids from two bidders, and;

WHEREAS, the bid from Zeit Energy LLC was determined to be the lowest bid;

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 Zeit Energy LLC for the purchase and installation of a compressor as per the terms of IFB 1905 and the bid submitted by Zeit Energy LLC, which are incorporated herein by reference. The total cost of the contract shall not exceed \$372,938. The term of the contract shall be until the completion of the project.

Christian Motley – Chairperson_____
Date

BALANCE SHEET
as of February 28, 2019

	Current Year-To-Date	Last Year-to-Date
Assets		
Current assets		
Operating Cash	\$17,582,958	\$17,444,928
Project Loan Account	\$1,145,044	\$1,145,044
Accounts receivable	\$3,806,162	\$1,406,642
Inventory	\$660,609	\$479,478
Net pension asset	\$1,063,260	\$1,331,841
Work in process	\$448,584	\$2,625,849
Prepaid	\$453,730	\$441,449
Total Current Assets	<u>\$25,160,347</u>	<u>\$24,875,231</u>
Long term note - Lextran Foundation Inc.	\$8,355,000	\$8,355,000
Net capital and related assets	\$26,641,000	\$26,954,177
Total Assets	<u><u>\$60,156,348</u></u>	<u><u>\$60,184,408</u></u>
Liabilities		
Current liabilities		
Accounts payable	\$2,619,024	\$2,679,724
Payroll liabilities	\$776,626	\$864,195
Short term note - Fifth Third Bank	\$929,938	\$902,308
Total Current Liabilities	<u>\$4,325,588</u>	<u>\$4,446,227</u>
Long term note - Fifth Third Bank	\$5,220,942	\$6,150,879
Net Position	\$50,609,819	\$49,587,302
Total Liabilities and Net Position	<u><u>\$60,156,348</u></u>	<u><u>\$60,184,408</u></u>

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

				FY 2018
Revenues	Actual	Budget	Variance	Actual
Property taxes	\$17,197,436	\$16,466,625	\$730,811	\$16,622,454
Passenger revenue	\$889,176	\$915,733	(\$26,558)	\$887,506
Federal funds	\$3,597,220	\$3,123,944	\$473,276	\$3,350,223
State funds	\$465,500	\$100,000	\$365,500	\$350,000
Advertising revenue	\$260,000	\$260,000	\$0	\$260,155
Other revenue	\$1,610,733	\$1,629,370	(\$18,637)	\$1,431,539
Total Revenues	\$24,020,065	\$22,495,672	\$1,524,393	\$22,901,877
Expenses				
Wages	\$6,029,878	\$6,159,729	(\$129,851)	\$5,843,610
Fringe benefits	\$3,404,001	\$3,564,454	(\$160,453)	\$3,367,938
Professional services	\$1,023,066	\$1,012,563	\$10,503	\$643,772
Materials and supplies	\$792,065	\$644,133	\$147,931	\$823,983
Fuel-Diesel	\$688,154	\$705,267	(\$17,113)	\$620,415
Fuel-Other	\$192,204	\$196,667	(\$4,462)	\$160,699
Utilities - Facilities	\$174,405	\$245,000	(\$70,595)	\$215,712
Utilities - Electric Bus	\$51,751	\$57,400	(\$5,649)	\$52,834
Insurance	\$490,648	\$470,000	\$20,648	\$466,595
Fuel taxes	\$142,450	\$137,607	\$4,844	\$135,447
Paratransit Expenses	\$3,812,275	\$3,605,467	\$206,808	\$3,528,660
Vanpool Expenses	\$18,470	\$22,667	(\$4,197)	\$19,200
Dues and subscriptions	\$36,140	\$33,200	\$2,940	\$31,941
Travel, training and meetings	\$41,462	\$85,241	(\$43,780)	\$54,205
Media advertising	\$50,723	\$176,667	(\$125,944)	\$125,248
Miscellaneous	\$36,604	\$33,500	\$3,104	\$14,009
Interest Expense	\$130,006	\$126,947	\$3,060	\$150,128
Leases and rentals	\$535,216	\$534,547	\$669	\$526,724
Depreciation	\$2,447,173	\$2,447,173	\$0	\$2,602,333
Total Expenses	\$20,096,690	\$20,258,227	(\$161,537)	\$19,383,453
Change in Net Position	\$3,923,375	\$2,237,446	\$1,685,929	\$3,518,423

Notes:

Average price of diesel fuel for FY2019 - \$2.23; Latest price of diesel fuel (March 12, 2019) - \$2.24

Latest price of CNG diesel gallon equivalent - \$1.30

MEMORANDUM

To: Board of Directors
From: Carrie Butler, General Manager
Date: March 20, 2019
Re: General Manager's Report for the Period of February 2019

Budget Statistics

Total revenue for February 2019, was \$1,604,960 and the expenditures totaled \$2,076,642. This resulted in a difference of (\$471,682) for the month. For a year to date comparison, with expenditures subtracted from revenues, the under budget variance is \$1,685,929.

Community Involvement

- Lex Go Green: Safe Streets Radio Show – February 4
- 'Honoring Rosa Parks' & Black History Month – February 4 – 8
- YMCA Black Achievers Interview Program – February 9
- 'How to Ride' Eastern State Hospital – February 7
- Safe Streets Collaboration Planning & Program Updates – February 12
- 'How to Ride' New Day Recovery Center – February 20
- Community Action Collaboration Planning & Programming Updates – February 27

Honoring Rosa Parks

From February 4th – February 8th, Lextran collaborated with Lexington Public Library to honor Rosa Parks on the week of her birthday and first full week of Black History Month. A small sign reserving was placed in each bus on a seat near the front. Each sign read, "This seat is reserved in honor of Rosa Parks. Her quiet strength made a seat available to everyone", and included a QR Code linking to the books available at the libraries. By the end of the week, 31 of 58 titles had been checked out with 17 additional holds. There was overwhelming positive feedback and stories were featured on ABC 36, LEX18, WKYT, Spectrum News and in the Herald Leader and Kentucky Kernel.

Labor Relations

As part of the joint Labor-Management Committee (JLMC), a training session was held on February 4 with Tammy Poole from the Federal Mediation and Conciliation Service (FMCS). Participants included existing members as well as some operators and members of the administrative staff joining the committee as new or alternate members. John Lyons from the Amalgamated Transit Union (ATU) International was also in attendance.

On Friday February 15, the monthly Labor-Management Committee was held, and a process for expedited arbitration was discussed.

There were no grievances submitted in the month of February.

Meetings / Updates

In February, Lextran representatives participated in the following (external) meetings/activities:

- One Lexington: Planning Committee – February 4
- APTA Strategic Planning Committee (Carrie Butler) – February 8
- Commission for People with Disabilities Meeting – February 11
- Transdev Leadership Development Program (Jill Barnett) – February 20-21
- Visit Lex/Keeneland Railbird Announcement – February 20
- University of KY Human Development Institute – February 21
- Distillery District Meeting – February 21
- Kentucky Clean Fuels Coalition – February 22
- Town Branch/Transit Center Conceptualization – February 27
- Transportation Policy Committee – February 27
- Comprehensive Plan Review – February 28

New Employee Graduation

On February 6, a graduation ceremony was held for six new coach operators: Alfred Solorzano, Juan McKee, Annasty Beckham, Edmundo Herrera, Whitney Copous, and Carl Hamon; and 5 new mechanics: Austin Summers, Justin Collier, Billy Sturgill, Nick Swett, and Arizona Parks.

Procurement Update

- An RFP for bus shelters, benches, and trash receptacles was released on November 26, 2018. A pre-proposal conference was held on December 12, 2018. Proposals were due January 17, 2019. This is now expected to be an April resolution.
- An RFP for bus stop enhancements was issued on December 31, 2018. A pre-proposal conference was held on January 16, 2019. Proposals were due 2-7-2019. This is now expected to be an April resolution.
- An RFP for bus engine rebuilds was issued on February 11, 2019. A pre-proposal conference was held on February 28, 2019. Proposals are due March 21, 2019. This is expected to be an April resolution.
- An RFP for body shop services was issued on February 18, 2019. A pre-proposal conference was held on March 7, 2019. Proposals are due March 28, 2019. This is expected to be an April resolution.
- An RFP for fuel for our Paratransit vehicles was released on January 14, 2019. The pre-proposal conference was held on February 14, 2019. Proposals were due March 14, 2019. This is expected to be an April 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 will be due April 4, 2019. This is expected to be a May resolution.
- Work continues on RFPs for:
 - Technology consulting services, which will focus on upgrading or replacing Lextran's current radio system and associated on-board technology.

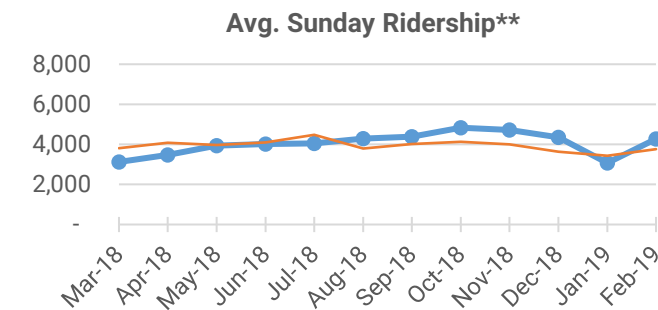
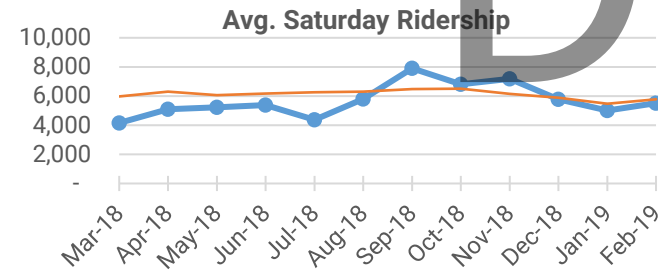
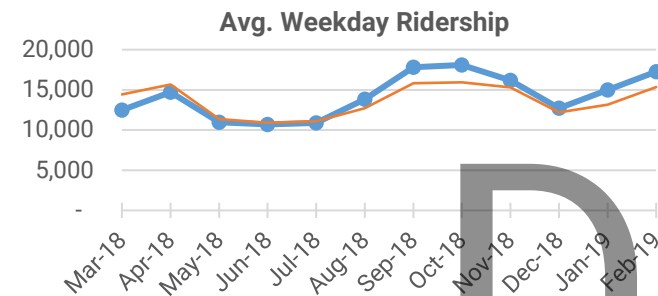
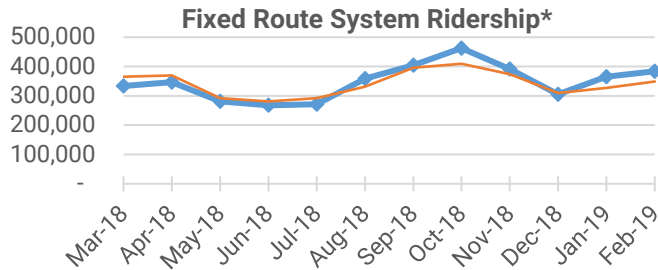
- Customer service/community survey.
- On-call architectural and engineering services.

Recruitment Activities

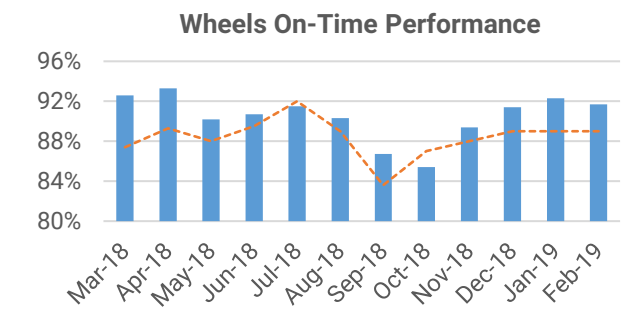
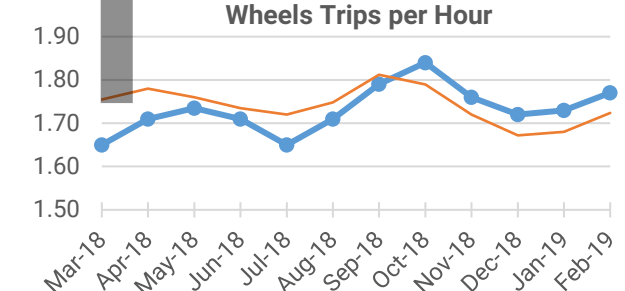
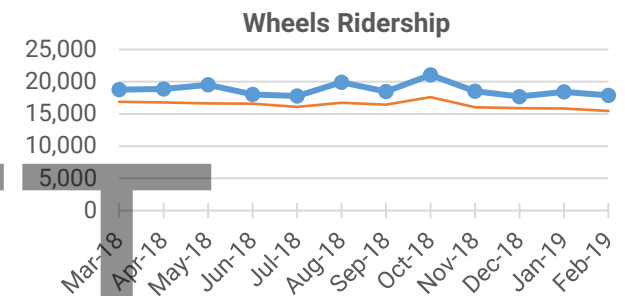
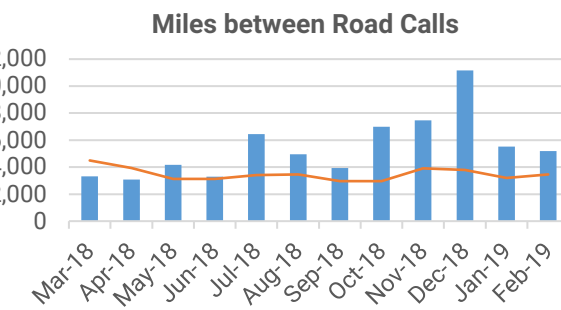
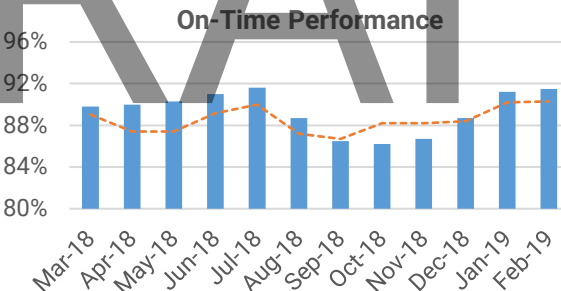
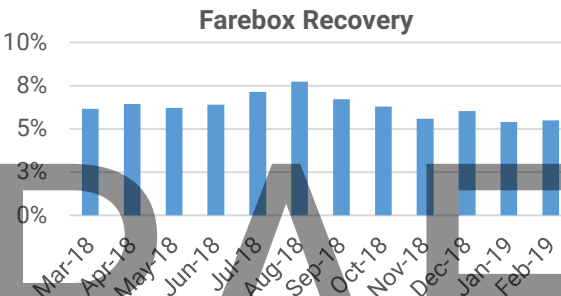
- Applications received: 149
 - Administrative Projects Coordinator: 26
 - Bus Operator: 25
 - Customer Service Representative: 60
 - Maintenance Mechanic: 3
 - Parts Clerk: 9
 - Service Worker: 6
 - Planning Coordinator: 15
 - Transportation Supervisor: 5
- Interviews: 24
 - Service Worker: 2
 - Planning Coordinator: 1
 - Bus Operator: 21
- New Hires: 3
 - Maintenance Mechanic: 2
 - Parts Clerk: 1

Training Activities

- Reasonable Suspicion Training: 2
- Proterra Training: 2
- CDL License: 1
- Remedial Coaching: 2
- Trail Check Review: 10
- Return to Work Training: 2



Performance Indicator	Lextran Fixed Route System			Wheels		
	This Month	FY19 YTD	FY18 Total	This Month	FY19 YTD	FY18 Total
Total Ridership	384,317	2,944,925	3,933,347	17,861	149,749	213,830
Total Revenue Miles	145,561	1,224,560	1,712,430	125,969	1,082,980	1,635,660
Total Revenue Hours	15,491	130,452	194,649	10,084	85,754	127,399
Pass. per Mile	2.64	2.40	2.30	0.14	0.14	0.13
Pass. per Hour	24.81	22.57	20.21	1.77	1.75	1.68



— Monthly average for the previous four years.

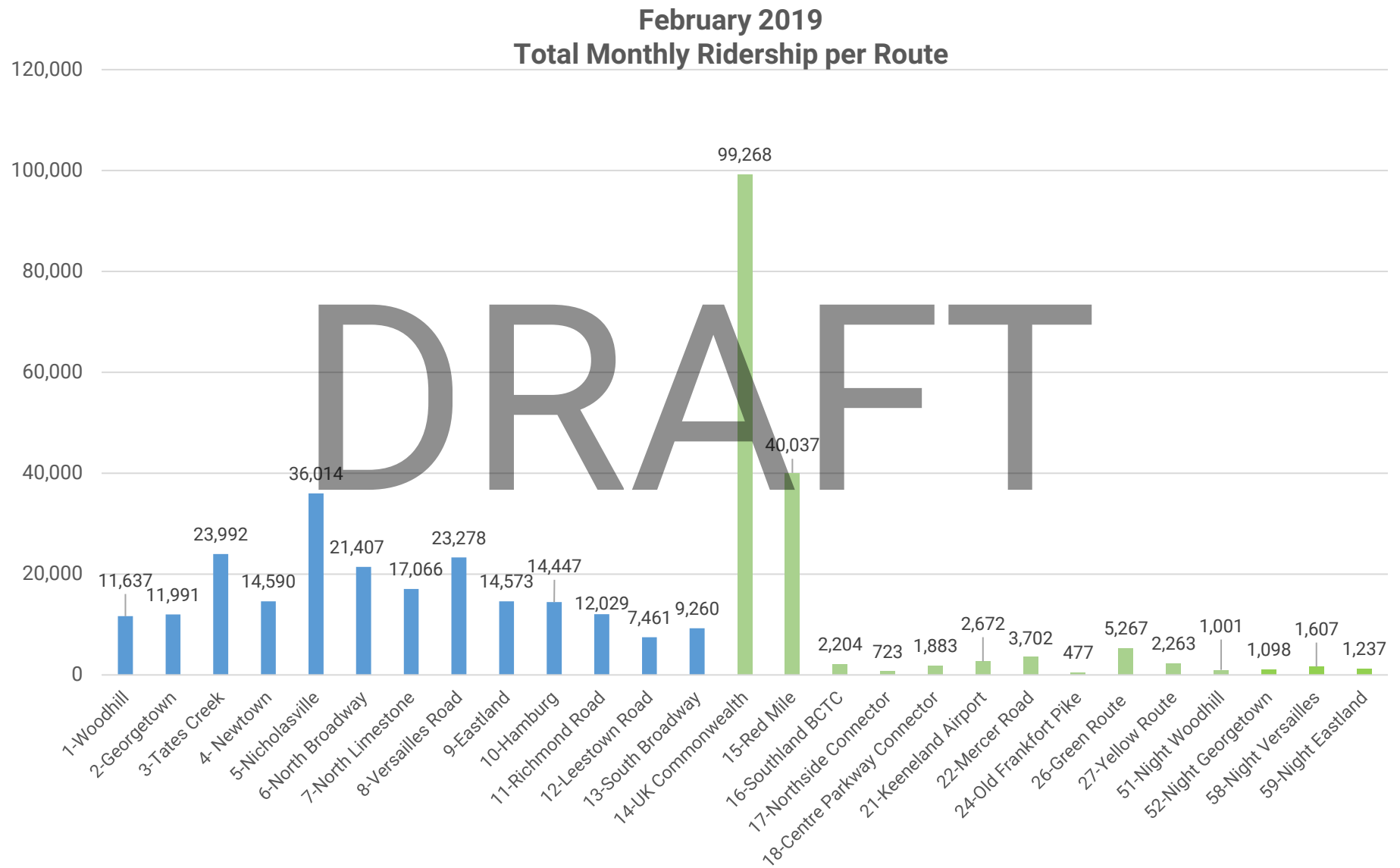
..... Monthly median for the previous four years.

*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	\$76,678	\$66,034	\$98.25	3.56	34.63	\$2.84	13.9%	95.6%
6-North Broadway	\$81,479	\$71,239	\$96.66	3.28	29.05	\$3.33	12.6%	94.9%
7-North Limestone	\$75,514	\$67,793	\$99.40	2.82	25.02	\$3.97	10.2%	94.1%
5-Nicholasville	\$159,185	\$148,273	\$101.32	2.93	24.61	\$4.12	6.9%	89.6%
9-Eastland	\$69,775	\$63,763	\$95.51	2.97	21.83	\$4.38	8.6%	93.9%
4-Newtown	\$86,194	\$80,858	\$108.27	1.94	19.54	\$5.54	6.2%	89.4%
1-Woodhill	\$71,242	\$67,181	\$108.76	1.88	18.84	\$5.77	5.7%	94.5%
11-Richmond Road	\$76,741	\$71,495	\$108.84	1.76	18.31	\$5.94	6.8%	97.2%
3-Tates Creek	\$158,407	\$148,715	\$112.25	1.64	18.11	\$6.20	6.1%	91.2%
2-Georgetown	\$75,325	\$70,854	\$106.75	1.89	18.07	\$5.91	5.9%	97.1%
13-South Broadway	\$61,842	\$58,701	\$110.33	1.70	17.40	\$6.34	5.1%	93.6%
10-Hamburg	\$123,712	\$117,405	\$109.07	1.35	13.42	\$8.13	5.1%	90.1%
12-Leestown Road	\$72,846	\$70,087	\$118.97	1.05	12.67	\$9.39	3.8%	96.8%
14-UK Commonwealth	\$187,078	\$187,078	\$102.48	7.94	54.38	\$1.88	0.0%	NA
15-Red Mile	\$112,863	\$112,174	\$105.37	4.87	37.61	\$2.80	0.6%	84.6%
27-Yellow Route	\$8,708	\$8,708	\$100.88	4.06	26.21	\$3.85	0.0%	NA
26-Green Route	\$35,956	\$35,956	\$105.11	2.05	15.40	\$6.83	0.0%	NA
18-Centre Parkway Connector	\$44,102	\$42,670	\$125.29	0.41	5.53	\$22.66	3.2%	91.6%
17-Northside Connector	\$19,872	\$19,146	\$123.27	0.35	4.65	\$26.48	3.7%	97.3%
58-Night Versailles	\$8,990	\$8,386	\$128.90	1.58	24.70	\$5.22	6.7%	90.6%
59-Night Eastland	\$7,639	\$7,129	\$109.58	1.80	19.01	\$5.76	6.7%	94.0%
52-Night Georgetown	\$8,507	\$8,030	\$125.67	1.19	17.18	\$7.31	5.6%	87.3%
51-Night Woodhill	\$8,083	\$7,561	\$116.22	1.26	15.39	\$7.55	6.5%	82.1%
22-Mercer Road	\$33,125	\$31,562	\$113.05	1.22	13.26	\$8.53	4.7%	93.5%
16-Southland BCTC	\$27,467	\$26,826	\$110.04	0.97	9.04	\$12.17	2.3%	84.6%
21-Keeneland Airport	\$37,958	\$36,239	\$119.69	0.71	8.83	\$13.56	4.5%	93.5%
24-Old Frankfort Pike	\$17,877	\$17,447	\$107.56	0.34	2.94	\$36.58	2.4%	93.4%
Total	\$1,747,165	\$1,651,309	\$106.60	2.62	24.61	\$4.33	5.5%	92%

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.



February 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	0	17	28	2	16	12
Non-Preventable Accidents	4	26	40	2	11	11
Accident Frequency Rate	0	1.42	2.45	1.37	1.28	0.96
Accident Frequency Rate Goal*	1.75	1.75	1.75	2	2	2
Injury Frequency Rate	26.23	32.99	27.48	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	198	213	N/A	N/A	N/A
Days of Lost time	4	430	198	N/A	N/A	N/A
Workers Comp Claims	4	40	31	N/A	N/A	N/A
Miles Between Road Calls	5,199	5,917	3,468	N/A	N/A	N/A
Preventive Maintenance Inspections	40	319	293	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.

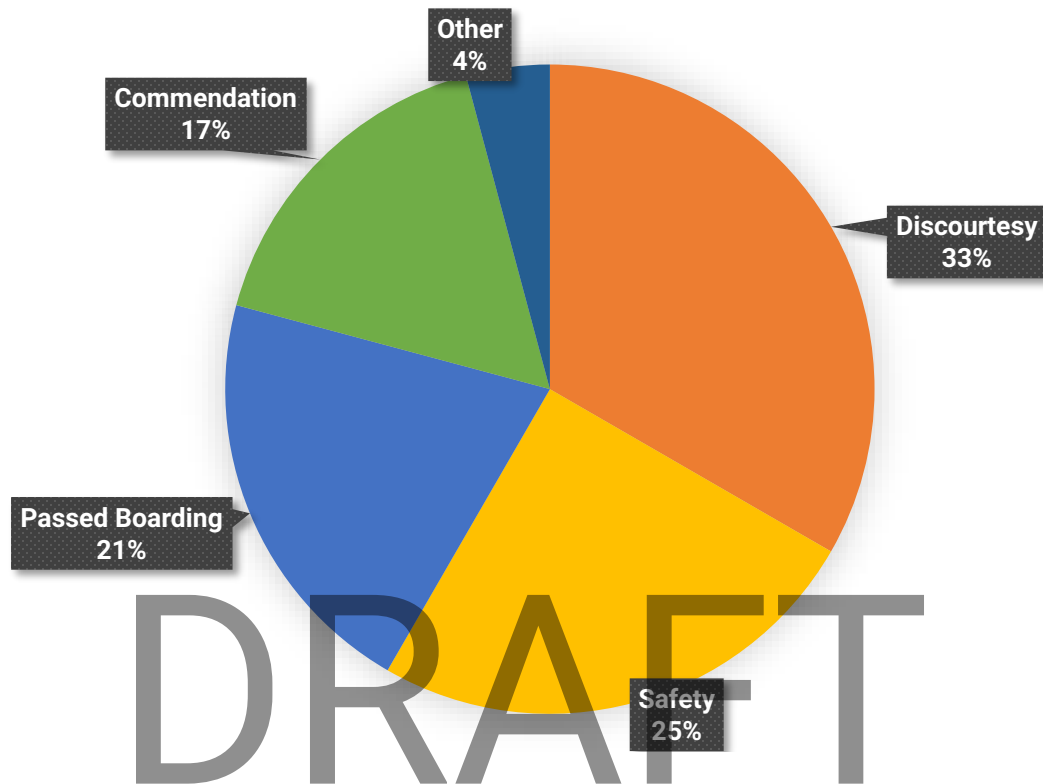
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February Call Logs

Comments by Type	Lextran Fixed Route System			Wheels		
	This Month	FY19 YTD	FY18 YTD	This Month	FY19 YTD	FY18 YTD
Total Commendations	4	12	3	3	25	12
Discourtesy	8	70	62	9	56	50
Late / Early	0	32	28	5	43	41
Safety	6	52	39	7	54	59
Passed	5	34	46	0	0	0
Other	1	20	26	0	0	0
Request: Information	0	7	2	0	2	1
Request: Service	0	4	13	0	0	0
Request: Amenities	0	8	3	0	0	0
Website	0	0	3	0	0	0
Total Calls into System	6,629	75,353*	101,442	19,168	167,223	172,204
Total Calls into IVR	42,361	358,786	398,884	N/A	N/A	N/A
Average Length of Call	1:00	1:22	1:27	1:13	1:13	1:01
Average Time to Abandon	0:20	0:14	0:13	1:12	1:09	1:06

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

Lextran Comments for February 2019



The bus driver needed to be commended for his courteous and generous behavior on the buses. Customer says he acknowledges everyone getting on the bus and regularly makes his day.

Biker was riding on University and was pinched between cars and the bus as the bus moved into the stop from lane.

Customer states he was waiting at the stop and the driver slowed down, but did not stop and passed him. States the bus was near him and he started walking toward it to flag down, but it kept going.

Driver was rude and asked customer if he was going to pay. She watched him in the mirror until Wal-Mart and acted like she was in a hurry.

Lextran in the Media – February 2019

February 1, 2019 - Lextran Buses to reserve a seat in honor of Rosa Parks

https://www.wkyt.com/content/news/Lextran-to-reserve-a-seat-on-citys-buses-for-Rosa-Parks-505212271.html?fbclid=IwAR2PmbJz4yWSqm1_RL_lrxgsMLnylh1mLClig6Z2N5cfAzefle4qy9MYS2s

February 1, 2019 - Lextran remembers Rosa Parks' Birthday in the most natural way: By saving her a seat

<https://www.kentucky.com/news/local/article225434730.html>

February 3, 2019 - Lextran To Honor Rosa Parks Birthday With Empty Seat This Week

<https://lex18.com/news/2019/02/03/lextran-to-honor-rosa-parks-birthday-with-empty-seat-this-week/>

February 3, 2019 - Lextran Honoring Rosa Parks Birthday with a Reserved Seat on Each Bus

https://www.youtube.com/watch?time_continue=25&v=rDaPRHDUGqY

February 4, 2019 - Lextran Saves a Seat for Rosa Parks

<https://www.wtvq.com/2019/02/04/lextran-saves-seat-rosa-parks/>

February 5, 2019 - Lextran Buses Honoring Civil Rights Icon Rosa Parks

<https://spectrumnews1.com/ky/lexington/news/2019/02/05/lextran-buses-honoring-civil-rights-icon-rosa-parks>

February 7, 2019 - Why Lextran's sweet gesture to celebrate Rosa Parks matters so much

http://www.kykernel.com/opinion/why-lextran-s-sweet-gesture-to-celebrate-rosa-parks-matters/article_6743acb0-2add-11e9-8ca5-6bf1600cc936.html

February 17, 2019 - 'A reminder of how she changed America.' UK students reflect on bus seat reserved for Rosa Parks

http://www.kykernel.com/news/a-reminder-of-how-she-changed-america-uk-students-reflect/article_0da7ea30-3317-11e9-a258-8f7b668f8014.html