



**Metropolitan Tulsa Transit Authority**  
**BOARD of TRUSTEES MEETING**  
Tuesday, September 26, 2023  
R.O. Laird Board Room  
510 South Rockford Avenue, Tulsa, Oklahoma  
To Be Held 12:00 p.m.

**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 August 29, 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**  
*With respect to any action on a financial matter below, the Board may also consider and possibly approve, adopt, deny, or amend its current or proposed budget as warranted to add, delete, increase, or decrease programs, appropriations, expenditures, and amounts thereof.*
  - A. Finance/Budget Committee – James Wagner, Committee Chair**
    1. Review of Ridership – Chase Phillips (Information) [Page 7](#)
    2. Review and approval of August 2023 Financial Statements—Rebecca Walner (Action) [Page 15](#)
    3. General Manager Expenses – Rebecca Walner (Action)
    4. Upcoming Procurements—Jack Van Hooser (Information) [Page 27](#)
    5. Update on Budget Initiatives – Rebecca/Scott (information) [Page 28](#)
  - B. Operating/Marketing Committee— , Committee Chair**
    1. Authorization of Free Fares for Veterans – Scott Marr (Action) [Page 32](#)  
Authorize the General Manager to provide free fares for Veterans for all services going forward.



2. Purchase of Security Gates and Perimeter Fencing -Randy Cloud (Action) Page 34

Authorize the General Manager to enter a contract with DH Pace as the prime contractor for the purchase and installation of Security Gates and new Perimeter Fencing in an amount not to exceed \$350,000 and to negotiate final terms and conditions.

3. Approval to Order Gillig LoNo Electric buses - Randy Cloud (Action) Page 35

Authorize the General Manager to enter a contract with Gillig for the purchase of seven (7) 35' EBus electric buses rated at 688 KWH in an amount not to exceed \$6,305,600. This figure represents a "Base" bus price with configurable items to be determined when the bus build begins. Any additional amounts needed will be brought to the board for further approval along with explanations of what the additional cost is for. This purchase will be made using FTA LO NO grant funds.

4. Update on Micro Transit Ridership – Valerie and Ofir (Information) Page 36

5. Update on Customer Survey Results – BreAnna (information) Page 52

6. Go Pass Update – Rebecca (Information)

C. **Executive Committee**—Adam Doverspike, Board Chair

1. General Manager Annual Review

Discussion of and possible vote regarding annual review for the General Manager and possible vote to enter executive session regarding same. 25 O.S. 307(B)(1).

**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, October 31, 2023, at 12:00 PM**

**METROPOLITAN TULSA TRANSIT AUTHORITY**

**Minutes of the Meeting of the Board of Trustees**

Tuesday, August 29, 2023

R.O. Laird Board Room

510 South Rockford Avenue, Tulsa, Oklahoma

**CALL TO ORDER/ROLL CALL**

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

**OTHERS PRESENT:**

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

**IN ATTENDANCE:** Scott Marr, General Manager; Rebecca Walner, MTTA CFO; Jack Van Hooser, MTTA Procurement Specialist; Chase Phillips, MTTA Director of Planning.; Randy Cloud, MTTA Director of Maintenance; Ofir Bar, MTTA Director of IT; BreAnna Hall, MTTA Marketing Manager; Clem Neely, MTTA Mobility Marketing Coordinator; Jesse Boudiette, Christy White with Propeller: Jessica and Paul with Black Matter.

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 November 1, 2022. 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 August 25, 2023 @ 8:13am, at the Municipal City Clerk’s office and at Tulsa Transit Administrative offices on August 25, 2023.

**I. CALL TO ORDER**

**Adam Doverspike** called the meeting to order at 12:01 pm.

**II. INTRODUCTIONS**

Scott Marr introduced the MTTA Staff; Jesse Boudiette, Christy White with Propeller: and Jessica and Paul with Black Matter.

**III. APPROVAL OF THE July 25, 2023, MEETING MINUTES**

**James Wagner** and **Ann Domin** moved to approve the July 25, 2023, 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 of Ridership**

Chase Phillips gave an update on the July ridership. Fixed ridership was 40% more than targeted, BRT was 25k more than FY22 ridership, Paratransit was 23% more than targeted. Chase asked the Board what they would like to see going forward on the charts. Leave the FY19 numbers, projected numbers on the chart, and mark which months were free fares. If it starts getting too crowded drop FY21.

**2. Review and approval of July 2023 Financial Statements**

Rebecca Walner presented the July financials. July total expenses were 17% less than projections. The underspending was reflected in Payroll & Fringes, Material & Supplies, and Planning/Marketing. Rebecca went over goals, complaints, absences, passenger per hour and cost per trip.

**Emily Hall** and **Adam Doverspike** moved to approve July 2023 Financial statements.

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

**3. General Manager Expenses – Rebecca Walner**

Rebecca presented the GM’s expenses for \$975.00 for APTA fees.

**Adam Doverspike** and **Emily Hall** moved to approve the General Managers expenses in the amount of \$975.00.

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

**4. Upcoming Procurements – Jack Van Hooser**

Jack went over the upcoming procurements.

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

**1. Re-Branding Update – Scott Marr**

Jesse Boudiette with Propeller gave an updated presentation on where they are in the re-branding process.

**2. Award of two-year Option term for ADA Eligibility Assessment Services – Jack Van Hooser**

Jack asked the Board to approve the final 2-year option with a 6% increase for the ADA services with Adaride, LLC.

**Adam Doverspike** and **Emily Hall** moved to award the ADA Paratransit Eligibility Assessment Services contract to Adaride.com LLC for a final two-year option term for an amount not to exceed \$93,204 per year and authorize the General Manager to negotiate final terms and conditions.

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

3. Auto and General Liability and Claims Management Services— *Jack Van Hooser*  
Jack informed the Board that the current claims management services company is retiring. The committee choose TRISTAR.

**James Wagner** and **Adam Doverspike** moved to authorize the General Manager to enter a five-contract and the option for an additional five-year term with TRISTAR Claims Management Services Inc., for liability claims management in an amount not to exceed \$93,000 per year during the initial contract period and to negotiate final terms and conditions.

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

4. Call Center Asphalt Overlay & Admin Concrete Work – *Jack Van Hooser*  
Jack asked the Board to approve the asphalt overlay and concrete work needed at the Call Center and Amin parking lots.

**Emily Hall** and **James Wagner** moved to authorize the General Manager to negotiate final terms and conditions with Affordable Asphalt to provide an asphalt overlay and to S & A Concrete Inc. for an amount not to exceed \$100,000.

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

5. On Call Marketing, Advertising, Promotions and Market Research Services option year. – *Jack Van Hooser*  
Jack asked the Board to approve the two-year option years with Resolute PF; Propellor, Pavlov & ETC Institute for Marketing, Advertising, Promotions & Market research.

**Emily Hall** and **James Wagner** moved to authorize the General Manager to award the two option years, with Resolute PR, LLC; Resolute PR, LLC; Pavlov Advertising, LLC; ETC Institute. for the purchase of marketing and other specialized services for MTTA and to negotiate final terms and conditions.

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

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

1. General Manager Annual Review

Emily Hall informed the Board that the personnel committee will meet with the General Manager in the next week and come to the Board in September.

VI. TRUSTEES AND GENERAL MANAGER COMMENTS

Adam Doverspike will send out dates for the Board retreat and thanked Ann Domin for her time serving on the Board. Scott Marr also thanked Ann Domin and invited the Board to the Retirement party for 3 MTTA bus operators Thursday @ 11:30am.

VII. NEW BUSINESS

None

VIII. ADJOURN

**Adam Doverspike** adjourned meeting at 12:51pm.

Sincerely,

Lori Soderstrom  
Secretary to the Board of Trustees

# Fixed Route

**Passengers per Rev. hour:**  
20.52

## Highest FX Ridership:

- 110: 25,124 – 19.5 Pass/Rev. Hr.
- 130: 21,656 – 37.2 p/rh
- 201: 17,236 – 26.9 p/rh
- 114: 16,324 – 26.3 p/rh
- 140: 15,192 – 24.0 p/rh

\*Excludes Flex

## Cost per trip:

**\$6.66** (based on GFI Ridership, NOT APC)

Agency Goal is \$6.16

## Avg Weekday Ridership:

10,790

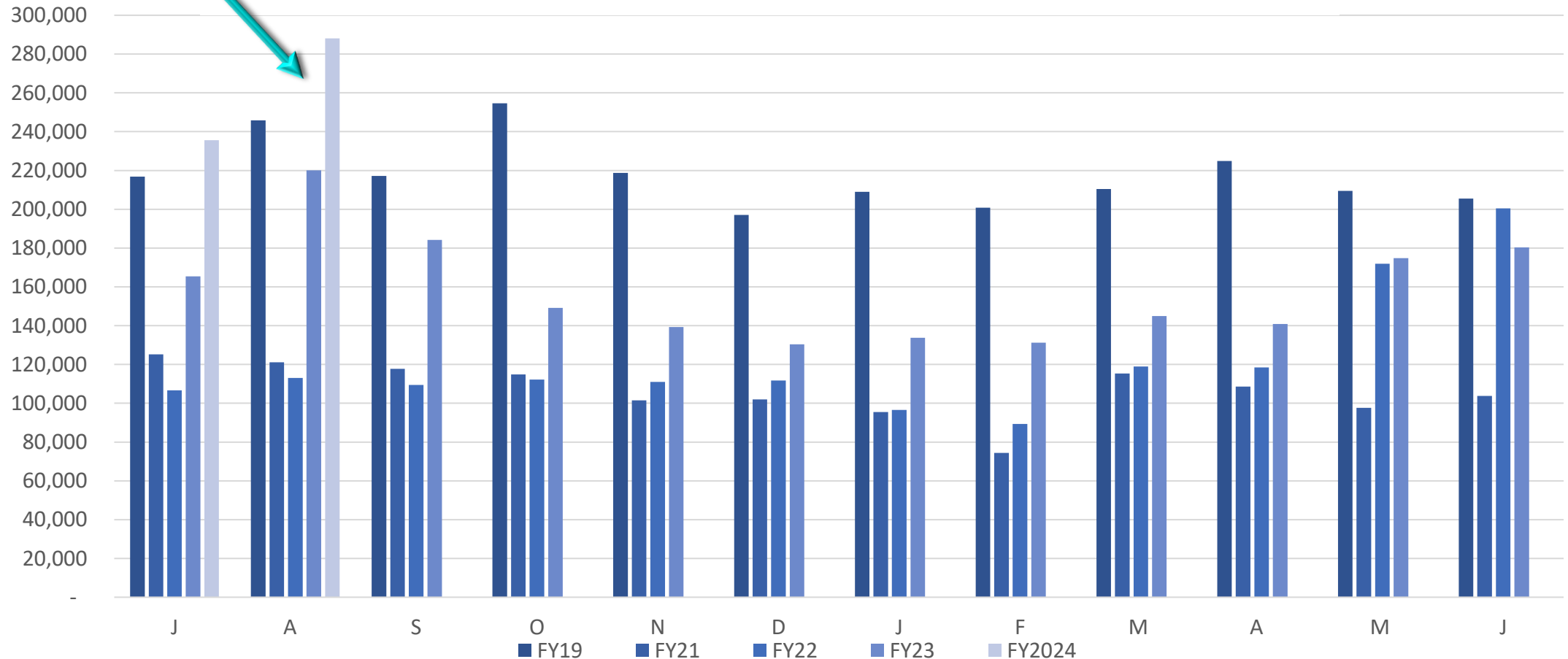
## Avg Weekend Ridership:

4,985

\*Includes Flex

# Fixed Route Ridership

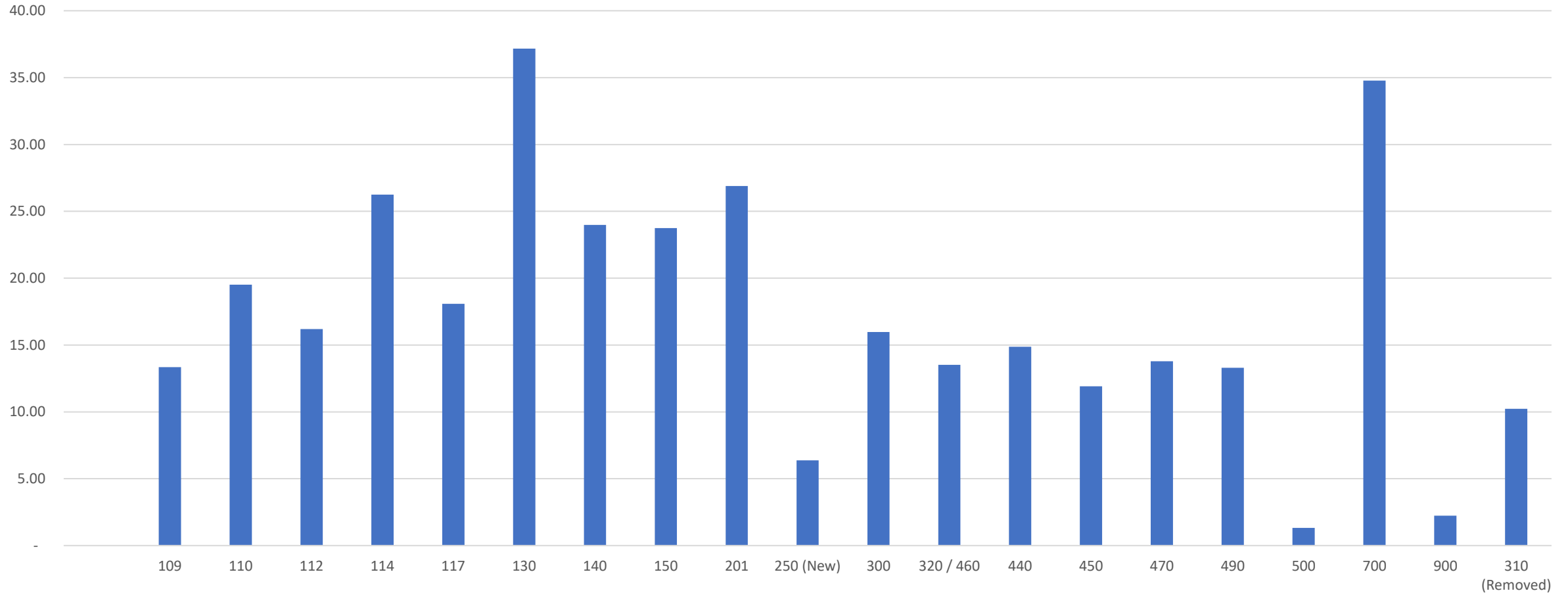
Last month's ridership of 237K exceeded FY23 by 72K



\*Note: Fy20 removed

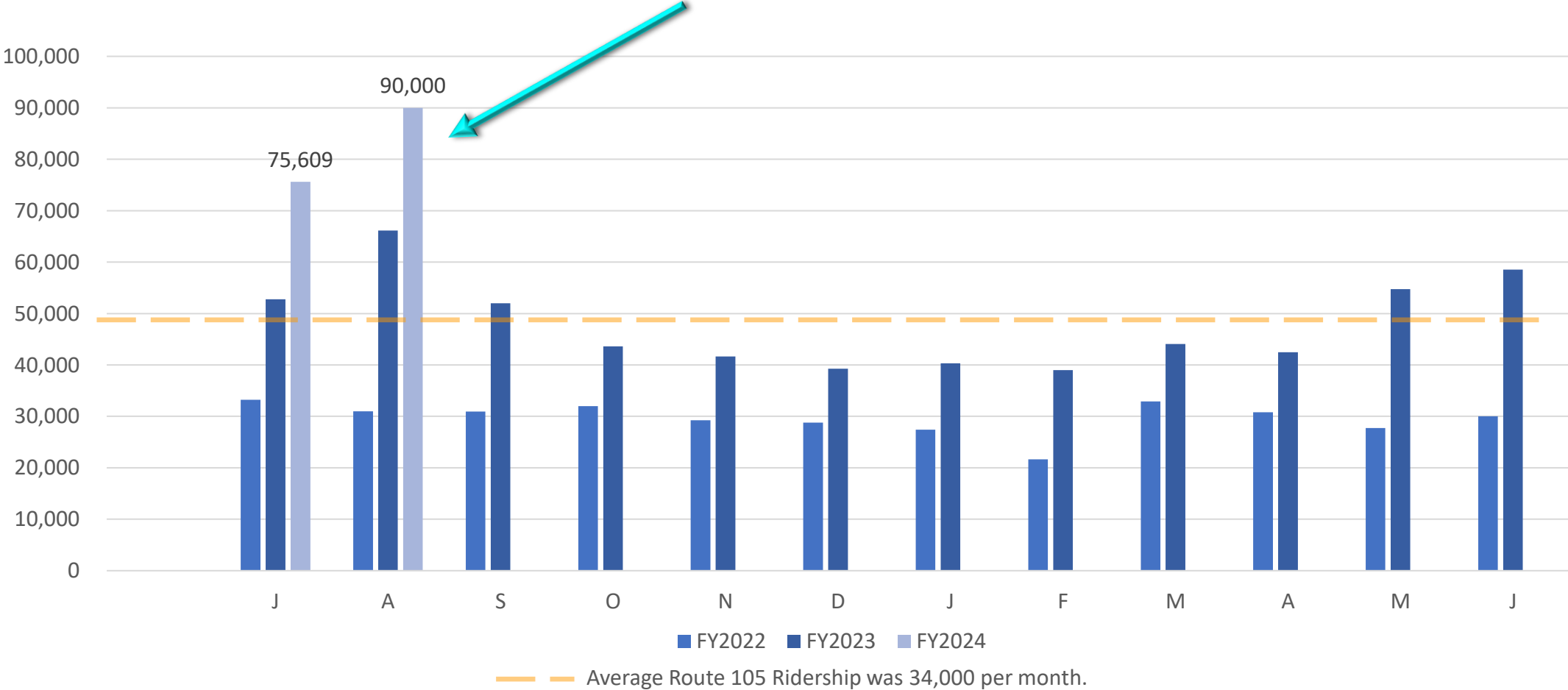


# Passengers per Revenue Hour



# BRT Ridership

Last month's BRT ridership of **90K** is **24K more than FY23 Ridership** and **57K more than Route 105 Avg.**  
 BRT passenger per revenue hour is riders **34.8** per hour.



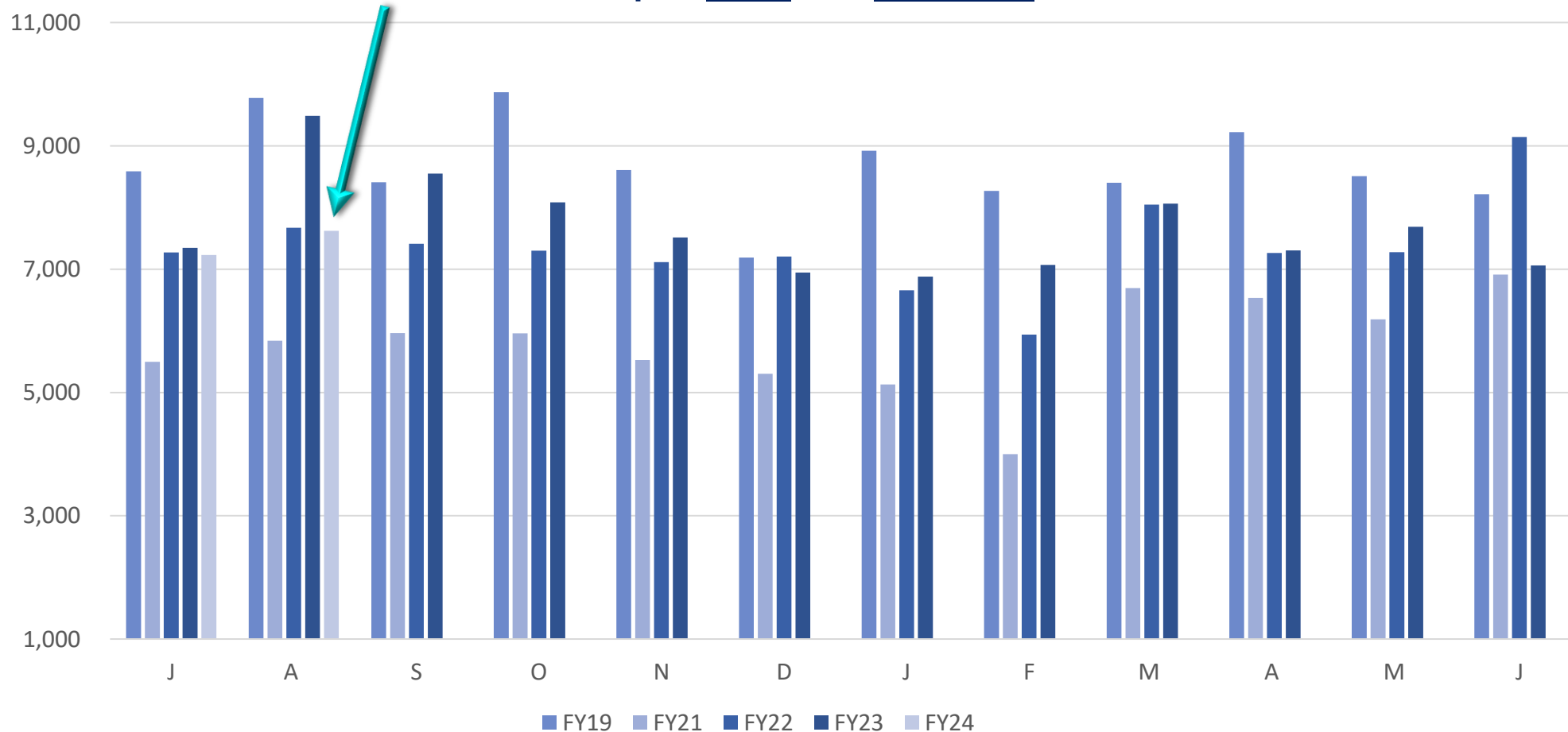
# Lift Ridership

July average: 282  
trips per day

July FY24  
Ridership was the  
less than FY23

# Lift Ridership

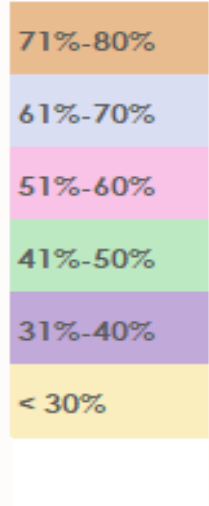
Last month's ridership of 7,622 was 1866 less than FY23.



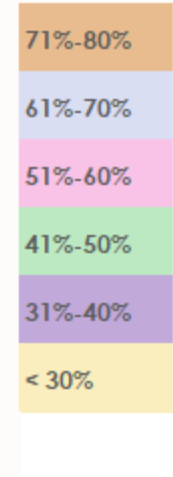
# Insights from Free Fares

- Compared pre-Free Fare ridership (May & June) to Free Fare (July & August)
- Route 110 & 114 saw >70% change
- 490 (Garnett) & 460 (Sheridan) saw little change
  - And both have lower ridership traditionally
- Core East-West routes (130, 201, 140, and 150) with high ridership experienced less % change
  - Which could mean that ridership demand (need) is there whether service is free or not

Route #	Increase percentage
109	60%
110	78%
112	64%
114	72%
117	35%
130	50%
140	38%
150	39%
201	44%
300	44%
440	55%
450	46%
460	30%
470	46%
490	20%
700	46%
<b>TOTAL</b>	<b>48%</b>



Route #	Apr-23	May-23	Jun-23	TOTAL	23-Jul FREE	23-Aug FREE	FREE TOTAL	DIFF	Increase percentag
109	3429	3564	3818	7382	5746	6267	12013	4444	60%
110	11061	11509	13439	24948	19266	25124	44390	19442	78%
112	5380	6259	6319	12578	9579	11015	20594	8016	64%
114	7682	8155	8894	17049	12947	16324	29271	12222	72%
117	7359	7447	7729	15176	9087	11362	20449	5273	35%
130	12052	13157	12509	25666	16841	21656	38497	12831	50%
140	9104	10158	9653	19811	12061	15192	27253	7442	38%
150	8737	8568	8675	17243	10556	13386	23942	6699	39%
201	9379	10455	10919	21374	13570	17236	30806	9432	44%
300	6236	6709	7001	13710	8456	11276	19732	6022	44%
440	5281	5348	5648	10996	7999	9017	17016	6020	55%
450	4381	4776	4311	9087	5919	7328	13247	4160	46%
460	5736	6596	5734	12330	7814	8170	15984	3654	30%
470	4553	5363	5201	10564	7000	8470	15470	4906	46%
490	6850	6878	6627	13505	8221	7999	16220	2715	20%
700	52899	54721	58632	113353	75609	90000	165609	52256	46%
TOTAL	160119	169663	175109	344772	230671	279822	510493	165721	48%





**FY23 Executive Summary**

For the Two Months Ending Aug 31, 2023

Summary of Activities*	Actual	Budget	Var%
Revenues From Operations \$	470	\$ 420	12%
Grant Revenues	3,652	4,118	-11%
Total Operating Revenues	4,122	4,538	-9%
Total Expenses	(4,122)	(4,538)	-9%
Surplus (Deficit) \$	-	\$ (0)	0%

Operating Revenues*	Actual	Budget	Var%
City of Tulsa \$	2,101	\$ 1,954	8%
Federal Grants	1,271	1,892	-33%
State Grants	192	192	0%
Other Grants	89	81	10%
Fare Revenues	277	259	7%
Advertising Revenues	167	130	28%
Other Revenues	26	31	-15%
Total Operating Revenues \$	4,122	\$ 4,538	-9%

Operating Expenses*	Actual	Budget	Var%
Payroll & Fringe \$	2,922	\$ 2,894	1%
Transportation Services	-	-	0%
Administrative Services	157	173	-10%
Materials & Supplies	634	866	-27%
Utilities	102	133	-23%
Insurance	113	160	-29%
Marketing & Planning	195	312	-38%
Total Expenses \$	4,122	\$ 4,538	-9%

**Goal 1. Operate a Safe Transit System**

Accidents (Per 100K miles)	FY24	FY23	Change	Target
Fixed Route	1.65	1.23	34%	1.80
Lift Program	5.51	7.94	-31%	1.20

**Goal 2. Meet and Exceed Customer Expectations**

Complaints	FY24	FY23	Change	Target
Fixed Route	1.37	2.93	0%	4.35
Lift Program	32.80	38.62	-0.5642	23.00

**Goal 3. Maintain a Quality Workforce**

Absences (Per weekday)	FY24	FY23	Change	Target
Operators	6	10	-34%	12
Lift Program	1	1	-46%	0.5

**Goal 4. Operate an Effective Transit System**

Passengers Per Hour	FY24	FY23	Change	Target
Fixed Route	15.17	14.65	3.55%	14.00
Lift Program	1.78	2.06	-14%	2.00

**Goal 5. Operate an Efficient Transit System**

Cost Per Trip	FY24	FY23	Change	Target
Fixed Route \$	6.66	\$ 7.94	-61%	\$ 6.16
Lift Program \$	70.21	\$ 51.35	18%	\$ 50.91

Tulsa Transit connects people to progress and prosperity.

Fixed Route and Nightline Preventable Accidents - FY24								
	\$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
<b>MONTH</b>								
July	6							6
August	2							2
September								0
October								0
November								0
December								0
January								0
February								0
March								0
April								0
May								0
June								0
<b>TOTAL</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Percent of Total</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

Fixed Route and Nightline Preventable Accidents - FY23								
	\$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
<b>MONTH</b>								
July	1		1					2
August	2		1					3
September	1		1					2
October	3	1						4
November								0
December	5	1					1	7
January	8	2		1	1			12
February	3			1				4
March	3	1	7	1			1	13
April	8	1		1				10
May	3		1					4
June	1			1				2
<b>TOTAL</b>	<b>38</b>	<b>6</b>	<b>11</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>63</b>
<b>Percent of Total</b>	<b>60%</b>	<b>10%</b>	<b>17%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>3%</b>	<b>100%</b>



Lift Preventable Accidents - FY23								
	\$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	3							3
August	4							4
September								0
October								0
November								0
December								0
January								0
February								0
March								0
April								0
May								0
June								0
<b>Total</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Percent of Total</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

Lift Preventable Accidents - FY23								
	\$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					2
August	6				1			7
September	5	1			1	1		8
October	3							3
November								0
December	3		1					4
January	1							1
February	5							5
March	3				1			4
April			3					3
May	3	1						4
June	2					1		3
<b>Total</b>	<b>32</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>44</b>
<b>Percent of Total</b>	<b>73%</b>	<b>5%</b>	<b>11%</b>	<b>7%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

**SUMMARY OF OPERATING BUDGET VARIANCE ANALYSIS**

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

	YTD	YTD	YTD	
	\$	Var\$	Var%	Details
<b>Operating Revenues</b>				
Fixed Route Revenues	224,328.00	9,187.00	-17%	Fixed Route Revenue is about on Target, currently due to Incog partnership.
Advertising Revenue	166,803.00	36,803.00	28%	Advertising Revenue is higher in July as we had many prepay in FY23 that we had to carry of for FY24,
Lift Program Revenues	52,372.00	8,412.00	19%	Lift Revenue is higher than projected due to Incog partnership.
	<b>YTD</b>		<b>YTD</b>	
<b>Expenses</b>	<b>\$</b>		<b>Var%</b>	<b>Details</b>
Payroll and Fringe	2,921,624.00	27,364.00	1%	Payroll & Fringe is 1% less than projected as we are watching overtime closely as we know we have added this year many new employees.
Transportation Services	-	-	0%	This has been removed in FY24, keeping on list for FY24 to be removed in FY25 as we watch budget to actuals in totals.
Advertising Commissions	52,521.00	(146.00)	0%	Advertising expense will fluxuate dependent on how high Advertising Revenue.
Legal	16,104.00	(2,773.00)	-15%	Legal expenses are currently lower than budgeted as we have wrapped up union negotiations.
Audit Fees	7,234.00	1.00	0%	Audit fees are on target for FY24.
Bldg. & Facility Services	22,016.00	(11,847.00)	-35%	Building and Facility Services are currently under budgeted as we have not ramped up any new projects.
Professional and Technical	56,972.00	6,066.00	12%	Ingration fees for Integration between RideCo and GoPass, this should level our through FY24.
Fuel	224,628.00	(77,517.00)	-32%	Fuel is less than expected as we have not been using the diesel vehicles as much.
Gasoline	31,412.00	(4,322.00)	-12%	Gasoline is starting to level out as MicroTransit Vans have started service.
Oil & Lubricants	27,089.00	(939.00)	-3%	With the Eletric vehicles in service it has decrease oil and lubricant needs.
Tires & Tubes	41,085.00	13,078.00	47%	Still in tire replacement for many buses.
Facility Repairs	116,960.00	(9,503.00)	-8%	We are currently trying to minimize the amount of money we spend on Facility repairs as we await FTA approval for major fixes to the facilities.
Service & Shop Equipment	14,675.00	9,459.00	181%	Air Compressor had a few additional parts that added to this cost.

Other Shop & Garage	11,610.00	(3,875.00)	-25%	Due to fewer buses pulling out our expenses have not reached the expected amount.
Repair Parts	208,832.00	(159,169.00)	-43%	We are currently looking into why we are under budget. Some old buses are stationary at this time due to prepping for auction as they were replaced with a few new parts.
Servicing Supplies	2,792.00	(4,439.00)	-61%	As we were able to replace 3 buses recently cost of service supplies has decreased.
Utilities	101,587.00	(30,917.00)	-23%	Communication amounts have significantly decreased by using 3CX phones vs land lines.
Insurance	112,793.00	(47,012.00)	-29%	The amounts for is Workers Comp came in lower than expected, budget revision may need to be done later in FY24.
Planning	72,522.00	(62,064.00)	-46%	Studies have not kicked off yet.
Marketing & Advertising	68,681.00	10,995.00	19%	Free Fares local portion of 20K and the wrap along with promotional for Micro causes this to look high. Should level out around October.
General Office Expense	26,409.00	(75,862.00)	228%	Lease and rentals are being evaluated.
	<b>YTD</b>		<b>YTD</b>	
<b>Grant Revenues</b>	<b>\$\$</b>		<b>Var%</b>	<b>Details</b>
Other Operational Assistance	88,589.00	7,780.00	10%	These revenues represent contracts with the City of Broken Arrow, Jenks, and Sand Springs, as well as MMS. Broken Arrow Contract has been reduced due to one express versus two and there was a 5% increase for FY24 for the city contract as well as college contracts.
Oklahoma State Funding	191,666.00	(1.00)	0%	ODOT Funding has not been released and the the current budget amount is on target.
FTA Planning	159,696.00	(28,906.00)	-15%	YTD Planning expenses are 15% less than expected due to not doing a study at this time.
FTA Audit/Leases	3,601.00	(26,452.00)	-88%	
FTA ADA Lift	-	-	0%	All Budgeted Revenue was moved to Operations.
FTA - Operations	531,766.00	(390,710.00)	-42%	Operations is currently under budget significantly due to the amount reimbursed coming in under budget as we have moved the ADA revenue to Operational Revenue as that is majority of the cost.
FTA Preventive Maintenance	575,492.00	(175,462.00)	-23%	PM is under budget due to Repair Parts being significantly under budget.

METRO TULSA TRANSIT AUTHORITY  
Income Statement  
For the Two Months Ending Thursday, August 31, 2023

	Actual	Budget	Var %	PY	PY %	Act YTD	Bgt YTD	Var%	PY YTD	PY %
<b>Operating Revenues</b>										
Passenger	\$109,439	\$104,397	4.83%	\$138,172	(20.80%)	\$224,328	\$208,794	7.44%	\$248,319	(9.66%)
Nightline	-	\$1,883	(100.00%)	\$3,734	(100.00%)	-	\$3,765	(100.00%)	\$11,378	(100.00%)
Sunday Service	-	\$1,291	(100.00%)	\$1,894	(100.00%)	-	\$2,582	(100.00%)	\$5,878	(100.00%)
Advertising	\$66,044	\$65,000	1.61%	\$68,198	(3.16%)	\$166,803	\$130,000	28.31%	\$120,758	38.13%
Investments	\$10,414	\$11,790	(11.67%)	\$2,350	343.06%	\$19,889	\$23,579	(15.65%)	\$4,636	329.01%
Lift Program - ADA	\$25,490	\$21,980	15.97%	\$22,513	13.23%	\$52,372	\$43,960	19.14%	\$33,799	54.95%
Other Revenue	\$2,497	\$3,700	(32.51%)	\$4,464	(44.06%)	\$6,483	\$7,400	(12.40%)	\$6,017	7.74%
<b>Total Operating Revenues</b>	<b>\$213,884</b>	<b>\$210,041</b>	<b>1.83%</b>	<b>\$241,325</b>	<b>(11.37%)</b>	<b>\$469,875</b>	<b>\$420,080</b>	<b>11.85%</b>	<b>\$430,785</b>	<b>9.07%</b>
<b>Operating Expenses</b>										
<b>Labor:</b>										
Operators	\$608,927	\$570,032	6.82%	\$450,949	35.03%	\$1,176,425	\$1,140,064	3.19%	\$837,019	40.55%
Transportation Administration	\$188,059	\$138,757	35.53%	\$139,925	34.40%	\$339,443	\$277,514	22.32%	\$257,977	31.58%
Maintenance	\$141,245	\$110,937	27.32%	\$113,576	24.36%	\$270,144	\$221,873	21.76%	\$215,282	25.48%
Maintenance Administration	\$34,319	\$32,673	5.04%	\$31,113	10.30%	\$60,914	\$65,346	(6.78%)	\$59,017	3.21%
Administration & Accounting	\$104,808	\$118,704	(11.71%)	\$81,904	27.96%	\$186,165	\$237,408	(21.58%)	\$156,490	18.96%
<b>Total Labor</b>	<b>\$1,077,358</b>	<b>\$971,103</b>	<b>10.94%</b>	<b>\$817,467</b>	<b>31.79%</b>	<b>\$2,033,091</b>	<b>\$1,942,205</b>	<b>4.68%</b>	<b>\$1,525,785</b>	<b>33.25%</b>
<b>Fringe Benefits:</b>										
FICA Taxes	\$89,133	\$87,108	2.33%	\$67,197	32.65%	\$170,516	\$174,216	(2.12%)	\$132,317	28.87%
Pension Plan Expense	\$142,714	\$105,539	35.22%	\$88,935	60.47%	\$211,159	\$211,078	0.04%	\$186,466	13.24%
Health & Dental Insurance	\$110,785	\$122,712	(9.72%)	\$110,742	0.04%	\$246,327	\$245,425	0.37%	\$227,786	8.14%
Life & Disability Insurance	\$17,274	\$14,375	20.17%	\$10,611	62.79%	\$31,790	\$28,750	10.58%	\$16,399	93.86%
Sick Leave	\$48,289	\$36,555	32.10%	\$25,615	88.52%	\$54,016	\$73,110	(26.12%)	\$42,492	27.12%
Holiday Pay	\$5,627	\$36,478	(84.57%)	\$3,644	54.40%	\$53,070	\$72,955	(27.26%)	\$44,406	19.51%
Vacation Pay	\$43,368	\$43,918	(1.25%)	\$43,120	0.57%	\$85,494	\$87,836	(2.67%)	\$102,697	(16.75%)
Uniform Allowance - Drivers	\$3,240	\$10,417	(68.90%)	\$7,280	(55.50%)	\$20,532	\$20,833	(1.45%)	\$47,719	(56.97%)
Clothing/Tool Allowance - Mechanics	\$1,552	\$2,678	(42.06%)	\$1,524	1.81%	\$12,448	\$5,357	132.39%	\$3,019	312.39%
Unemployment Compensation	\$2,157	\$2,167	(0.45%)	\$2,157	0.00%	(\$10,581)	\$4,333	(344.18%)	\$4,314	(345.28%)
Other Fringe Benefits	\$10,712	\$14,081	(23.92%)	\$9,425	13.66%	\$13,762	\$28,162	(51.13%)	\$27,425	(49.82%)
<b>Total Fringe Benefits</b>	<b>\$474,851</b>	<b>\$476,028</b>	<b>(0.25%)</b>	<b>\$370,250</b>	<b>28.25%</b>	<b>\$888,533</b>	<b>\$952,055</b>	<b>(6.67%)</b>	<b>\$835,040</b>	<b>6.41%</b>
<b>Total Loaded Payroll</b>	<b>\$1,552,209</b>	<b>\$1,447,131</b>	<b>7.26%</b>	<b>\$1,187,717</b>	<b>30.69%</b>	<b>\$2,921,624</b>	<b>\$2,894,260</b>	<b>0.95%</b>	<b>\$2,360,825</b>	<b>23.75%</b>
<b>Transportation Services:</b>										
Fixed Route	-	-	0.00%	\$49,554	(100.00%)	-	-	0.00%	\$99,107	(100.00%)
Sunday Service	-	-	0.00%	\$26,053	(100.00%)	-	-	0.00%	\$52,107	(100.00%)
Lift Program - ADA	-	-	0.00%	\$208,639	(100.00%)	-	-	0.00%	\$417,278	(100.00%)
Circulator Service-Downtown/Midtown	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
Lift Services - Meals On Wheels	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
<b>Total Transportation Services</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>	<b>\$284,246</b>	<b>(100.00%)</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>	<b>\$568,492</b>	<b>(100.00%)</b>
<b>Administrative Services:</b>										
Advertising	\$26,538	\$26,333	0.78%	\$28,227	(5.98%)	\$52,521	\$52,667	(0.28%)	\$57,834	(9.19%)
Legal Fees	\$7,846	\$9,438	(16.87%)	\$8,989	(12.71%)	\$16,104	\$18,877	(14.69%)	\$11,587	38.99%
Audit Fees	\$3,617	\$3,617	0.01%	\$3,475	4.09%	\$7,234	\$7,233	0.00%	\$6,950	4.08%
Office Equipment / Computers	\$1,150	\$3,204	(64.12%)	\$2,007	(42.70%)	\$1,676	\$6,409	(73.84%)	\$4,105	(59.16%)
Building & Facility Services	\$11,019	\$16,932	(34.92%)	\$10,730	2.69%	\$22,016	\$33,863	(34.98%)	\$27,526	(20.02%)

Professional & Technical Services	\$29,507	\$16,028	84.10%	\$26,007	13.46%	\$47,371	\$32,056	47.78%	\$48,997	(3.32%)
Software Maintenance & Service	\$9,401	\$9,425	(0.26%)	\$45,165	(79.19%)	\$9,601	\$18,850	(49.07%)	\$86,784	(88.94%)
Security Services	-	\$1,558	(100.00%)	\$252	(100.00%)	-	\$3,116	(100.00%)	\$252	(100.00%)
Total Administrative Services	\$89,078	\$86,535	2.94%	\$124,852	(28.65%)	\$156,523	\$173,071	(9.56%)	\$244,035	(35.86%)
<b>Total Services</b>	<b>\$89,078</b>	<b>\$86,535</b>	<b>2.94%</b>	<b>\$409,098</b>	<b>(78.23%)</b>	<b>\$156,523</b>	<b>\$173,071</b>	<b>(9.56%)</b>	<b>\$812,527</b>	<b>(80.74%)</b>
<b>Materials &amp; Supplies:</b>										
Fuel	\$106,056	\$122,980	(13.76%)	\$84,848	25.00%	\$168,442	\$245,959	(31.52%)	\$159,282	5.75%
Gasoline	\$15,374	\$17,867	(13.95%)	\$20,175	(23.79%)	\$31,412	\$35,734	(12.10%)	\$34,743	(9.59%)
Oil & Lubricants	\$16,311	\$14,014	16.40%	\$20,992	(22.30%)	\$27,089	\$28,028	(3.35%)	\$26,666	1.59%
Tires & Tubes	\$16,593	\$14,003	18.50%	\$17,289	(4.02%)	\$41,085	\$28,007	46.70%	\$23,035	78.36%
Facility Repairs & Maintenance	\$73,853	\$63,232	16.80%	\$62,074	18.98%	\$116,960	\$126,463	(7.52%)	\$99,966	17.00%
Service & Shop Equipment	\$10,425	\$2,608	299.71%	\$5,755	81.14%	\$14,675	\$5,216	181.34%	\$18,995	(22.74%)
Other Shop & Garage Expense	\$8,035	\$7,742	3.78%	\$8,464	(5.07%)	\$11,610	\$15,485	(25.02%)	\$15,656	(25.84%)
Repair Parts	\$153,252	\$184,001	(16.71%)	\$193,459	(20.78%)	\$208,832	\$368,001	(43.25%)	\$334,905	(37.64%)
Servicing Supplies	\$684	\$3,615	(81.08%)	\$5,260	(87.00%)	\$2,792	\$7,231	(61.38%)	\$7,279	(61.64%)
Transportation & Safety Schedules	\$1,642	\$837	96.17%	\$783	109.61%	\$1,803	\$1,674	7.70%	\$2,542	(29.08%)
Passes & Transfers	\$6,096	\$1,446	321.64%	-	0.00%	\$6,096	\$2,892	110.82%	-	0.00%
Total Materials & Supplies	\$408,484	\$433,187	(5.70%)	\$419,223	(2.56%)	\$634,160	\$866,374	(26.80%)	\$724,531	(12.47%)
<b>Utilities:</b>										
Light, Heat, Power, and Water	\$39,825	\$36,188	10.05%	\$43,658	(8.78%)	\$76,527	\$72,376	5.73%	\$80,030	(4.38%)
Communications	\$17,395	\$30,064	(42.14%)	\$20,666	(15.83%)	\$25,060	\$60,128	(58.32%)	\$51,982	(51.79%)
Total Utilities	\$57,220	\$66,252	(13.63%)	\$64,324	(11.05%)	\$101,587	\$132,504	(23.33%)	\$132,012	(23.05%)
<b>Insurance:</b>										
Insurance Premiums	\$53,387	\$79,902	(33.19%)	\$37,949	40.68%	\$106,773	\$159,805	(33.19%)	\$75,899	40.68%
Self Insurance	\$6,345	-	0.00%	\$2,612	142.89%	\$6,020	-	0.00%	\$6,779	(11.19%)
Total Insurance	\$59,732	\$79,902	(25.24%)	\$40,561	47.26%	\$112,793	\$159,805	(29.42%)	\$82,678	36.43%
<b>Miscellaneous:</b>										
Planning & Rideshare	\$53,607	\$67,293	(20.34%)	\$40,393	32.72%	\$72,522	\$134,586	(46.11%)	\$58,902	23.12%
Dues & Subscriptions	\$3,553	\$4,150	(14.39%)	\$4,665	(23.83%)	\$6,731	\$8,300	(18.91%)	\$7,387	(8.89%)
Travel & Meetings - Staff	\$8,772	\$4,769	83.93%	\$6,918	26.81%	\$20,373	\$9,538	113.59%	\$24,372	(16.41%)
Travel & Meetings - Board	\$284	\$42	581.28%	-	0.00%	\$564	\$83	576.61%	-	0.00%
Marketing & Advertising	\$26,705	\$28,843	(7.41%)	\$44,144	(39.50%)	\$68,681	\$57,686	19.06%	\$70,016	(1.91%)
General Office Expense	\$11,141	\$13,138	(15.20%)	\$24,812	(55.10%)	\$20,667	\$26,277	(21.35%)	\$33,930	(39.09%)
Other Miscellaneous Expenses	(\$40,283)	\$13,680	(394.46%)	\$4,251	(1047.57%)	(\$13,584)	\$27,360	(149.65%)	\$15,498	(187.65%)
Bank & Credit Card Fees	\$6,169	\$4,974	24.03%	\$3,382	82.38%	\$12,465	\$9,947	25.31%	\$7,023	77.49%
Leases & Rentals	\$3,814	\$19,343	(80.28%)	\$2,456	55.33%	\$6,861	\$38,687	(82.27%)	\$6,792	1.02%
Total Miscellaneous	\$73,762	\$156,232	(52.79%)	\$131,021	(43.70%)	\$195,280	\$312,464	(37.50%)	\$223,920	(12.79%)
<b>Total Expenses</b>	<b>\$2,240,485</b>	<b>\$2,269,239</b>	<b>(1.27%)</b>	<b>\$2,251,944</b>	<b>(0.51%)</b>	<b>\$4,121,967</b>	<b>\$4,538,478</b>	<b>(9.18%)</b>	<b>\$4,336,493</b>	<b>(4.95%)</b>
<b>Net Operating Loss</b>	<b>(\$2,026,601)</b>	<b>(\$2,059,198)</b>	<b>(1.58%)</b>	<b>(\$2,010,619)</b>	<b>0.79%</b>	<b>(\$3,652,092)</b>	<b>(\$4,118,398)</b>	<b>(11.32%)</b>	<b>(\$3,905,708)</b>	<b>(6.49%)</b>
<b>Operational Grant Funding</b>										
Operating Assistance - Other	\$39,449	\$40,404	(2.37%)	\$27,772	42.04%	\$88,589	\$80,809	9.63%	\$125,646	(29.49%)
Oklahoma State Funding	\$95,833	\$95,833	(0.00%)	\$265,000	(63.84%)	\$191,666	\$191,667	(0.00%)	\$360,833	(46.88%)
FTA - Planning Assistance	\$105,188	\$94,301	11.54%	\$82,409	27.64%	\$159,696	\$188,602	(15.33%)	\$153,292	4.18%
FTA - Leases / Audit	\$3,601	\$15,027	(76.04%)	\$5,916	(39.13%)	\$3,601	\$30,053	(88.02%)	\$15,101	(76.15%)
FTA - ADA LIFT	-	-	0.00%	\$55,750	(100.00%)	-	-	0.00%	\$111,500	(100.00%)

FTA - CMAQ	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
FTA - Preventative Maintenance	\$338,968	\$375,477	(9.72%)	\$397,196	(14.66%)	\$575,492	\$750,954	(23.37%)	\$712,298	(19.21%)
FTA - Operations	\$351,828	\$461,238	(23.72%)	\$256,862	36.97%	\$531,766	\$922,476	(42.35%)	\$614,071	(13.40%)
COT - Vision Assistance	\$472,318	\$357,500	32.12%	\$306,497	54.10%	\$862,450	\$715,000	20.62%	\$586,531	47.04%
COT - Operating Assistance	\$619,416	\$619,417	(0.00%)	\$613,217	1.01%	\$1,238,832	\$1,238,833	(0.00%)	\$1,226,434	1.01%
Total Operational Grant Funding	\$2,026,601	\$2,059,197	(1.58%)	\$2,010,619	0.79%	\$3,652,092	\$4,118,394	(11.32%)	\$3,905,706	(6.49%)
Budget Surplus (Deficit)	-	(\$1)	48.57%	-	108.00%	-	(\$4)	(51.43%)	(\$2)	9.68%
Capital Revenues										
Capital Assistance - FTA	\$1,619,164	\$255,486	533.76%	\$123,002	1216.37%	\$1,619,164	\$510,972	216.88%	\$130,158	1144.00%
Capital Assistance - COT	\$628,286	\$183,836	241.76%	\$17,500	3490.21%	\$743,286	\$367,672	102.16%	\$150,000	395.52%
Capital Assistance - Other	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
Gain (Loss) on Sale of Assets	-	-	0.00%	(\$20,338)	(100.00%)	-	-	0.00%	(\$20,338)	(100.00%)
Total Capital Revenues	\$2,247,450	\$439,322	411.57%	\$120,164	1770.32%	\$2,362,450	\$878,644	168.87%	\$259,820	809.26%
Depreciation	\$366,261	\$470,000	(22.07%)	\$352,334	3.95%	\$728,135	\$940,000	(22.54%)	\$705,806	3.16%
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	\$1,881,189	(\$30,679)	(6231.94%)	(\$232,170)	(910.26%)	\$1,634,315	(\$61,360)	(2763.61%)	(\$445,988)	(466.45%)

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Assets

Current Assets:

Cash and Cash Equivalents		\$47,021
Restricted Cash		\$3,824,636
Trade Accounts Receivable	\$372,018	
FTA Operating & Capital Grants Receivable	\$19,253,147	
COT Operating & Capital Grants Receivable	\$23,814,243	
		\$43,439,408
Inventories		\$1,221,079
Prepaid Expenses		\$544,325
Total Current Assets		\$49,076,469

Capital Assets, at cost:

Revenue Equipment	\$39,427,969	
Service Equipment	\$574,172	
Security Equipment	\$927,974	
Buildings & Improvements	\$12,920,749	
Passenger Shelters	\$2,092,715	
Shop and Garage Equipment	\$3,297,444	
Computers & Other Equipment	\$6,385,548	
Office Furniture and Fixtures	\$209,681	
Land & Improvements	\$3,333,309	
Construction in Progress	\$2,393,211	
Less: Accumulated Depreciation	(\$45,547,008)	
Non- Depreciating Assets	\$1,876,280	
Total Capital Assets		\$26,015,764

Total Assets \$75,092,233

Deferred outflows of resources, pension related amounts \$1,586,911

Liabilities

Current Liabilities:

Trade Accounts Payable	\$2,385,452	
Accrued Wages & Withholdings	\$500,715	
Accrued Insurance	\$73,400	
Deferred Grant Revenues	\$43,108,137	
Other Current Liabilities	\$19,143	
Total Current Liabilities		\$46,086,847

Noncurrent Liabilities:

Advance Payable to COT	\$326,674	
Net Pension Liability	\$6,022,964	
Accrued Compensated Absences	\$874,110	
Total Noncurrent Liabilities		\$7,223,747

Total Liabilities \$53,310,594

Deferred inflows of resources, pension related amounts \$7,191,815

Net Position:

Invested in Capital Assets	\$26,015,764	
Restricted for Capital Acquisitions	\$666,935	
Restricted for Workmen's Comp.	\$73,705	
Unrestricted	(\$4,974,766)	
Total Net Assets		\$21,781,639

Total Liabilities & Net Assets \$75,092,233

For the Two Months Ending Aug 31, 2023

METROPOLITAN TULSA TRANSIT AUTHORITY  
PERFORMANCE INDICATOR SUMMARY

Fixed Route	Month	YTD	Target	Details	
Preventable accidents per 100,000 miles	0.85	1.65	1.80	There were 0.85 preventable accidents in August and average 1.65 for FY24YTD accidents are 0 vs. 1.42 in prior year.	•
OSHA Accidents per 200k Manhours	-	-	6.00		•
*Total Complaints	2.46	2.95	2.00	Of the 31 total complaints Bus Late/No Show - Customer ServiceComplaint - Customer ServiceDisruptive Behavior - Safety/SecurityDriver Attitude issue - Customer ServiceGoPass Issue - Customer ServiceEquipment Issues - Customer ServiceIncorrect LIFT order - Customer ServiceNo TypeOther Customer Service Issue - Customer ServiceOther ADA issue - ADA complaintOther IssueTrash Full - Customer ServiceOther Safety/Security Issue - Safety/SecurityVandalism - Safety/SecurityVehicle Did Not Stop/Pass Up - Customer Service	•
Per 10,000 boarding's					
On-time Performance	90%	91%	85%	Based off the 10 minutes late window.	●
Miles between road calls	8,155	7,018	7,500	YTD is 6% less than target.	✓
Operator Absences per weekday	6.00	6.00	12.00	YTD Operator Absences are 50% more than target.	✓
Passengers per Hour (PPH)	16.26	15.17	14.00	YTD PPH is 19% less than target.	●
Cost per Trip (CPT)	\$ 6.66	\$ 6.80	\$ 6.16	YTD CPT is 70% more than target and is due to reduced frequency in routes.	✓
Lift Operation	Month	YTD	Target	Details	
Preventable accidents per 100,000 miles	6.32	7.17	1.20	There were 6.32 preventable accidents in August an average 7.17 for FY24YTD accidents are 5.51 vs. 7.94 in prior year.	✓
Total Complaints per	32.80	16.83	23.00	Of the 22 total complaints Bus Late/No Show - Customer ServiceComplaint - Customer ServiceDisruptive Behavior - Safety/SecurityDriver Attitude issue - Customer ServiceGoPass Issue - Customer ServiceEquipment Issues - Customer ServiceIncorrect LIFT order - Customer ServiceNo TypeOther Customer Service Issue - Customer ServiceOther ADA issue - ADA complaintOther IssueTrash Full - Customer ServiceOther Safety/Security Issue - Safety/SecurityVandalism - Safety/SecurityVehicle Did Not Stop/Pass Up - Customer Service	✓
Per 10,000 boarding's					
OSHA Accidents per 200k Manhours	0.00	0.00	10.00		✓
On-time performance	96%	96%	95%	YTD On-time Performance is consistent with target.	•
Miles Between Road Calls	7,912	7,471	22,500	YTD Miles Between Road Calls is 67% less than target,.	•
Passengers per hour (PPH)	1.81	1.78	2.00	YTD PPH is 22% less than target.	•
Cost per Trip (CPT)	\$ 70.21	\$ 65.01	\$ 50.91	YTD CPT is 28% more than target projected .	✓

\* Includes Nightline and Sunday Service  
 ✓ Inconsistence or worse than target  
 ● Consistent with or better than target

DA = Driver Attitude      Reckless Driving = RD  
 II = Incorrect Information      Route Driven Wrong = RDW  
 CC = Call Center      No Show = NS



### Fixed Route Report (July 2023 to August 2023)

Description	Current Month	Prior Year	Percent Change	YTD Monthly Average	Prior Year	Percent Change	Goal
<b>1) Operate a Safe Transit System</b>							
Preventable Vehicle Accidents per 100k Miles	0.85	1.42	-40.14%	1.65	1.23	34.15%	1.80
OSHA Accidents per 200k Manhours	-	-	-	-	-	-	6.00
<b>2) Meet and Exceed Customer Expectations</b>							
Complaints per 10k Boardings	2.46	2.95	-16.61%	1.37	2.93	-53.24%	4.35
On-time Performance	90.00%	0.00%	0.00%	90.70%	0.00%	0.00%	85.00%
Miles Between Road Calls	8,155.00	6,794.00	20.04%	7,018.00	7,254.00	-3.26%	7,500.00
<b>3) Maintain a Quality Workforce</b>							
Operator Absences per Weekday	8.00	6.00	37.86%	7.00	6.00	17.50%	9.00
Total Absences per Weekday	6.00	9.00	-36.03%	6.00	10.00	-34.16%	12.00
Employee Turnover	71.79%	115.15%	-37.39%	51.06%	94.90%	-46.32%	35.00%
<b>4) Operate an Effective System</b>							
Ridership	256,109.00	220,107.00	16.36%	230,231.00	192,731.00	19.46%	235,416.00
Passengers per Service Hour	16.26	16.92	-3.90%	15.17	14.65	3.55%	14.00
Average Weekday Ridership	9,853.00	8,458.00	16.49%	9,279.00	7,757.00	19.62%	10,000.00
Average Saturday Ridership	6,984.00	6,392.00	9.25%	5,986.00	5,770.00	3.74%	4,500.00
<b>5) Operate an Efficient System</b>							
Cost Per Service Hour	108.25	134.33	-19.41%	103.16	126.61	-18.52%	82.50
Cost Per Trip	6.66	7.94	-16.12%	6.80	8.64	-21.30%	6.16
Fare Revenue per Trip	0.41	0.65	-36.92%	0.27	0.69	-60.87%	0.78

\*Note: Includes Nightline

Lift Key Performance Indicators: For the Two Months Ending Aug 31, 2023							
	Month			YTD Average			Target
	Current	Prior Year	% Change	Current	Prior Year	% Change	
<b>1) Operate a Safe Transit System</b>							
Preventable Van Accidents per 100k Miles	6.32	7.17	-11.85%	5.51	7.94	-30.60%	1.20
OSHA Accidents per 200k Manhours	-	-	0.00%	-	-	0.00%	10.00
<b>2) Meet and Exceed Customer Expectations</b>							
Complaints per 10k Boardings	32.80	33.73	-2.76%	16.83	38.62	-56.42%	23.00
On-time Performance	96.00%	96.44%	0.00%	95.68%	96.58%	-1.03%	95.00%
Miles Between Road Calls	7,912.00	19,532.00	-59.49%	7,471.00	17,627.00	-57.61%	22,500.00
Average Call Center Minutes on Hold Time	4.00	1.08	270.37%	6.32	0.90	602.22%	1.00
<b>3) Maintain a Quality Workforce</b>							
Employee Turnover	126.32%	92.31%	36.96%	109.09%	85.71%	26.74%	50.00%
<b>4) Operate an Effective System</b>							
Ridership	7,622.00	9,488.00	-19.67%	7,427.00	8,416.00	-11.76%	9,082.00
Van Passengers per Service Hour	1.81	2.10	-13.81%	1.78	2.06	-13.59%	2.00
Average Weekday Ridership	331.00	413.00	-19.67%	338.00	391.00	-13.76%	470.00
<b>5) Operate an Efficient System</b>							
Cost Per Service Hour	127.20	107.81	17.99%	115.88	114.11	1.55%	72.25
Cost Per Trip	70.21	51.35	36.73%	65.01	55.31	17.54%	50.91
Fare Revenue per Trip	3.34	2.37	40.93%	1.84	2.01	-8.46%	2.79

## Upcoming Procurements

Est. Board Date	Good/Service	Type	Estimated Amt.	Status
Dec-23	<b>Digital Signage @DAS</b>	RFP	Budget \$50,000	ARP
	Infrastructure - IT			
Oct-23	<b>Graphic Design &amp; Printing Services</b>	RFP	Budget \$??	Planning
	Provide on-call graphic design and printing services to MTTA			
Oct-23	<b>Call Center/Admin Facility Restructure</b>	RFP	>\$100,000	Prep Stage
	Remodel and modernize the Call Center & Administration buildings to gain efficiencies.			
Dec-23	<b>Digital Signage @DAS</b>	RFP	Budget \$50,000	ARP
	Infrastructure - IT			
Dec-23	<b>Plumbing/HVAC Contractor</b>	RFP	>\$250,000	Prep Stage
	Contract for On Call Plumbing/HVAC services.			
Feb-24	<b>Rolling Stock - Fixed Route</b>	RFP	>\$250,000	Prep Stage
	Contract for purchase of Fixed Route Vehicles			
Feb-24	<b>Rolling Stock - ADA Lift &amp; Microtransit Vehicles</b>	RFP	>\$250,000	Prep Stage
	Contract for purchase of ADA Lift & Microtransit Vehicles			
Feb-24	<b>Bus Vacuum</b>	RFP	Budget \$318,811.25	Prep Stage
	Replacement of old bus vacuum that is worn out			
Mar-24	<b>Tap Card</b>	Sole Source	\$100,000	Working on scope/explanation
	Fare payment card			
May-24	<b>On Call Consulting</b>	RFQ	\$150,000	On hold
	On Call Consulting contract with 3 to 5 vendors to supply various consulting services.			
Jun-24	<b>Bus Stop Signs</b>	RFQ	\$150,000	On hold
	Replace bus stop signs along all routes with new name and look			
Jan-25	<b>Bus Wash</b>	RFP	\$350,000	
	Existing Bus Wash is in need of replacement after reaching it's expected life.			

Budget Initiatives



## New Location/Property for Maintenance, Operations, and Administration

- Deploying the Micro Transit Pilot in April 2023 on Night Line and Sunday services.
- Deploying Micro Transit Service in partnership with Broken Arrow in 2023.
- Initiate community transit planning with other Tulsa suburbs.
- Start Micro Transit during the day in August 2023 which will increase ridership and allow MTTA to purchase less expensive vehicles.
- Develop and nurture community partnerships including but not limited to INCOG.

## Mobility Manager/Mobility as a Service

- Continue to work with Olson on the Facility Feasibility Study.
- Work with GH2 Architects on Phase 1 on finding a property big enough for MTTA's needs.
- Apply for a Bus and Bus Facilities Grant for this project.
- Request to be in the 2024 Capital Budget for the potential new facility.
- Seek approval from the City of Tulsa for the 20% match that is need.
- Consider options for the current Call Center and possible relocation

## Improving Customer Experience

- Implementation of the new CAD/AVL service.
- Implementation of the new Micro Transit Software and Service
- Create continuous customer surveys that our customers can download on our vehicles.
- Investment in Marketing and Promotion of all MTTA services.

# Veterans Free Fares

- ▶ We currently offer reduced fares to all Veterans (.85 cents).
- ▶ Must go to DAS to receive the required Veterans I.D.
- ▶ Working with the VA on other options:
  1. Military ID
  2. Drivers License with the Veterans Logo on it
  3. in addition to the MTA Reduced Fare Sticker
- ▶ First ID at DAS is 1.00 and a replacement I.D. is 5.00.
- ▶ Additional Steps after Board Approval.
- ▶ Present to City Council on October 25<sup>th</sup> for approval.
- ▶ Mayor's signature on November 8<sup>th</sup>.
- ▶ Start date would be on Veterans Day November 11<sup>th</sup> (Saturday).



# ANNUAL REVENUE AND RIDERSHIP REPORT

JULY 2022 - JUNE 2023

TULSA TRANSIT

Key 2 TCC	Key 3 CCC	Key 4 TTC	Key 5 Event	Key 6 Free	Key 7 Military	Key 8 WC	Key 9 TU
422	106	90	290	119,002	106	1,550	79
38	9	25	9	214,014	8	1,911	21
914	109	279	601	120,180	99	1,667	166
1,777	189	290	555	18,636	165	1,461	212
1,557	140	282	909	17,893	164	1,191	270
980	133	263	944	15,577	197	879	194
977	174	263	1,360	15,357	170	853	297
1,158	167	253	1,070	16,514	126	743	268
1,323	192	301	1,226	17,037	179	1,044	249
1,495	167	320	1,215	21,493	147	1,018	251
1,406	231	328	1,106	20,811	168	1,344	203
1,100	158	195	1,028	40,987	165	1,460	244
<b>13,147</b>	<b>1,775</b>	<b>2,889</b>	<b>10,313</b>	<b>637,501</b>	<b>1,694</b>	<b>15,121</b>	<b>2,454</b>

Veterans  
Free  
Fares

FY23 Ridership

Revenue  
\$1,439.90

**METROPOLITAN TULSA TRANSIT AUTHORITY**  
**BOARD MEETING**  
**September 26<sup>th</sup>, 2023, Consent Calendar Item**

To: Board of Trustees

From: Randy Cloud – Maintenance Director

Subject: Purchase of Security Gates and Perimeter Fencing

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Recommendation

Authorize the General Manager to enter a contract with DH Pace as the prime contractor for the purchase and installation of Security Gates and new Perimeter Fencing in an amount not to exceed \$350,000 and to negotiate final terms and conditions.

Background

As our service expands due to BRT and Microtransit service, the agency facility is becoming more and more cramped. This primarily due to additional staff to service the increased demand for our services. We recently requested a TSA audit from our reps in Oklahoma City. Their audit is not complete as of this point but anticipate being told our premises were not considered the safest.

MTTA wants to ensure that each employee working for the agency feels safe and is safe. To this end, MTTA is trying to be proactive by initiating a Request for Quotations to make our current facility safer for all. This project helps bring MTTA up to current standards for safety and protection. Gates and fencing, including cameras and security safety gates should always remain locked.

An RFQ was distributed to local firms in the area and consulting the state DBE database, all DBE registered firms were given the opportunity to submit a proposal. In the final analysis, DH Pace, as the primary contractor, distinguished themselves as the only contractor certified to deliver the products requested. They will be utilizing JTI Security as a subcontractor for specialized work this project. JTI stands out as the sole authorized dealer for our existing facility access control software. This expertise helps ensure a seamless and efficient integration of the new security installation with our current framework. This price quote is within our budget and after much discussion the project was approved by Maintenance and the Procurement department.

MTTA received no other proposals for the project.

Financial Impact

The costs of the project will be funded by formula funding source 5339 at 80% and local match at 20%.

**METROPOLITAN TULSA TRANSIT AUTHORITY**  
**BOARD MEETING**  
**September 26, 2023**  
**Operating/Marketing Committee**

To: Board of Trustees  
From: Randy Cloud, Director of Maintenance  
Subject: Approval to Order Gillig LoNo Electric buses

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**Recommendation**

Authorize the General Manager to enter a contract with Gillig for the purchase of seven (7) 35' EBus electric buses rated at 688 KWH in an amount not to exceed \$6,305,600. This figure represents a "Base" bus price with configurable items to be determined when the bus build begins. Any additional amounts needed will be brought to the board for further approval along with explanations of what the additional cost is for. This purchase will be made using FTA LO NO grant funds.

**Background**

In 2019, MTTA won its first Lo No grant from FTA for the purchase of Electric passenger transit buses. These initial electric buses were Proterra brand buses. Most of our fleet are currently Gillig CNG. In 2023 we sought out and won another Lo No grant, this time with Gillig as our partner. The EBus, electric bus model from Gillig, is built on the same frame as the CNG buses, making them more compatible with the rest of our fleet, especially in terms of parts and maintenance. We are asking for pre-authorization to purchase these vehicles since we have been informed, we have won another Lo No grant. This Lo No grant will be used to purchase these electric buses. The lead time for electric bus builds is 15 to 18 months, which is why we want to get our order in.

**Financial Impact**

The vehicles will be paid for with 80% federal dollars and 20% local match.

# TULSA TRANSIT



**MICRO TRANSIT**

# Microtransit Program Numbers

Since April 2023

## Microtransit Metric (Since 4/2/23)

Total Ridership - Microtransit **14139**

Ride Rating (AVG) - Microtransit **4.69**

Shared Ride Percent - Microtransit **52%**

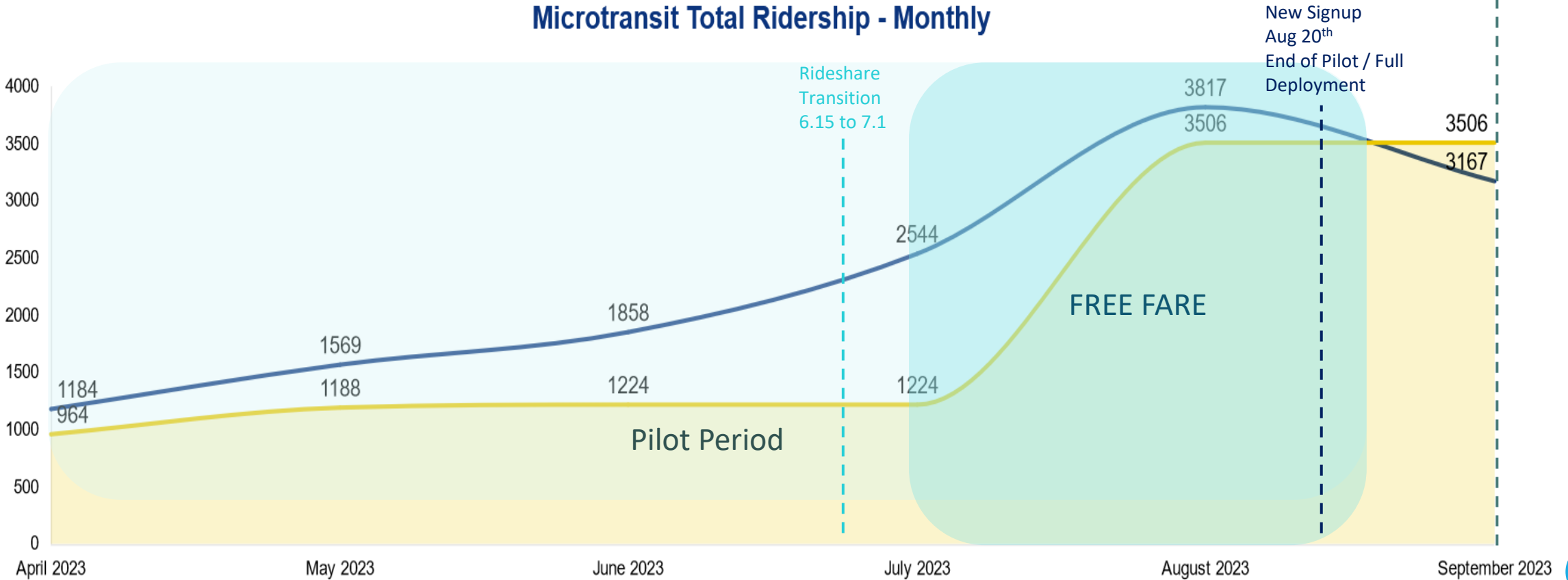
Passenger Vehicle Hour (PVH) - Microtransit **2.906**

90th Percentile PVH - Microtransit **4.75**



# Microtransit Ridership - Monthly

## Microtransit Total Ridership - Monthly

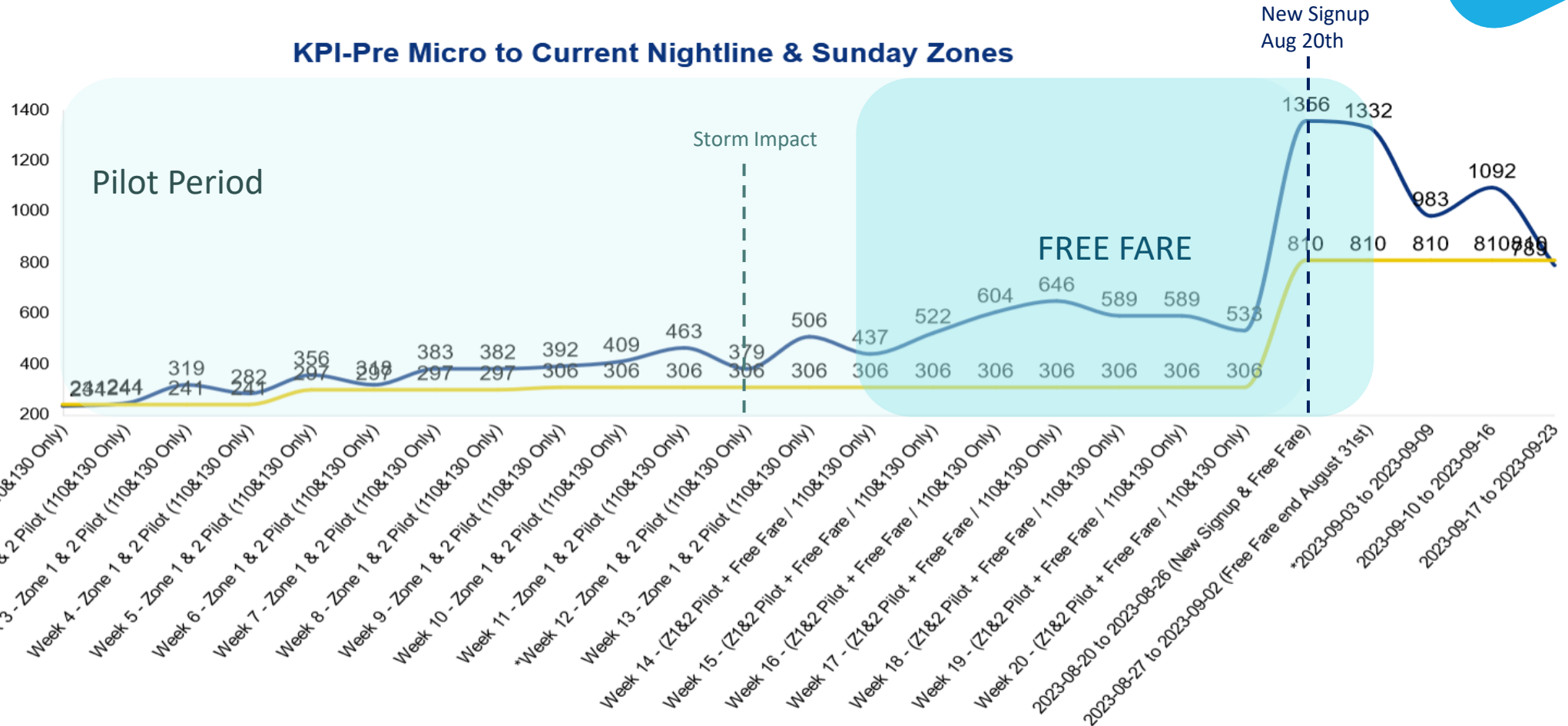


Sep Forecast  
4k to 5.5k

○ Static KPI - Pre Micro Service - WEEKLY ● Passengers Completed - Microtransit

# Ridership Information – Weekly

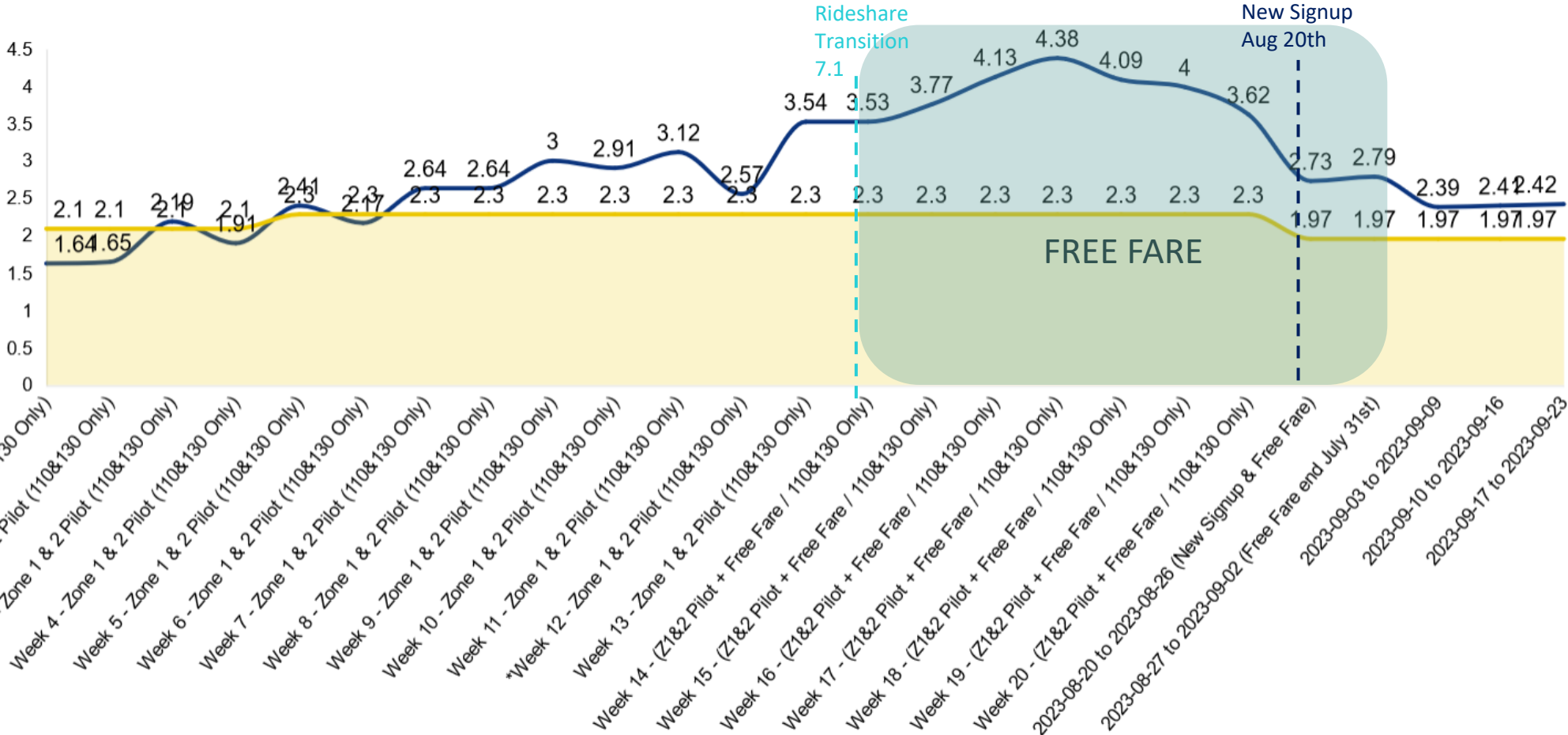
KPI-Pre Micro to Current Nightline & Sunday Zones



● Static KPI - Pre Micro Service - WEEKLY ● Passengers Completed - Microtransit

# Fleet Utilization – Passenger Vehicle Hour (PVH)

Passenger Per Vehicle Hour - Microtransit

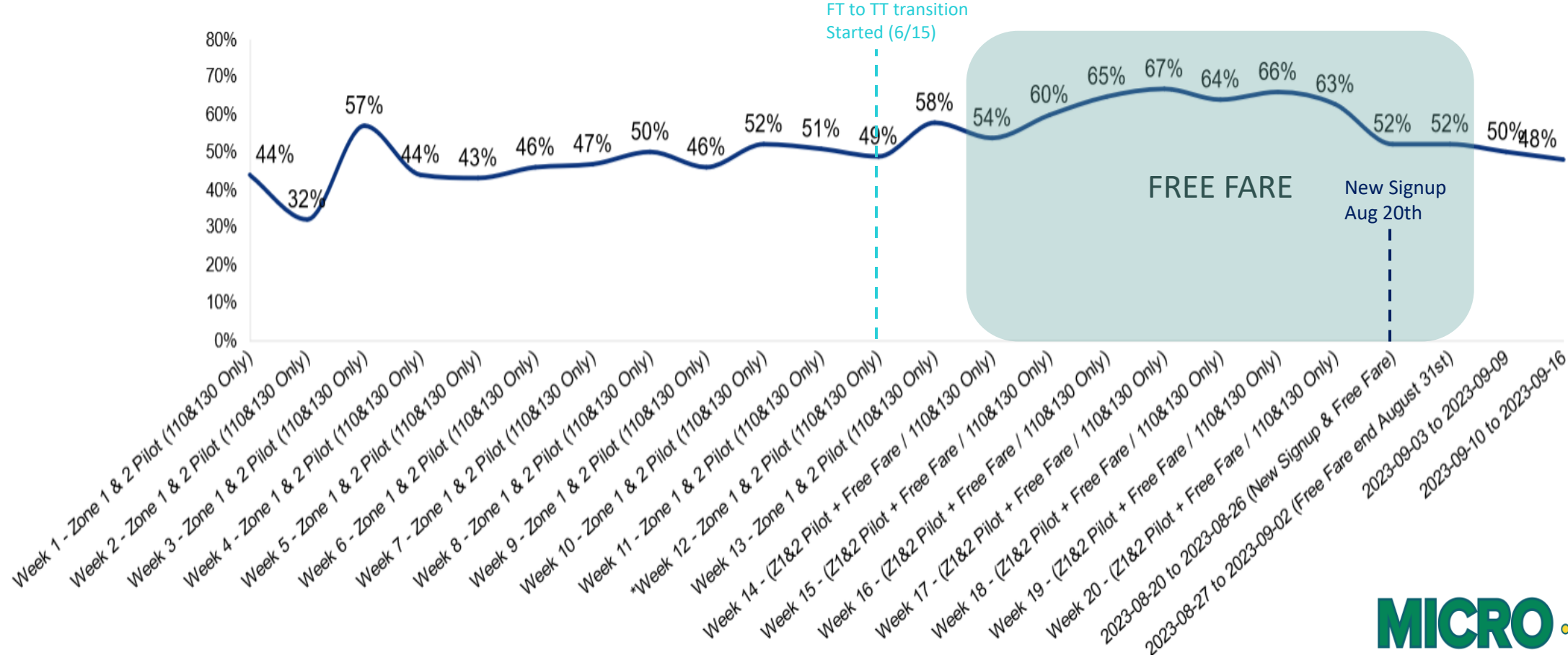


● Static KPI - Pre Micro - PHV (110/130 Combined) ● Passengers Per Vehicle Hour (PVH)



# Service Productivity & Efficiency – Shared Ride Percentage

Efficiency - Shared Ride Percentage

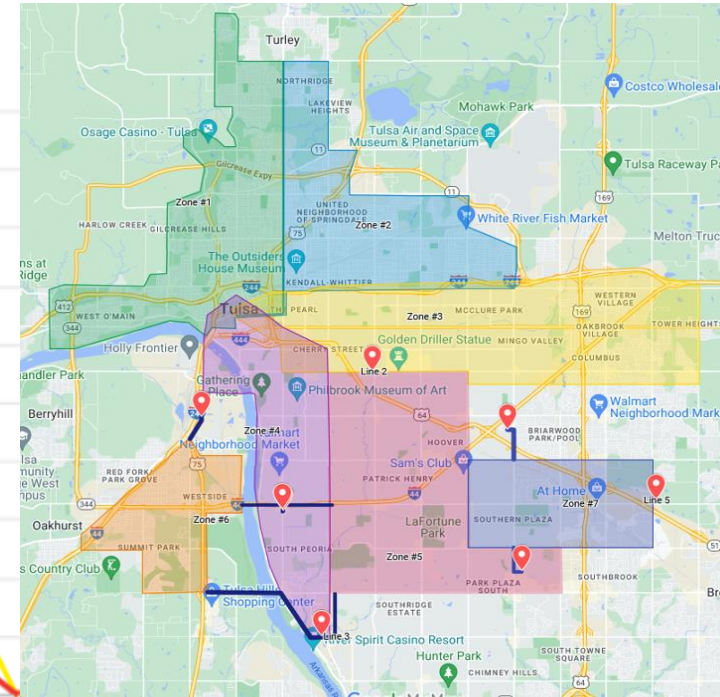
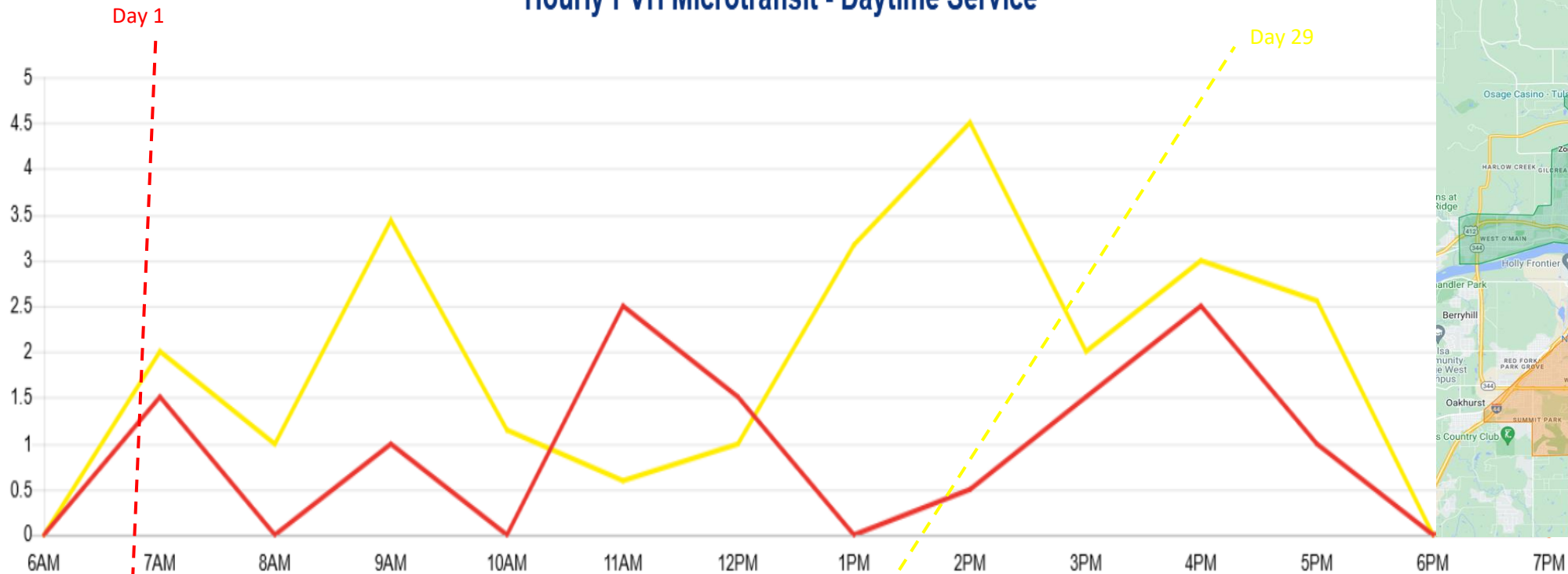


Pre Micro  
AVG Cost Per  
Trip  
**\$64.78**

Average Cost Per  
Trip Estimated  
Savings  
30% to 50%

# Microtransit Daytime PVH – Zone 6 & Zone 7

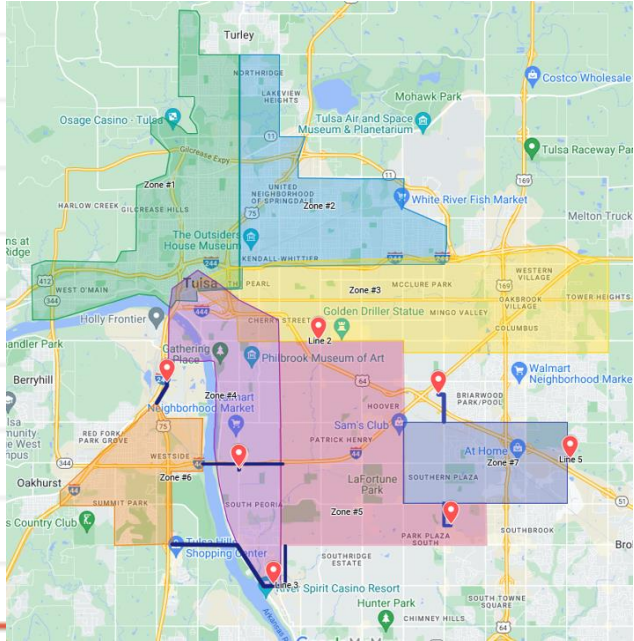
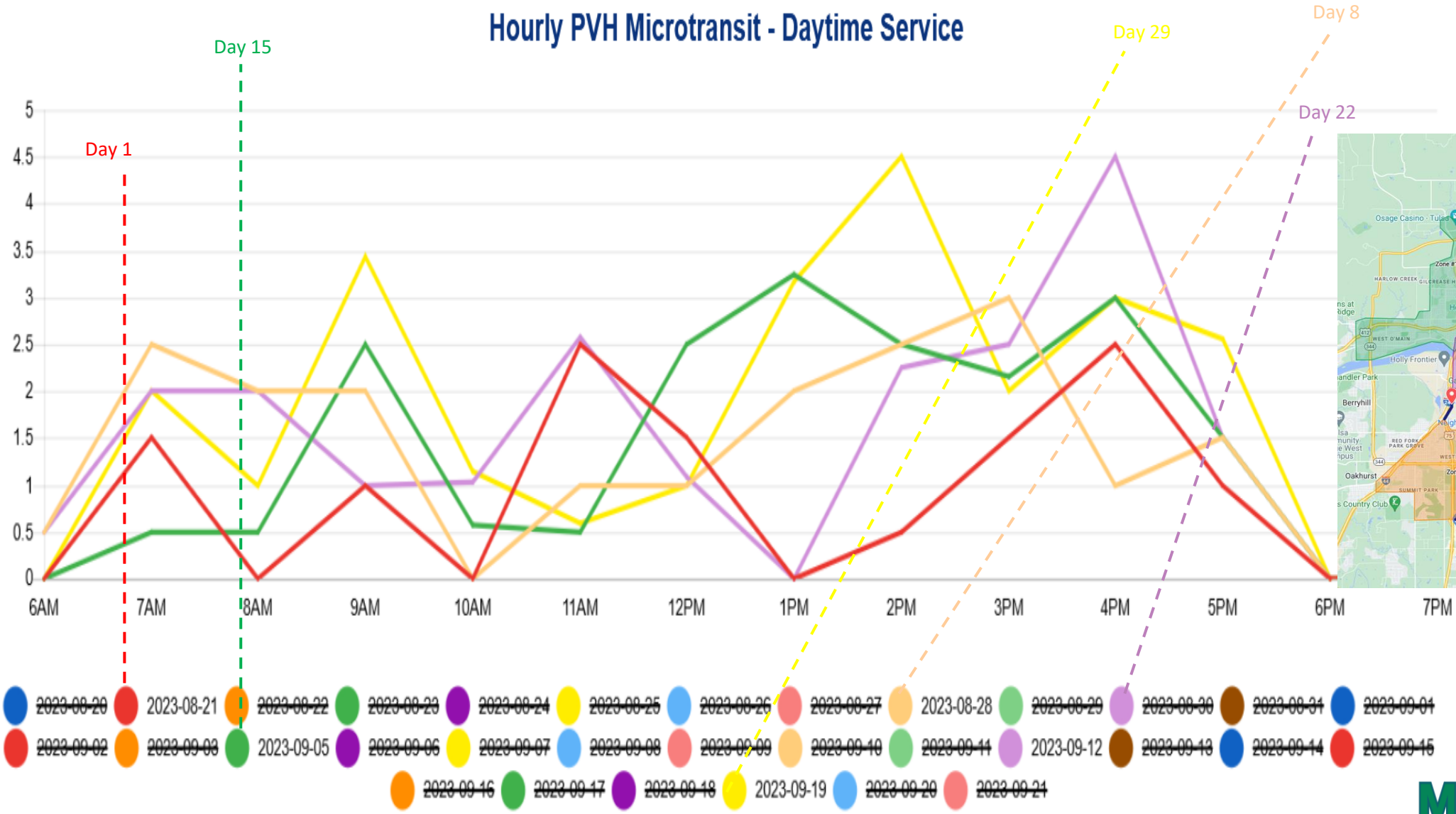
## Hourly PVH Microtransit - Daytime Service



- 2023-08-20
- 2023-08-21
- 2023-08-22
- 2023-08-23
- 2023-08-24
- 2023-08-25
- 2023-08-26
- 2023-08-27
- 2023-08-28
- 2023-08-29
- 2023-08-30
- 2023-08-31
- 2023-09-01
- 2023-09-02
- 2023-09-03
- 2023-09-04
- 2023-09-05
- 2023-09-06
- 2023-09-07
- 2023-09-08
- 2023-09-09
- 2023-09-10
- 2023-09-11
- 2023-09-12
- 2023-09-13
- 2023-09-14
- 2023-09-15
- 2023-09-16
- 2023-09-17
- 2023-09-18
- 2023-09-19
- 2023-09-20
- 2023-09-21

# Microtransit Daytime Service – Zone 6 & Zone 7

## Hourly PVH Microtransit - Daytime Service

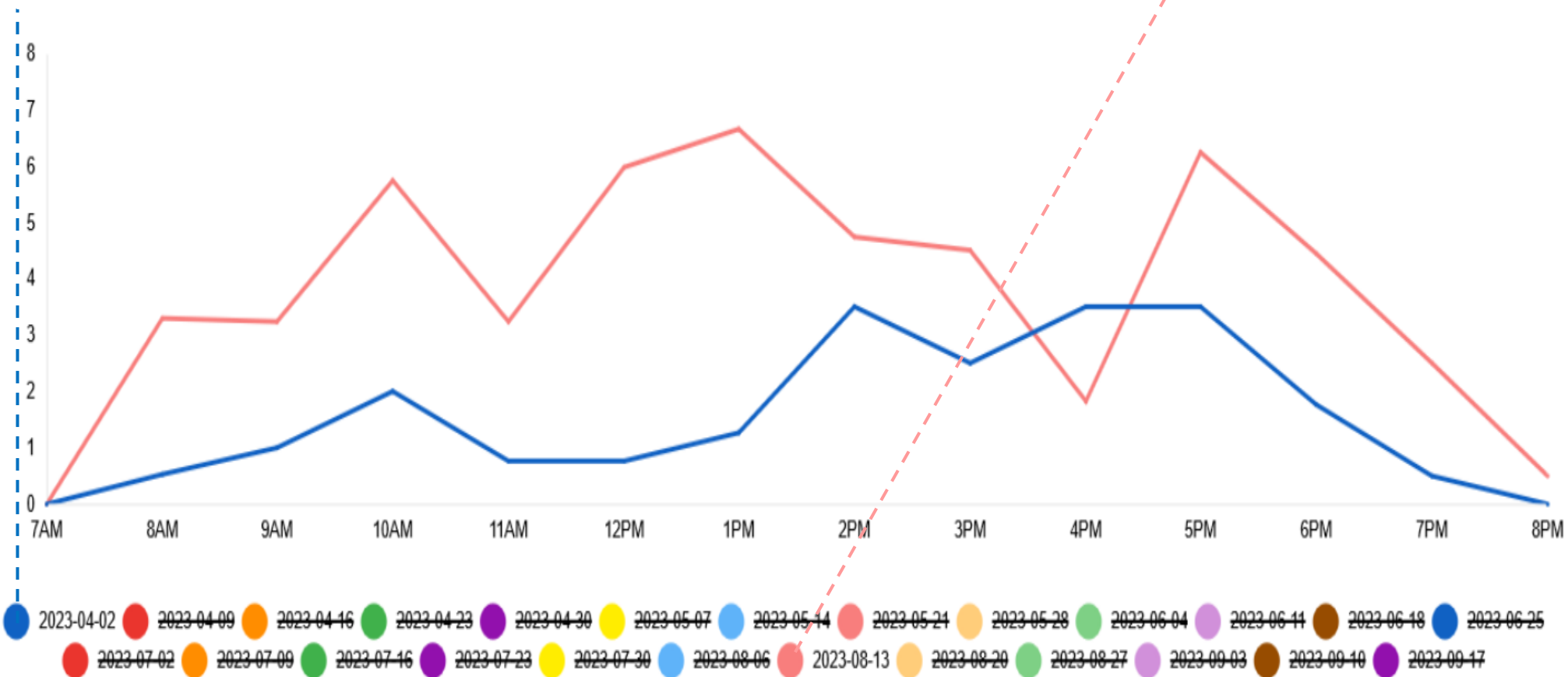


- 2023-08-20
- 2023-08-21
- 2023-08-22
- 2023-08-23
- 2023-08-24
- 2023-08-25
- 2023-08-26
- 2023-08-27
- 2023-08-28
- 2023-08-29
- 2023-08-30
- 2023-08-31
- 2023-09-01
- 2023-09-02
- 2023-09-03
- 2023-09-04
- 2023-09-05
- 2023-09-06
- 2023-09-07
- 2023-09-08
- 2023-09-09
- 2023-09-10
- 2023-09-11
- 2023-09-12
- 2023-09-13
- 2023-09-14
- 2023-09-15
- 2023-09-16
- 2023-09-17
- 2023-09-18
- 2023-09-19
- 2023-09-20
- 2023-09-21

# Microtransit Sunday Hourly PVH - April to August

First Day of Micro Service – Z1 & Z2 (4 Vehicles)

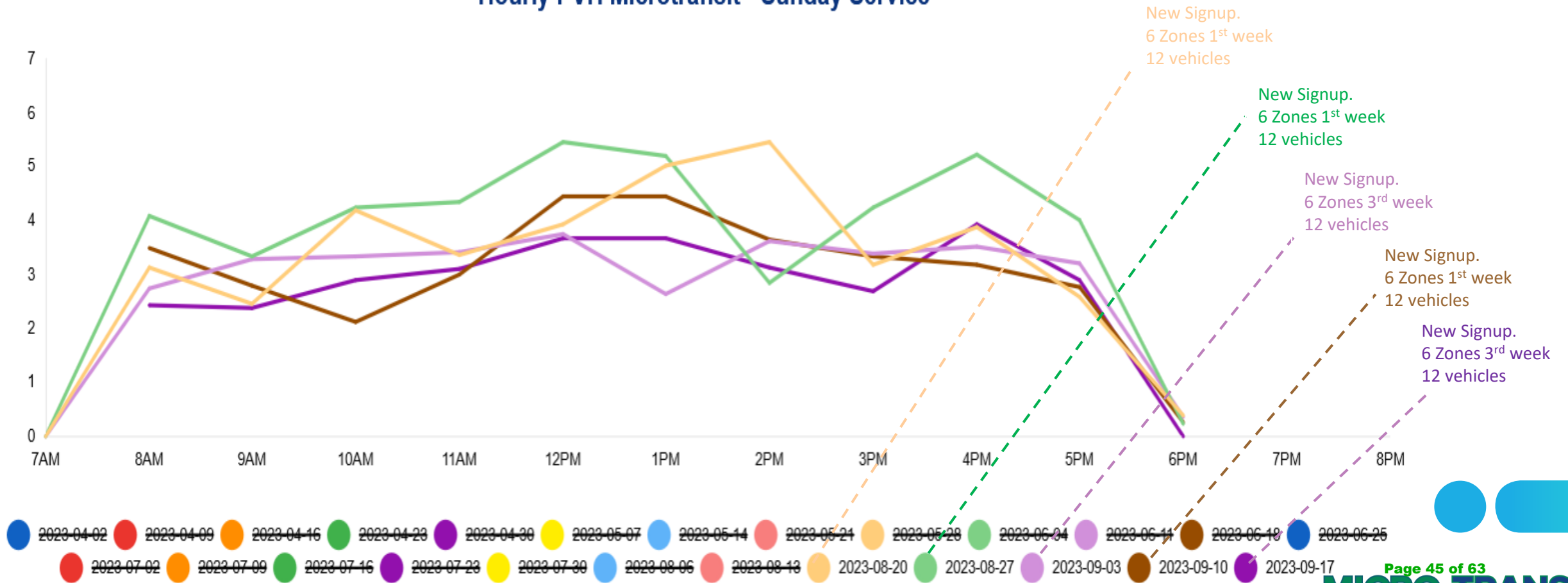
## Hourly PVH Microtransit - Sunday Service



Micro Service – Z1 & Z2 before new Signup (3 months)

# Microtransit Sunday Hourly PVH Since August signup

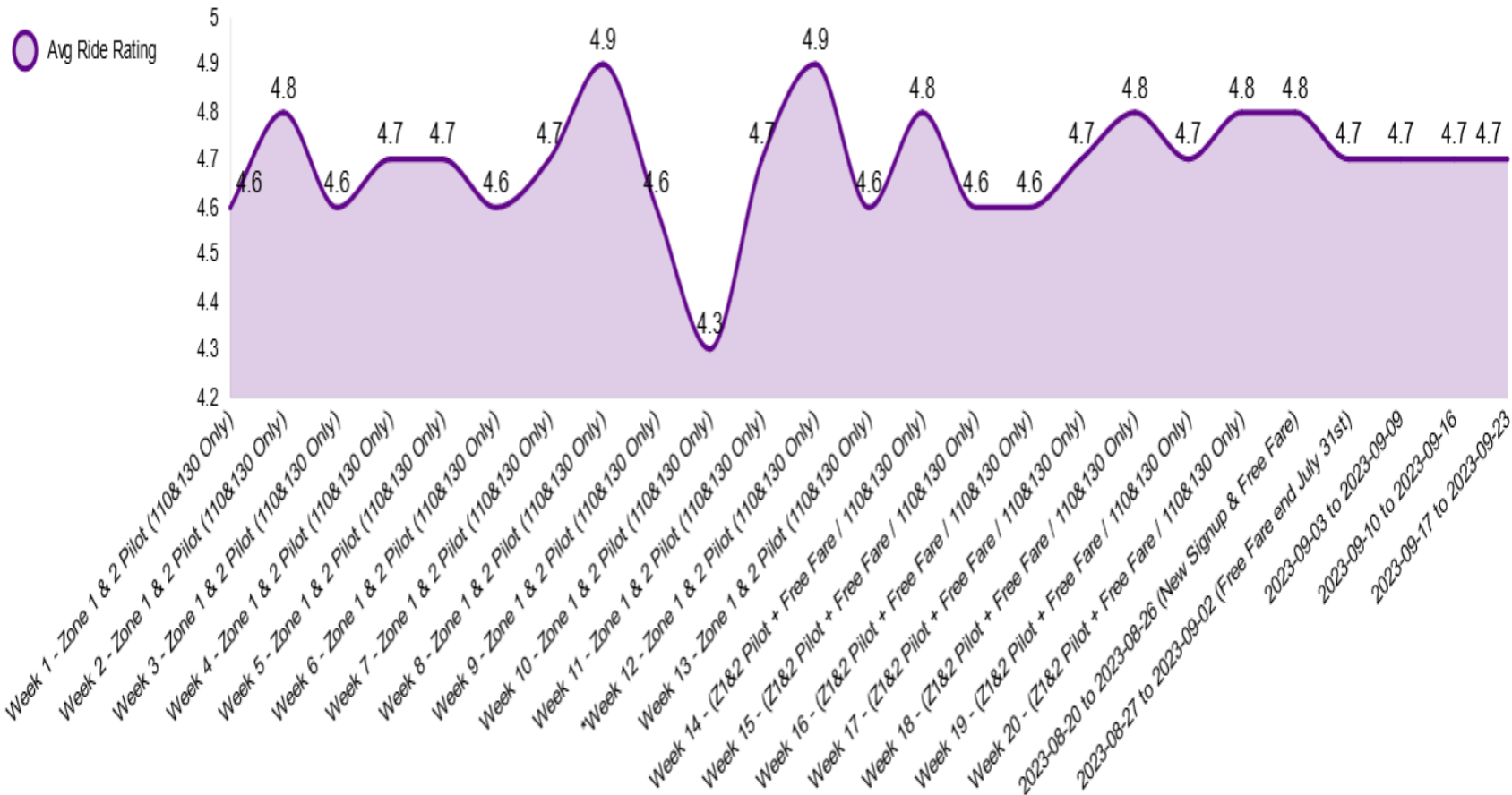
## Hourly PVH Microtransit - Sunday Service



# Customer Experience & Ratings

*Personalized      Measurable      Detailed*

## Microtransit - Ride Rating - Weekly

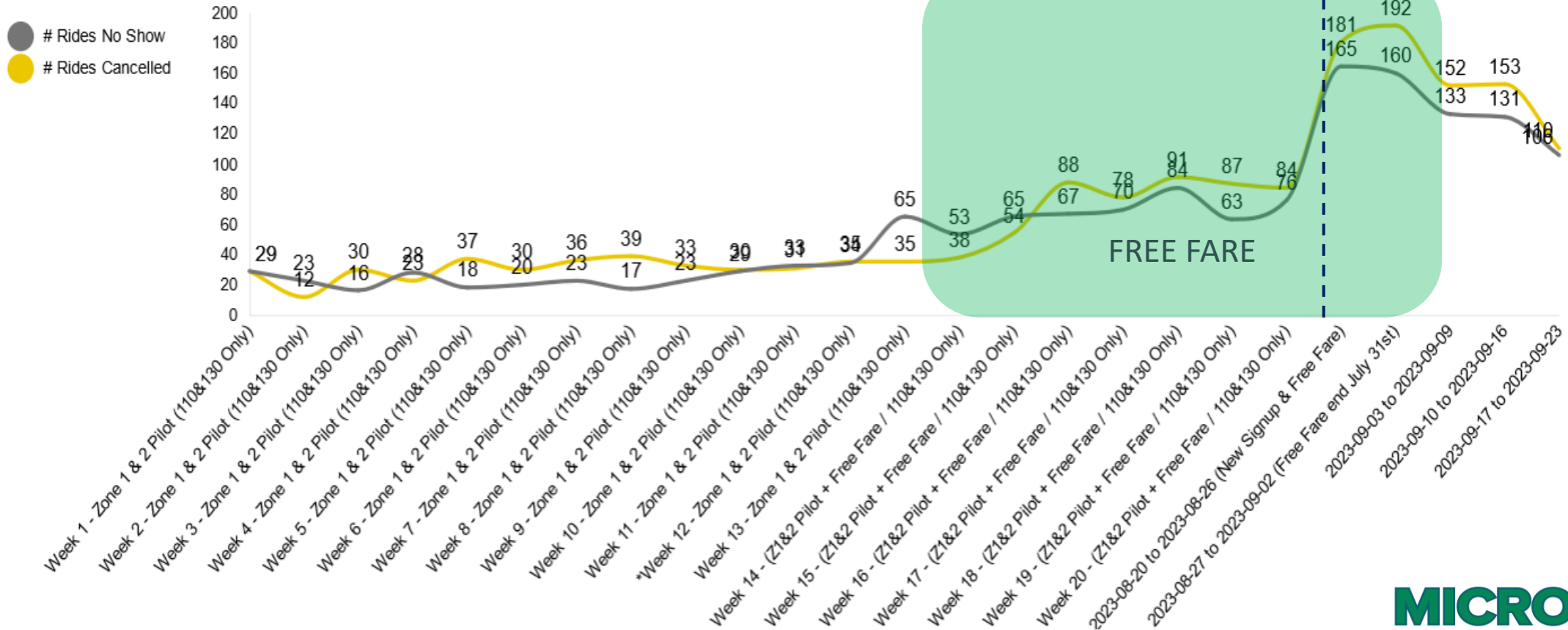


## Customer Feedback - Microtransit

Date	Ride Rating	Ride Comment
Count <b>135</b>		
Count <b>2</b>		
09/07/23	4	His bus wouldn't give me a transfer. He wrote one on an expired transfer, which was questioned by 117 driver.
09/07/23	4	Thank-you the driver was excellent
Count <b>3</b>		
09/05/23	5	Josh is great
09/05/23	5	Great driver great job great attitude great man
09/05/23	5	safe driver excellent attention
Count <b>5</b>		
09/03/23	5	Susan was great
09/03/23	5	Need a ride from osage
09/03/23	5	kind & courteous very polite driver
09/03/23	5	very friendly and nice person
09/03/23	5	just amazing
Count <b>6</b>		
09/02/23	5	Josh is a very courteous an respectable driver. he is cautious, informative an got a good sense of humor. . THANK U!! ( All drivers need to take notes.).....
09/02/23	5	James is great
09/02/23	5	Daman? Is friendly and professional
09/02/23	5	very good riding experience and I would give him a opportunity to get higher positions
09/02/23	5	great driver, very polite and courteous would love to ride with him again!
09/02/23	5	nice driver

# No Shows & Cancellations

## No Show & Cancellations



# Our Service Expansion As of 8/20

- Increase to 6 Zones – For Night-line & Sunday:

- Monday – Saturday 8pm to 12am
- Sunday – 8am to 6:30pm

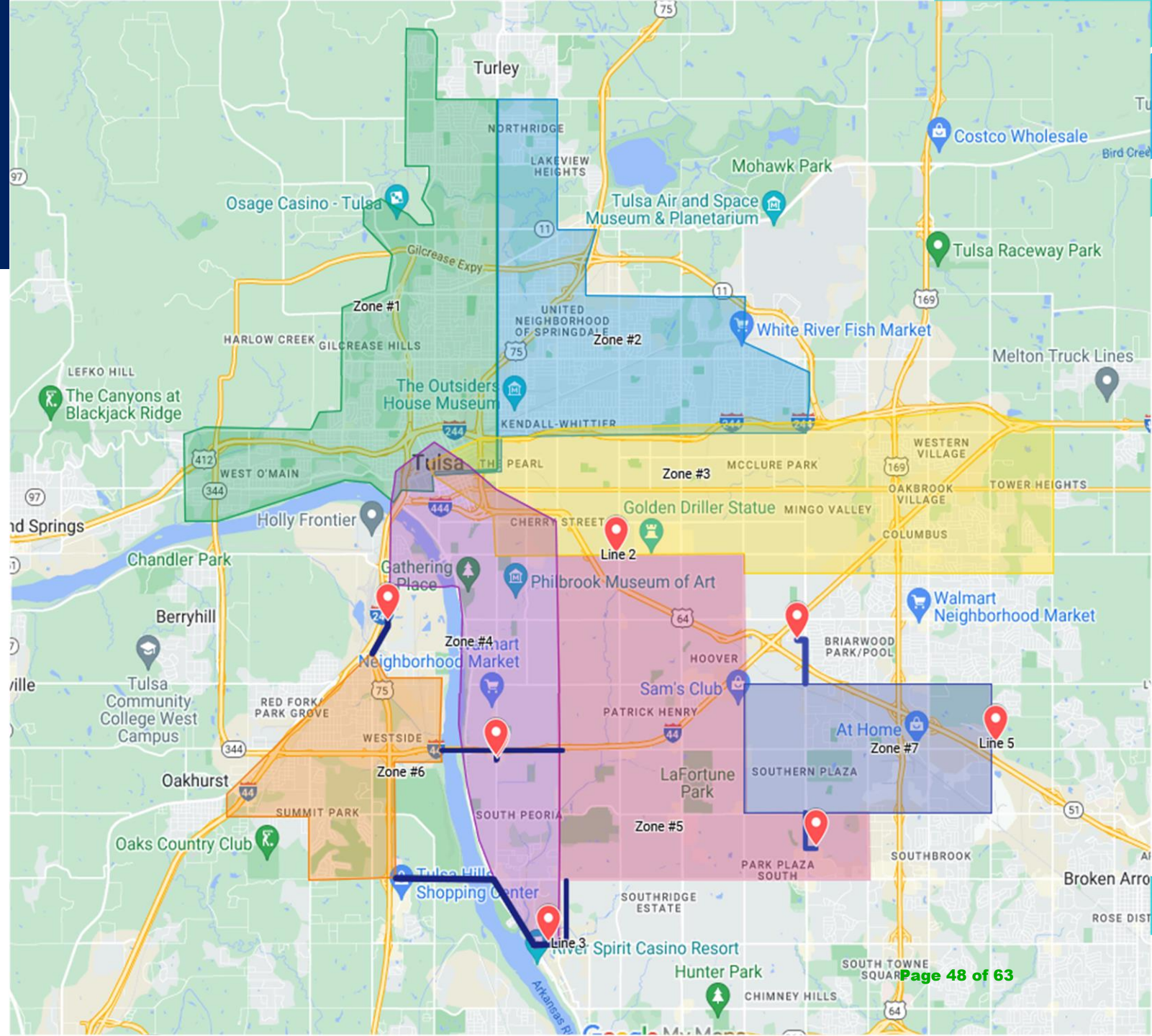
- Zone 1 Northwest
- Zone 2 Northeast
- Zone 3 East
- Zone 4 South
- Zone 5 South Central
- Zone 6 West

- Daytime zones

- Monday – Saturday 6am to 6:30pm
- Zone 6
- Zone 7

- Point of Interest

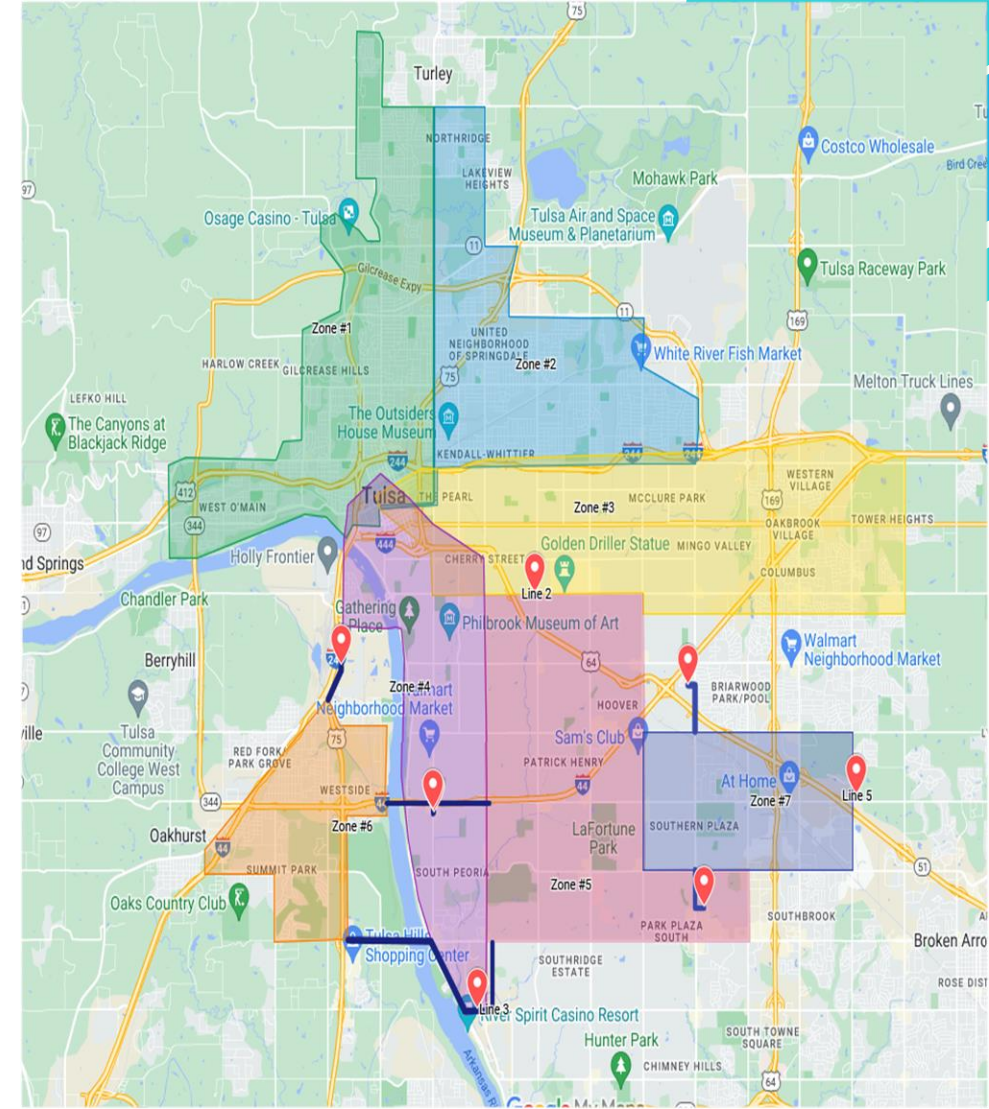
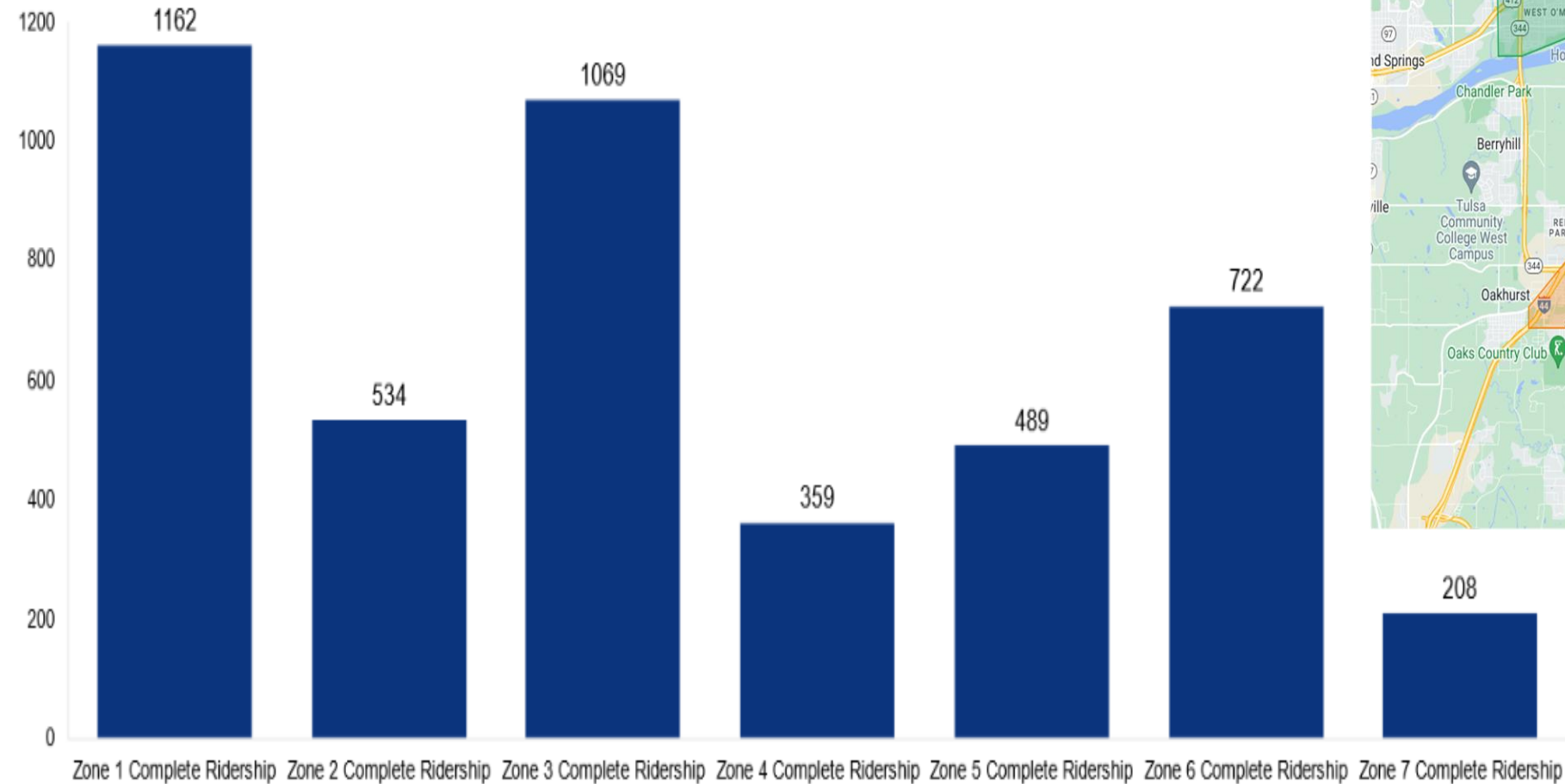
Based on public feedback and additional research, we identified specific locations that reside outside of the zone and will allow rider to book trips with specific destination which are outside of the zone limit.





# Ridership by Zone Comparison

## Ridership by the Zone - Microtransit - Since 8/20





**Thank You!**

TULSA TRANSIT

DECEMBER  
SERVICE CHANGES  
SURVEY



# TIMEFRAME

9/8

Survey Opened

9/9

Paper Version Released

9/13 -15

In-Person Tabling

9/18

Survey Closed

11

Days Open



**Social Media**

Available via Facebook & Twitter

**Email & Text**

**Website**

**GoPass**

**In -Person**

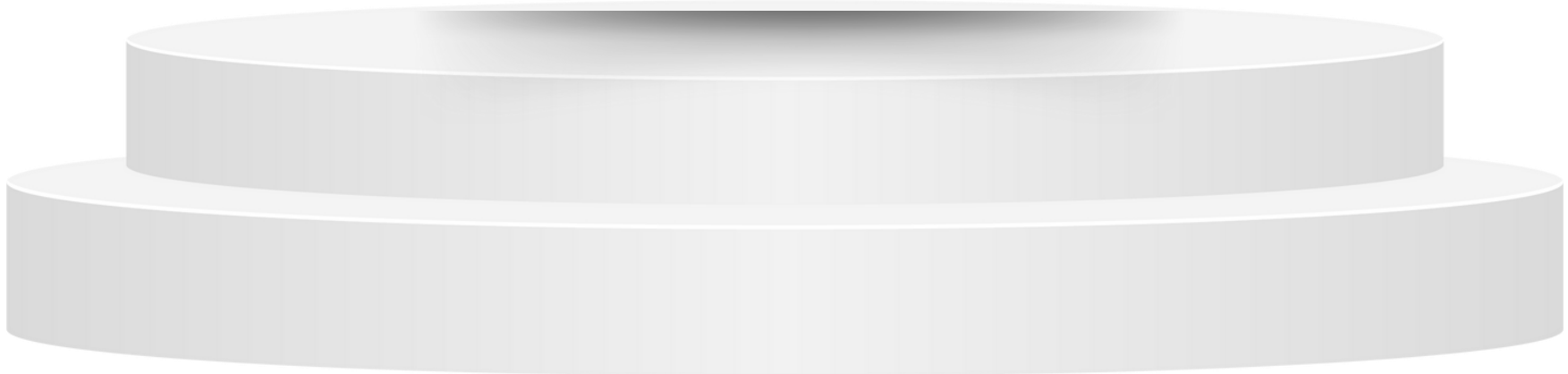
Available at Denver Avenue Station in paper version from attendant or during tabling sessions in MMS or DAS.

**Posters**

Posters with QR Code placed on all buses and MMS and DAS Station

# TOTAL RESPONSES

179



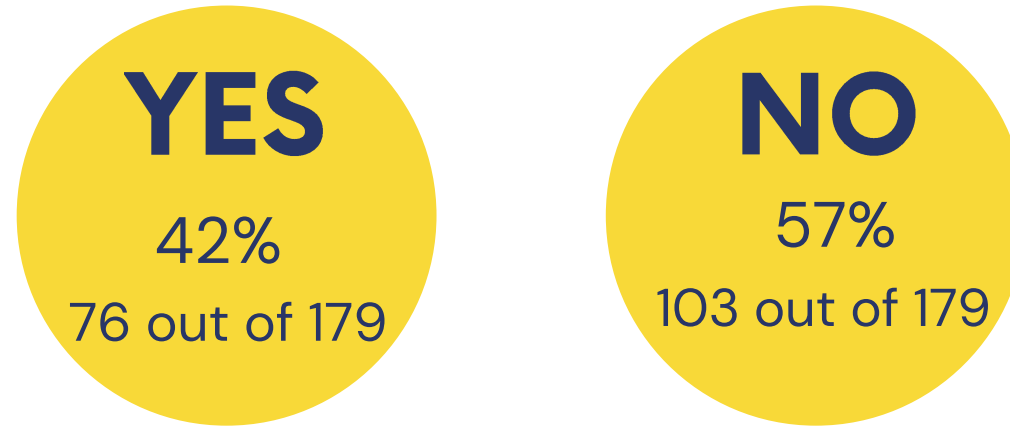


# RESULTS

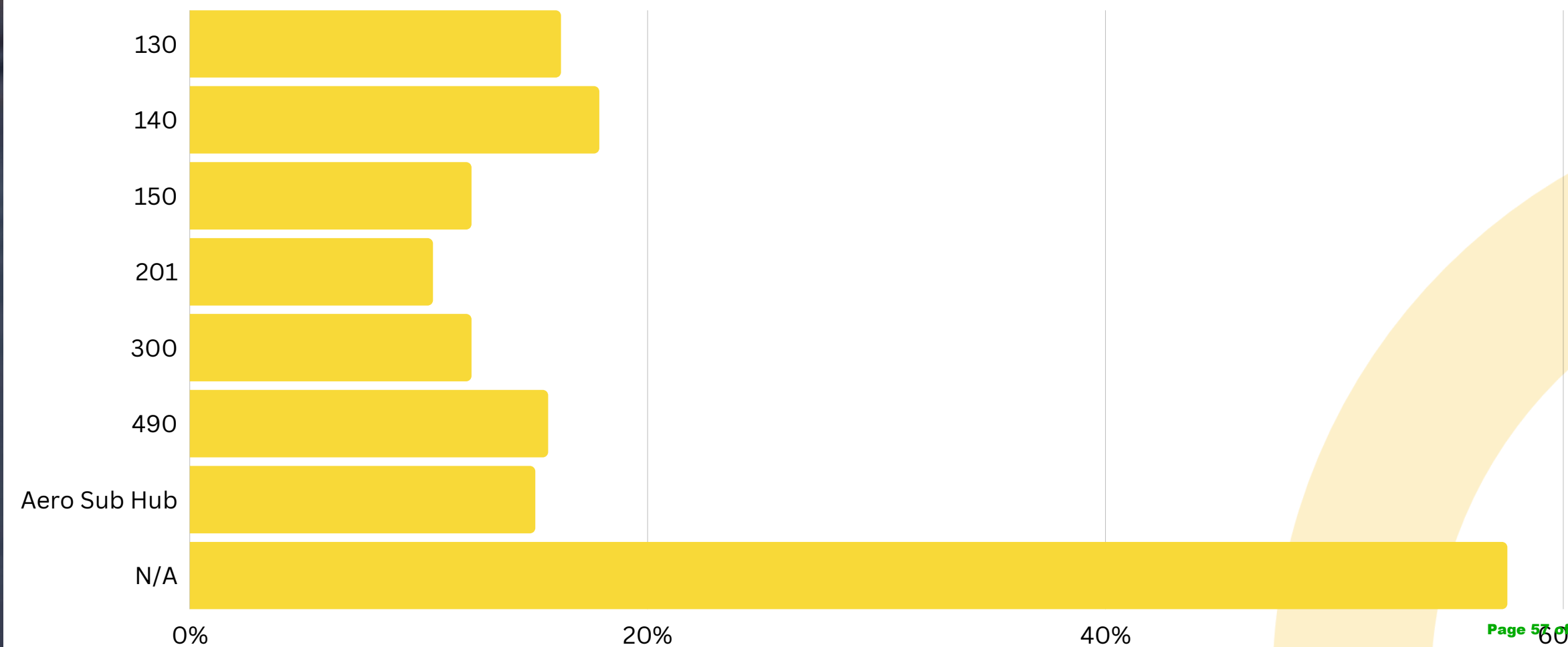




# Q 1. DO YOU USE 112 LEWIS TO CONNECT TO OTHER ROUTES



# Q 2. IF YES, WHICH CONNECTION POINTS DO YOU UTILIZE FROM 112 LEWIS?



### Q 3. DO YOU USE 112 LEWIS TO GET DOWNTOWN?

**YES**

37%

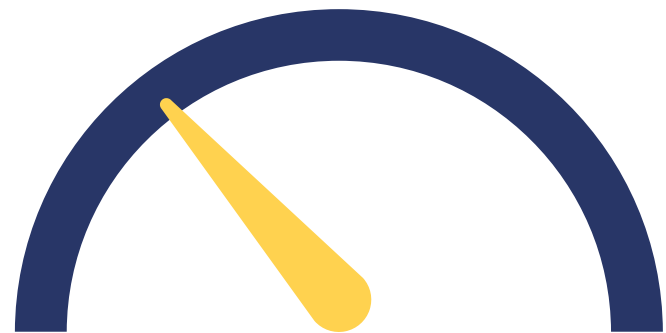
67 out of 179

**NO**

62%

112 out of 179

### Q 4. IN WHAT WAY WOULD YOU BE IMPACTED IF ROUTE 300 SERVICED S. LEWIS AVE AND 81ST AND LEWIS SUBHUB?



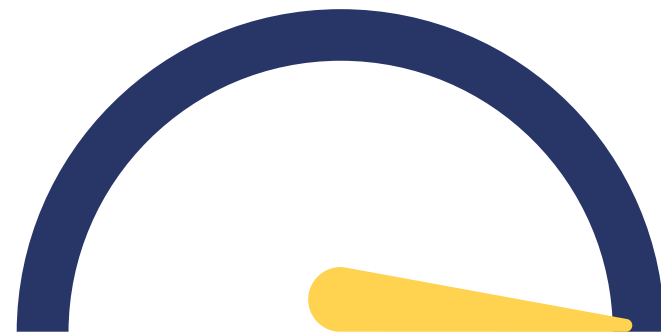
**GOOD**

52 out of 179



**BAD**

27 out of 179



**NO IMPACT**

100 out of 179





## Q 5. IS THERE ANY AREA OF TOWN THAT'S DIFFICULT TO GET TO USING OUR SYSTEM?



## Q 6. WOULD YOU RATHER HAVE...

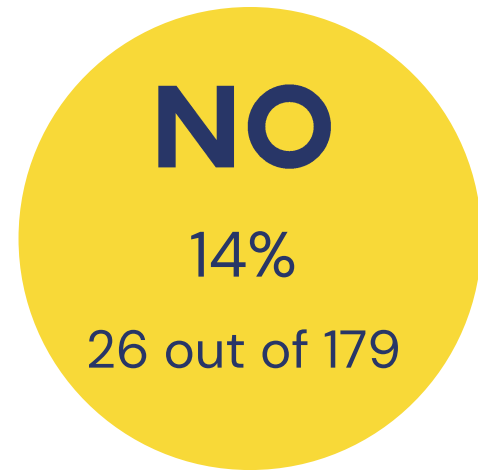
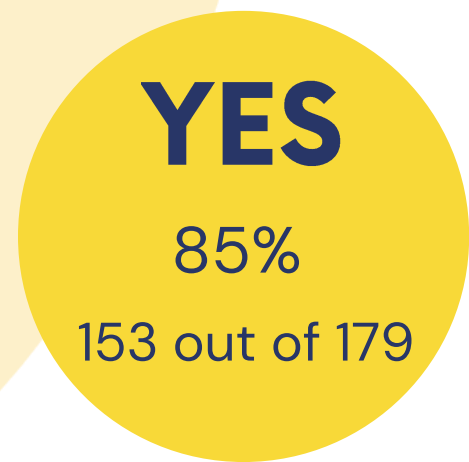
FEWER ROUTES W/ FREQUENCY OF 30 MINUTES OR LESS



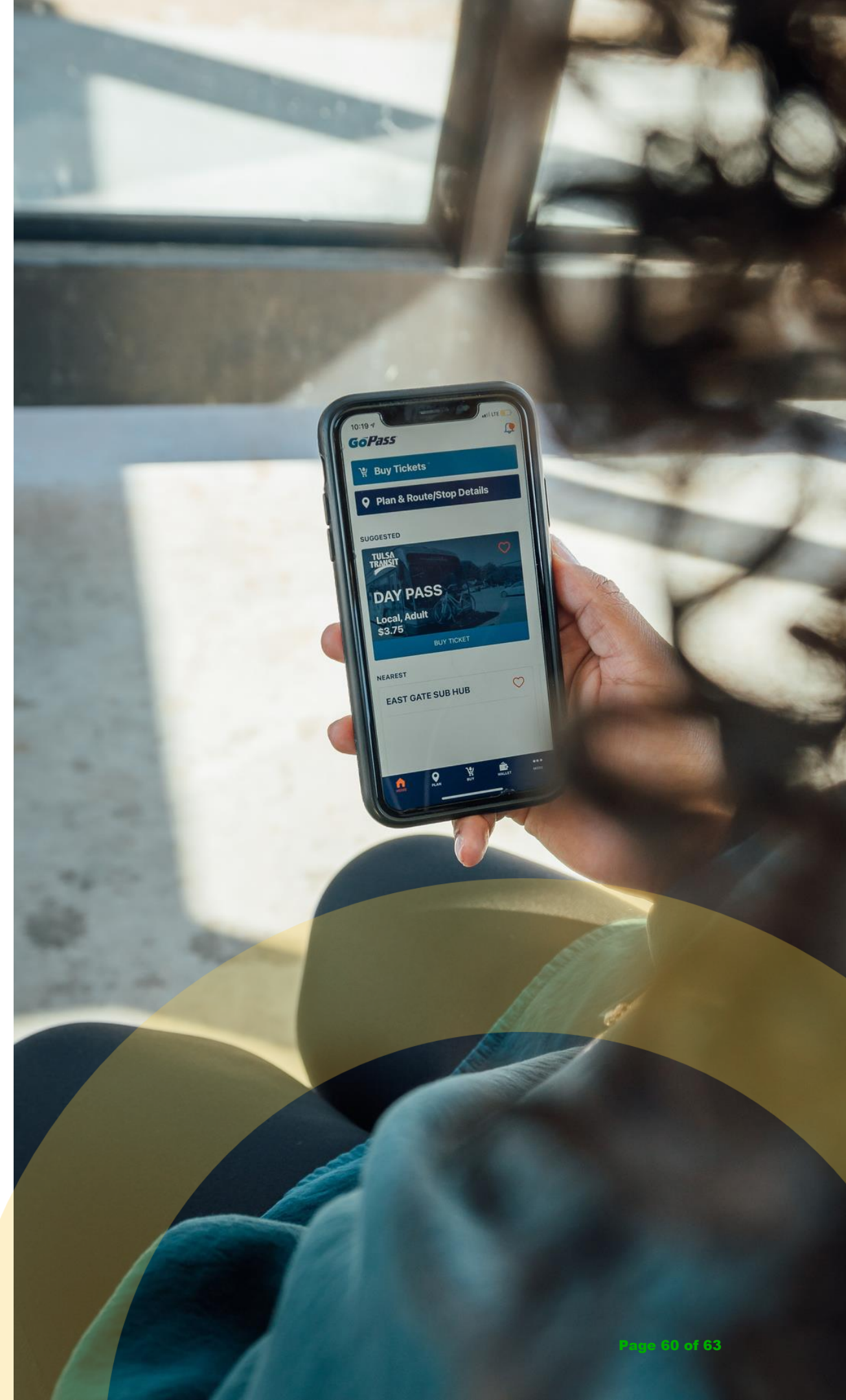
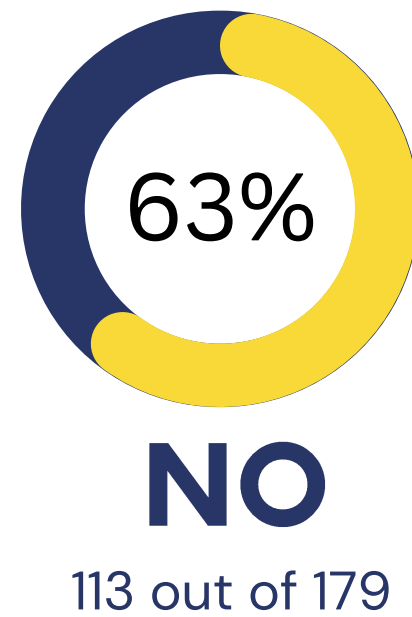
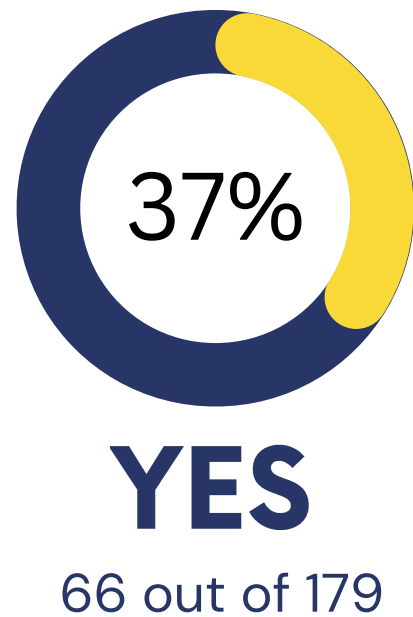
MORE ROUTES W/ FREQUENCY OF 60 MINUTES OR LESS



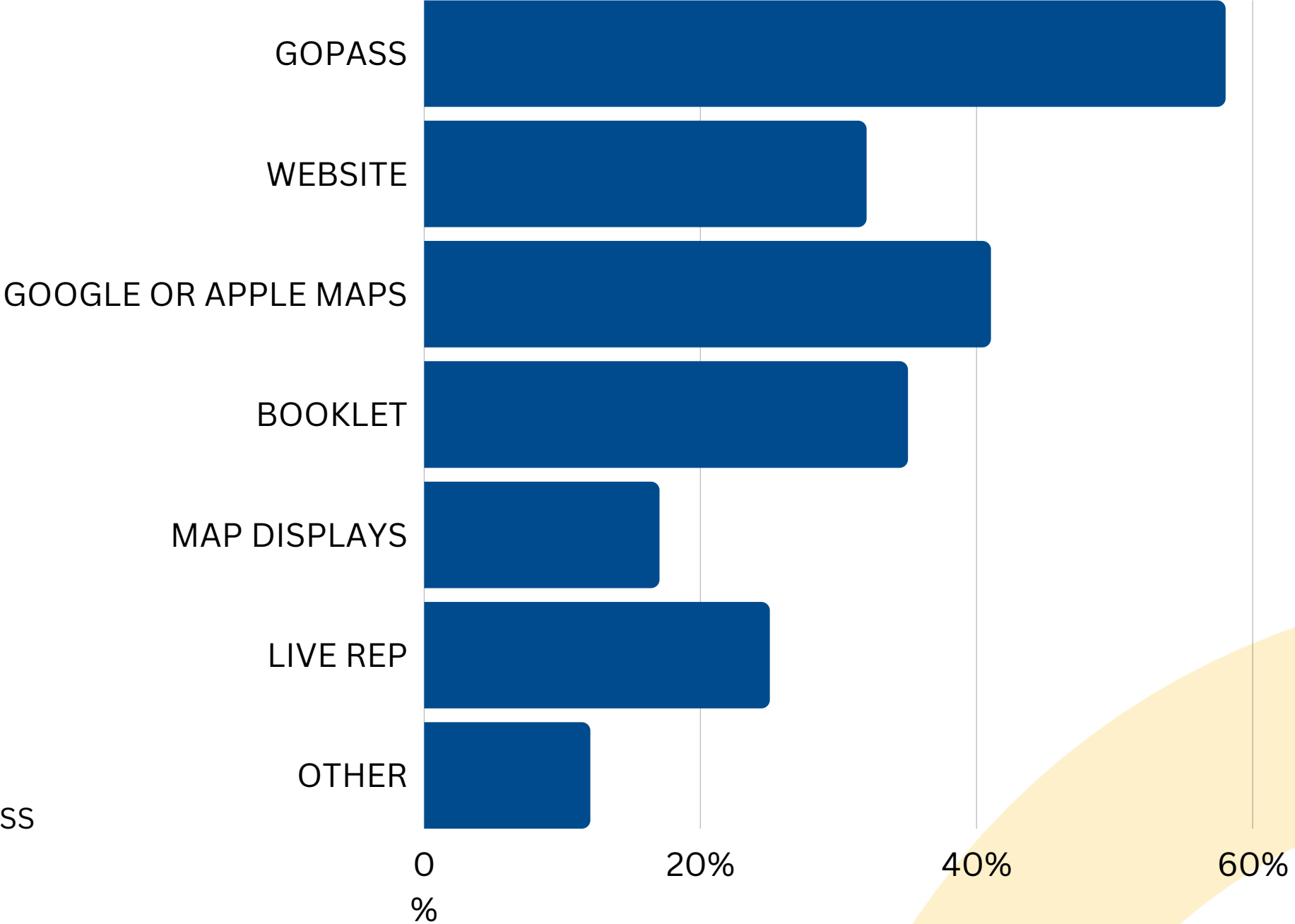
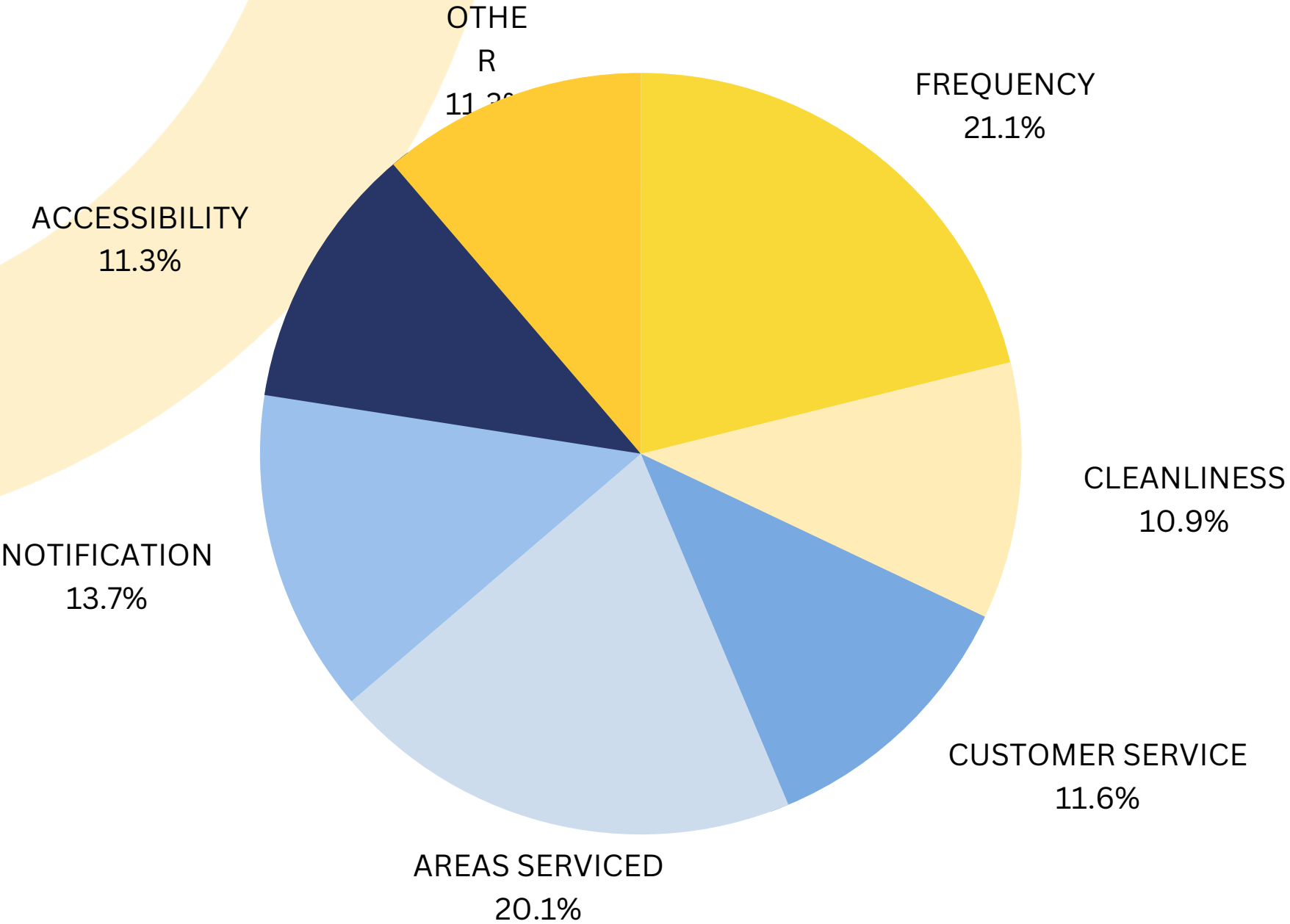
# Q 7. WOULD YOU BE INTERESTED IN BEING ABLE TO PAY ON BOARD USING A CREDIT CARD OR OTHER STORED VALUE?



# Q 8. ARE YOU FAMILIAR WITH FARE CAPPING? (NEVER HAVE TO PAY MORE THAN THE COST OF A 1 MONTH PASS)



# Q 9. WHAT ARE SOME THINGS THAT NEED IMPROVEMENT?



# Q 10. WHAT TOOL DO YOU USE FOR WAY-FINDING AND TRIP PLANNING?

**Q 11. ANY OTHER COMMENTS OR CONCERNS FOR FUTURE CHANGES?**

**RESPONSES**

102 out of 179

**SKIPPED**

**D**  
77 out of 179



**THANK YOU**