



METROPOLITAN TULSA TRANSIT AUTHORITY

BOARD of TRUSTEES MEETING

To Be Held 12:00 p.m. Tuesday, July 26, 2022
10th Floor North Conference Center, City Hall
175 East 2nd Street, Tulsa, Oklahoma

AGENDA

INTRODUCTION AND NOTICE TO THE PUBLIC: The Board of Trustees will consider, discuss, and may take action on, adopt, amend, reject, or defer action on any item listed on this Agenda.

- I. CALL TO ORDER and BOARD MEMBER ROLL CALL**
- II. INTRODUCTIONS**
- III. APPROVAL OF THE June 28, 2022, MEETING MINUTES** [Page 3](#)
- IV. PUBLIC COMMENTS**

Anyone wishing to comment on an agenda item shall notify the board secretary of their wish to speak, as well as the specific agenda item that they wish to speak about. Each speaker will be allowed three minutes to present. No person shall be allowed to comment without registering with the board secretary.

V. COMMITTEE BUSINESS and REPORTS

A. Finance/Budget Committee – *James Wagner, Committee Chair*

Consideration and possible approval, adoption, denial, amendment or revision of the FY2022 budget, including, adding, deleting, increasing, or decreasing programs, appropriations, expenditures and amounts thereof.

- 1. Review of Ridership – *Scott Marr (Information)* [Page 8](#)
- 2. Review and approval of June 2022 Financial Statement - *Rebecca Walner (Action)* [Page 13](#)
- 3. Review of General Manager Submitted Expenses - *Rebecca Walner (Action)*
- 4. Upcoming Procurements - *Jack Van Hooser (Information)* [Page 26](#)

B. Operating/Marketing Committee— *Ann Domin, Committee Chair*

- 1. On-Board Survey Presentation – *Drew Druzynski (Information)*
Presentation to discuss result of On-Board Customer survey conducted in March 2022.

2. Updated Website Demonstration – *Drew Druzynski (Information)*
Demonstrate the status of the updated website and discuss implementation.

3. Harvard Business School Presentation – *Drew Druzynski (Information)* [Page 27](#)
Presentation to discuss result of HBS students project conducted in May 2022

4. Moving Tulsa Forward – August 2022 Changes to Service and Future -*Liann Alfaro*
(Information) [Page 30](#)
The Planning team is looking at making the service more connectible, reliable, and dependable for our customers.

C. Executive Committee – *Adam Doverspike, Committee Chair*

1. Board Officer Elections

Election of Board chairperson and vice chairperson as well as appointments of chairs of board committees.

Officer nominees to be submitted and voted upon at meeting.

- Chairperson
- Vice Chairperson

The committees with chairs to be appointed by Board Chairperson

- Finance/Budget—chair recommendation at meeting.
- Operating/Marketing— chair recommendation at meeting.
- Executive Committee—comprised of the Chairperson, and chairs of the Finance/Budget and Operating/Marketing committees.

2. Sale of Real Estate Property – *Scott Marr, Randy Cloud and Tammy Ewing, Attorney*
Discussion and possible action regarding the sale of real estate property located at 1332-1428 East 5th Place, Tulsa, and possible vote to enter executive session regarding same. 25 O.S. 307(B)(3) and (4).

VII. TRUSTEES AND GENERAL MANAGER COMMENTS

Members of the Board of Trustees and the General Manager will have an opportunity to comment on Tulsa Transit, its services and/or other issues related to Tulsa Transit. Action will not be taken by the Board of Trustees on these comments.

VIII. NEW BUSINESS

Pursuant to the Oklahoma Open Meetings Act, new business is any matter not known about or which could not have been reasonably foreseen prior to the time of posting the agenda. Title 25 O.S. sec. 311(A)(9).

IX. ADJOURN

The next regularly scheduled meeting of the
Tulsa Transit Board of Trustees will be held on
Tuesday, August 23, 2022, at 12:00 PM

METROPOLITAN TULSA TRANSIT AUTHORITY

Minutes of the Meeting of the Board of Trustees

Tuesday, June 28, 2022

10th Floor North Conference Center, City Hall

175 East 2nd Street, Tulsa, Oklahoma

CALL TO ORDER/ROLL CALL

Trustee	In-Person	Absent
Adam Doverspike, Chair	✓	
James Wagner, Vice Chair		✓
Tina Peña		✓
Ann Domin	✓	
Emily Hall		✓
Emeka Nnaka	✓	
Phyllis Joseph	✓	
Totals	4	3

OTHERS PRESENT:

Lori Soderstrom, Secretary to the Board of Trustees; Jean Ann Hudson, City-Appointed Attorney.

IN ATTENDANCE: Scott Mar, General Manager; Rebecca Walner, MTTA Director of Finance; Jack Van Hooser, MTTA Administrator of Grants & Procurements; Liann Alfaro, MTTA Director of Planning; Drew Druzynski, MTTA Marketing Communications Specialist; Naaja Jefferies, MTTA Director of Customer & Contracted Services; Chase Phillips, MTTA Director of Grants & Procurement; Randy Cloud, MTTA Director of Maintenance; Ofir Bar, MTTA Director of IT; Denise Engle with Gallagher; Corinne Donahue, Jon Tabor and Austin Mayes with Olsson; Viplava Putta with INCOG.

In accordance with the Oklahoma Open Meetings Act, the meeting was preceded by advance notice of the date, time, and place filed with the Municipal City Clerk’s office on October 26, 2021. An announcement was also given at least twenty-four (24) hours in advance by posting notice of the date, time and place and agenda of the meeting on June 27, 2022, 8:38 am at the Municipal City Clerk’s office and at Tulsa Transit Administrative offices on June 27, 2022.

I. CALL TO ORDER

Adam Doverspike called the meeting to order at 12:10 pm.

II. INTRODUCTIONS

Scott Marr introduced the MTTA Staff, Denise Engle with Gallagher, Corinne Donahue, Jon Tabor and Austin Mayes with Olsson and Viplava Puta with INCOG.

III. APPROVAL OF THE May 24, 2022, MEETING MINUTES

Ann Domin and **Emeka Nnaka** moved to approve the May 24, 2022, meeting minutes.

Yeas 3 Nays 0 Abstained 1 Absent 3 -- Motion Carried.

IV. PUBLIC COMMENTS

None

V. COMMITTEE BUSINESS and REPORTS

A. Finance/Budget Committee – James Wagner, Committee Chair

1. Review and approval of May 2022 Financial Statements – Rebecca Warner

Rebecca presented the May financials. May operating expenses of \$1.8M were \$197K or 9% less projections based on the FY2022 budget. Revenues from Operations are down due to the reduced ridership because of COVID-19. The FY22 underspending of \$2.6M to budget is reflected in the following areas: Salaries \$600K, Lift Program 208K, Material & Supplies 324K, and Planning/Marketing \$486K. Fixed ridership had 53,000 increases in riders, BRT had 57,000 increases with free fares that started May 1, 2022.

2. Review of General Manager submitted expenses – Rebecca Walner

Rebecca presented the GM’s expenses during May for \$1,729.94 for the 2022 Transportation Senior Executive Training program May 14-20, 2022.

Emeka Nnaka and **Ann Domin** moved to approve May 2022 Financial statements and the GM’s May expenses in the amount of \$1,729.94.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

3. Upcoming Procurements – Jack Van Hooser

Jack went over the upcoming procurement.

4. Renewal of Insurance Policies – Rebecca Walner

Rebecca presented the insurance policies up for renewal with a 2.72% increase to \$158020.82.

Ann Domin and **Emeka Nnaka** moved to authorize the General Manager to renew existing insurance policies at a total cost not to exceed \$158,020.82.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

B. Operating/Marketing Committee – Adam Doverspike

1. TPS Free Fares Renewal – Scott Marr

Scott asked the Board to renew the TPS free rides and extend it for 3 years.

Emeka Nnaka and Phyllis moved to approve of the continuation of the Tulsa Public Schools (TPS) Free Ride program for an additional 3 years beginning August 1, 2022, school year. The program would continue with these key elements from the 2021-2022 school year:

- The TPS Free Rides program would allow TPS high school students to ride Tulsa Transit for free upon showing a valid student ID card as approved by Tulsa Transit.
- As in the current school year, free rides would be in effect year around.
- The renewed program will begin August 1, 2022, and end July 31, 2025.
- Continue effort to establish a free-rides evaluation program in coordination with TPS and such program reflects the respective objectives of TPS and MTTA.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

2. MTTA Facility Feasibility Study – Scott Marr

Scott introduced Corrine with Olsson to give the presentation and answer questions on assumptions, scope of services and the next steps.

Adam Doverspike and Phyllis Joseph moved to authorize the General Manager execute a task order with Olsson Associates, Inc. for the preparation of a Facility Assessment Study for a fee not to exceed \$123,050.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

3. Turley Connector and Broken Arrow Connector Services Contract – Naaja Jefferies

Naaja presented the Board with the proposal to take the Turley Connector in house from First Transit and give the Broken Arrow Connector to First Transit.

Phyllis Joseph and Adam Doverspike moved to authorize the General Manager to negotiate and execute a contract amendment with First Transit to operate the Turley Connector service from July 1, 2022, through August 20, 2022, and the Broken Arrow Connector service from August 22, 2022, through June 30, 2023. The First Transit Turley Shuttle contract would be for the estimated amount of \$11,454.50. The Broken Arrow Connector would be for the estimated amount of \$122,413.87. MTTA would supply vehicles, maintenance, and fuel.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

4. Contract for Bus, Shelter, and Bench Advertising Services – Rebecca Walner

Rebecca presented the Board with the proposal for advertising sales on buses, shelters, and benches.

Emeka Nnaka and Phyllis Joseph moved to authorize the General Manager to enter a three-year contract with two options years with Transit Advertising, Inc. to provide advertising sales and related services, and to negotiate final terms and conditions. This is a revenue contract in which the contractor will provide services in exchange for an agreed commission on advertising sales revenue.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

5. (APTA) Membership Dues – Scott Marr
Scott asked the Board for permission to join American Public Transportation Association.

Emeka Nnaka and Adam Doverspike moved to authorize the General Manager to secure a membership with the American Public Transportation Association for an amount not to exceed 26,000 for July 1, 2022, thru June 30, 2023.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

6. Award of Contract for CAD/AVL System – Liann Alfaro & Ofir Bar
Liann and Ofir presented the Board with the Benefits for Tulsa Transit and for the Customers with the new technology and management solutions.

Emeka Nnaka and Phyllis Joseph moved to negotiate final terms and conditions and enter a contract for an amount not to exceed \$2,500,000 with Avail Technologies to provide a comprehensive CAD/AVL (Computer Aided Dispatch/Automatic Vehicle Locator), system to MTTA. This will be a three-year agreement with the option for an additional two-year term.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

7. CNG Time Fill Fuel Post – Randy Cloud
Randy informed the Board that MTTA needs additional fuel post to streamline the fueling process. The buses are now being shuffled around the lot every day to fuel the fleet. This creates a loss of efficiency and more opportunity for accidents with buses being moved from one spot to another after dark. The additional fuel post would streamline the fueling process by allowing the fixed route buses to be parked and remain in that spot throughout the night.

Adam Doverspike and Emeka Nnaka moved to authorize the General Manager to negotiate and execute a purchase order with Trillium Transportation Fuels, LLC to install fifteen (15) CNG Time Fill Fueling posts for the Tulsa Transit CNG fuel station. The amount of the purchase order is not to exceed \$192,595.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

C. Executive Committee – Adam Doverspike, Committee Chair

1. Authorization of Free Fares – Scott Marr
Scott introduced Viplava Putta with INCOG to give a presentation on free fares sponsored by INCOG. This would be using CMAQ funds to be proactive with the Ozone levels. **Phyllis Joseph** asked to see the ridership data for July 1, 2022, thru July 14, 2022.

Ann Domin and Phyllis Joseph moved to authorize the free fares for Para Transit/Fixed Route Services sponsored by INCOG for two months not to exceed \$200,000 in total from CMAQ funds from July 15, 2022, thru September 15, 2022.

Yeas 4 Nays 0 Abstained 0 Absent 3 -- Motion Carried.

VI. TRUSTEES AND GENERAL MANAGER COMMENTS

Adam Doverspike wanted to thank MTTA for using CNG, with the fuel prices being high right now.

VII. NEW BUSINESS

None

VIII. ADJOURN

Adam Doverspike adjourned meeting at 2:08 pm.

Sincerely,

Lori Soderstrom
Secretary to the Board of Trustees

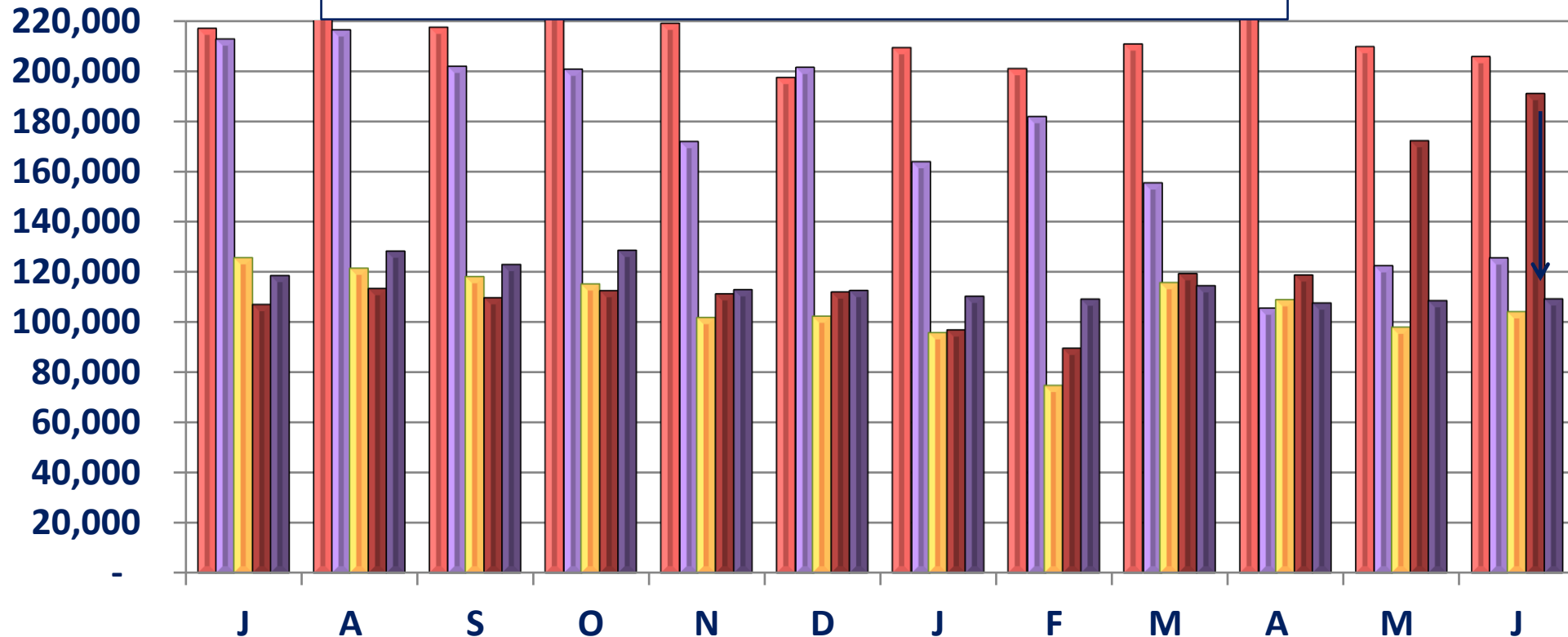
Fixed Route

- The full month of June was free fare therefore these numbers are reflective of that.
- The BRT does show a great increase with the free fare.

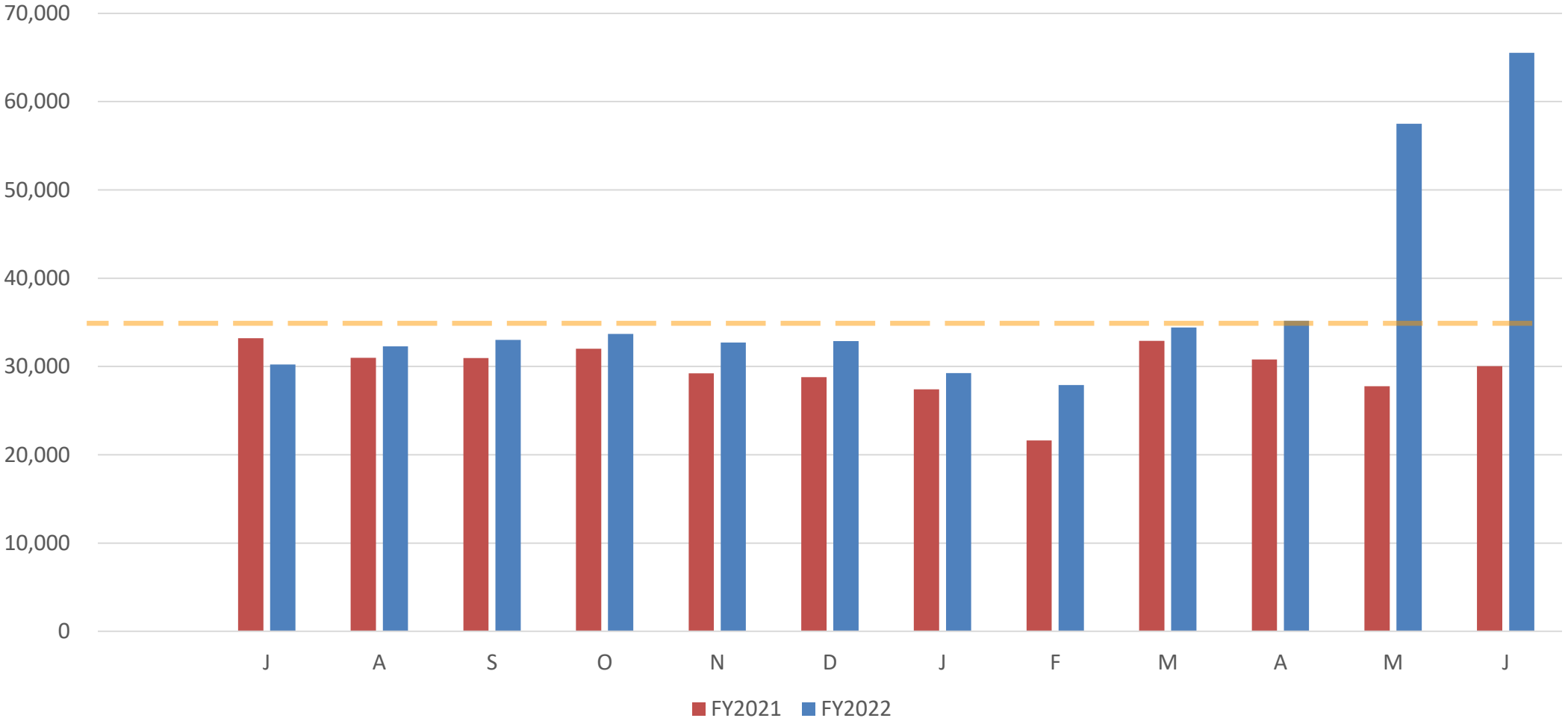
FIXED ROUTE RIDERSHIP

■ FY19
 ■ FY20
 ■ FY21
 ■ FY22
 ■ FY22 Projected

June 22 ridership of 190K was 81K or 43% more than target projection.
 YTD ridership of 1.4M is 71K or 5% more that projected. June 22
 ridership reflects a modified schedule and free fare.



BRT RIDERSHIP



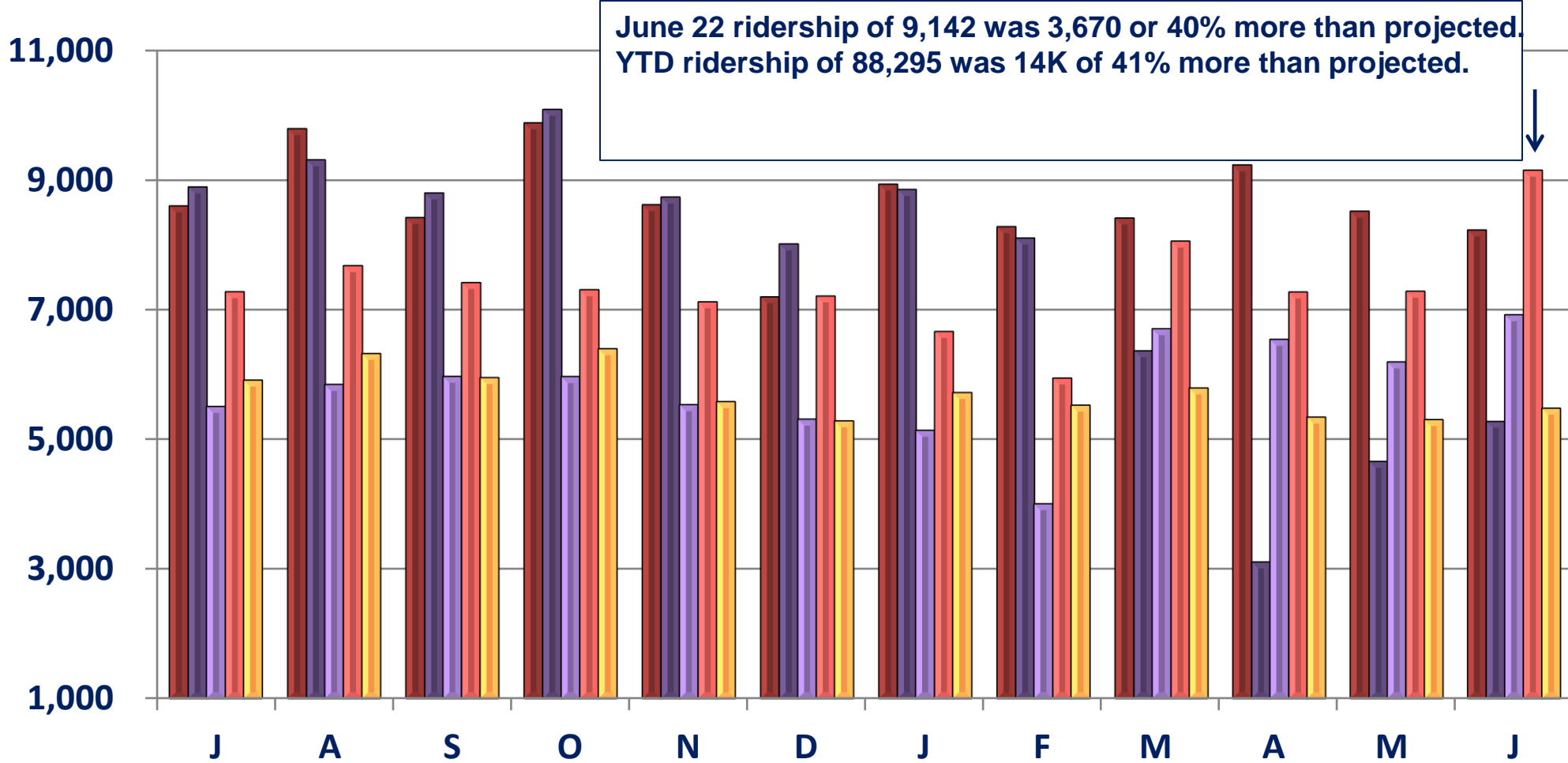
*Average Route 105 Ridership was 34,000 per month.

Lift Ridership

- Lift Ridership is still trending along the lines of Pre-Pandemic numbers.
 - We were just shy of 2,000 over our budgeted expectation

LIFT RIDERSHIP

■ FY19
 ■ FY20
 ■ FY21
 ■ FY22
 ■ FY22 Projected



METROPOLITAN TULSA TRANSIT AUTHORITY
BOARD MEETING
July 26th, 2022
Finance/Audit Committee

To: Board of Trustees
From: Rebecca Walner, Director of Finance
Subject: FY22 Financial Statement Summary through June 30, 2022

Recommendation:

Review and approve the FY22 June Financial Statement Summary.

Analysis:

June operating expenses of \$1.9M were \$206K or 9% less projections based on the FY2022 budget.

YTD we have a zero surplus with total expenses of \$23.9M which are \$2.7M or 11.5% less than projected. Revenues from Operations are down due to the reduced ridership as a result of COVID-19. The FY22 underspending of \$2.7M to budget is reflected in the following areas: Salaries \$700K, Lift Program 208K, Material & Supplies 324K, and Planning/Marketing \$1.4m due to not completely Regional Transit Study. Below is a summary of our FY22 operating results before audit:

FY2022 Financial Summary
YTD June 2022

<i>Item</i>	<i>Actual</i>	<i>Budget</i>	<i>Variance %</i>	<i>Prior Year</i>	<i>Variance %</i>
Revenue					
Revenue from Operations	\$1,911,726	\$1,866,188	2.44%	\$2,240,032	(14.66%)
Operating Grant Funding	\$21,524,218	\$26,172,936	(17.76%)	\$18,943,201	13.63%
Total Operating Revenues	\$23,435,944	\$28,039,124	(16.42%)	\$21,183,233	10.63%
Operating Expenses					
Labor and Fringe	\$13,221,622	\$13,908,809	(4.94%)	\$11,971,957	10.44%
Transportation Services	\$3,286,343	\$3,499,237	(6.08%)	\$2,966,447	10.78%
Administrative Services	\$1,564,482	\$1,582,972	(1.17%)	\$1,525,476	2.56%
Materials and Supplies	\$3,481,225	\$3,776,974	(7.83%)	\$3,107,500	12.03%
Utilities	\$589,174	\$602,840	(2.27%)	\$598,357	(1.53%)
Insurance	\$432,845	\$550,801	(21.42%)	\$461,903	(6.29%)
Marketing and Planning	\$860,252	\$2,264,658	(62.01%)	\$555,439	54.88%
Total Operating Expenses	\$23,435,944	\$26,186,291	(10.50%)	\$21,187,079	10.61%
Budget Surplus (Deficit)	\$0	\$1,852,833	(100.00%)	(\$3,846)	(100.00%)



FY22 Executive Summary

For the Twelve Months Ending June 30, 2022

Summary of Activities*	Actual	Budget	Var%
Revenues From Operations \$	1,912	\$ 1,866	2%
Grant Revenues	21,524	26,173	-18%
Total Operating Revenues	23,436	28,039	-16%
Total Expenses	(23,436)	(26,186)	-11%
Surplus (Deficit) \$	0	\$ 1,853	-100%

Operating Revenues*	Actual	Budget	Var%
City of Tulsa \$	9,259	\$ 10,865	-15%
Federal Grants	10,588	13,764	-23%
State Grants	1,150	1,100	5%
Other Grants	528	444	19%
Fare Revenues	1,191	1,312	-9%
Advertising Revenues	681	507	34%
Other Revenues	40	47	-15%
Total Operating Revenues \$	23,436	\$ 28,039	-16%

Operating Expenses*	Actual	Budget	Var%
Payroll & Fringe \$	13,222	\$ 13,909	-5%
Transportation Services	3,286	3,499	-6%
Administrative Services	1,564	1,583	-1%
Materials & Supplies	3,481	3,777	-8%
Utilities	589	603	-2%
Insurance	433	551	-21%
Marketing & Planning	860	2,265	-62%
Total Expenses \$	23,436	\$ 26,186	-11%

Goal 1. Operate a Safe Transit System

Accidents (Per 100K miles)	FY22	FY21	Change	Target
Fixed Route	1.19	1.78	-33%	1.80
Lift Program	2.98	2.40	24%	1.20

Goal 2. Meet and Exceed Customer Expectations

	FY22	FY21	Change	Target
Complaints				
Fixed Route	3.71	4.12	-10%	4.35
Lift Program	32.5	26.46	0.2283	23

Goal 3. Maintain a Quality Workforce

Absences (Per weekday)	FY22	FY21	Change	Target
Operators	15	19	-18%	9
Total	17	21	-18%	12

Goal 4. Operate an Effective Transit System

Passengers Per Hour	FY22	FY21	Change	Target
Fixed Route	9.09	7.40	0.23	14.00
Lift Program	2.04	1.93	6%	2.00

Goal 5. Operate an Efficient Transit System

Cost Per Trip	FY22	FY21	Change	Target
Fixed Route	\$ 12.47	\$ 11.73	6%	\$ 6.16
Lift Program	\$ 55.94	\$ 66.73	-16%	\$ 50.91

Tulsa Transit connects people to progress and prosperity.

Fixed Route and Nightline Preventable Accidents - FY22								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
MONTH								
July	3							3
August	2							2
September	0	1	3					4
October	2		3	1				6
November	3							3
December	3							3
January	0	1	1					2
February	2							2
March	4							4
April	2							2
May	2							2
June	0							0
TOTAL	23	2	7	1	0	0	0	33
Percent of Total	70%	6%	21%	3%	0%	0%	0%	100%

Fixed Route and Nightline Preventable Accidents - FY21								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
MONTH								
July	2	1						3
August	2		2					4
September	3		1				1	5
October	3							3
November	1							1
December	1	1		1				3
January		1	2	1				4
February	11							11
March	1							1
April	3	1						4
May	2							2
June	6							6
TOTAL	35	4	5	2	0	0	1	47
Percent of Total	74%	9%	11%	4%	0%	0%	2%	100%

Lift Preventable Accidents - FY22								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
<i>Month</i>								
July	5							5
August	4							4
September	1							1
October	4							4
November	4							4
December	0							0
January	4							4
February	3							3
March	3							3
April	2							2
May	1							1
June	2							2
Total	33	0	0	0	0	0	0	33
Percent of Total	100%	0%	0%	0%	0%	0%	0%	0%

Lift Preventable Accidents - FY21								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
<i>Month</i>								
July			1					1
August		1	1					2
September					1			1
October		4						4
November						1		1
December								0
January			1	1				2
February	1							1
March	3							3
April	2							2
May	5							5
June	2							2
Total	13	5	3	2	0	1	0	24
Percent of Total	54%	21%	13%	8%	0%	4%	0%	100%

SUMMARY OF OPERATING BUDGET VARIANCE ANALYSIS

Projected expenses within +/- \$1,000 and +/- 5% YTD variance are considered consistent with projections.

Operating Revenues	YTD \$	YTD Var\$	YTD Var%	Details
Fixed Route Revenues	885,886.00	(217,711.00)	-38%	Fixed Route Revenues are lower due to Free Fare ridership in May & June
Advertising Revenue	680,940.00	173,711.00	34%	Advertising Revenue is 34% higher than original projected.
Lift Program Revenues	305,209.00	96,647.00	46%	Lift is significantly higher than projected as our Lift ridership also increases and we begin to navigate back to new normal.
Expenses	YTD \$		YTD Var%	Details
Payroll and Fringe	13,221,622.00	(687,187.00)	-5%	Payroll & Fringe is 5% less than projected as we have not yet been at full capacity for drivers, however have been paying sign-on bonus's and overtime.
Transportation Services	3,286,343.00	(212,894.00)	-6%	Transportation Services is less than expected as we have not got back to full capacity.
Advertising Commissions	312,220.00	83,967.00	37%	Advertising commission is higher than expected as we are expensing the commission expense as we invoices versus upon payment received.
Legal	116,135.00	72,483.00	166%	Legal expenses are higher than expected due on going property disputes and other unexpected disputes.
Audit Fees	40,100.00	(2,821.00)	-7%	Audit Fees are under projected due to the budget line item not being submitted correctly.
Bldg. & Facility Services	148,001.00	(18,997.00)	-11%	Building and Facility Services are currently 11% lower than expected.
Professional and Technical	916,841.00	(169,896.00)	-16%	Due to prepayments in prior year reclass, it made the budget appear to be larger than necessary.
Fuel	861,735.00	408,826.00	90%	Fuel increase is higher than expected with the price of fuel surging and not having a locked in rate for more than 50% of our CNG. We now have it locked in for up to 80%. As well as we added "electric fuel" as an expense after budget was made. \$17,500 monthly, that is reimbursed with IOT funds.
Gasoline	94,021.00	33,733.00	56%	Gasoline prices reached much higher than expected rates which caused the increase in our gas budget line as well.
Oil & Lubricants	126,650.00	(48,209.00)	-28%	Due to less drive time, our oil and lubricants is under budget.
Tires & Tubes	139,896.00	(28,408.00)	-17%	Due to less drive time tire and tubes has not reach the expected budget amount.
Facility Repairs	707,037.00	255,414.00	57%	Due to aging facility it has cost more to repair as issues arise.
Service & Shop Equipment	39,406.00	(160,424.00)	-80%	Due to few buses pulling out our expenses have not reached the expected amount.
Other Shop & Garage	76,753.00	(30,298.00)	-28%	Due to few buses pulling out our expenses have not reached the expected amount.

Repair Parts	1,350,459.00	(552,516.00)	-29%	Due to few buses pulling out our expenses have not reached the expected amount.
Servicing Supplies	54,497.00	(82,919.00)	-60%	Due to few buses pulling out our expenses have not reached the expected amount.
Utilities	589,174.00	(13,666.00)	-2%	Utilites are about on target with budget
Insurance	432,845.00	(117,956.00)	-21%	Insurance premiums did not increase as expected in FY 22.
Planning	330,459.00	(544,541.00)	-62%	Planning currently appears to be under budget, however, in the next few months we are expecting projects to come to closure which will pull this number closer to budgeted expectation, and a larger expensed item did not happen in 2022, possibly happening in 2023.
Marketing & Advertising	135,878.00	(432,667.00)	-76%	Similar to Planning, we do have projects that we are expecting to come to closure as our fiscal years comes to closer to close. PY we had CMAQ funding to help with the cost, with CMAQ for Marketing expesense not happening we did not expense as much.
General Office Expense	158,696.00	6,065.00	4%	Office supplies are 4% over projection due to change in staffing positions.
	YTD		YTD	
Grant Revenues	\$\$		Var%	Details
Other Operational Assistance	527,528.00	83,053.00	19%	These revenues represent contracts with the City of Broken Arrow, Jenks, and Sand Springs. YTD revenues of \$451K are \$80K or 22% more than projected. This increase represents the TTC lease of MMS.
Oklahoma State Funding	1,150,004.00	50,000.00	5%	Our FY22 annual ODOT apportionment is \$95K per month and is consistant with projections.
FTA Planning	614,163.00	195,719.00	47%	YTD planning revenues of \$614K are \$185k or 47% more than projected.
FTA Audit/Leases	4,000.00	(32,154.00)	-89%	YTD Audit/Lease revenues are lower than expected as we did not have a grant that would help cover the cost. We are currently in process for future years to secure the funding for Audits and Leases.
FTA ADA Lift	277,602.00	53,651.00	24%	YTD ADA Lift revenues of \$277K are 53K more than expected due to transferring funds in the budget with the FTA.
FTA - CARES	5,900,717.00	(4,863,380.00)	-45%	YTD CARES is 5.9M are 4.8M or 45% less than projected due to using older grants and moving funds to Prevenative Mainteance.
FTA Preventive Maintenance	3,791,343.00	1,470,109.00	63%	YTD Preventative Mainteance is 3.9M or 1.4M or 64% more than projected due to moving funds from Operations
FTA Operations	5,900,717.00	(5,136,595.00)	-23%	YTD Operations revenues of \$5.9M are \$5.1M or 23% less than projected.

METRO TULSA TRANSIT AUTHORITY
Income Statement
For the Twelve Months Ending Thursday, June 30, 2022

	Actual	Budget	Var %	PY	PY %	Act YTD	Bgt YTD	Var%	PY YTD	PY %
Operating Revenues										
Passenger	-	\$84,619	(100.00%)	\$157,023	(100.00%)	\$868,633	\$1,071,041	(18.90%)	\$1,268,279	(31.51%)
Nightline	-	\$1,526	(100.00%)	\$1,446	(100.00%)	\$10,008	\$19,313	(48.18%)	\$14,542	(31.18%)
Sunday Service	-	\$1,046	(100.00%)	\$786	(100.00%)	\$7,245	\$13,243	(45.29%)	\$10,773	(32.75%)
Advertising	\$68,412	\$42,269	61.85%	\$48,889	39.93%	\$680,940	\$507,229	34.25%	\$705,550	(3.49%)
Investments	\$1,370	\$200	585.25%	\$266	415.84%	\$9,910	\$2,400	312.91%	\$3,733	165.45%
Lift Program - ADA	\$14,577	\$16,647	(12.44%)	\$12,461	16.98%	\$305,209	\$208,562	46.34%	\$227,424	34.20%
Other Revenue	\$1,109	\$3,700	(70.03%)	\$306	262.71%	\$29,781	\$44,400	(32.92%)	\$9,731	206.04%
Total Operating Revenues	\$85,468	\$150,007	(43.02%)	\$221,177	(61.36%)	\$1,911,726	\$1,866,188	2.44%	\$2,240,032	(14.66%)
Operating Expenses										
Labor:										
Operators	\$358,999	\$417,533	(14.02%)	\$284,487	26.19%	\$4,486,683	\$5,010,397	(10.45%)	\$3,834,635	17.00%
Transportation Administration	\$66,263	\$64,521	2.70%	\$76,477	(13.36%)	\$931,535	\$774,248	20.31%	\$744,537	25.12%
Maintenance	\$98,392	\$115,587	(14.88%)	\$131,789	(25.34%)	\$1,340,763	\$1,387,046	(3.34%)	\$1,337,746	0.23%
Maintenance Administration	\$31,192	\$28,555	9.24%	\$25,900	20.43%	\$341,849	\$342,660	(0.24%)	\$305,948	11.73%
Administration & Accounting	\$129,700	\$151,612	(14.45%)	\$123,489	5.03%	\$1,363,690	\$1,819,348	(25.05%)	\$1,414,978	(3.62%)
Total Labor	\$684,546	\$777,808	(11.99%)	\$642,142	6.60%	\$8,464,520	\$9,333,699	(9.31%)	\$7,637,844	10.82%
Fringe Benefits:										
FICA Taxes	\$55,542	\$63,025	(11.87%)	\$53,180	4.44%	\$776,346	\$756,301	2.65%	\$620,676	25.08%
Pension Plan Expense	\$91,724	\$95,042	(3.49%)	\$134,499	(31.80%)	\$1,048,026	\$1,140,499	(8.11%)	\$920,993	13.79%
Health & Dental Insurance	\$95,498	\$95,415	0.09%	\$113,199	(15.64%)	\$1,332,383	\$1,144,984	16.37%	\$1,315,209	1.31%
Life & Disability Insurance	\$102	\$8,372	(98.78%)	\$15,109	(99.32%)	\$86,746	\$100,469	(13.66%)	\$115,136	(24.66%)
Sick Leave	\$50,267	\$28,384	77.09%	\$55,882	(10.05%)	\$402,371	\$340,611	18.13%	\$347,970	15.63%
Holiday Pay	\$34,869	\$27,679	25.98%	\$31,989	9.00%	\$387,544	\$332,148	16.68%	\$352,194	10.04%
Vacation Pay	\$30,384	\$34,296	(11.40%)	\$56,781	(46.49%)	\$480,986	\$411,547	16.87%	\$412,397	16.63%
Uniform Allowance - Drivers	\$514	\$3,154	(83.69%)	\$25,000	(97.94%)	\$55,685	\$37,850	47.12%	\$67,046	(16.95%)
Clothing/Tool Allowance - Mechanics	\$11,481	\$3,150	264.47%	\$1,958	486.51%	\$45,642	\$37,800	20.74%	\$29,274	55.91%
Unemployment Compensation	(\$3,262)	\$1,206	(370.36%)	\$18,360	(117.77%)	\$2,491	\$14,478	(82.80%)	\$58,942	(95.77%)
Other Fringe Benefits	\$9,526	\$21,535	(55.77%)	\$11,581	(17.75%)	\$138,882	\$258,423	(46.26%)	\$94,276	47.31%
Total Fringe Benefits	\$376,645	\$381,258	(1.21%)	\$517,538	(27.22%)	\$4,757,102	\$4,575,110	3.98%	\$4,334,113	9.76%
Total Loaded Payroll	\$1,061,191	\$1,159,066	(8.44%)	\$1,159,680	(8.49%)	\$13,221,622	\$13,908,809	(4.94%)	\$11,971,957	10.44%
Transportation Services:										
Fixed Route	\$48,904	\$46,723	4.67%	\$46,036	6.23%	\$577,635	\$560,678	3.02%	\$555,772	3.93%
Sunday Service	\$21,569	\$24,214	(10.92%)	\$20,964	2.89%	\$267,636	\$290,566	(7.89%)	\$266,728	0.34%
Lift Program - ADA	\$206,810	\$220,666	(6.28%)	\$186,390	10.96%	\$2,349,323	\$2,647,993	(11.28%)	\$2,078,936	13.01%
Circulator Service-Downtown/Midtown	\$10,060	-	0.00%	\$7,260	38.56%	\$84,549	-	0.00%	\$30,380	178.31%
Lift Services - Meals On Wheels	-	-	0.00%	\$946	(100.00%)	\$7,200	-	0.00%	\$34,631	(79.21%)
Total Transportation Services	\$287,343	\$291,603	(1.46%)	\$261,596	9.84%	\$3,286,343	\$3,499,237	(6.08%)	\$2,966,447	10.78%

Administrative Services:

Advertising	\$36,397	\$19,021	91.35%	\$22,863	59.20%	\$312,220	\$228,253	36.79%	\$343,065	(8.99%)
Legal Fees	\$17,523	\$3,638	381.70%	\$26,839	(34.71%)	\$116,135	\$43,652	166.05%	\$90,248	28.68%
Audit Fees	\$3,342	\$3,577	(6.57%)	\$858	289.32%	\$40,100	\$42,921	(6.57%)	\$33,800	18.64%
Office Equipment / Computers	\$1,827	\$469	289.64%	\$222	721.81%	\$24,817	\$5,628	340.96%	\$4,580	441.79%
Building & Facility Services	\$10,998	\$13,917	(20.97%)	\$15,103	(27.18%)	\$148,001	\$166,998	(11.38%)	\$147,024	0.66%
Professional & Technical Services	\$32,311	\$29,721	8.72%	\$926	3388.10%	\$527,408	\$356,648	47.88%	\$565,876	(6.80%)
Software Maintenance & Service	\$22,989	\$60,841	(62.21%)	\$47,176	(51.27%)	\$389,433	\$730,089	(46.66%)	\$332,874	16.99%
Security Services	\$1,315	\$732	79.66%	\$6,046	(78.25%)	\$6,368	\$8,783	(27.50%)	\$8,009	(20.48%)
Total Administrative Services	\$126,702	\$131,916	(3.95%)	\$120,033	5.56%	\$1,564,482	\$1,582,972	(1.17%)	\$1,525,476	2.56%

Total Services

Total Services	\$414,045	\$423,519	(2.24%)	\$381,629	8.49%	\$4,850,825	\$5,082,209	(4.55%)	\$4,491,923	7.99%
-----------------------	------------------	------------------	----------------	------------------	--------------	--------------------	--------------------	----------------	--------------------	--------------

Materials & Supplies:

Fuel	\$73,544	\$37,742	94.86%	\$36,082	103.83%	\$861,735	\$452,909	90.27%	\$426,947	101.84%
Gasoline	\$18,069	\$5,024	259.66%	\$35	51526.63%	\$94,021	\$60,288	55.95%	\$30,601	207.25%
Oil & Lubricants	\$14,701	\$14,572	0.89%	\$17,197	(14.52%)	\$126,650	\$174,859	(27.57%)	\$147,675	(14.24%)
Tires & Tubes	\$20,091	\$14,025	43.25%	\$7,834	156.45%	\$139,896	\$168,304	(16.88%)	\$134,115	4.31%
Facility Repairs & Maintenance	\$66,252	\$37,635	76.04%	\$87,599	(24.37%)	\$707,037	\$451,623	56.55%	\$741,728	(4.68%)
Service & Shop Equipment	\$1,545	\$16,653	(90.72%)	\$2,757	(43.95%)	\$39,406	\$199,830	(80.28%)	\$38,871	1.38%
Other Shop & Garage Expense	\$10,233	\$8,921	14.71%	\$4,358	134.81%	\$76,753	\$107,051	(28.30%)	\$66,945	14.65%
Repair Parts	\$134,708	\$158,581	(15.05%)	\$144,059	(6.49%)	\$1,350,459	\$1,902,975	(29.03%)	\$1,390,273	(2.86%)
Servicing Supplies	\$2,469	\$11,451	(78.44%)	\$3,062	(19.35%)	\$54,497	\$137,416	(60.34%)	\$58,610	(7.02%)
Transportation & Safety	\$873	\$4,049	(78.45%)	\$1,896	(53.98%)	\$12,500	\$48,594	(74.28%)	\$38,314	(67.38%)
Schedules	-	\$3,805	(100.00%)	-	0.00%	\$14,848	\$45,661	(67.48%)	\$14,728	0.81%
Passes & Transfers	\$705	\$2,289	(69.21%)	\$1,317	(46.49%)	\$3,423	\$27,464	(87.54%)	\$18,693	(81.69%)
Total Materials & Supplies	\$343,190	\$314,747	9.04%	\$306,196	12.08%	\$3,481,225	\$3,776,974	(7.83%)	\$3,107,500	12.03%

Utilities:

Light, Heat, Power, and Water	\$30,174	\$28,588	5.55%	\$24,540	22.96%	\$355,794	\$343,052	3.71%	\$323,404	10.02%
Communications	(\$7,666)	\$21,649	(135.41%)	\$36,993	(120.72%)	\$233,380	\$259,788	(10.17%)	\$274,953	(15.12%)
Total Utilities	\$22,508	\$50,237	(55.20%)	\$61,533	(63.42%)	\$589,174	\$602,840	(2.27%)	\$598,357	(1.53%)

Insurance:

Insurance Premiums	\$37,553	\$45,900	(18.19%)	\$28,749	30.63%	\$392,238	\$550,801	(28.79%)	\$432,505	(9.31%)
Self Insurance	\$4,167	-	0.00%	\$10,600	(60.69%)	\$40,607	-	0.00%	\$29,398	38.13%
Total Insurance	\$41,720	\$45,900	(9.11%)	\$39,349	6.03%	\$432,845	\$550,801	(21.42%)	\$461,903	(6.29%)

Miscellaneous:

Planning & Rideshare	\$14,680	\$72,917	(79.87%)	\$37,433	(60.78%)	\$330,459	\$875,000	(62.23%)	\$86,353	282.68%
Dues & Subscriptions	\$672	\$3,022	(77.77%)	\$229	193.34%	\$29,633	\$36,269	(18.30%)	\$22,294	32.92%
Travel & Meetings - Staff	\$4,676	\$14,624	(68.03%)	\$4,049	15.49%	\$53,886	\$175,490	(69.29%)	\$25,908	107.99%
Travel & Meetings - Board	-	\$576	(100.00%)	-	0.00%	\$396	\$6,916	(94.27%)	\$738	(46.29%)
Marketing & Advertising	\$52,518	\$47,379	10.85%	\$2,383	2104.20%	\$135,878	\$568,545	(76.10%)	\$154,286	(11.93%)
General Office Expense	\$8,068	\$12,719	(36.57%)	\$17,363	(53.53%)	\$158,696	\$152,631	3.97%	\$180,038	(11.85%)
Other Miscellaneous Expenses	\$4,490	\$15,121	(70.30%)	\$12,324	(63.56%)	\$49,597	\$181,450	(72.67%)	\$34,127	45.33%
Bank & Credit Card Fees	\$3,091	\$2,750	12.38%	\$3,017	2.44%	\$49,462	\$33,001	49.88%	\$29,415	68.15%
Leases & Rentals	\$4,596	\$19,613	(76.56%)	\$3,977	15.57%	\$52,245	\$235,356	(77.80%)	\$22,280	134.49%

Total Miscellaneous	\$92,791	\$188,721	(50.83%)	\$80,775	14.88%	\$860,252	\$2,264,658	(62.01%)	\$555,439	54.88%
Total Expenses	\$1,975,445	\$2,182,190	(9.47%)	\$2,029,162	(2.65%)	\$23,435,943	\$26,186,291	(10.50%)	\$21,187,079	10.61%
Net Operating Loss	(\$1,889,977)	(\$2,032,183)	(7.00%)	(\$1,807,985)	4.53%	(\$21,524,217)	(\$24,320,103)	(11.50%)	(\$18,947,047)	13.60%
Operational Grant Funding										
Operating Assistance - Other	\$30,625	\$37,040	(17.32%)	-	0.00%	\$527,528	\$444,475	18.69%	\$321,780	63.94%
Oklahoma State Funding	\$95,841	\$91,667	4.55%	\$95,833	0.01%	\$1,150,004	\$1,100,004	4.55%	\$1,149,996	0.00%
FTA - Planning Assistance	\$33,478	\$34,870	(3.99%)	\$27,971	19.69%	\$614,163	\$418,444	46.77%	\$300,630	104.29%
FTA - Leases / Audit	-	\$3,013	(100.00%)	(\$858)	(100.00%)	\$4,000	\$36,154	(88.94%)	\$127,230	(96.86%)
FTA - ADA LIFT	-	\$18,663	(100.00%)	-	0.00%	\$277,602	\$223,951	23.96%	\$1,707,146	(83.74%)
FTA - CMAQ	-	-	0.00%	-	0.00%	-	-	0.00%	\$144,434	(100.00%)
FTA - Preventative Maintenance	\$392,508	\$193,436	102.91%	\$466,590	(15.88%)	\$3,791,343	\$2,321,234	63.33%	\$2,938,276	29.03%
FTA - Operations	\$576,564	\$897,008	(35.72%)	\$509,346	13.20%	\$5,900,717	\$10,764,097	(45.18%)	\$4,031,848	46.35%
COT - Vision Assistance	\$272,744	\$273,215	(0.17%)	\$229,683	18.75%	\$3,400,257	\$3,278,577	3.71%	\$2,514,985	35.20%
COT - Operating Assistance	\$488,217	\$632,167	(22.77%)	\$475,573	2.66%	\$5,858,604	\$7,586,000	(22.77%)	\$5,706,876	2.66%
Total Operational Grant Funding	\$1,889,977	\$2,181,079	(13.35%)	\$1,804,138	4.76%	\$21,524,218	\$26,172,936	(17.76%)	\$18,943,201	13.63%
Budget Surplus (Deficit)	-	\$148,896	(100.00%)	(\$3,847)	(99.98%)	\$1	\$1,852,833	(100.00%)	(\$3,846)	(99.98%)
Capital Revenues										
Capital Assistance - FTA	\$24,808	\$65,832	(62.32%)	\$16,851	47.22%	\$2,273,697	\$789,981	187.82%	\$297,072	665.37%
Capital Assistance - COT	\$93,133	\$181,916	(48.80%)	-	0.00%	\$1,077,921	\$2,183,030	(50.62%)	\$613,874	75.59%
Capital Assistance - Other	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
Gain (Loss) on Sale of Assets	-	-	0.00%	\$2,340	(100.00%)	(\$29,375)	-	0.00%	\$27,135	(208.26%)
Total Capital Revenues	\$117,941	\$247,748	(52.39%)	\$19,191	514.56%	\$3,322,243	\$2,973,011	11.75%	\$938,081	254.15%
Depreciation	\$374,340	\$310,000	20.75%	\$380,170	(1.53%)	\$4,153,345	\$3,720,000	11.65%	\$4,004,090	3.73%
Debt Service	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
COT Pass Through	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
Change in Net Assets	(\$256,399)	\$86,644	(395.93%)	(\$364,826)	(29.72%)	(\$831,101)	\$1,105,844	(175.16%)	(\$3,069,855)	(72.93%)

&P of &N

**Metropolitan Tulsa Transit Authority
Summary Balance Sheet
For the Twelve Months Ending June 30, 2022**

Assets

Current Assets:	
Cash and Cash Equivalents	\$1,102,410
Restricted Cash	\$3,670,280
Trade Accounts Receivable	\$50,354
COT Operating & Capital Grants Receivable	\$54,300,392
	<u>\$54,350,746</u>
Inventories	\$976,316
Prepaid Expenses	\$488,948
Total Current Assets	<u>\$60,588,698</u>

Capital Assets, at cost:	
Revenue Equipment	\$38,656,303
Service Equipment	\$620,415
Security Equipment	\$895,871
Buildings & Improvements	\$12,278,340
Passenger Shelters	\$2,099,813
Shop and Garage Equipment	\$3,131,019
Computers & Other Equipment	\$5,270,968
Office Furniture and Fixtures	\$364,971
Land & Improvements	\$3,323,209
Construction in Progress	\$157,136
Less: Accumulated Depreciation	(\$42,598,885)
Total Capital Assets	<u>\$24,199,160</u>

Total Assets	<u><u>\$84,787,858</u></u>
--------------	----------------------------

Deferred outflows of resources, pension related amounts	<u>\$1,775,085</u>
---	--------------------

Liabilities

Current Liabilities:	
Trade Accounts Payable	\$1,344,619
Accrued Wages & Withholdings	\$196,730
Accrued Insurance	\$118,401
Deferred Grant Revenues	\$70,078,793
Other Current Liabilities	\$191,032
Total Current Liabilities	<u>\$71,929,575</u>

Noncurrent Liabilities:	
Advance Payable to COT	\$326,674
Net Pension Liability	\$12,818,422
Accrued Compensated Absences	\$874,758
Total Noncurrent Liabilities	<u>\$14,019,854</u>

Total Liabilities	\$85,949,429
-------------------	--------------

Deferred inflows of resources, pension related amounts	<u>\$1,460,756</u>
--	--------------------

Net Position:

Invested in Capital Assets	\$24,199,160
Restricted for Capital Acquisitions	\$858,841
Restricted for Workmen's Comp.	\$181,936
Unrestricted	(\$26,401,507)
Total Net Assets	<u>(\$1,161,571)</u>

Total Liabilities & Net Assets	<u><u>\$84,787,858</u></u>
--------------------------------	----------------------------

For the Twelve Months Ending June 30, 2022

METROPOLITAN TULSA TRANSIT AUTHORITY
PERFORMANCE INDICATOR SUMMARY

Fixed Route	Month	YTD	Target	Details	
Preventable accidents per 100,000 miles	0.00	1.19	1.80	There were 0 preventable accidents in June and average 1.19 for FY22YTD accidents are 1.19 vs. 2.8 in prior year.	•
*Total Complaints per Per 10,000 boarding's	1.50	3.71	4.35	There were 30 total complaints in June vs. 42 in prior year. The current month breakdown is as follows: DA-2, Discrimination-1, II-0, Maintenance-0, No Show-0, Not on Time-1, Other-6, Pass Up-8, RD-6, RDW-0, Scheduling/On-Board Time-0, CC-	•
*Total Valid Complaints Per 10,000 boarding's	1.50	4.53	2.00	Of the 30 total complaints, 7 were classified as valid complaints with the current month breakdown as follows: DA-1, Discrimination-0, II-1, Maintenance-1, No Show-0, Not on Time-3, Other-2, Pass Up-2, RD-0, RDW-0, Scheduling/On-Board Time-0, CC-	•
On-time Performance	95%	85%	85%		✓
Miles between road calls	7,518	8,032	7,500	YTD is 7% less than target.	✓
Operator Absences per weekday	7.00	15.00	9.00	YTD Operator Absences are 10% more than target.	✓
Passengers per Hour (PPH)	16.00	9.09	14.00	YTD PPH is 39% less than target.	✓
Cost per Trip (CPT)	\$ 7.58	\$ 12.47	\$ 6.16	YTD CPT is 115% more than target and is due to reduced ridership.	✓
Lift Operation	Month	YTD	Target	Details	
Preventable accidents per 100,000 miles	2.44	2.67	1.20	There were 2.44 preventable accidents in June an average 2.67 for FY22YTD accidents are 2.98 vs. 2.4 in prior year.	✓
Total Complaints per Per 10,000 boarding's	19.69	32.50	23.00	There were 18 total Lift complaints in June vs. 16 in prior year. The current month breakdown is as follows: DA-5, Discrimination-0, II-0, Maintenance-0, No Show-2, Not on Time-1, Other-2, Pass Up-1, RD-2, RDW-0, Scheduling/On-Board Time-0, CC-7	✓
Total Valid Complaints per 10,000 boarding's	0.00	0.00	12.00	Of the 30 total Lift complaints, 10 were classified as valid with the current month breakdown as follows: DA-, Discrimination-, II-, Maintenance-, No Show-1, Not on Time-1, Other-1, Pass Up-, RD-, RDW-, Scheduling/On-Board Time-, CC-1	•
On-time performance	96%	95%	0.95	YTD On-time Performance is consistent with target.	•
Miles Between Road Calls	13,658	19,171	22,500	YTD Miles Between Road Calls is 11% less than target,.	•
Passengers per hour (PPH)	2.38	2.04	2.00	YTD PPH is 1% more than target.	•
Cost per Trip (CPT)	\$ 49.84	\$ 55.94	\$ 50.91	YTD CPT is 11% more than target projected .	✓
* Includes Nightline and Sunday Service		DA = Driver Attitude		Reckless Driving = RD	
✓ Inconsistance or worse than target		II = Incorrect Information		Route Driven Wrong = RDW	
• Consistent with or better than target		CC = Call Center		No Show = NS	

Fixed Route Key Performance Indicators For the Twelve Months Ending June 30, 2022

	Month			YTD Average			Target
	Current	Prior Year	% Change	Current	Prior Year	% Change	
1) Operate a Safe Transit System							
Preventable Vehicle Accidents per 100k Miles	0.00	2.80	0.00	1.19	1.78	-0.33	1.80
OSHA Accidents per 200k Manhours	0.00	0.00	0.00	0.00	0.00	0.00	6.00
2) Meet and Exceed Customer Expectations							
Complaints per 10k Boardings	1.50	4.53	-0.67	3.71	4.12	-0.10	4.35
On-time Performance	95%	80%	19%	85%	80%	6%	85%
Miles Between Road Calls	7518.00	9313.00	-0.19	8032.00	8710.00	-0.08	7500.00
3) Maintain a Quality Workforce							
Operator Absences per Weekday	7.00	17.00	-0.58	15.00	19.00	-0.18	9.00
Total Absences per Weekday	13.00	18.00	-0.26	17.00	21.00	-0.18	12.00
Employee Turnover	50%	19%	163%	55%	37%	49%	35%
4) Operate an Effective System							
Ridership	200447.00	103753.00	0.93	121674.00	106473.00	0.14	235416.00
Passengers per Service Hour	16.00	7.69	1.08	9.09	7.40	0.23	14.00
Average Weekday Ridership	8033.00	4198.00	0.91	5042.00	4539.00	0.11	10000.00
Average Saturday Ridership	5932.00	2851.00	1.08	3056.00	2567.00	0.19	4500.00
5) Operate an Efficient System							
Cost Per Service Hour	121.30	110.45	0.10	113.34	86.85	0.31	82.50
Cost Per Trip	7.58	14.37	-0.47	12.47	11.73	0.06	6.16
Fare Revenue per Trip	0.00	1.68	0.00	0.68	1.02	-0.33	0.78

*Note: Includes Nightline

Lift Key Performance Indicators: For the Twelve Months Ending June 30, 2022							
	Month			YTD Average			Target
	Current	Prior Year	% Change	Current	Prior Year	% Change	
1) Operate a Safe Transit System							
Preventable Van Accidents per 100k Miles	2.44	2.67	-8.61%	2.98	2.40	24.17%	1.20
OSHA Accidents per 200k Manhours	-	-	0.00%	6.47	2.23	190.13%	10.00
2) Meet and Exceed Customer Expectations							
Complaints per 10k Boardings	19.69	30.39	-35.21%	32.50	26.46	22.83%	23.00
On-time Performance	96%	97%	-1%	95%	97%	-2%	95%
Miles Between Road Calls	13,658.00	14,987.00	-8.87%	19,171.00	14,410.00	33.04%	22,500.00
Average Call Center Minutes on Hold Time	1.10	1.37	-19.71%	1.03	0.65	58.46%	1.00
3) Maintain a Quality Workforce							
Employee Turnover	0%	44%	0%	54%	45%	20%	50%
4) Operate an Effective System							
Ridership	9,142.00	6,911.00	32.28%	7,358.00	5,795.00	26.98%	9,082.00
Van Passengers per Service Hour	2.38	1.99	19.60%	2.04	1.93	5.70%	2.00
Average Weekday Ridership	416.00	314.00	32.28%	341.00	270.00	26.49%	470.00
5) Operate an Efficient System							
Cost Per Service Hour	118.41	128.23	-7.66%	114.15	128.90	-11.44%	72.25
Cost Per Trip	49.84	64.38	-22.58%	55.94	66.73	-16.17%	50.91
Fare Revenue per Trip	1.59	1.82	-12.64%	3.40	3.34	1.80%	2.79

Upcoming Procurements

Est. Board Date	Good/Service	Type	Estimated Amt.	Status
Aug-22	Call Center Roof & Skylight R & R	RFP	Over \$100,000	Expected at Aug Board
	Recent hail storm requires replacement of roof at DAS and Call Center. Pending scope from On Call Architect			
Sep-22	Bus Interior Cleaning	New RFP	Over \$50,000	Seeking Approval from Board
	Cleaning of the interior of the fixed route buses. Updating scope to include COVID cleaning.			
Sep-22	General Maintenance & Facility Repair	New RFP	Over \$50,000	Review & confirm scope w/Randy
	General contractor for Tulsa Transit on as needed basis. Review & confirm scope with Project Manager			
Sep-22	Microtransit Software	RFP	Over \$100,000	Planning
	Microtransit Software for Planning & OPS			
Sep-22	Lift Vehicle Replacement	State Contract	Under \$100,000	Determining exact vehicle to purchase
	Replacement of Lift Vehicles			
Oct-22	On Call Printing Services	New RFP	Under \$50,000	Working on scope in mkt/planning dept
	On Call contract for various printing needs of the agency - Waiting on confirmation of final scope & feedback from .			
Oct-22	Security Access	Researching	TBD	Planning
	Replace RFID and other security related hardware.			
Aug-22	CNG Compressors & Contract/-Trillium	Sole Source	Over \$150,000	Waiting on bids from CNG Contractors
	Existing pumps going out. Trillium wants to extend 10 years from now if we get new equipment. Will they prorate it for the remainder of the original contract?			
Dec-22	Shop Truck	State Contract	\$90-\$140k	Grant w/ preaward approval
	Maintenance shop truck to replace old vehicle/Future grant to fund.			
22-Dec	In Ground Lifts	IFB	Over \$300,000	Scope Needed
	Replacement of In-Ground Lifts for Maintenance Shop -Waiting on Scope			
22-Dec	Dispatch Module Software	Sole Source	\$600,000 - \$960,000	Identifying Grant Funds
	To automate compiling of Operations timekeeping, bidding, dispatch, workforce & yard management			
TBD	UPS Battery Backups	IFB	Budget \$50,000	ARP
	Infrastructure - IT			
TBD	Computer Replacements - Agency wide	Quotes	Budget \$250,000	ARP
	Infrastructure - IT			
TBD	Digital Signage @DAS	RFP	Budget \$50,000	ARP
	Infrastructure - IT			
TBD	Bus Camera Hardware & Software	RFP	Budget \$400,000	ARP
	Infrastructure - IT			
TBD	Fuel Tracking Software	Quotes	Budget \$100,000	BBF FY19-21
	Infrastructure - IT			
TBD	Perimeter Fencing	IFB	Budget \$284,000	BBF FY19-21
	Security Access			
TBD	Parking Lot Repair	IFB	Budget \$60,000	BBF FY19-21
	Maintenance - Repairs needed to current parking lot.			
23-Feb	ADA Paratransit /Microtransit & Other Services	RFP	Over \$150,000	Planning
	Contractor to oversee Lift/Paratransit as well as other services as defined by MTTA			

**Tulsa Transit
Executive Summary
May 2022**
Chase Knowles,
Tina Liu,
Anna He,
Shalabh Gupta,
Lucie Toledano,
Pedro Magalhaes

Overview:

The COVID-19 pandemic disrupted life as we know it: travel was shut down, governments struggled to adjust, and people's lives changed drastically. Government resources were particularly impacted by the pandemic, **and Tulsa Transit saw a 58% reduction in ridership.** This is a concern for those reliant on public transportation, particularly those from underserved backgrounds. As a result, we focused on ways to increase ridership in Tulsa Transit, emphasizing those from underserved backgrounds in East Tulsa.

East Tulsa demographics:

- **26%** Hispanic
- **19%** below poverty line
- **<1%** use bus / public transit

Approach:

We used the design thinking approach to better understand the problem and support our recommendations. Our data sources included (but not limited to) public reports, Tulsa Transit Ridership and Customer Satisfaction Data, field research, and stakeholder interviews. We interviewed over 30 individuals from 6 different stakeholder groups: city councilors, corporate representatives, drivers, current riders, prospective riders, local organizations, and local businesses.

Contextual Intelligence / Findings:

We found that there is a range of interconnected issues currently contributing to the bus system's lack of reliability and low ridership. There is a national driver shortage, which is impacting route availability and on-time performance. This in turn leads to unreliable transit and loses customers, which drives down revenue. This is a vicious cycle that leads to an unreliable transit system. Unfortunately, this disproportionately harms the most underserved communities that are increasingly dependent on public transit for getting to work and other critical destinations.

Our Scope:

We are particularly focused on the low bus ridership among the Hispanic population within East Tulsa. As a result, we have defined the persona for our scope as Spanish-speaking Sofia, who is Hispanic and only speaks Spanish, between 18-54 years old, pays using cash, and checks the bus schedule with Tulsa Transit's call center, rather than using an app.

Customer Insights & Recommendations:

We focused our recommendations to address the communication pain points in each step of Spanish-speaking Sofia's journey of taking the bus, from service awareness to ride experience:

1. Learning about the bus system

- **Insight:** Today, Sofia isn't aware of how the bus can serve her needs. She isn't aware of which routes can serve her commuting and personal errand needs, how much the fares are, or if there are areas to park a stroller or bike on the bus. Hispanic residents in East Tulsa are also particularly concerned about the safety of Tulsa Transit and its affiliation with the government, as many friends and family may be undocumented.

- Recommendation: To address these awareness issues, we recommend increasing advertising efforts to better communicate Tulsa Transit's capabilities and offerings. Advertising tactics should be diversified, and we would emphasize local Spanish radio stations and Facebook as key channels. Other key channels that should be utilized for advertising include local community events and churches, places that Hispanic residents often gather.

2. *Waiting for the bus*

- Insight: Waiting for the bus is a frustrating period for Sofia. She struggles to know where the bus is located, as accurate tracking and status updates are not properly communicated. Signage around the bus stops is fully in English, static, and can only be seen from one side. Glitches often occur when using the Spot mobile app, and she cannot use the Spot tracking app because she only speaks Spanish and the app is only available in English. Additionally, when there are long wait times due to the infrequency of buses, she has a hard time waiting at the bus stops as there often aren't any benches or coverage for shade.
- Recommendation: Tulsa Transit needs to improve several components to deliver a comprehensive, clear navigation and tracking ecosystem. First, mobile app technology needs to be improved and should load routes quickly and accurately with an easy-to-use interface. Second, basic signage should be implemented. Digital maps at each bus stop that show routes, bus numbers, and live status wait times would help riders better track buses. Implementing Spanish text alongside English would help many East Tulsan residents that are Spanish-speaking only, and would mean riders can understand bus routes and wait times without relying solely on bus drivers who may not speak Spanish.

3. *Riding the bus:*

- Insight: Sofia is still learning English and it is difficult for her to communicate with the bus drivers, who often only speak English. She often feels like the bus drivers do not care about her. Information and signage on the buses are typically only in English. Sometimes she has no idea when and where to get off because there aren't any maps onboard.
- Recommendation: Maps should be installed on every bus, and information onboard should have Spanish text alongside English so that riders can feel more comfortable riding the bus without having to interact with bus drivers. In the meantime, Tulsa Transit should also look to hire more bilingual bus drivers and train all bus drivers to be able to politely accommodate riders who do not speak English. At the very least, bus drivers point to the provided translated information for riders.

Risks & Contingencies:

- The major risk associated with our plan is that riders still do not use the bus, despite improved communication, because of the lack of reliability that exists in the current system.
- Our contingency plan revolves around improving driver engagement so that Tulsa Transit can get ahead of the vicious transit cycle that results from limited drivers. Doing such, through improved employee engagement can rebuild trust and legitimacy in the system. This, partnered with improved communication, should enhance the experience of riders in East Tulsa

METROPOLITAN TULSA TRANSIT AUTHORITY
BOARD MEETING
July 28, 2022
Marketing and Operations Committee

To: Board of Trustees
From: Liann Alfaro, Director of Planning and Marketing

Subject: Moving Tulsa Forward – August 2022 changes to service and Future

Introduction

Since mid-2020 Tulsa Transit has been on Saturday/Reduced level service due to the manpower issues we've experienced during the pandemic. During this period, we've seen the ridership decline 40 to 50%. The Planning team is looking at making the service more connectible, reliable, and dependable for our customers.

Planning and Marketing Staff hosted public input session on what they would like to see for the future of Tulsa Transit routes. With that input in mind the planning staff was able to in April 2022 move to Monday thru Friday Service to a Monday thru Saturday service.

For the August 2022 route changes, the planning staff evaluated the service again, with this evaluation it was determined to start to offer some services at a higher frequency as manpower will allow. The evaluation also took into the account of some routes that had low ridership per hour and looked at using those resources in other areas, to develop the Monday-Saturday service in the right direction.

Summary of changes

August 2022

- **Introduce route 109 Riverside:** This route will travel from Denver Avenue Station down Riverside Parkway and will terminate at the Walmart Neighborhood Market at 93rd and Delaware. This route will operate at every 30 minutes, will operate Monday thru Saturday. It will service many River Parks and Gathering Place.
- **Route 300 increase frequency:** The frequency on route 300 will increase to 45 minutes from every 60 minutes. This will only be on Weekday Monday-Friday service. This is the start of returning to a Monday thru Friday service and Weekend Service.
- **Route 505 Turley Connector:** in the past this service was provided by our contractor First Transit. This is a traditional fixed route service and Tulsa Transit will take over the service deliver with Tulsa Transit drivers.

•**Route 508:** This service is more of a traditional service – Flex Fixed route service meaning it deviates from the regular fixed route to do curb to curb pick up and drop offs, such as our Nightline and Sunday service is offered. Therefore, the contractor First Transit will operate this service.

•**Eliminate route 480:** This route has a very low ridership per hour, which is one of the metrics we monitor productivity of routes. The route carried on an average day 2 people per hour. It was determined that this resource could be used in a more productive way.

•**Eliminate route 600 Gathering Place Shuttle:** This service was mainly a park and ride from downtown to the park. Working with Gathering Place and understanding they are looking to provide transportation to those with barriers to the park, the route 109 was developed and the Gathering Place will now have a stop along the fixed route.

The planning staff developed a Title Vi analysis and has submitted that to the FTA for information. There were not any disparities found to offer this service. As well as, gaining public input. Tulsa Transit planning and marketing staff hosted public open houses to offer information and to gather feedback on changes. The following is a poster of the open houses for public input and the feedback received.

TULSA TRANSIT
AUGUST SERVICE CHANGES

Join us to discuss August Service Changes, including removal of Route 480, increased frequency and new Route 109 - Riverside

JUNE 27 (11AM-1PM)
Brookside Library

JUNE 27 (4:30PM-6:30PM)
Brookside Library

JUNE 29 (3PM-5PM)
Denver Avenue Station

JUNE 30 (10AM-12PM)
Denver Avenue Station



Customer feedback:

1. Libby McCarter: Great Job, so informative. Thank you!
2. Jim Reed: Great session, highly informative.
3. Allen Collins: Please consider the needs of the elderly, the physically and hearing impaired and those in need of medical (offices and pharmacies) in future interactions of routes. Engaging key stakeholders in that space will help gather solid info and data.

Possible December 2022 changes:

Remove interlining on routes

Tighten up span of service hours – first and last trips

Implement the crosstown route – DAS to Woodland Hill Walmart subhub

Timing Point changes for better On Time Performance

Possible April 2023 Changes:

Microtransit Pilot roll out