

TARC BOARD OF DIRECTORS MEETING



Meeting Notice:

Pursuant to KRS 96.A, the TARC Board of Directors is to meet monthly. The next meeting will be held at:

**TARC's Headquarters, Board Room
1000 W. Broadway, Louisville, KY 40203**

Wednesday, July 23, 2025 at 9:00 a.m.

This meeting is also being held via teleconference as permitted by KRS 61.826. Pursuant to KRS 61.810, the Board of Directors may enter into Closed Session, but shall not take any action in a Closed Session.

Members of the public and/or TARC staff may watch a livestream of the meeting by going to www.facebook.com/ridetarc; the livestream will be at the top of the page; No Facebook account is needed.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation for assistance with the meeting or meeting materials. Please contact Stephanie Isaacs at 502.561.5103. Requests made as early as possible will allow time to arrange accommodation.

Any person may provide a public comment in the chat feature at www.facebook.com/ridetarc at any time during a Board meeting which will be read into the record of the Board minutes. Please include your name in the chat. In addition, Ms. Isaacs will accept public comments that are provided to her by 12:00 PM the day before the next regularly scheduled meeting of the Board via email at sisaacs@ridetarc.org.

If you would like speak at the Meeting, please contact Stephanie Isaacs at (502) 561-5103 to sign up or send an email to sisaacs@ridetarc.org.

Guidelines to speak before the TARC Board of Directors:

- a) Only ten (10) residents of TARC's service area per Board meeting will be allowed to speak; if less than ten (10), then the TARC Board Chair may allow a non-resident of Metro Louisville to fill a vacant slot;
- b) Speakers shall be restricted to a maximum of three (3) minutes each and may not share these minutes with any other speaker; however, persons with medically recognized disabilities who are entitled to a reasonable accommodation under the Americans with Disabilities Act (ADA) shall be given an additional minute to speak;

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- c) In order to speak in person at a regularly scheduled TARC Board meeting:
 - i. a speaker must register with Stephanie Isaacs as indicated above.
 - ii. the period to register begins at the conclusion of the prior regularly scheduled Board meeting and ends at 12:00 PM the day before the next regularly scheduled meeting in which the person intends to speak.
 - iii. persons registering may leave their name/alias and address, and shall notify Ms. Isaacs of the topic in which they will speak.
 - iv. no more than three (3) persons may speak with the same position on any one topic before the Board at any meeting (i.e., six (6) persons can speak on one topic before the Board at a particular meeting, three (3) in support and three (3) against);
- d) Any materials presented to the Board may be forwarded prior to or following all Board gatherings to Ms. Isaacs for dissemination purposes;
- e) Speakers before the entire Board are not allowed to use props, displays, or any other objects during their presentations. However, informational handouts may be given to Ms. Isaacs and distributed in accordance with (d) above;
- f) Persons within the audience are allowed to have signs in the Board room that are no larger than 8 ½ x 11 inches. However, such signs may not be attached to any sort of stick and must be displayed in a manner that does not inhibit others from viewing the Board meeting; and
- g) Speakers may not engage in electioneering nor the endorsement or promotion of any commercial product or service.

TARC BOARD OF DIRECTORS MEETING



Agenda – July 23, 2025

1.	Quorum Call/Call to Order/Meeting Minutes	Ted Smith	9:00
	A. Approval of June Meeting Minutes	Board of Directors	9:00-9:05
2.	Public Comments	Ozzy Gibson	9:05-9:10
3.	Board Chair's Report	Ted Smith	9:10-9:15
4.	Special Board Meeting Report JCPS TARC Proposal Year 2	Steve Miller	9:15-9:25
5.	Finance Committee Report	Steve Miller	9:25-9:35
6.	Action Items		9:35-9:55
	A. Resolution 2025-28 Clark & Riggs Printing	Alex Posorske	
	B. Resolution 2025-29 Project Management Implementation	Alex Posorske	
	C. Resolution 2025-30 Benefits Broker Consulting	Melissa Fuqua	
	D. Resolution 2025-31 Electrical Components	Shirley Dean	
7.	Operations Committee Report	Alice Houston	9:55-10:00
8.	Board Positions	Ted Smith	10:00-10:15
	A. Nominating Committee Report		
	B. Election of Chair and Vice Chair		
	C. Board Meeting Time Change Under Consideration		
9.	Executive Directors Report	Ozzy Gibson	10:15-10:25
10.	Staff Reports and Presentation		10:25-10:30
	A. Triannual Review Update	Tonya Day	
11.	Executive Session -Employee Discussion	Ted Smith	10:30-10:45
12.	Board Members Open Discussion	Ted Smith	10:45-10:50
13.	Adjournment	Ted Smith	10:50

TARC BOARD OF DIRECTORS MEETING



June 25, 2025 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on June 25, 2025 at 9:00 a.m. in person at TARC, 1000 W. Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Board Members Present

In Person

Ted Smith
Alice Houston
Steve Miller
Justin Brown

Virtual

Michael Schnuerle
DuWayne Gant
Christy Ames

Declined

Abbie Gilbert

Meeting Called to Order

Ted Smith called meeting to order at 9:05 a.m.

Quorum Call

May Board Meeting Minutes approved.

Public Comment

Pat Mulvihill read the Public Comment Preamble: The TARC Board values hearing from its customers, TARC employees and public at large. This Board will not respond in this meeting to any comments made at this time. However, TARC will post a response on TARC's website regarding the comments made by the following meeting. In addition, the TARC Board may assign the feedback or comments to be further examined by its subcommittees and, if warranted, further addressed by TARC.

Jill Harmer presented to the Board her concerns regarding riding TARC 3 and the inability to accommodate passengers when they are traveling by themselves. Too many rules that won't allow the drivers to find a safer place to drop off or pick up in a slightly different location.

Shelitha Breed presented to the Board with her concerns regarding the effects of the new schedule and points system for attendance. She believes it will affect driver's moral.

Shaun Spencer presented to the Board a plan for the current tenants to be able to purchase the NIA Center from TARC.

Martina Kunnecke presented to the Board her concerns regarding the NIA Center and the community.

Bonnie Hudson presented information to the Board regarding the importance of the NIA Center to small businesses in the building and the community at large.

Special Reports

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Steve Miller presented the Finance Committee Report.

- Excellent attendance by Board Members.
- All of the Resolutions presented have been moved to today's Board Meeting for consideration.

Ted Smith presented the Board Chair report.

- Nominating Committee has been organized and they will be ready to announce a new Board Chair and Vice Chair during the July Board Meeting.
- The Executive Committee spent much of May and June gathering feedback regarding the Executive Director's job performance.
- There was a broad consensus that Ozzy Gibson has done a tremendous job.
- The Board is so grateful that Ozzy Gibson came in and hit the ground running with great leadership.

Action Items

Ted Smith presented Resolution 2025-37 Performance Evaluation of the Executive Director.

- TARC Board's Executive Committee ("Committee") completed its Performance Evaluation of TARC Executive Director, Ozzy Gibson.
- The Committee looked at the following categories: (1) Leadership and Strategic Direction, (2) Operational and Financial Management, (3) Public Engagement and Communication, (4) Board Relations, (5) Team and Culture Development, (6) Goal Achievement, and (7) Professional Development Recommendations.
- The Committee concluded that Mr. Gibson exceeded expectations in all of the categories listed herein and are recommending that the entire Board approve a raise to Mr. Gibson's current salary of 3% to commence June 29, 2025.

The motion was duly moved for approval by Steve Miller. The motion was seconded by Justin Brown. The Board of Directors unanimously adopted the resolution.

Chris Ward presented Resolution 2025 - 21 MATA Request for Transfer of Buses.

- TARC has been in communication with the Memphis Area Transit Authority (MATA) regarding the potential transfer of twelve (12) Gillig buses that TARC plans to retire from service.
- The Federal Transit Administration (FTA) permits a recipient to transfer rolling stock that has not yet served its minimum useful life to another FTA recipient, and the federal interest transfers with the asset.
- MATA has requested that TARC transfers twelve (12) buses that have either exceeded or are approaching their minimum expected useful life.
- MATA has a need for these buses and will place them into revenue service.
- The recent TARC reductions in service have resulted in a fixed-route fleet size that exceeds the federal spare ratio expectation of 20%.
- Upon approval of the transfer by the Federal Transit Administration, MATA will provide payment of \$25,281 to TARC for the remaining local interest and costs associated with equipment;

The motion was duly moved for approval by Alice Houston. The motion was seconded by Christy Ames. The Board of Directors unanimously adopted the resolution.

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Shirley Dean presented Resolution 2025-22 Bus Body Panes and Related Components 20251901.

- On May 27, 2025, TARC received three (3) proposals from the following qualified vendors Gillig, LLC, Muncie Transit Supply, and IBP Industries for Bus Body Panels that included sixty-two (62) inventory parts.
- The solicitation intent is to award the contract to the lowest bidder(s).
- All the bids complied with FTA regulations and TARC Procurement Policy and were deemed responsive and responsible.
- The Procurement Department proposes a multi-vendor award contract to Gillig LLC, Muncie Transit Supply and IBP Industries.
- All companies lowest bid price was determined to be the most favorable to TARC.

The motion was duly moved for approval by Steve Miller. The motion was seconded by Justin Brown. The Board of Directors unanimously adopted the resolution.

Joe Triplett presented Resolution 2025-23 Microsoft Volume Licensing Piggyback Procurement 20251946 Commonwealth of KY #MA-758-2100000970.

- TARC's IT Department utilizes Microsoft (MS) Windows-based servers and desktops to support our business needs. The licensing that is needed will be a blend of on-premise and cloud-based as we move to Office 365 along with Exchange, Share Point, and One Drive.
- Microsoft products are covered through their Volume Licensing Subscription Advantage program and purchased through an authorized Channel Reseller. Because of the unique nature of Microsoft licensing, TARC is allowed to utilize capital grant funding for these fees.
- TARC has historically piggybacked and procured all of its Microsoft Software licensing via an Enterprise Agreement executed by the Commonwealth of Kentucky. Insight Public Sector currently holds Kentucky Master Agreement #MA-758-2100000970.
- These licenses cover all of our Microsoft server and client products.
- The Procurement Department conducted a pricing analysis based on the previous year's spend and deemed \$414,000 for a three (3) licensing agreement price is fair and reasonable.

The motion was duly moved for approval by Ted Smith. The motion was seconded by Justin Brown. The Board of Directors unanimously adopted the resolution.

Chris Ward presented Resolution 2025-24 Capital Assistance Grants for Federal Fiscal Year 2025.

- Every year TARC plans for the use of capital funds available through Federal formula grant apportionments. This planning is done in coordination with the Kentuckiana Regional Planning and Development Agency (KIPDA) and in keeping with federal statute.
- The result of this work is TARC's Program of Projects (POP), which is reflected in part in TARC's Fiscal Year (FY) 2026 budget.
- TARC's FFY 2025 POP identifies projects to be funded in a grant application for FFY 2025 Sections 5307 and 5339 capital assistance apportioned to TARC through the Infrastructure Investment and Jobs Act (IIJA).
- These were funds appropriated for 2025 and distributed to transit agencies nationwide according to a formula. The grant application will be filed for a total of \$25,186,599 (\$20,149,279 federal share, \$5,037,320 local match or non-federal share).
- Major projects and expenses included in this POP are:

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- Renovation, technology, and safety projects and equipment purchases prioritized through TARC's asset management planning process.
- Reimbursement of Capital Maintenance costs.
- As much as 40% of the cost of contracting for paratransit service.
- The Program of Projects was the subject of a public meeting held on Zoom and Facebook Live, on Tuesday, June 3, 2025 at 4:00 p.m. TARC notified the public of the meeting through a posting on our News and Events page and through social media posts.
- The projects listed are in keeping with the FY 2026 capital budget as adopted by the Board through Resolution 2025-13.
- This resolution seeks the authority to file the grant for formula funds.

The motion was duly moved for approval by Steve Miller. The motion was seconded by Michael Schnuerle. The Board of Directors unanimously adopted the resolution.

Matt Abner presented Resolution 2025 - 25 Fifth Third Bank Authorized Signers.

- TARC's current policy with regard to accounts payable is that when checks are printed in-house, all checks are to be signed by one person from the Executive Office or a designee and one person from the Finance Department.
- The current approved signatories in the Executive Office are Ozzy Gibson, Tonya Day, and Rob Stephens. In the Finance Department, the current signatory is Matthew Abner.
- We would like the Board of Directors to add Chris Pflederer, Senior Accounting Manager, as a signatory for Fifth Third Bank accounts so that we have two individuals in each department.
- Also, we will be removing Rob Stephens as a signatory for Fifth Third Bank accounts as he has announced his departure from TARC.

The motion was duly moved for approval by Ted Smith. The motion was seconded by Alice Houston. The Board of Directors unanimously adopted the resolution.

Ozzy Gibson presented Resolution 2025-26 TARC 2025 Enhanced Plan.

- In Fiscal Year 2023, TARC leadership and staff recognized an impending financial challenge for the agency that would require substantial change in TARC's services.
- As a primary strategy to address this fiscal cliff, in early 2024, with Board consent, staff launched the TARC 2025: Moving Forward Together project.
- The purpose was to conduct a detailed study and public outreach process to develop an updated bus network design. Schmidt Associates Architects served as the prime consultant and Jarrett Walker Associates – a consulting team that has prepared many large transit agency bus network redesigns – served as the major sub-consultant.
- After extensive public outreach, including 334 briefings, presentations, or events, and 5,750 survey responses over two phases, and technical analysis of its system, TARC is in the process of developing a final draft of TARC 2025 restructured network with a goal to be implemented in the Summer of 2026.
- The TARC Board adopted a policy resolution at the October 23, 2024 meeting that recommended a Constrained Network where 70% of service is allocated to ridership goals and 30% is allocated to coverage goals.

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- TARC Staff and the consultant team conducted additional analysis and developed a Draft Plan with two constrained options at two different levels of investment, the Limited and Enhanced Networks, and produced a Draft Plan Report in January 2025.
- The public and stakeholder feedback strongly preferred the Enhanced Network concept, with a greater level of investment at approximately 355,000 annual service hours.
- The Enhanced Network routes will serve all JCPS Magnet Schools providing access to education and support for the community.
- TARC is seeking the Board of Directors approval of the Enhanced Network service plan to guide completion and implementation of the TARC 2025 Moving Forward Together resulting in a restructured network.

The motion was duly moved for approval by Ted Smith. The motion was seconded by Michael Schnuerle. The Board of Directors unanimously adopted the resolution.

Staff Reports and Presentations.

Matt Abner presented the May Financial Report.

Ozzy Gibson presented the May Operational Update.

- Completed the draft plan phase of the TARC 2025 network redesign gathering 2,926 completed surveys and attending 170 community presentations.
 - Successfully switched UofL over to MyTARC Mobile passes.
 - Participated in Cherokee Triangle Art Fair, National Bike to Work Day, and Old Louisville Springfest.
 - Shawn McWhorter graduated from 2025 Leadership Louisville Program.
 - Peer Comparison Slide was reviewed.
 - Moving forward several new cities will be our new focus: Dayton, Birmingham, Omaha, Charlotte, St. Louis and Columbus.
 - May on Time Performance was reviewed.
 - Ridership numbers reflect a small dip due to the May Holiday and schools are out for summer.
 - JCPS time line to date: June 4th draft agreement sent to JCPS, June 13th follow up email was sent, June 16th an adjusted draft agreement sent to JCPS, June 23rd check back in, June 24th partial response, not a full agreement.
 - At this time Tonya Day, Pat Mulvihill, Lillian Brents and myself will review the numbers in the draft and in the original agreement.
 - 11 drivers have resigned from TARC.
 - The Fall plan will need 240 drivers and we currently have 282 drivers at TARC.
 - NIA Center plan is to sell to Goodwill for the appraised price.
 - Norton Hospital is interested in expanding in the area.
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- At this time the two appraisals are suggesting over \$6 million in needed renovations.
 - A lot of red tape around the NIA center project.

Ted Smith made a motion to adjourn at 10:32 a.m. This motion was seconded by Alice Houston and approved by the Board.

TARC BOARD OF DIRECTORS MEETING

Ted Smith, Board Chair

Date



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: July 23, 2025

Re: Resolution 2025-28 -Facility wide printing services (Contract 20221763)

TARC has a myriad of printing needs that stretch across all departments, and represent everything from maintenance forms, to pocket schedules, promotional posters, bus shelter signage, and more. To fulfill those needs, TARC entered into a contract (20221763) with Clark and Riggs, a commercial printer based in Louisville, in February 2023 to provide a full range of printing services. The contract included an initial contract term of three (3) years, with an option of two (2) additional one-year terms. The original contract had a not-to-exceed (NTE) amount of \$250,000.

The final year of the initial three (3) year term is scheduled to expire in February 2026. TARC also anticipates that the not-to-exceed limit of the initial contract will be reached in Fall 2025. For these two reasons, TARC staff would like to exercise the two additional optional years on the contract with Clark and Riggs and add \$403,000 amount to the contract which will make the new NTE amount total \$653,000.

TARC has been satisfied thus far with the services of Clark and Riggs. In the initial bidding process for the contract in 2022, Clark and Riggs Printing received the highest score of four total proposals. Since taking over the contract Clark and Riggs have been responsive and prompt on all orders and inquiries. The firm has also been flexible – for example, closely working with TARC to quickly put together a pricing structure and production process for shelter ad production when TARC took over shelter advertising sales in 2024. They have also completed an ordering dashboard – a single online portal, preloaded with approved print materials (provided in cooperation with the TARC's Department of Marketing and Communications) where a sole designee from each department can select the print and quantity required as needed based on the contract terms and pricing. This has created a streamlined, more efficient process internally.

The original NTE amount was intended to cover three (3) years – the period of the initial contract. The amount was based on a rough average of annual spending on printed materials in the five years before the new contract solicitation process. Staff projects to exceed the spending limit a few months before the end of the initial three-year contract due to the addition of shelter advertising printing needs in 2024 – something that was not foreseen during the initial solicitation. Staff is asking for an additional \$403,000 to be added to the NTE amount in order to cover the expected costs of routine printing in Years 4 and 5 of the contract as well as projected TARC 2025 implementation costs for items like new bus stop shelter signs, wayfinding products, and a complete overhaul of the paper bus schedule inventory.

The following resolution requests that the Board of Directors authorize the Executive Director to enter into an agreement with Clark and Riggs printing for facility-wide printing services for the two optional years of the contract 20221763 with an additional \$403,000 added to the NTE amount, for a total of \$653,000 for the five-year life of the contract from February 6, 2023 to February 5, 2028.

Please call me at 561-5100 if you have any questions. Thank you.

RESOLUTION 2025-28

FACILITY WIDE PRINTING SERVICES

A Resolution authorizing the Executive Director to exercise the two additional optional years for the Clark and Riggs facility wide printing services contract 20221763, with a total NTE amount of \$653,000 for the lifetime of the five-year contract.

WHEREAS, TARC has determined the need for an on-call facility wide printing services contract with an outside vendor; and

WHEREAS, TARC entered into a contract with Clark and Riggs in February 2023 for facility wide printing services after an evaluation committee comprised of knowledgeable TARC staff from relevant departments reviewed and scored each of the proposals; and

WHEREAS, the contract began in February 2023 with a three-year (3) initial term with two (2) optional years; and

WHEREAS, TARC staff have determined that the services provided by Clark and Riggs meet the standards needed to extend the contract; and

WHEREAS, TARC staff have evaluated the expected outside printing needs of the agency and corresponding costs to the agency through January 2028; and

WHEREAS, the initial contract had an initial NTE amount of \$250,000; and

WHEREAS, exercising the option years will require the contract to be increased in the amount of \$403,000;

WHEREAS, the new total contract NTE amount is \$653,000; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to enter into an agreement with Clark and Riggs printing for facility-wide printing services to exercise the two optional years of the contract with an additional \$403,000 added to such contract for a new total NTE amount of \$653,000 for the five-year life of the contract.

ADOPTED THIS 23rd DAY OF July 2025

Ted Smith, Chair of the TARC Board of Directors

MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: July 23, 2025

Re: Resolution 2025 – 29 Task for New TARC Network Implementation Project Manager and Associated Implementation Activities under Contract 20221780

With the June 20, 2025 board approval of the framework for the new TARC network, TARC staff now turns to implementation of the New TARC Network. Implementation of a network redesign is a complicated, multi-month, multi-department process with many moving parts. Best practices learned from other transit agencies that have successfully implemented network redesigns are clear that designating and empowering a project manager who can devote most of their time to the effort is critical. While TARC has many talented staff members who could technically fulfill this role, no existing staff roles have the flexibility to be able to devote the time necessary, nor does TARC as an agency have prior experience implementing a network redesign.

To ensure that this important project is implemented successfully, staff recommends that TARC utilize contract 20221780 A&E consulting services as a task order to contract for a Project Manager who can devote the necessary time to project management and has successful prior experience of implementation of a redesigned network.

Staff recommends contracting with the team that has led the consulting effort for the TARC 2025 process under contract 20221780 A&E consulting services. Jarrett Walker + Associates (JWA), the lead planning consultant for the TARC 2025 process, is able to provide a dedicated Project Manager who would start Monday, August 4, 2025. JWA has extensive experience with network redesign implementation and the individual they would provide has experience as the in-house project lead for a network redesign implementation process. Beyond already being very familiar with the New TARC Network and the TARC 2025 process, JWA is also part of the on-call team for Architectural, Engineering, Environmental, and Transit Planning Services led by Schmidt and Associates that TARC awarded an indefinite delivery/indefinite quantity (IDIQ) contract to in 2023 (Resolution 2023-13, Contract # #20221780). The purpose of the IDIQ contract is to be able to move quickly in situations like this with an experienced and qualified outside team of consultants that is familiar with TARC and can get to work immediately.

Staff has worked with JWA to establish a streamlined scope of work for implementation activities that includes a dedicated Project Manager who would oversee the project from

August 2025 until several weeks after completion in September 2026. The scope of work also includes supportive hours from additional JWA staff to focus on key implementation tasks, including leading design work for updated TARC bus stop signs, schedules, and system maps and the development of a trip planning tool that will help members of the public better understand the New TARC Network before it goes live. The Procurement Department conducted an Independent Cost Estimate and concluded that the offered price of \$326,000 is fair and reasonable.

The IDIQ contract only initially authorized staff to spend \$1,230,000 on transit planning-related services. This task order will be funded by TARC operating funds. Therefore, additional board approval is needed to move forward. This resolution asks the Board to grant the Executive Director the authority to authorize the start of Task 20 of the Schmidt and Associates IDIQ contract authorized in June 2023 (Resolution 2023-13, Contract # #20221780) for the not to exceed amount of \$326,000.

Please call me at 561-5100 if you have any questions. Thank you.

RESOLUTION 2025-29
NEW TARC NETWORK IMPLEMENTATION PROJECT MANAGER AND
ASSOCIATED IMPLEMENTATION ACTIVITIES

A Resolution authorizing the Executive Director to establish Task 20 of the Schmidt and Associates IDIQ contract authorized in June 2023 in order to secure the services of a network redesign implementation Project Manager and complete associated implementation activities at a cost not to exceed \$326,000.

WHEREAS, the TARC Board has directed TARC staff to move forward with implementation of a redesigned New TARC Network based on the framework laid out in the Enhanced Draft Plan developed during the TARC 2025 planning process; and

WHEREAS, the intention is to implement the New TARC Network in August 2026; and

WHEREAS, a network redesign implementation process is a complex, multifaceted endeavor involving detailed planning and project management tasks that involve a wide range of agency policies, processes, and staff with some level of responsibility residing in every TARC department; and

WHEREAS, successfully managing a large task at that level requires an experienced and empowered Project Manager to oversee and facilitate an agency-wide effort; and

WHEREAS, a consulting team led by Schmidt and Associates was awarded a three-year indefinite delivery/indefinite quantity (IDIQ) Architectural, Engineering, Environmental, and Transit Planning services contract in 2023 (Contract # #20221780); and

WHEREAS, Jarrett Walker and Associates, a member of the Schmidt and Associates team has, in the careful evaluation of staff, the knowledge and qualified staff to be able to supply and manage a Project Manager and complete associated implementation activities

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to establish Task 20 of the Schmidt and Associates IDIQ contract authorized in June 2023 to secure the services of a network redesign implementation Project Manager via Jarrett Walker and Associates and complete associated implementation activities at a cost not to exceed \$326,000.

ADOPTED THIS 23rd DAY OF JULY 2025

Ted Smith, Chair of the TARC Board of Director



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: July 23, 2025

Re: Resolution 2025-30 Brokerage Consulting of Employee Benefits Program Services (20251900)

Since 2020, TARC's benefits program had been managed and coordinated through our third-party brokerage firm, Mercer. The contract has been in place since October 2020 and will expire in September 2025. Prior to the release of the solicitation, the Procurement Department conducted an independent cost estimate to get an idea of the compensation value. Our current contract annual not-to-exceed spend amount is \$150,000 in the form of base commissions funded through insurance carriers and reimbursed by TARC.

On April 2025, the Procurement Department released a Request for Proposals (RFP) 20251900 for Brokerage Consulting of Employee Benefits Program Services seeking for an initial term of four (4) years with three (3) two-year options. The solicitation was published in TARC's Bonfire portal and advertised in TransitTalent. TARC received proposals from four (4) responsive and responsible vendors. A committee of seven (7) TARC stakeholders evaluated and independently scored the four (4) proposals with specific criteria factors prescribed in the solicitation. Factors considered during the evaluation process included technical and quality, qualifications and experience, project references, and revenue/compensation proposals. The two (2) highest scoring vendors progressed to the Step-2 process and were asked to present in-person interviews/presentations with TARC's committee providing a demonstration of their capabilities and expertise. The vendors shortlisted were Mercer and Houchens Insurance Group.

Following the presentations and interviews, the evaluation committee once again evaluated the two (2) proposals as a Step-2 evaluation process using the same prescribed criteria factors. Additionally, a best and final offer (BAFO) was requested from both proposers. After scoring and careful consideration, the evaluation committee recommends an award of the contract to Mercer.

Mercer is a nationally owned firm with a local office in Louisville, KY. For the past 20 consecutive years, it has ranked as a top insurance agency for group benefits. Mercer has been serving TARC as the Benefits Broker & Consulting provider since October 1, 2020.

This Resolution requests the Board of Directors' approval to authorize the Executive Director to negotiate and execute a contract with Mercer Health and Benefits, LLC for an initial term of four (4) years with a not to exceed amount of \$424,000. Optional years may be exercised and shall be taken to the Board for authorization at a later time.



RESOLUTION 2025-30 BROKERAGE CONSULTING SERVICES

A Resolution authorizing the Executive Director to negotiate and enter into a contract with Mercer for TARC's Brokerage Consulting Services for Employee Benefits Program Services in the form of commission and funded through the insurance carriers and reimbursed by TARC at an initial term of four (4) years with a not to exceed amount of \$424,000. Optional years may be exercised and shall be taken to the Board for authorization at a later time.

WHEREAS, TARC seeks a Brokerage Consulting Services provider to furnish and assist TARC with its Employee Benefits Program Services; and

WHEREAS, two (2) brokerage firms, Mercer and Houchens, of 4 proposals received garnered the highest scores and were deemed the most responsive and responsible; and

WHEREAS, Best and Final Offers were requested from each of the two final proposers; and

WHEREAS, pricing analysis was conducted and the best value proposal price from Mercer was deemed fair and reasonable; and

WHEREAS, the evaluation committee recommends an award to Mercer as the best value solution for TARC; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to negotiate and enter into a contract with Mercer for TARC's Brokerage Consulting Services for Employee Benefits Program Services in the form of commission and funded through insurance carriers and reimbursed by TARC at an initial term of four (4) years with a not to exceed amount of \$424,000. Optional years may be exercised and shall be taken to the Board for authorization at a later time.

ADOPTED THIS 23rd DAY OF JULY 2025

Ted Smith, Chair of the TARC Board of Directors

MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: July 23, 2025

Re: Resolution 2025-31 BUS ELECTRICAL COMPONENTS AND RELATED SUPPLIES (ITB 20251912)

In June 2025, the Procurement Department issued an Invitation to Bid (ITB) 20251912 for Bus Electrical Components and Related Supplies that included fifty-one (51) inventory parts. On June 25, 2025, TARC received four (4) proposals from the following qualified vendors: Kirk's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC. The Procurement Department conducted an independent cost estimate and found that the lowest pricing for these vendors was less than the estimated annual independent cost estimate.

The solicitation intent is to award the contract to the lowest bidder(s). All bids complied with FTA regulations and TARC Procurement Policy and were deemed responsive and responsible.

The Procurement Department proposes a multi-vendor award contract to Kirks's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC. All companies lowest bid price was determined to be the most favorable to TARC. The award is for a term of two (2) years with a not-to-exceed amount of \$183,214.

This Resolution seeks approval for the Board of Directors to authorize the Executive Director to negotiate and enter into a contract with Kirks's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit, LLC for Electrical Components and Related Supplies for a term of two (2) years with a not-to-exceed amount of \$183,214.

Please call me at 561-5100 if you have any questions. Thank you.

RESOLUTION 2025-31

BUS ELECTRICAL COMPONENTS AND RELATED SUPPLIES

A Resolution authorizing the Executive Director to negotiate and enter into a contract with Kirks's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC for a two (2) year contract at a cost not-to-exceed \$183,214.

WHEREAS, four (4) responsive proposals, Kirks's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC, were received for Bus Electrical Components; and

WHEREAS, TARC seeks a multi-vendor award to support the Maintenance Department of their need for Bus Electrical Components; and

WHEREAS, the Procurement Department conducted an independent cost estimate and price analysis and determined the lowest bid price to be fair and reasonable; and

WHEREAS, staff recommends an award to all four (4) vendors based on lowest bid price and best value solution for TARC; and

WHEREAS, the total contract shall not exceed \$183,214 for the term life; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to negotiate and enter into a two (2) year contract with Kirks's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC with a not-to-exceed amount of \$183,214.

ADOPTED THIS 23rd DAY OF JULY 2025

Ted Smith, Chair of the TARC Board of Directors



BOARD OF DIRECTORS
JULY 23, 2025

JULY OPERATIONAL UPDATE



KEY STATISTICS FOR BOARD REVIEW



JULY DIRECTORS UPDATE

July 23, 2025



EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...



- Exceeded On-Time Performance goals for both Fixed-Route and Paratransit service
- Finalized August 2025 schedule adjustments designed to improve reliability and efficiency
- Helped support Olmsted Parks' monthly Car-Free Cherokee Sunday
- Partnered with Kentucky Shakespeare for their annual "TARC to the Park" initiative
- Held a transit-rider challenge in partnership with KIPDA's Every Commute Counts program



BE OUR GUEST 2025 FREE KENTUCKY SHAKESPEARE FESTIVAL IN CENTRAL PARK

TARC TO THE PARK

info@kyshakespeare.com
502-574-9900
kyshakespeare.com

LOUISVILLE PARKS AND RECREATION

OLMSTED PARKS CONSERVANCY

TARC TO THE PARK



TARC PEER COMPARISON 2025 DATA

TARC Peer Comparison 2025 Data					
	Cincinnati Go Metro	Indianapolis Indy Go	Nashville We Go Transit	Dayton RTA	Louisville TARC
Total Budget 24/25	\$160,168,013	\$146,800,000	\$127,997,000	\$140,500,000	\$114,985,630
Paratransit Budget	\$12,000,000	\$14,000,000	\$15,000,000	\$20,843,000	\$23,500,000
Percent of Agency Budget Paratransit	7.5%	9.6%	11.7%	14.5%	20.5%
Service Area Miles Covered	289 sq miles	396 sq miles	504 sq miles	320 sq miles	288 sq miles
Service Population	744,901	969,466	703,953	559,062	744,816
Avg Monthly Boarding's Fixed Route	1,204,438	582,502	675,317	500,904	496,597
Paratransit Avg Monthly Trips	15,693	13,245	36,033*	17,281	30,830
Paratransit Registered Users	2,400	4,000	12,000*	6,022	8,131
Paratransit Active Users	2,000	3,800	7,000*	2,230	3,700
On Time Performance Fixed Route %	76.5%	81%	83.4%	80.8%	84%
Paratransit On-Time Performance	91.5%	91.88%	94.0%	88%	95.0%
Fixed Route Revenue Hours	774,497	590,518	561,316	460,000	402,016
Paratransit Revenue Hours	84,893	94,671	137,790	145,063	269,604
Fixed Route Missed Service %	.8%	.20%	.47%	<1%	.43%

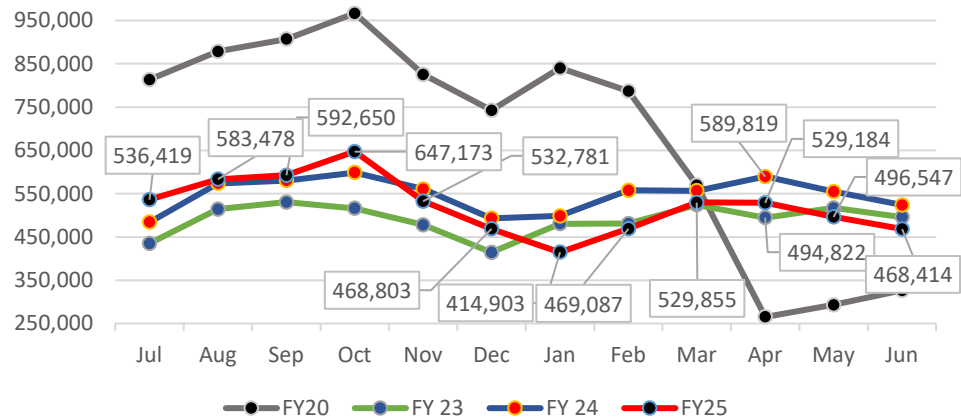
*Nashville Paratransit Trips include Premium and Access Flex

*Nashville registered Paratransit users include customers from a COVID program and a hospital partnership

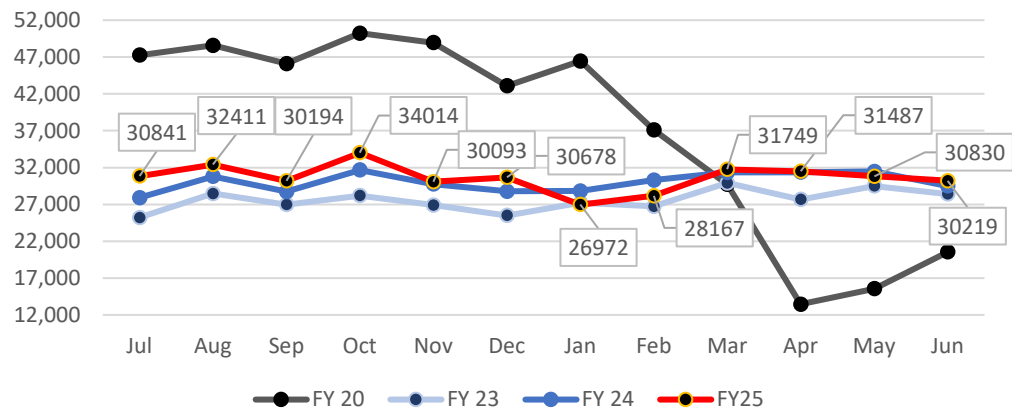


JUNE RIDERSHIP

Fixed-Route Ridership



TARC3 Paratransit Ridership



FIXED ROUTE

Monthly
468.4K
-5.7% VLM
-10.6 % VLY

YTD
6,636,904

PARATRANSIT

Monthly
30.2K
-2.0% VLM
+2.5% VLY

YTD
367,610

COMBINED

This Month, Last Year
553.4K
-9.9% VLY

This Month, This Year
498.6K

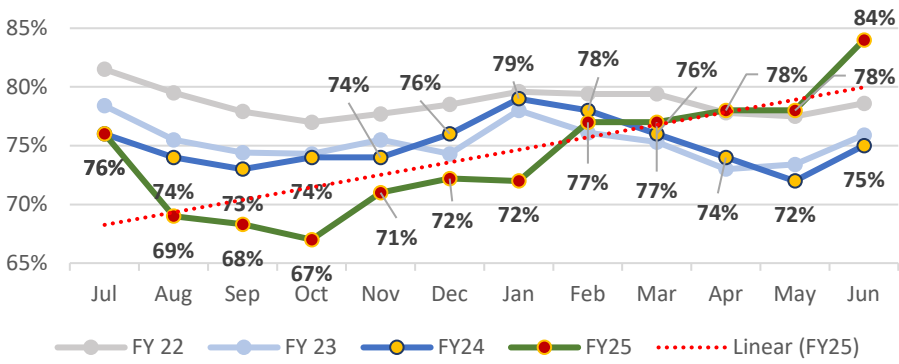
Performance Indicator	Fixed-Route System		
	FY25 YTD	FY20 (COVID)	FY24 YTD
Total Ridership	6,636,904	8,187,973	6,573,772
Total Revenue Miles	5,231,772.98	6,386,306.82	6,517,670
Total Revenue Hours	409,032.33	594,178.76	537,581
Trips per Revenue Mile	1.2	1.28	1.01
Trips per Revenue Hour	15.37	13.78	12.2

Paratransit (TARC3)		
FY25 YTD	FY20 (COVID)	FY24 YTD
367,610	442,345	360,456
4,374,215	4,930,487	4,364,217
277,039	298,416	284,896
0.08	0.09	0.08
1.33	1.48	1.27

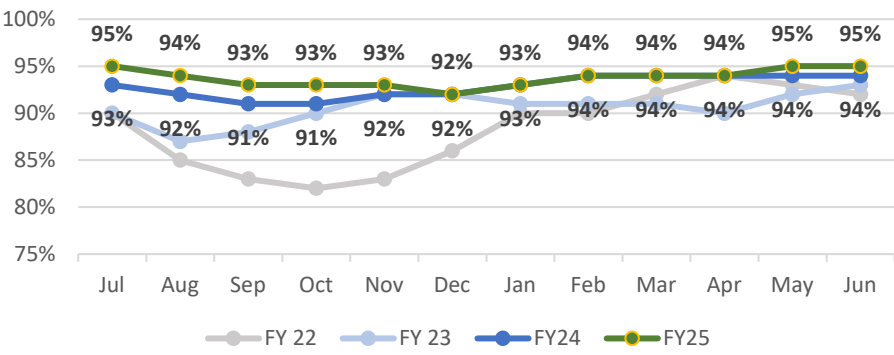


JUNE ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY25 Goal
80%

On-Time Performance									
Fixed-Route					Paratransit (TARC3)				
	FY25	FY24	FY23	FY22		FY25	FY24	FY23	FY22
Jul	72%	76%	78%	80%	Jul	95%	93%	90%	90%
Aug	69%	74%	76%	80%	Aug	94%	92%	87%	85%
Sept	69%	73%	74%	78%	Sep	93%	91%	88%	83%
Oct	67%	74%	74%	77%	Oct	93%	91%	90%	82%
Nov	71%	74%	76%	78%	Nov	93%	92%	92%	83%
Dec	72%	76%	74%	79%	Dec	92%	92%	92%	86%
Jan	**	79%	78%	80%	Jan	93%	93%	91%	90%
Feb	77%	78%	76%	79%	Feb	94%	94%	91%	90%
Mar	77%	76%	75%	79%	Mar	94%	94%	91%	92%
Apr	78%	74%	73%	78%	Apr	94%	94%	90%	94%
May	78%	72%	73%	78%	May	95%	94%	92%	93%
June	84%	75%	76%	79%	Jun	95%	94%	93%	92%
FYTD	74%	75%	75%	79%	FYTD	94%	93%	91%	88%

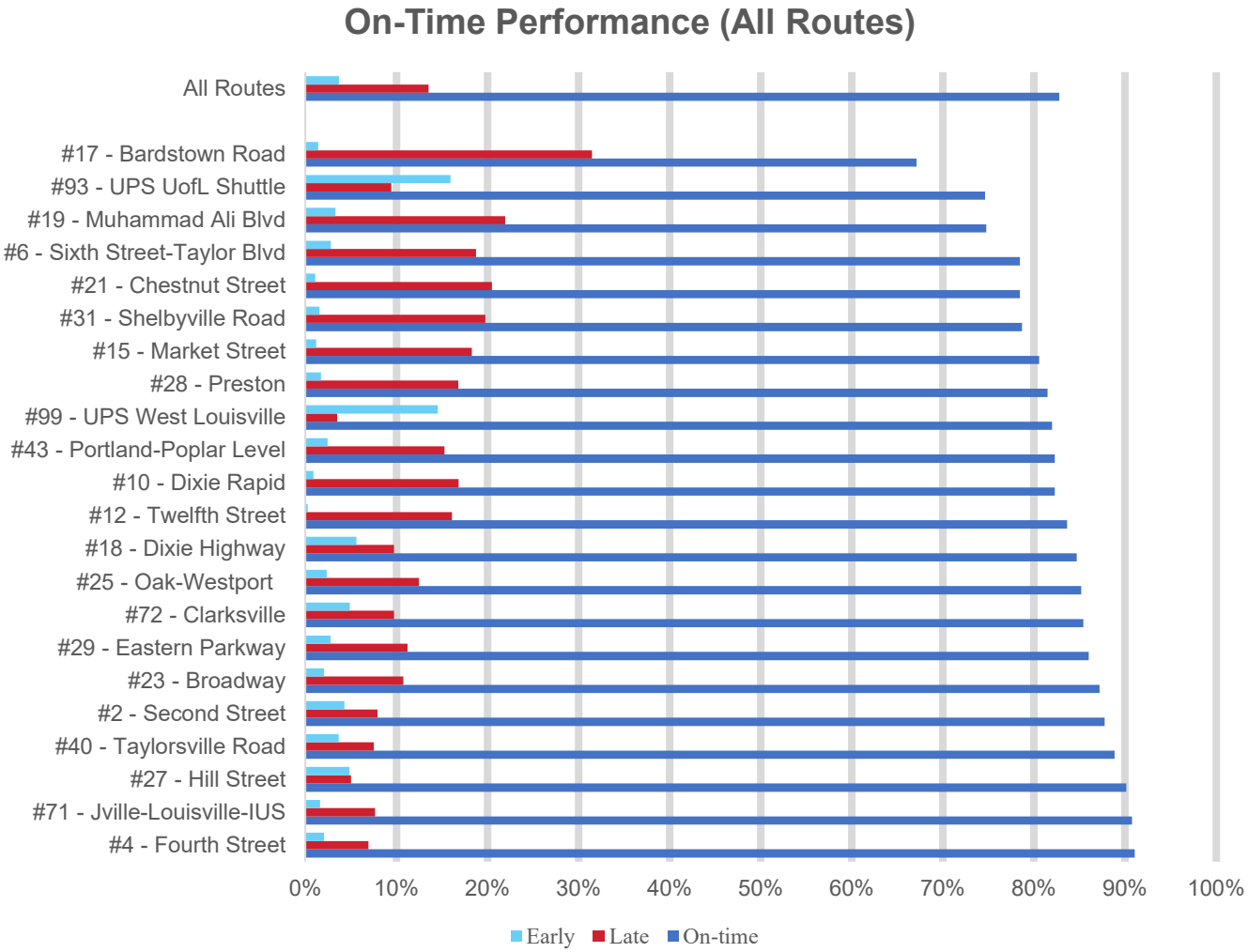
Paratransit
FY25 Goal
93%



JUNE ON-TIME PERFORMANCE

Route	On-Time	Early	Late
#4 - Fourth Street	91%	2%	7%
#71 - Jeffersonville-Louisville-IUS	91%	2%	8%
#27 - Hill Street	90%	5%	5%
#40 - Taylorsville Road	89%	4%	8%
#2 - Second Street	88%	4%	8%
#23 - Broadway	87%	2%	11%
#29 - Eastern Parkway	86%	3%	11%
#72 - Clarksville	85%	5%	10%
#25 - Oak-Westport	85%	3%	12%
#18 - Dixie Highway	85%	6%	10%
#12 - Twelfth Street	84%	0%	16%
#43 - Portland-Poplar Level	82%	2%	15%
#10 - Dixie Rapid	82%	1%	17%
#28 - Preston	81%	2%	17%
#21 - Chestnut Street	78%	1%	21%
#6 - Sixth Street-Taylor Boulevard	78%	3%	19%
#15 - Market Street	78%	1%	21%
#99 - UPS West Louisville	77%	14%	3%
#31 - Shelbyville Road	77%	2%	22%
#19 - Muhammad Ali Boulevard	74%	3%	22%
#93 - UPS UofL Shuttle	73%	15%	9%
#17 - Bardstown Road	67%	1%	31%

All Routes	84%	4%	12%
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JUNE ON-TIME PERFORMANCE

On-time Performance 90% Club

Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP
Hawkins, Nisha	100%	Williams, Robin	95%	Lauderdale, Lisa	93%	Yarbrough, Demetra	91%	Orndorff, Catrice	90%
Podbicanin, Ervad	100%	Sloan, Anthony	95%	Martin, Sharlene	93%	Sherrell, Mark	91%	Mason, Brooklyn	90%
Powell, Ronald	100%	Miles, Brittney	95%	Moore, Chalondias	93%	Reed, Bessie	91%	Cain, Christopher	90%
Jordan, Kenyatta	98%	Moore, Timothy	95%	Brewer, Kelvin	93%	Florence, Albert	91%	Wadlington, Tina	90%
Sandifer, Calvin	98%	Smith, Anthony J.	95%	Keita, Adrahamane	93%	Owens, Kim	91%	Withers, Freda	90%
Harris, Darrell	98%	Hurrigan, Kimberly	95%	Yarbrough, Talitha	92%	Hayes, Kamika	91%	Martin, Audrey	90%
Williams, Leslie	97%	Bailey, Kendrick	95%	Cecil, Shawn	92%	Saulsberry, Steve	91%		
Gillenwater, David	97%	Pruitt, Tammy	95%	Coleman, Lelia	92%	King, Tonya	91%		
Wilson, Jimmy	97%	Lucas, Courtney	95%	Brewer, Amanda	92%	Tutt, Frieda	91%		
Murray, Glenn	97%	Jarrett, Christopher	94%	Cochran, John	92%	Reed, Kenneth	91%		
Johnson, Donald	97%	Williams, Brittany	94%	Brown, Tanisha	92%	Powell, Tyrone	91%		
Carpenter, Garry	97%	Brown, Orlando	94%	Smith, Stacey	92%	Crawford, Kathy	91%		
Malone, Eddie	97%	Leonard, Tracy	94%	Clavel Jr, Nelson	92%	Cook, Donna	91%		
Heil, Jesse	96%	Moorman, Adriann	94%	Bishop, Tia	92%	Wayne, Keith	91%		
Jones, Brittany	96%	Trowell, Laquita	94%	Carrico, James	92%	Henderson, Delisa	91%		
Miller, Erica	96%	Bolus, David	94%	Malone, Dewan	92%	Jackson, Kevin	91%		
Mitchell, Keith	96%	Harper, Jeffrey	94%	Gibson, Shaunisha	92%	Cunningham, William	91%		
Alexander, Maurice	96%	Johnson, Ulrike	93%	Johnson, Roger	92%	Salas, Angel	91%		
Pitmon, Cheryl	96%	Duncan, Thomas	93%	Anderson, William	92%	Gholson, Shanice	90%		
Patterson, Pamela	96%	Edwards, Trina	93%	Smith, William	92%	Phillips, Naphatina	90%		
Robb, Larry	96%	Frazier, Quincy	93%	Harris, Stephon	92%	Nathaniel, leesha	90%		
Powell Jr, Tyrone	95%	Finn, Davisha	93%	Hankins, Jacarra	92%	Zipperlein, Melissa	90%		
		Johnson, Lisa	93%	Latham, Tiffany	92%	Bowen, Angela	90%		

Total Coach Operators for Current Service: 274

Total Coach Operators at 90% or better: 97



JUNE ON-TIME PERFORMANCE

On-time Performance 80% Club

Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP
Sandage, Mary	89%	Brown, Teresa	88%	Harris, Pamela	86%	Mahaffey, Yvette	84%	Nelson, Paul	81%
Tidwell, Teven	89%	Pitts, Kendell	88%	Hall, Jay	86%	Taylor, Danielle	84%	Williams, Hermesia	81%
Lindsey, Damian	89%	Bonner, Gwendlyn	88%	Johnson, Angela	86%	Foster-Mcfadden, Tarina	84%	O'Neal, Heather	81%
Muhire, Bernond	89%	Childress, Jazette	87%	Yasharahla, Ahdawan	86%	Strong, Mertus	84%	Neal, Joel	81%
Jackson, Lynn	89%	Amaefuna, Gina	87%	Edwards, Ebony	86%	Williams, Rodney	83%	Mattingly, Stephen	81%
Thomas, Stephanie	89%	Akimana, Amani	87%	Gatewood, Mark	86%	Hill, Roy	83%	Leggacy, Shawn	81%
Thomas, Yvonne	89%	Tebault, William	87%	Wade, Shonda	85%	Ross, Tamika	83%	Knights, Donald	81%
Stoudemire, Deondria	89%	Penny, Shauntina	87%	Stallings, Ronald	85%	Henderson, Stacey	83%	Jackson, Andre	81%
Durham, John	89%	Huskey, Vontee	87%	King, Keith	85%	Roberson, Facrecia	83%	Miller, Antonio	81%
Rogers, Dewayne	88%	Kenyon-Scott, Melanie	87%	Platt, Damien	85%	Wallace, Sandie	83%	Stokes, Tracy	81%
Polen Williams, Starlene	88%	Wells, Sheena	87%	Ross, Dawnyell	85%	Ezell, Jamie	83%	Finisson, Ruby	80%
Roberson, David	88%	Taylor, Lionel	87%	Goss, Asher	85%	Webb, Leandra	83%	Evans, Shontey	80%
Bethel, Guy	88%	Watkins, Joshua	87%	Bracken, Alisha	85%	Dryden, Robert	82%	Offutt, Joseph	80%
Dailey, Charlotte	88%	Wilde, Samuel	87%	Colbert, Keyshulmaria	85%	Johnson, Melissa	82%	Wilson, Vanessa	80%
Williams, Shuntelle	88%	Lansberg, Jon	86%	Westmoreland, Nathan	85%	Williams Jr, James	82%	Goodwin, Remonda	80%
Bachelor, Michael	88%	Warner, Jeffery	86%	List Iii, Frank	85%	Davis, Al	82%	Holmes, Charles	80%
Miller, Terrence	88%	Ellison, Frank	86%	Puckett, Alvin	85%	Carter, Jamar	82%	Churn, Lachae	80%
Winstead, Glennetta	88%	Wilson, Staci	86%	Murray, Alise	84%	Nelson, Robert	82%	Adams, Robert	80%
Taylor, Josie	88%	Cleveland, Sammy	86%	Glenn, Rachelle	84%	Kennedy, Kyneesha	82%		
Casey, Robert	88%	Spaine, Zazzirah	86%	Scott, Shalayne	84%	Walker, Theresa	82%		
Reynolds, Dale	88%	Payne-Dunkley, Kawana	86%	Diallo, Salim	84%	Jackson, April	82%		
Edmonds, John	88%	Turner, Te'a	86%	Mccraney, Yazmin	84%	Woodson, Darryl	82%		
		Pope, Melissa	86%	Lucas, Darryl	84%	Smyzer, Angela	82%		
		Gidron, Jerricka	86%	Beckham, Cordelro	84%	Brents, James	82%		

Total Coach Operators for Current Service: 274

Total Coach Operators at 80% to 89% OTP: 112



JUNE FIXED-ROUTE MISSED RUNS AND MISSED HOURS

2022	Total Runs	Missed Service	% Missed Service	Missed Hours	% Missed Hours
January	8082	468	5.79%	2128.73	4.16%
February	7336	353	4.81%	1657.45	3.38%
March	8089	235	2.91%	795.42	1.56%
April	7785	439	5.64%	2211.53	4.50%
May	7773	269	3.46%	974.62	2.22%
June	7725	262	3.39%	892.18	1.93%
July	7360	195	2.65%	621.50	1.37%
August	8675	576	6.64%	2046.67	4.13%
September	8341	487	5.84%	1999.98	4.36%
October	8477	680	8.02%	3133.12	7.41%
November	8341	440	5.28%	1619.67	3.57%
December	8477	384	4.53%	1304.62	2.75%

TOTAL	96,461.00	4,788.00	4.91%	19,385.49	4.16%
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2024	Total Runs	Missed Service	% Missed Service	Missed Hours	% Missed Hours
January	8158	272	3.33%	900.18	1.63%
February	7478	340	4.55%	1,244.60	2.54%
March	7741	320	4.13%	1,212.88	2.24%
April	7478	329	4.41%	1,301.53	2.78%
May	7908	529	6.69%	2,117.90	4.16%
June	7914	370	4.68%	1,411.20	3.09%
July	5441	254	4.67%	1,182.70	3.23%
August	5452	171	3.14%	632.58	1.76%
September	5174	180	3.48%	715.30	1.87%
October	5513	284	5.15%	1,239.55	3.19%
November	5185	264	5.09%	1,125.32	3.12%
December	5378	320	5.95%	1,489.20	4.01%

TOTAL	78,820.00	3,633.00	4.61%	14,572.95	2.80%
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2023	Total Runs	Missed Service	% Missed Service	Missed Hours	% Missed Hours
January	8419	221	2.63%	725.05	1.41%
February	8036	248	3.09%	809.07	1.78%
March	9083	339	3.73%	1,079.17	1.92%
April	8300	273	3.29%	1,031.53	2.24%
May	8860	470	5.30%	1,824.82	3.87%
June	7998	489	6.11%	2,428.38	4.99%
July	7412	502	6.77%	1,879.65	3.87%
August	8177	362	4.43%	1,261.10	2.60%
September	7655	579	7.56%	2,443.57	5.12%
October	8172	489	5.98%	1,924.43	3.58%
November	7854	306	3.90%	1,077.48	2.06%
December	7799	267	3.42%	908.60	1.63%

TOTAL	97,765.00	4,545.00	4.65%	17,392.85	2.92%
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2025	Total Runs	Missed Service	% Missed Service	Missed Hours	% Missed Hours
January**	5293	254	4.80%	1,092.23	3.03%
February	4476	145	3.24%	603.12	1.70%
March	4903	137	2.79%	522.73	1.43%
April	4822	69	1.43%	253.75	0.71%
May	4903	83	1.69%	263.58	0.77%
June	4613	20	0.43%	80.95	0.27%
July					
August					
September					
October					
November					
December					

TOTAL	29,010.00	708.00	2.44%	2,816.36	1.32%
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**January 2025 adjustment due to winter weather

ADDITIONAL STATISTICS FOR BOARD REVIEW



JULY DIRECTORS UPDATE

July 23, 2025

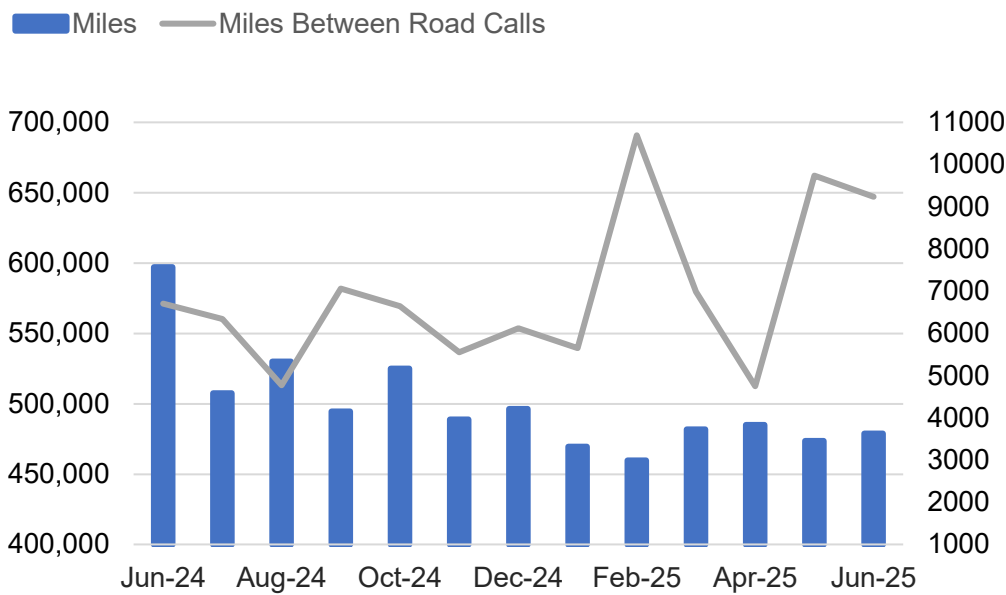


MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

Jun-24	597,066	89	6,708
Jul-24	507,516	80	6,344
Aug-24	529,940	111	4,774
Sep-24	494,672	70	7,066
Oct-24	525,053	79	6,646
Nov-24	488,840	88	5,555
Dec-24	496,333	81	6,127
Jan-25	469,485	83	5,656
Feb-25	459,735	43	10,691
Mar-25	481,890	69	6,984
Apr-25	485,004	102	4,755
May-25	473,698	80	9,741
Jun-25	478,934	98	9,241

Miles Between Road Calls



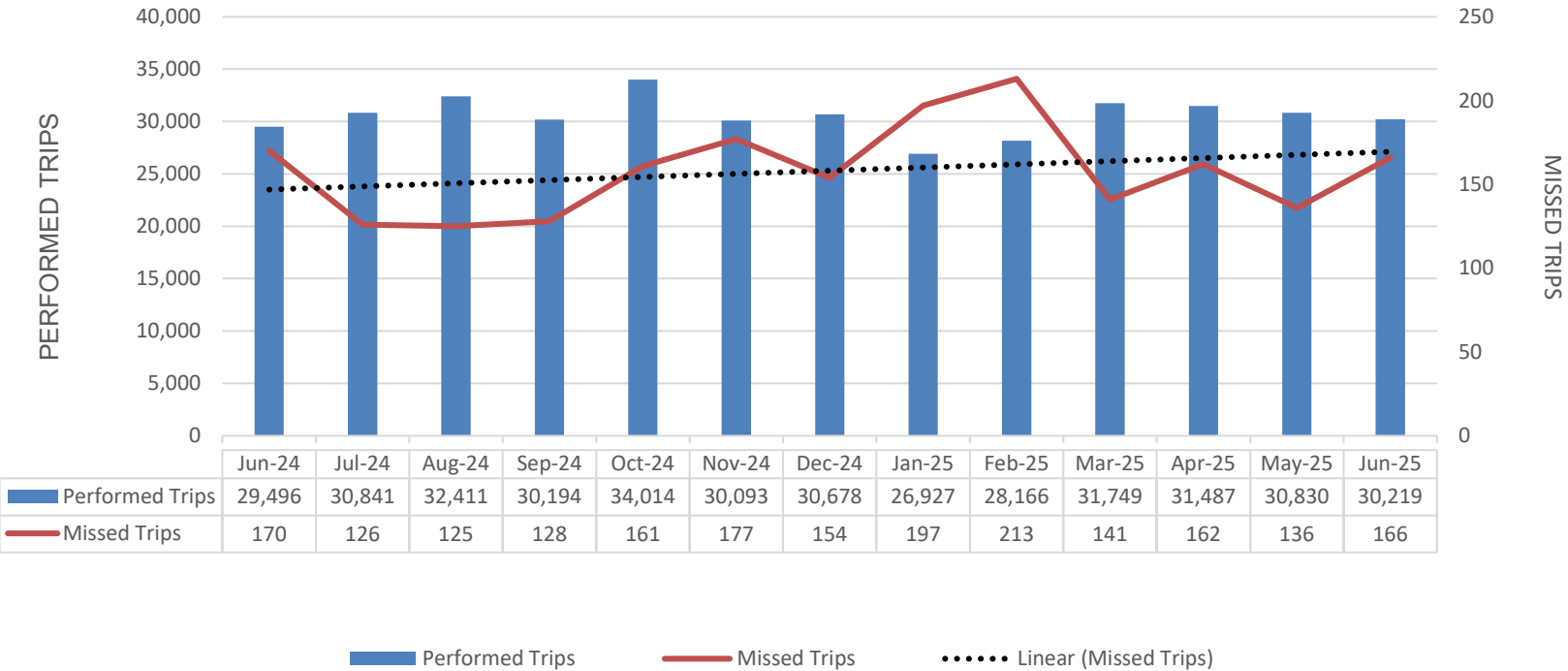
May: Total Miles Between Road Calls = **9,241**
Target Miles Between Road Calls = 7,500

A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



MV WEEKLY PERFORMANCE – JUNE 2025

MONTHLY PERFORMED AND MISSED TRIPS



Percentage of Missed Trips

Missed Trips (June 2025): 0.49%

Performed Trips (June 2025): 30,219

SAFETY

OVERVIEW

Emerging Issues:

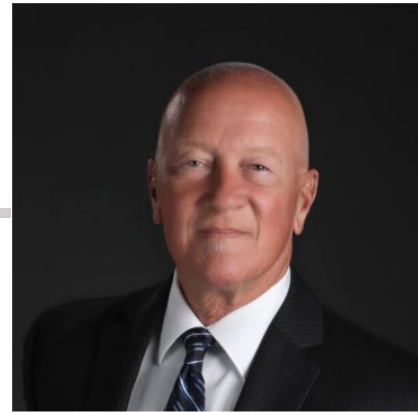
- Not receiving some of the coach surveillance video when the operator initiates alarm button (IT investigating)

Trends:

- Continue to remain below our AFR (Accident Frequency Rate) goal of 2.1. YTD is 1.6!

Celebrate Successes

- TARC Disaster Plan updated
- Luminator video mirror demo installed for 1 year trial
- Non-preventable accidents went from 160 in FY24 to 129 in FY25
 - **a 19.3% decrease!**
- Preventable accidents went from 121 in FY24 to 87 in FY25
 - **a 28.1% decrease!**





MOBILITY SERVICES – TARC3

OVERVIEW

Emerging Issues:

- Continue to collaborate with MV to reduce slack time on routes
- Working jointly with MV to enhance inspections of subcontractor vehicles

Trends:

- On Time Performance continuously meets or exceeds goal of 93%
- Missed trips percentage remains well below the goal of 2% that has been established

Celebrate Successes:

- OTP has been at or above 94% for the past 5 months





CUSTOMER EXPERIENCE

OVERVIEW

Emerging Issues:

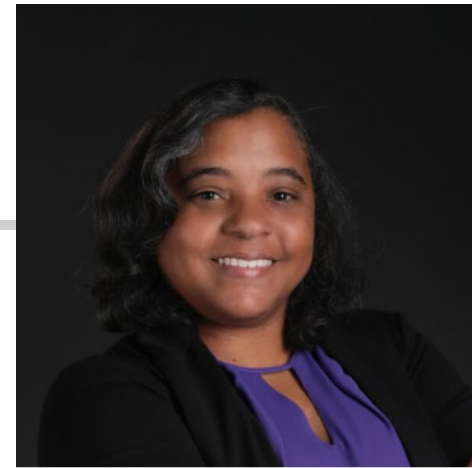
- Preparing for August schedule changes

Trends:

- Decrease in customer service call volume at 6%
- 79% closure rate for feedback received during the month—currently 75 still under investigation

Celebrate Successes:

- Decrease in feedback for paratransit—3.6 per 1,000 trips (under our goal of 4 per 1,000 trips)
- Decrease in feedback for fixed route—46 per 100,000 boardings (under our goal of 60 per 100,000 boardings)





MAINTENANCE

OVERVIEW

Emerging Issues:

- T&O HVAC
- Decline in Perfect Attendance

Trends:

Celebrate Successes:

- Weekly campaign for replacing shelter glass with BBB
- Ramping up with more cleaning being done with BBB
- Pre-production meeting on 7/15 for five new electric buses
- New man doors installed at 29th street
- New uniform lockers
- Thermo King training
- In the last 12 months, a total of 76 vehicles (38 Gillig buses, 10 KIPDA vans, 10 non-revenue cars, and 18 paratransit vehicles) have sold at auction; total sales over \$181,000.

TRANSPORTATION

OVERVIEW

Emerging Issues:

- Currently performing street-level observations on the new TARC 2025 routes.

Trends:

- Ridership in June, recorded at 468,414, is down from the 496,547 reported in May. U of L service ended the first week of May. June of FY23 reported at 496,296 and FY24 at 523,872.
- On Time Performance (OTP) continues to improve at 84% for June. Higher than it has been in the last 5 years.

Celebrate Successes:

- 97 professional coach operators achieved 90% on time performance and 112 Professional coach operators achieved 80% on time performance

SAFETY

SAFETY PREVENTABLE ACCIDENTS

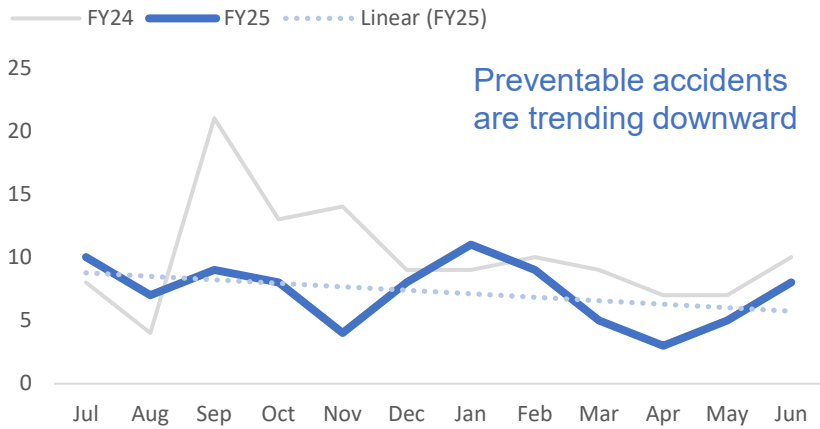
Monthly	TYPE OF ACCIDENT				YTD
8	Fixed Object	6	75%		87
	Moving vehicle	1	12.5%		
	Rear end OV	1	12.5%		

- 6 Fixed Objects**
 - Going straight (sideswiped) at Bardstown & Goldsmith
 - Pulling into coach stop (parked vehicle) at 6th & Muhammad Ali and Cecil & Broadway
 - Pulling out of Garage (yellow beam) at TARC Garage
 - Lane change (parked vehicle at 6th & Congress
- 1 Moving Vehicle**
 - Going straight (sideswiped) at 4th & Central and Lindsay & Brownsboro
- 1 Read End OV**
 - Rear ended OV at 17th & Broadway

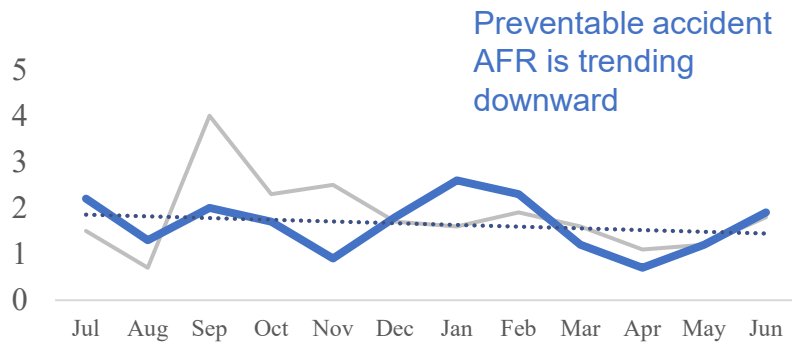
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD
1.9	2.1	1.6

FY25 PREVENTABLE ACCIDENTS

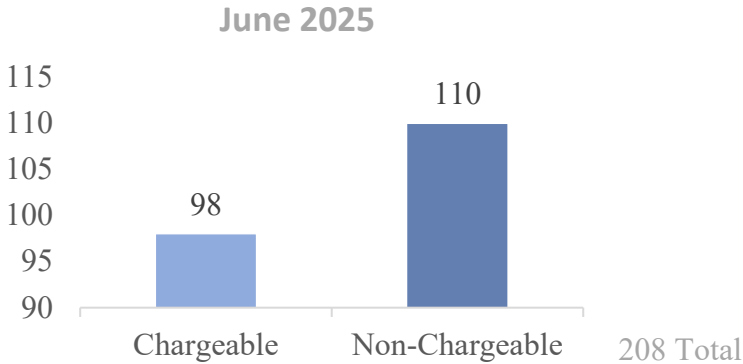
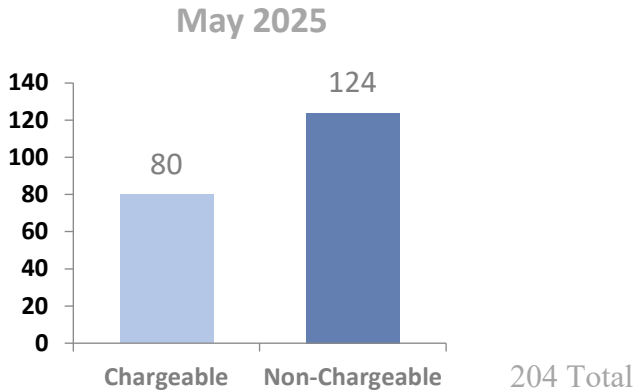


PREVENTABLE ACCIDENT AFR FY24 vs FY25

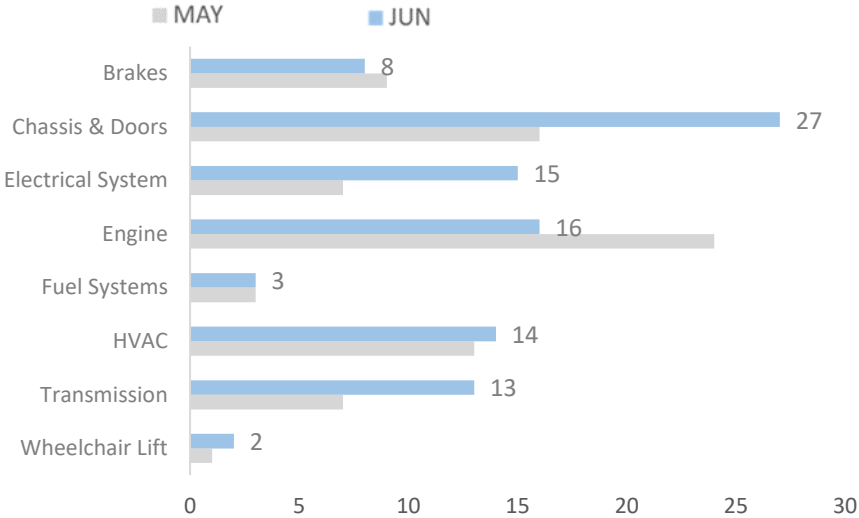


MAINTENANCE

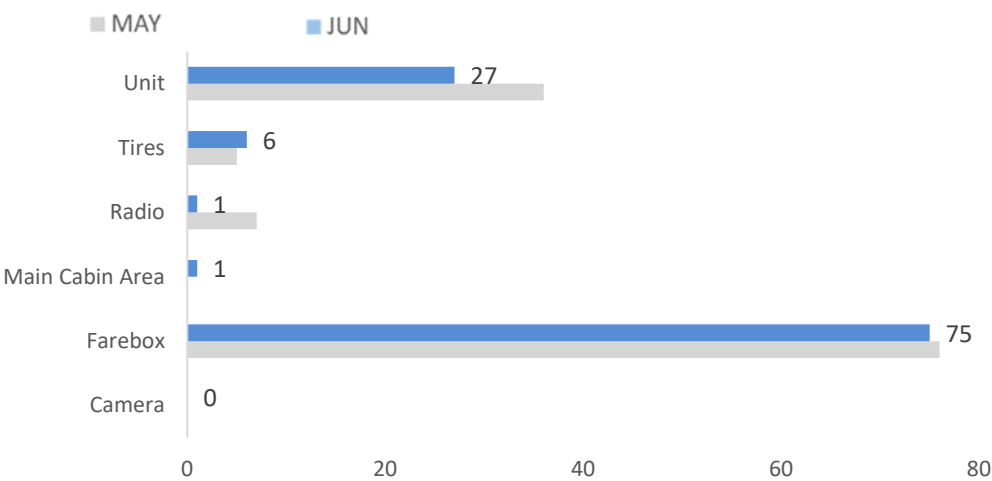
CHARGEABLE VS NON-CHARGEABLE ROAD CALLS



Chargeable Road Calls By Category



Non-Chargeable Road Calls By Category





SAFETY

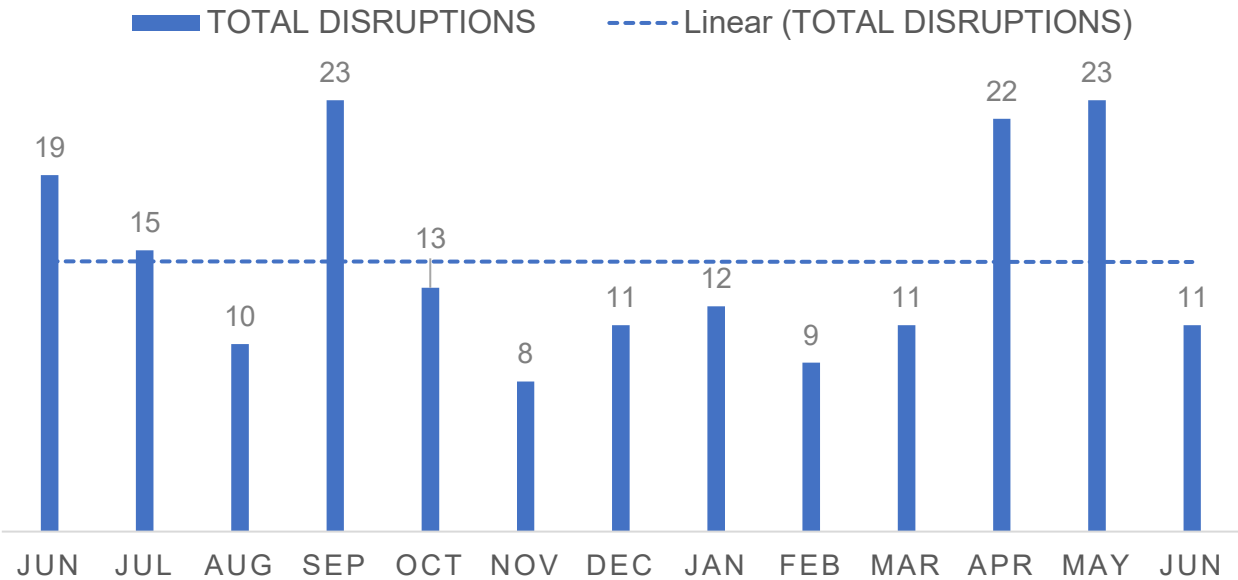
PASSENGER DISRUPTIONS
BY ROUTE (JUNE 24 – JUNE 25)

Route ID	Disruptions
Broadway - #23	40
Dixie Rapid - #10	20
Market St - #15	20
Fourth St - #4	14
Muhammad Ali - #19	14
Preston - #28	13
Bardstown - #17	8
Oak-Westport - #25	7
Dixie Hwy - #18	6
Eastern Pkwy - #29	6
Taylorsville Rd - #40	5
Shelbyville Rd - #31	4
Portland Poplar Level - #43	4
J'ville-Lou-New Albany - #71	4
Clarksville - #72	4
Cardinal - #94	3
Sixth St - #6	2
Hill St - #27	2
Second St - #2	1
Twelfth St - #12	1
Chestnut St - #21	1
Crums Lane - #63	1
Outer Loop - #46	0
Med Ctr - #52	0

PASSENGER DISRUPTION
CATEGORIES (JUNE 2025)

Disruption Type	#
Fare Evaders	0
Pass. Fights	0
Profane Language	0
Disputes (Others)	11
Verbal Assaults	0
Physical Assaults	0
Total	11

TOTAL PASSENGER DISRUPTIONS (JUNE 24 – JUNE 25)



PASSENGER DISRUPTIONS

Total Passenger Disruptions
(June 2025)

11

Total Passenger Disruptions
Monthly Average (overall)

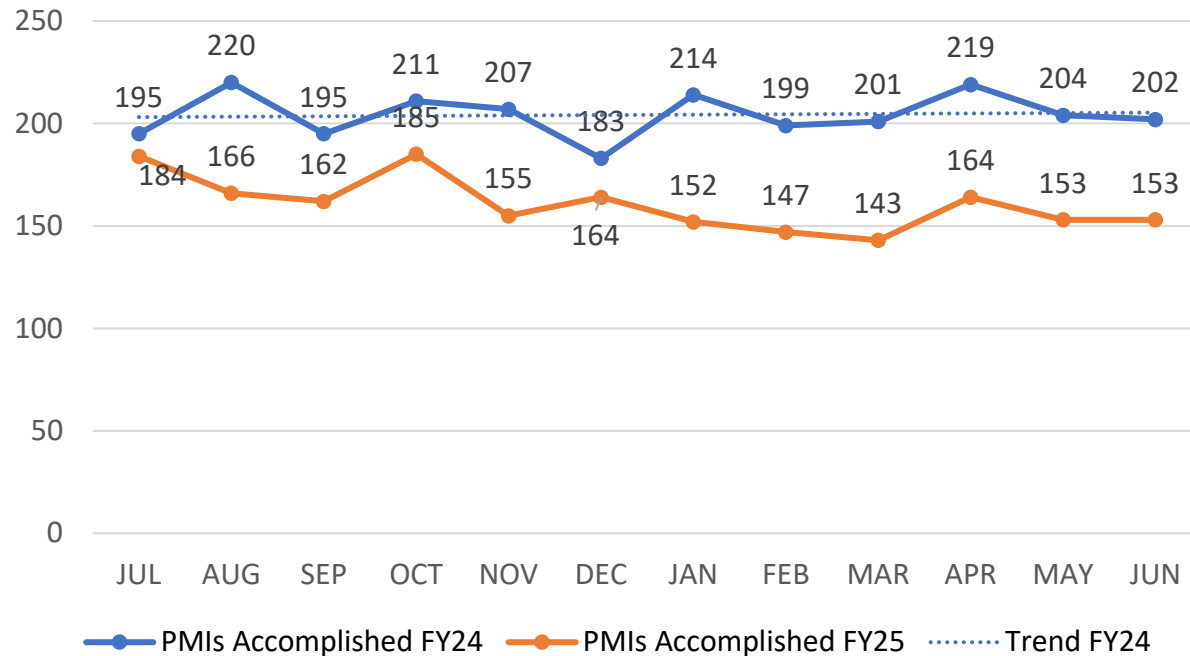
14.38

Disruption: an incident on the coach that delays service more than 5 minutes
Incident: confrontation with a passenger for failure to follow TARC's Code of Conduct (e.g., fare-evader, profanity, fighting)

MAINTENANCE

Target PMI: 150
Total Vehicle PMIs: 153

Preventive Maintenance Inspections (PMI) Accomplished FY24 and FY 25



* FTA allows a 10 percent deviation from the scheduled interval as being considered on time and 80 percent of the total inspections for any mode or operation is considered on time.

Coach Maintenance Plan Includes:

3,000 mile inspection:

- Road Test
- Check engine compartment
- Check under coach to include brake systems
- Check Interior-Exterior
- Lube under carriage

6,000 mile inspection:

- Change engine oil, engine fuel filter, and oil filters
- Perform 3,000 mile inspection

12,000 mile inspection

- Perform brake Tapley
- Perform 6,000 mile inspection

24,000 mile inspection

- Change engine air filter and change hydraulic oil filter
- Perform 12,000 mile inspection

48,000 mile inspection

- Fluid change
- Inspect transmission
- Sample transmission fluid

96,000 mile inspection

- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid



JUNE FEEDBACK SUMMARIES (FIXED ROUTE)

FIXED ROUTE MONTHLY						DEFINITIONS FOR FEEDBACK CATEGORIES									
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL	Verified - feedback was able to be verified									
RUDE OPERATOR	2	32	10	10	54	Unverified - feedback could not be verified based on information provided									
PASSED UP PASSENGER	2	45	5	15	67										
NO SHOW	1	6	0	1	8										
LATE SCHEDULE	1	6	2	2	11	Unable to Investigate - feedback could not be confirmed based on the information provided									
RECKLESS DRIVING	13	2	8	2	25										
EARLY SCHEDULE	1	5	1	0	7										
PLANNING/SCHEDULE	21	3	1	3	28	Under Investigation - more research is needed based on information provided									
IT/MOBILE	1	0	0	0	1										
OTHER - MISC	13	9	3	24	49										
TOTAL	55	108	30	57	250										

FIXED ROUTE FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	57	61	77	56	57	45	49	46	48	41	48	53	54	692	53
PASSED UP PASSENGER	76	69	73	55	67	44	36	46	32	54	63	65	67	747	57
NO SHOW	26	70	35	41	43	33	35	29	31	22	16	9	8	398	31
LATE SCHEDULE	18	64	110	68	78	64	41	39	32	29	34	34	11	622	48
RECKLESS DRIVING	25	25	25	26	19	16	11	20	10	28	30	21	25	281	22
EARLY SCHEDULE	17	20	21	15	8	11	24	24	14	14	12	16	7	203	16
PLANNING/SCHEDULE	18	28	29	26	18	22	23	24	24	25	25	21	28	311	24
IT/MOBILE	0	3	5	2	0	2	1	1	4	6	2	3	1	30	2
OTHER - MISC	61	81	89	48	78	86	54	57	50	46	46	46	49	791	61
COMMENDATIONS	13	12	13	7	16	14	4	8	9	7	4	5	21	133	10
TOTAL	311	433	477	344	384	337	278	294	254	272	280	273	271	4208	324



JUNE FEEDBACK SUMMARIES (PARATRANSIT)

PARATRANSIT MONTHLY REPORT						DEFINITIONS FOR FEEDBACK CATEGORIES									
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL	Verified - feedback was able to be verified									
RUDE OPERATOR OR STAFF	3	21	4	6	34	Unverified - feedback could not be verified based on information provided									
NO SHOW	3	11	1	3	18	Unable to Investigate - feedback could not be confirmed based on the information provided									
LATE SCHEDULE	2	4	2	1	9										
RECKLESS DRIVING	1	3	0	0	4										
EARLY SCHEDULE	0	2	0	0	2										
TRIP BOOKING OR SCHEDULING	3	9	1	0	13	Under Investigation - more research is needed based on information provided									
OTHER - MISC	9	8	2	8	27										
TOTAL	21	58	10	18	107										

PARATRANSIT FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	29	23	23	34	46	22	34	35	10	25	28	29	34	372	29
NO SHOW	19	14	17	17	20	24	12	24	17	21	23	18	18	244	19
LATE SCHEDULE	6	14	14	23	12	15	13	11	13	3	20	15	9	168	13
RECKLESS DRIVING	5	10	8	10	7	10	4	8	13	6	7	8	4	100	8
EARLY SCHEDULE	1	0	2	6	0	3	0	1	2	2	2	2	2	23	2
TRIP BOOKING OR SCHEDULING	9	18	10	19	11	8	12	19	7	15	12	14	13	167	13
OTHER - MISC	32	42	28	18	25	26	27	30	25	35	26	28	27	369	28
COMMENDATIONS	14	9	9	4	6	6	6	5	4	7	5	4	4	83	6
TOTAL	115	130	111	131	127	114	108	133	91	114	123	118	111	1526	117



JULY BOARD OF DIRECTORS

July 23, 2025