

**OPERATIONS MEETING  
TARC BOARD OF DIRECTORS**



**Meeting Notice:**

The TARC Board of Directors holds a monthly meeting of the Operations Committee. The next meeting will be held at:

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

**Wednesday, April 16, 2025 at 10:45 a.m.**

This meeting may also be held via teleconference as permitted by KRS 61.826.

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.

**OPERATIONS MEETING  
TARC BOARD OF DIRECTORS**



**Agenda – April 16, 2025**

- |  |                            |
|--|----------------------------|
| 1. Quorum Call/Call to Order           | Alice Houston, Chair 10:45 |
| a. Approval of March Minutes           |                            |
| 2. Staff Reports and Presentation      | 10:50-11:20                |
| a. Operations Update                   | Ozzy Gibson & Rob Stephens |
| b. TARC 2025 Network Redesign          | Alex Posorske              |
| 3. Possible Upcoming Topics for Future | 11:20-11:25                |
| 4. Adjournment                         | 11:30                      |

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



## March 19, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, March 19, 2025 at 10:30 a.m. in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

### Members in Person

Alice Houston  
Abbie Gilbert

### Members Virtual

Michael Schnuerle  
DuWayne Gant  
Steve Miller

### Declined

Ted Smith  
Christy Ames

### Call to Order

Alice Houston called the meeting to order at 10:30 a.m.

Approved the February Operation Committee Meeting Minutes.

### Staff Reports and Presentations

Rob Stevens presented the March Operational Update.

- Released TARC 2025 Draft Plans and launched outreach phase.
- Finish leadership training for TARC managers.
- Design-a-bus applications have been accepted and the voting process has started.
- 146 buses installed with new AVAIL systems and all of these are currently out on routes.
- JCPS update at the Board Meeting next week.
- Snow Plan – Peer Comparison:
  - Peer agencies have experience handling snow events.
  - They have developed action plans that include subcontracting for cleaning bus stops.
  - We paired evenly with peer group with safe pick-ups, drop offs, and stops.

Board members discussed several different scenarios for future snow removal around busy TARC bus stops and possibly a line item in the budget.

February on Time Performance slide contained information from the AVAIL system for the first time.

Board members discussed including an AVAIL demonstration during the March Board Meeting.

Safety Preventable Accidents slide contained an uptick in preventable accidents involving fixed objects.

Alice Houston asked, "I need clarification of where those are happening?"

Rob Stephens answered, "Those are in the bus barn and the safety team is addressing the need for reduced speed in the barn."

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



DuWayne Gant asked, "Is there a procedure in place to handle paratransit complaints and issues?"

Rob Stephens answered, "Yes, the first step is collecting all of the information, that includes interviewing the passenger and the operator. We then try to find solutions for the passenger and the operator."

Alex Posorske presented the TARC 2025 Update.

- TARC 2025 draft plans were released, great media coverage.
- Two-month outreach period for TARC 2025 for public feedback.
- There are 150 engagements on the calendar over the coming weeks.
- The team will take a breather at the end and assess where the focus needs to be for May.
- The final plan will be available for the 2026 Budget planning process.

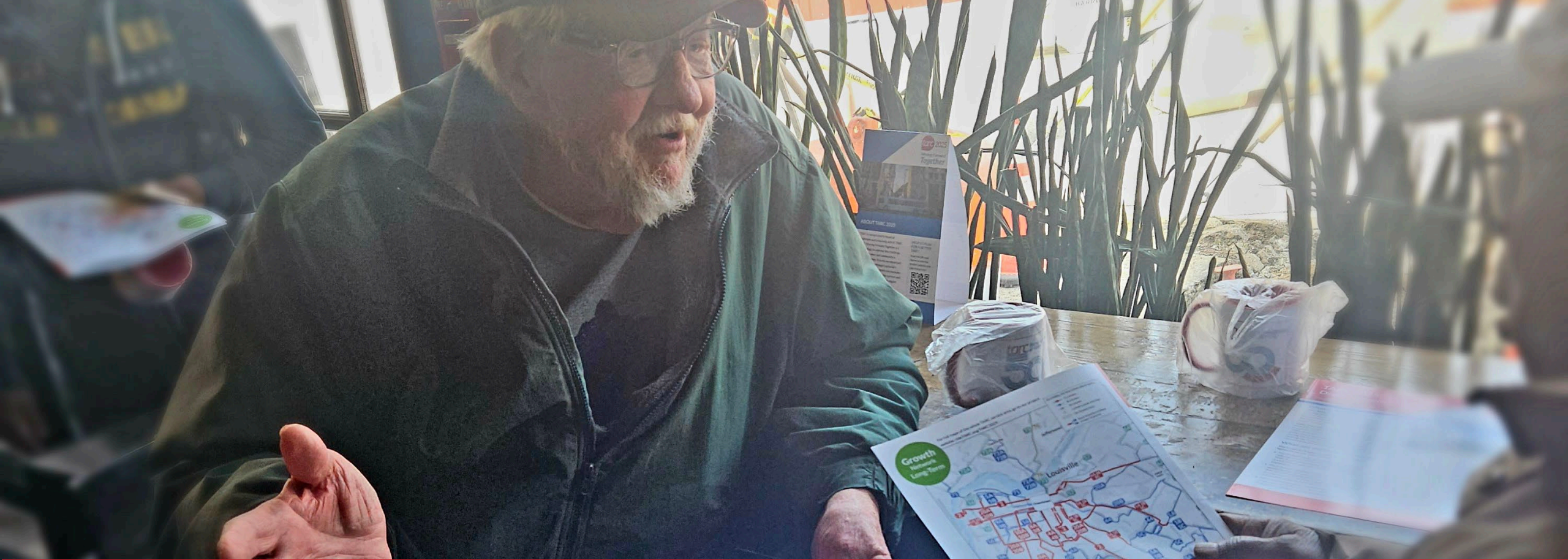
Alice Houston adjourned the meeting at 11:02 a.m.

**ADOPTED THIS 16<sup>th</sup> DAY OF APRIL, 2025**

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**Alice Houston, Chair of the Operations Committee.**





**BOARD OF DIRECTORS**  
**APRIL 23, 2025**

MARCH OPERATIONAL UPDATE







# EXECUTIVE DIRECTOR REPORT

## SINCE THE LAST BOARD MEETING, TARC ...

- Continued outreach for the Draft Plan phase of TARC 2025, holding over 87 meetings in the month of April alone.
- Joined Jarrett Walker + Associates for a presentation on TARC 2025 engagement at the APTA conference.
- Held internal voting to determine winners for 25<sup>th</sup> annual Design-a-Bus Contest in partnership with Olmsted Parks. Bus to be released later this spring.
- Switched UofL over to MyTARC Mobile for fare media.



# KEY STATS FOR PRESENTATION



## MARCH DIRECTORS UPDATE

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April 23, 2025







# TARC PEER COMPARISON 2025 STATS

	Cincinnati Go Metro	Indianapolis Indy Go	Nashville We Go Transit	Louisville TARC
Service Area Miles Covered	289 square miles	396 square miles	504 square miles	288 square miles
Service Population	744,901	969,466	703,953	744,816
Total Budget 24/25	\$160,168,013	\$146,800,000	\$127,997,000	\$114,985,630
Paratransit Average Monthly Trips Scheduled	13,427	13,210	33,465	31,865
Paratransit On-Time Performance	89%	81%	91.9%	93%
Average Monthly Boarding's Fixed Route	1,029,190	508,304	677,417	529,855
Fixed Route Revenue Hours	774,497	590,518	581,744	402,016
On Time Performance Fixed Route %	77%	84%	83.3%	77%
Fixed Route Missed Service %	.90%	.20%	.20%	2.79%

<sup>[1]</sup> Cincinnati Go Metro new on demand service "Metro Now" reported 7,433 trips per month of September 2024

<sup>[2]</sup> Nashville We Go Transit includes additional on demand services called Access on Demand along with their Access ADA service in average monthly trips scheduled for .paratransit. Go Metro, TARC and Cincinnati Go Metro transit report only paratransit on demand services for this metric.

<sup>[3]</sup> Cincinnati Go Metro implemented Free Rides Program in 2023 when the Cincinnati Bengals vs. Seattle Seahawks game at Paycor Stadium provided more than 19,000 people with free transportation. Miller Lite announced it is partnering with Cincinnati Metro again to provide complimentary rides to and from Paycor Stadium for fans attending the Bengals' game against the Ravens on Sunday

<sup>[4]</sup> Cincinnati Go Metro and TANK are again offering free rides to BLINK an outdoor festival this year. In 2022 they offered a similar service for us and they showed great ridership," he says. There were an estimated 185,000 free rides during the last BLINK.

<sup>[5]</sup> Cincinnati Go Metro offered free fares in spring of 2022 to help motorists with rising gas prices. Average weekday ridership was 44,358 during fare-free week, a 26% increase compared to the previous month, per data from the transit agency

<sup>[6]</sup> Fixed Route Missed Service Measured in percent of missed runs and missed hours of revenue service. For comparison purposes peer cities reporting percent of missed runs





# TRANSPORTATION

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## OVERVIEW

### Emerging Issues:

- 174 buses installed with the new Avail CAD/AVL system and new radios as of 4/8/25

### Trends:

- Ridership increase in March recorded at 529,855 from the 469,087 reported in February. Surpassing Ridership for March of FY23 reported at 524,126 and closing in on previous year FY24 at 556,757
- On Time Performance (OTP) continues to improve at 77% over last 2 months. Highest this year and higher than the average of 75% in FY24

### Celebrate Successes:

- TARC branded smartphone app with Token Transit with integrated ticket purchasing is in the works. Anticipated delivery of the completed app is late June 2025
- Automatic Passenger Count data – AVAIL is processing data within the NTD certification requirements of less than 5% variance.



# MARCH ON-TIME PERFORMANCE

## On-time Performance 90%

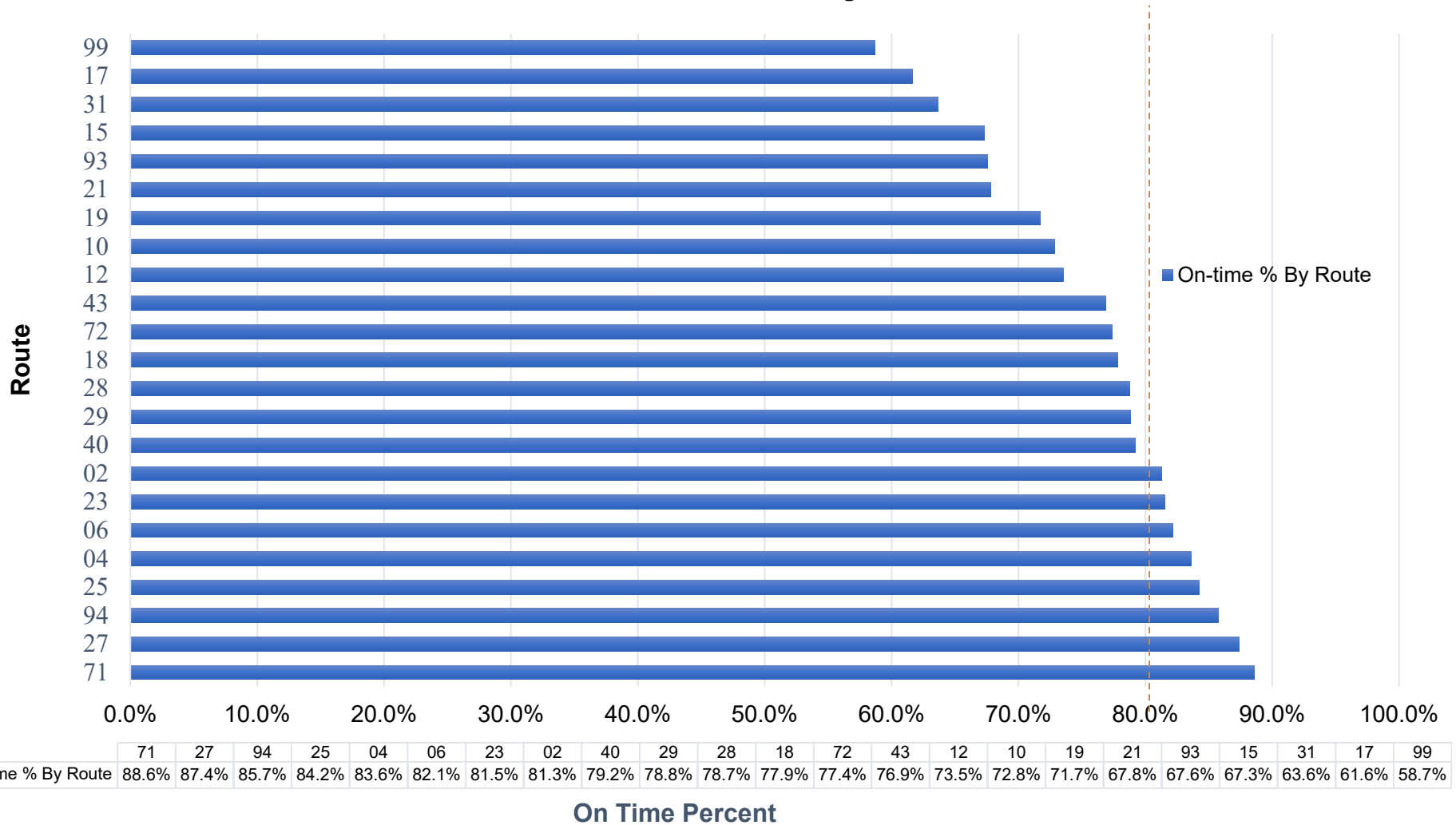
Operator	On-time Percent	Operator	On-time Percent
Powell, Ronald	98%	Lansberg, Jon	93%
Williams, Leslie	97%	Ross, Tamika	93%
Jarrett, Christopher	97%	Brown, Amber	93%
Johnson, Donald	97%	Hurrigan, Kimberly	92%
Sandifer, Calvin	97%	Cochran, John	92%
Patterson, Pamela	97%	Bolin Sr, David	92%
Podbicanin, Ervad	97%	Heil, Jesse	92%
Williams, Brittany	96%	Meneese, Anita	92%
Pruitt, Tammy	96%	List Iii, Frank	92%
Carpenter, Garry	96%	Harris, Stephon	92%
Murray, Glenn	96%	Lucas, Courtney	92%
Powell Jr, Tyrone	96%	Harris, Darrell	91%
Carrico, James	95%	Tutt, Frieda	91%
Moore, Chalondias	95%	Gillenwater, David	91%
Sandage, Mary	95%	Leonard, Tracy	91%
Wilson, Jimmy	95%	Childress, Jazette	91%
Wells, Sheena	95%	Miles, Brittney	91%
Saulsberry, Steve	94%	Brown, Garry	91%
Bowen, Angela	94%	Wade, Shonda	91%
Pitmon, Cheryl	94%	Kenyon-Scott, Melanie	90%
Mahaffey, Yvette	94%	Reed, Bessie	90%
Moore, Timothy	94%	Henderson, Stacey	90%
Malone, Eddie	93%	Withers, Freda	90%
Brewer, Kelvin	93%	Bailey, Kendrick	90%

239 Operators for current Service



# MARCH ON-TIME PERFORMANCE

## Schedule Adherence By Route





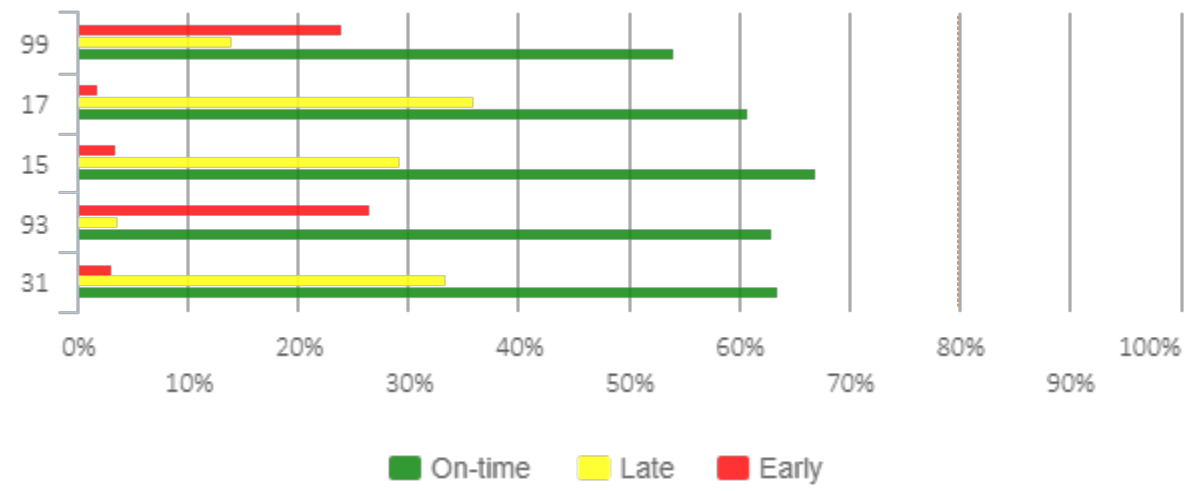


# MARCH ON-TIME PERFORMANCE

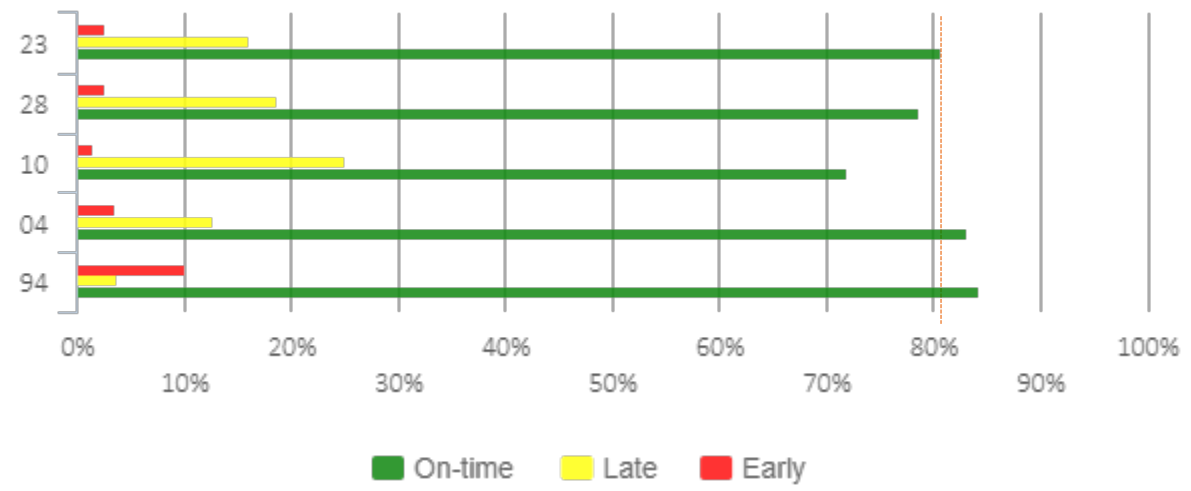
## On-time Departure Performance By Route

Date Range: 03/01/2025 to 03/31/2025

### Worst Performing Routes



### Most Impactful Routes





# FIXED ROUTE MISSED RUNS AND HOURS

2022						2023					
	Total Runs	Missed Runs	% Missed Runs	Missed Hours	% Missed Hours		Total Runs	Missed Runs	% Missed Runs	Missed Hours	% Missed Hours
January	8082	468	5.79%	2128.73	4.16%	January	8419	221	2.63%	725.05	1.41%
February	7336	353	4.81%	1657.45	3.38%	February	8036	248	3.09%	809.07	1.78%
March	8089	235	2.91%	795.42	1.56%	March	9083	339	3.73%	1,079.17	1.92%
April	7785	439	5.64%	2211.53	4.50%	April	8300	273	3.29%	1,031.53	2.24%
May	7773	269	3.46%	974.62	2.22%	May	8860	470	5.30%	1,824.82	3.87%
June	7725	262	3.39%	892.18	1.93%	June	7998	489	6.11%	2,428.38	4.99%
July	7360	195	2.65%	621.50	1.37%	July	7412	502	6.77%	1,879.65	3.87%
August	8675	576	6.64%	2046.67	4.13%	August	8177	362	4.43%	1,261.10	2.60%
September	8341	487	5.84%	1999.98	4.36%	September	7655	579	7.56%	2,443.57	5.12%
October	8477	680	8.02%	3133.12	7.41%	October	8172	489	5.98%	1,924.43	3.58%
November	8341	440	5.28%	1619.67	3.57%	November	7854	306	3.90%	1,077.48	2.06%
December	8477	384	4.53%	1304.62	2.75%	December	7799	267	3.42%	908.60	1.63%
<b>TOTAL</b>	<b>96,461.00</b>	<b>4,788.00</b>	<b>4.91%</b>	<b>19,385.49</b>	<b>4.16%</b>	<b>TOTAL</b>	<b>97,765.00</b>	<b>4,545.00</b>	<b>4.65%</b>	<b>17,392.85</b>	<b>2.92%</b>

2024						2025					
	Total Runs	Missed Runs	% Missed Runs	Missed Hours	% Missed Hours		Total Runs	Missed Runs	% Missed Runs	Missed Hours	% Missed Hours
January	8158	272	3.33%	900.18	1.63%	**January	5293	254	4.80%	1,092.23	3.03%
February	7478	340	4.55%	1,244.60	2.54%	February	4476	145	3.24%	603.12	1.70%
March	7741	320	4.13%	1,212.88	2.24%	March	4903	137	2.79%	522.73	1.43%
April	7478	329	4.41%	1,301.53	2.78%	April					
May	7908	529	6.69%	2,117.90	4.16%	May					
June	7914	370	4.68%	1,411.20	3.09%	June					
July	5441	254	4.67%	1,182.70	3.23%	July					
August	5452	171	3.14%	632.58	1.76%	August					
September	5174	180	3.48%	715.30	1.87%	September					
October	5513	284	5.15%	1,239.55	3.19%	October					
November	5185	264	5.09%	1,125.32	3.12%	November					
December	5378	320	5.95%	1,489.20	4.01%	December					
<b>TOTAL</b>	<b>78,820.00</b>	<b>3,633.00</b>	<b>4.61%</b>	<b>14,572.95</b>	<b>2.80%</b>	<b>TOTAL</b>	<b>14,672.00</b>	<b>536.00</b>	<b>3.65%</b>	<b>2,218.08</b>	

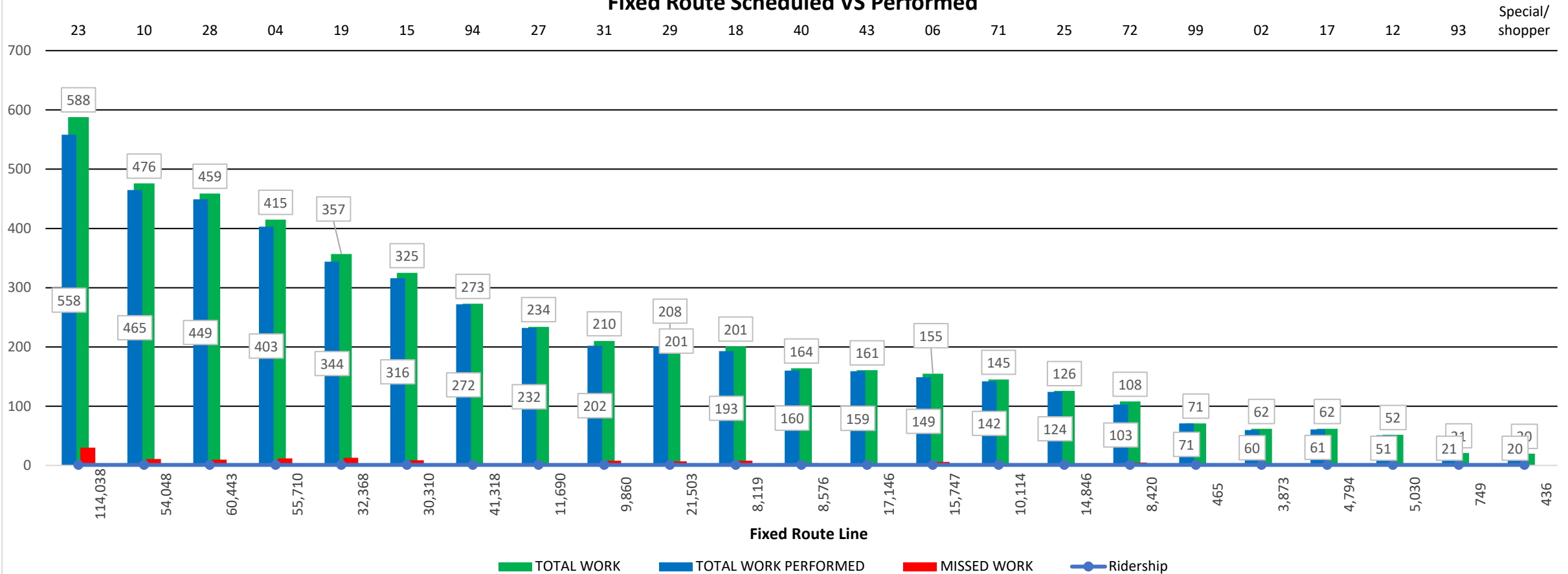
\*\*January 2025 adjustment: Snow Event 1/5/25 -1/12/25. 2,668 missed hours and 359 missed runs.



# FIXED ROUTE SCHEDULED VS PERFORMED

TOTAL WORK	OPEN WORK	% OF TOTAL OPEN	MISSED WORK	% OF OPEN MISSED	% OF TOTAL MISSED	TOTAL WORK PERFORMED	% PERFORMED
4,893	615	12.57%	137	22.28%	2.80%	4,756	97.20%

Fixed Route Scheduled VS Performed





# MAINTENANCE



## OVERVIEW

### Emerging Issues:

- 1 New Gillig bus awaiting passenger seating from vendor American Seating
- Training scheduled for new Electric Gillig buses week of 06/02/25 through 06/06/25
- Painting Awning Union Station – securing temporary passenger waiting area closer to 11<sup>th</sup> Street

### Trends:

- Chargeable road calls trending up from 43 to 69 for this month
- Preventative Maintenance Intervals (PMI) 143 of scheduled target of 150 each month

### Celebrate Successes:

- Disposal of retired KIPDA van pool vehicles and out of service TARC3 paratransit vehicles
- Continue installation of electric bus charging equipment. We have two (2) 40 ft. Electric Vehicle (EV) coaches and have five (5) additional Electric Vehicle (EV) coaches planned for purchase



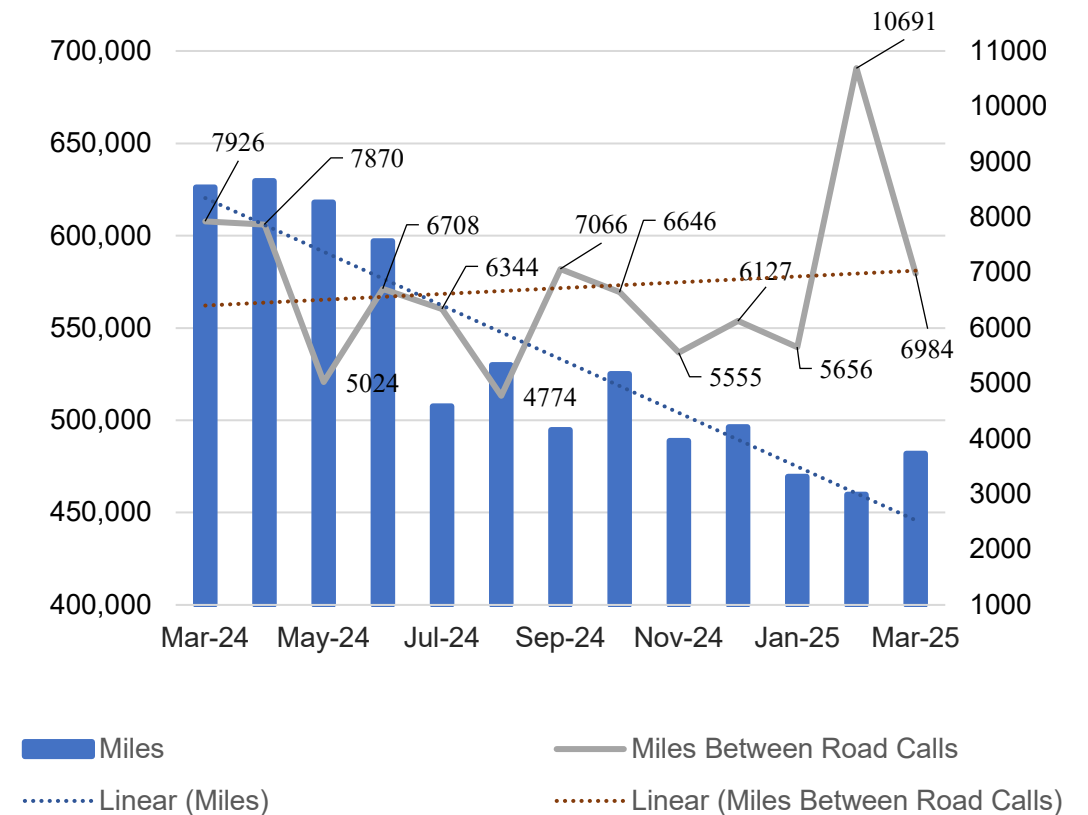
# MAINTENANCE

## MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
Mar-24	626,175	79	7,926
Apr-24	629,625	80	7,870
May-24	618,039	126	5,024
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

March: Total Miles Between Road Calls = **6,984**  
 Target Miles Between Road Calls = **7,500**

## Miles Between Road Calls

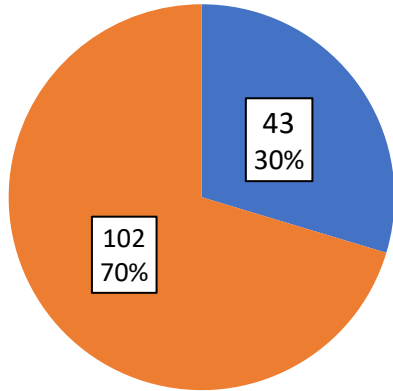


A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.

# MAINTENANCE

## CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

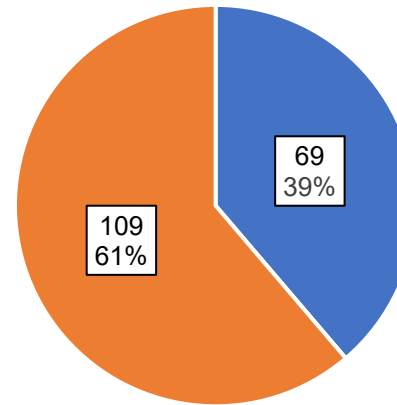
February 2025 Maintenance Road Calls



**TOTAL**  
**145**

■ Chargeable Road Calls 43   ■ Non-Chargeable Roads Calls 102

March 2025 Maintenance Road Calls



**TOTAL**  
**178**

■ Chargeable Road Calls 69   ■ Non-Chargeable Roads Calls 109

### Chargeable Categories

- Brakes
- Chassis & Doors
- Electrical System
- Engine
- Fuel Systems
- HVAC
- Transmission
- Wheelchair Lift

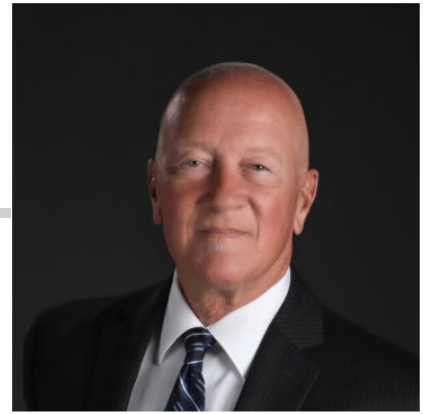
### Non-Chargeable Categories

- Farebox
- Radio
- Camera
- Tires
- Unit
- Main Cabin



# SAFETY

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## OVERVIEW

### Emerging Issues:

- IT reviewing AVAIL issues with coach video surveillance requests for investigations
- Safety data head messages reminding operators to check mirrors and setting up a 1 year demo for electric mirrors enhancing visibility to help with fixed object preventable accidents.

### Trends:

- Since January, our preventable accidents and accident frequency rate (AFR) are trending downward.

### Celebrate Successes:

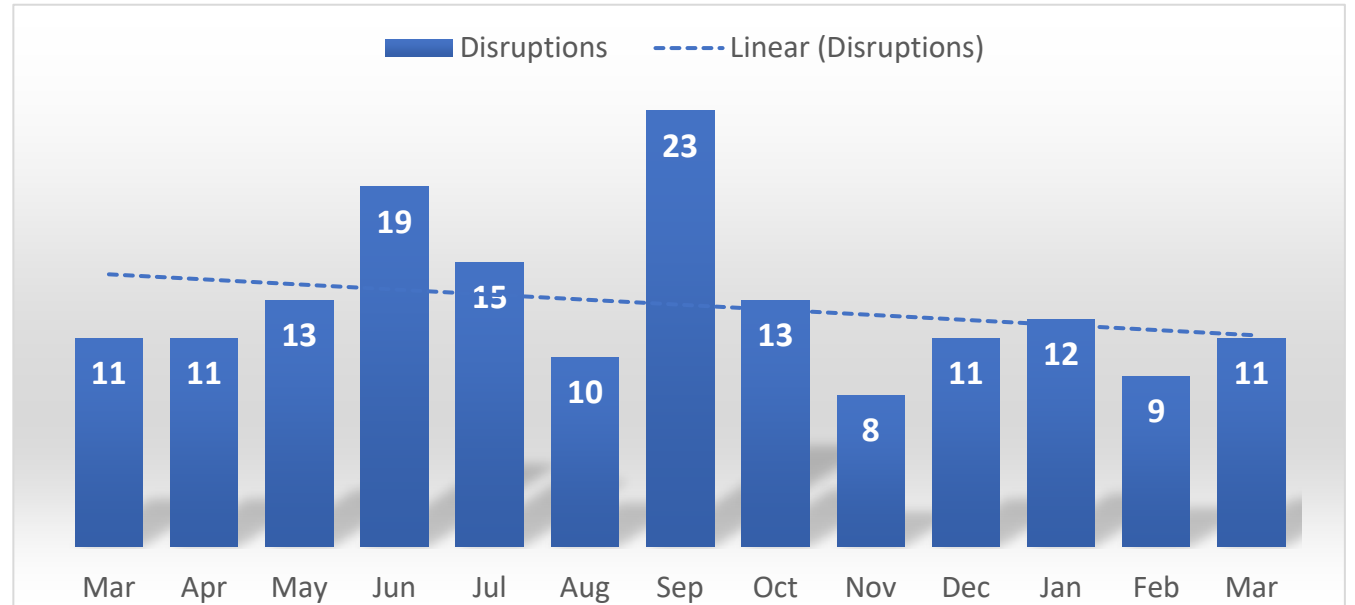
- Only five (5) preventable accidents in March (monthly average 8.3) – since January, trending downward.
- Enhanced TARC facilities lighting project underway at all 3 facilities

# SAFETY

## PASSENGER DISRUPTIONS BY LINE MARCH 24 – MARCH 25

Route ID	Disruptions	Disruption Type	#
Broadway - #23	38	Fare Evader	1
Dixie Rapid - #10	21	Physical Assault	1
Market St - #15	19	Unresponsive Passenger	3
Muhammad Ali - #19	14	Medical Emergency	2
Fourth St - #4	11	Passenger Dispute	4
Preston - #28	11	Passenger Fall	
Bardstown - #17	8	Total	11
Oak-Westport - #25	7		
Eastern Pkwy - #29	7		
Dixie Hwy - #18	5		
Shelbyville Rd - #31	4		
Clarksville - #72	4		
Portland Poplar Level - #43	3		
J'ville-Lou-New Albany - #71	3		
Cardinal - #94	3		
Hill St - #27	2		
Second St - #2	1		
Sixth St - #6	1		
Twelfth St - #12	1		
Chestnut St - #21	1		
Taylorsville Rd - #40	1		
Crums Lane - #63	1		
Outer Loop - #46	0		
Med Ctr - #52	0		

## TOTAL PASSENGER DISRUPTIONS – MARCH 24 – MARCH 25



### PASSENGER DISRUPTIONS\*

This Month Total

11

Monthly Avg

12.77

**\*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 (*ie: fare evader, profanity, fighting, etc.*)

# SAFETY

## SAFETY PREVENTABLE ACCIDENTS

Monthly

5

TYPE OF ACCIDENT

Fixed Object	4	80.0%
Backing	1	20.0%

YTD

71

- Backing accident by Maintenance, backing a coach up, scraped yellow beam (**BARN**)
- Stopped vehicle (fixed objects)
  - Making right turn, scraped stopped vehicle with our bike rack (**FRANKFORT & EWING**)
  - Clipped a stopped vehicle's mirror next to us with TARC van (**BARDSTOWN & GRINSTEAD**)
  - Went around another TARC coach at stop and clipped left side of rear bumper (**2<sup>ND</sup> & MARKET**)
  - Clipped mirror of parked box truck (**BARDSTOWN ROAD & EDENSIDE**)

## PREVENTABLE ACCIDENTS / 100K MILES

Monthly

1.2

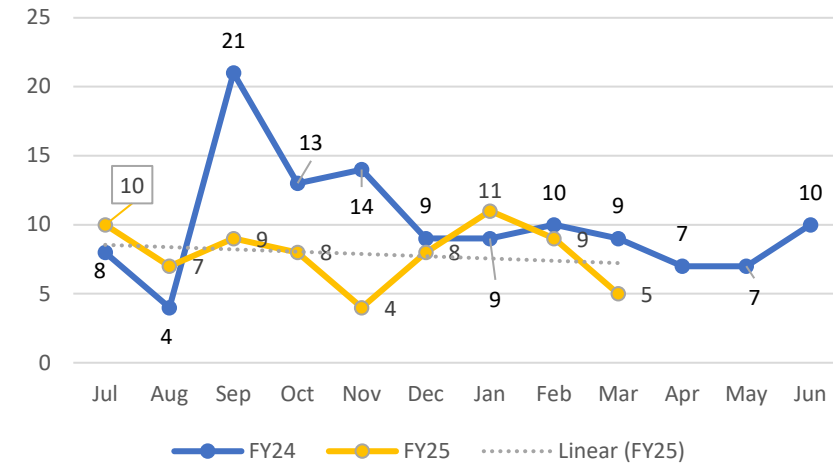
YTD AFR Goal

2.1

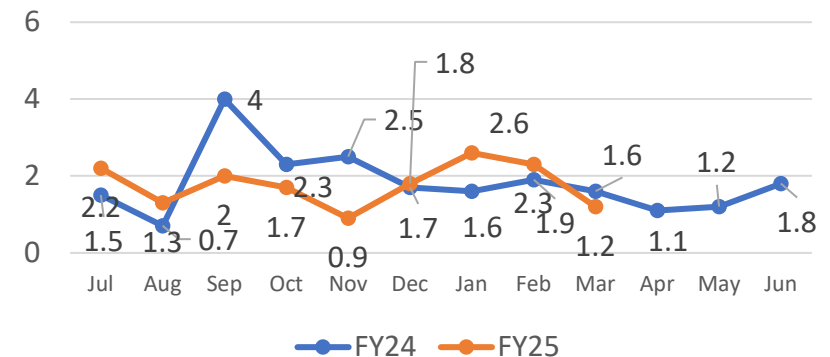
YTD

1.8

### FY25 PREVENTABLE ACCIDENTS



### PREVENTABLE ACCIDENT AFR FY24 vs FY25



AFR – Accident Frequency Rate. Calculated as accidents per one hundred thousand vehicle miles. A key safety metric used to monitor and improve safety in public transportation, helping identify areas for improvement and track safety performance over time.



# MOBILITY SERVICES – TARC3

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## OVERVIEW

### Emerging Issues:

- Researching other paratransit agencies for best eligibility process practices

### Trends:

- Slight increase in missed trips from February to March, 2%

### Celebrate Successes:

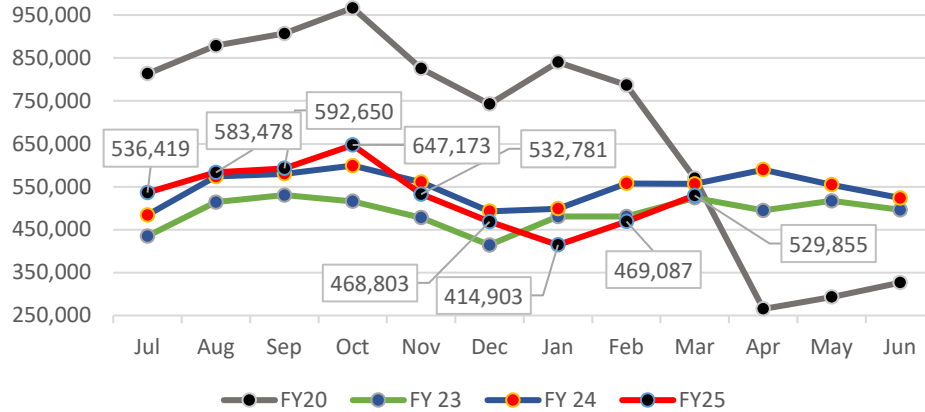
- On Time Performance remains steady at 94% exceeding the goal of 93%



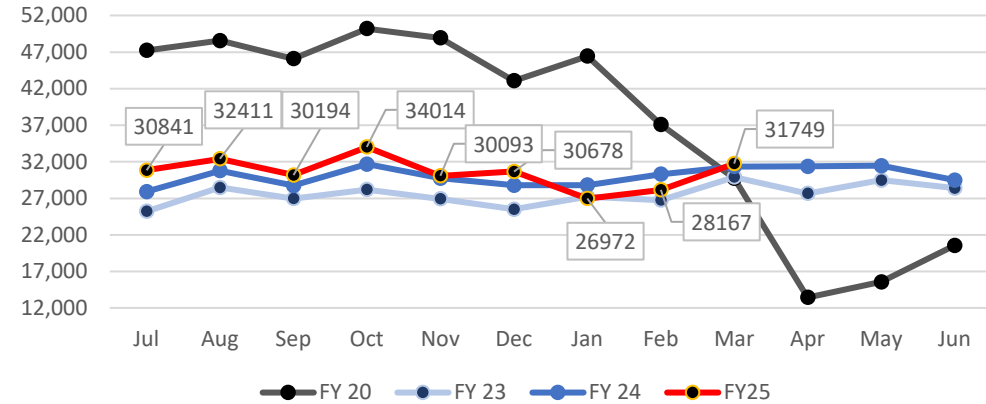


# MARCH RIDERSHIP

### Fixed-Route Ridership



### TARC3 Paratransit Ridership



## FIXED ROUTE

Monthly: **530K**  
 YTD: **4,792,679**  
 -13% VLM  
 -4.8% VLY

## PARATRANSIT

Monthly: **32K**  
 YTD: **275K**  
 +1.3% VLM  
 +12.7% VLY

## COMBINED

This Month, Last Year: **588K**  
 This Month, This Year: **561.6K**  
 -4.5% VLY

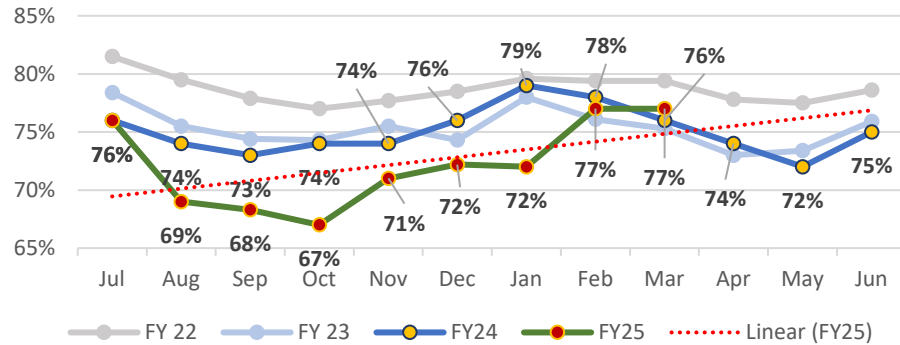
Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 MTD	FY20 (COVID)	FY24 YTD
Total Ridership	4,792,679	8,187,973	6,573,772	275,074	442,345	360,456
Weekday Ridership	4,055,338	7,135,476	5,562,244	227,626	381,276	297,419
Saturday Ridership	422,327	642,871	565,636	23,281	34,062	27,431
Sunday/Holiday Ridership	315,014	506,055	433,148	24,167	27,007	30,441
Total Revenue Miles	3,962,755.64	6,386,306.82	6,517,670	3,260,942	4,930,487	4,364,217
Total Revenue Hours	310,183.52	594,178.76	537,581	204,534	298,416	284,896
Trips per Revenue Mile	1.21	1.28	1.01	0.08	0.09	0.08
Trips per Revenue Hour	15.45	13.78	12.20	1.33	1.48	1.27



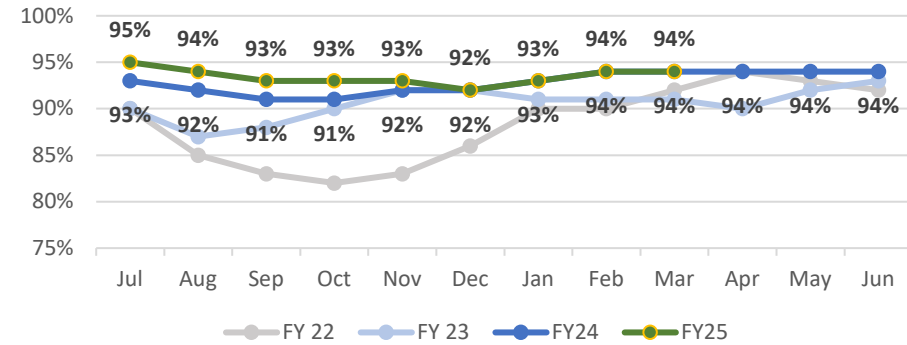


# MARCH ON-TIME PERFORMANCE

### Fixed-Route On-Time Performance



### TARC3 Paratransit On-Time Performance



Fixed-Route  
FY24 Goal  
**80%**

Paratransit  
FY24 Goal  
**93%**

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		74%	73%	78%	Apr		94%	90%	94%
May		72%	73%	78%	May		94%	92%	93%
June		75%	76%	79%	Jun		94%	93%	92%
<b>FYTD</b>		<b>75%</b>	<b>75%</b>	<b>79%</b>	<b>FYTD</b>		<b>93%</b>	<b>91%</b>	<b>88%</b>

\*\* Operating Dual CAD/AVL Systems

# CUSTOMER EXPERIENCE

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## OVERVIEW

### Emerging Issues:

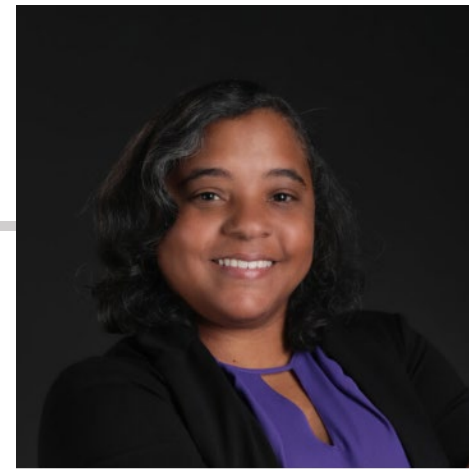
- Interviewing for 1 vacant Customer Service Representative

### Trends:

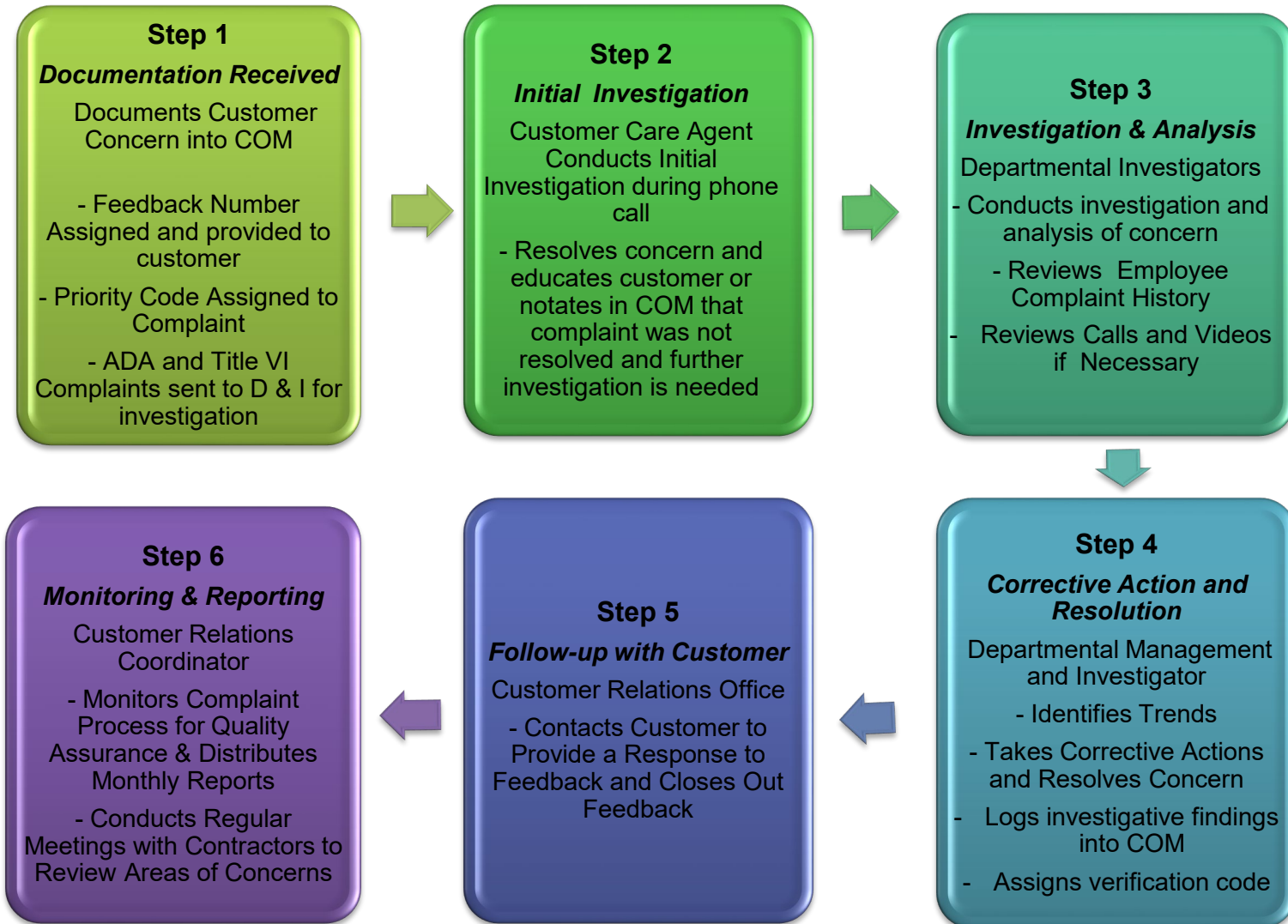
- Fixed Route Call Center average hold times remain low at 30 seconds
- Paratransit Call Center average hold times remain below the goal of 2 minutes at 1 minute 22 second

### Celebrate Successes:

- 91% closure rate for feedbacks received during the month
- Successful completion of Avail adoption training



# FEEDBACK PROCESS





# MARCH FEEDBACK SUMMARIES – FIXED ROUTE

FIXED ROUTE MONTHLY						DEFINITIONS FOR FEEDBACK CATEGORIES
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL	
RUDE OPERATOR	7	24	7	3	41	Verified - feedback was able to be verified
PASSED UP PASSENGER	6	43	3	2	54	Unverified - feedback could not be verified based on information provided
NO SHOW	16	6	0	0	22	
LATE SCHEDULE	23	3	0	3	29	Unable to Investigate - feedback could not be confirmed based on the information provided
RECKLESS DRIVING	19	1	3	5	28	
EARLY SCHEDULE	8	6	0	0	14	Under Investigation - more research is needed based on information provided
PLANNING/SCHEDULE	21	3	0	1	25	
IT/MOBILE	3	1	0	2	6	
OTHER - MISC	25	7	9	5	46	
<b>TOTAL</b>	<b>128</b>	<b>94</b>	<b>22</b>	<b>21</b>	<b>265</b>	

FIXED ROUTE FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	79	51	66	57	61	77	56	57	45	49	46	48	41	733	56
PASSED UP PASSENGER	52	71	82	76	69	73	55	67	44	36	46	32	54	757	58
NO SHOW	26	38	54	26	70	35	41	43	33	35	29	31	22	483	37
LATE SCHEDULE	16	29	27	18	64	110	68	78	64	41	39	32	29	615	47
RECKLESS DRIVING	25	21	23	25	25	25	26	19	16	11	20	10	28	274	21
EARLY SCHEDULE	18	22	15	17	20	21	15	8	11	24	24	14	14	223	17
PLANNING/SCHEDULE	22	24	27	18	28	29	26	18	22	23	24	24	25	310	24
IT/MOBILE	0	5	2	0	3	5	2	0	2	1	1	4	6	31	2
OTHER - MISC	55	63	80	61	81	89	48	78	86	54	57	50	46	848	65
COMMENDATIONS	8	9	16	13	12	13	7	16	14	4	8	9	7	136	10
<b>TOTAL</b>	<b>301</b>	<b>333</b>	<b>392</b>	<b>311</b>	<b>433</b>	<b>477</b>	<b>344</b>	<b>384</b>	<b>337</b>	<b>278</b>	<b>294</b>	<b>254</b>	<b>272</b>	<b>4410</b>	<b>339</b>

# MARCH FEEDBACK SUMMARIES – PARATRANSIT

PARATRANSIT MONTHLY REPORT						DEFINITIONS FOR FEEDBACK CATEGORIES
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL	
RUDE OPERATOR OR STAFF	10	10	0	5	25	Verified - feedback was able to be verified
NO SHOW	5	14	0	2	21	
LATE SCHEDULE	2	1	0	0	3	Unverified - feedback could not be verified based on information provided
RECKLESS DRIVING	2	2	1	1	6	
EARLY SCHEDULE	2	0	0	0	2	
TRIP BOOKING OR SCHEDULING	5	9	0	1	15	Unable to Investigate - feedback could not be confirmed based on the information provided
OTHER - MISC	18	12	1	4	35	
TOTAL	44	48	2	13	107	Under Investigation - more research is needed based on information provided

PARATRANSIT FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	22	26	28	29	23	23	34	46	22	34	35	10	25	357	27
NO SHOW	28	22	30	19	14	17	17	20	24	12	24	17	21	265	20
LATE SCHEDULE	12	10	16	6	14	14	23	12	15	13	11	13	3	162	12
RECKLESS DRIVING	6	4	3	5	10	8	10	7	10	4	8	13	6	94	7
EARLY SCHEDULE	1	2	2	1	0	2	6	0	3	0	1	2	2	22	2
TRIP BOOKING OR SCHEDULING	25	14	12	9	18	10	19	11	8	12	19	7	15	179	14
OTHER - MISC	22	33	41	32	42	28	18	25	26	27	30	25	35	384	30
COMMENDATIONS	6	6	8	14	9	9	4	6	6	6	5	4	7	90	7
TOTAL	122	117	140	115	130	111	131	127	114	108	133	91	114	1553	119



ADDITIONAL STATS FOR BOARD MEMBER  
REVIEW



**MARCH DIRECTORS UPDATE**

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April 23, 2025



# SNOW WEEK UPDATE

## Ridership Comparison for Week 1 of January 2024 to Snow Week of January 2025

Route No.	Route Name	Ridership 01/07/24 - 01/13/24	Percentage of Change	Ridership 01/05/25 - 01/11/25	Change
4	Fourth Street	10,385	-36.10%	6,636	(3,749)
10	Dixie Highway RAPID	9,070	-39.76%	5,464	(3,606)
23	Broadway	20,362	-38.94%	12,433	(7,929)
28	Jackson Street - Preston Highway	11,381	-34.20%	7,489	(3,892)
2	Second Street	1,165	-93.99%	70	(1,095)
6	Sixth Street	3,396	-58.04%	1,425	(1,971)
12	Twelfth Street	926	-96.00%	37	(889)
15	Market Street	5,752	-70.57%	1,693	(4,059)
17	Bardstown Road	2,301	-60.28%	914	(1,387)
18	18th Street - Dixie Highway	3,265	-36.17%	2,084	(1,181)
19	Muhammad Ali Blvd	7,621	-57.55%	3,235	(4,386)
21	Chestnut Street	3,325	-63.58%	1,211	(2,114)
22	Twenty-Second Street	169	-97.63%	4	(165)
25	Oak-Westport Crosstown	3,847	-54.87%	1,736	(2,111)
27	Hill Street	2,453	-95.60%	108	(2,345)
29	Eastern Parkway	3,589	-64.28%	1,282	(2,307)
31	Shelbyville Road	2,036	-46.81%	1,083	(953)
40	Taylorsville Road	2,308	-70.49%	681	(1,627)
43	Poplar Level	4,572	-97.38%	120	(4,452)
63	Crums Lane	2,522	-60.94%	985	(1,537)
71	Jeffersonville-Louisville-New Albany	2,455	-56.78%	1,061	(1,394)
72	Clarksville	1,905	-53.75%	881	(1,024)
52	Medical Center Circulator	248	-90.32%	24	(224)
94	Cardinal Shuttle	14,647	-81.48%	2,713	(11,934)
93	UPS Shuttle-UL-JCTC	133	-51.88%	64	(69)
99	UPS Shuttle West Louisville	104	-36.54%	66	(38)
					0
<b>Totals</b>		<b>119,937</b>	<b>-55.39%</b>	<b>53,499</b>	<b>(66,438)</b>



# SNOW WEEK UPDATE CONT.

TARC3 PERFORMED VS NOT PERFORMED JAN 5TH - 12TH, 2025	OTP	TRIPS SCHEDULED	TRIPS COMPLETED	MISSED TRIPS	SAME DAY CANCELS	LATE CANCELS	NO SHOWS	CANCEL AT THE DOOR	SITE CANCELS	OTHER CANCELS	TOTAL CANCELED TRIPS	LOST REVENUE	Vehicles Stuck in Snow and Ice
Sunday, January 5, 2025	81%	420	159	12	123	100	6	20	0	0	249	\$ 747	1
Monday, January 6, 2025	45%	519	72	31	202	152	12	7	36	7	416	\$ 1,248	5
Tuesday, January 7, 2025	88%	875	538	5	155	102	44	29	0	2	332	\$ 996	4
Wednesday, January 8, 2025	90%	1,141	851	13	114	90	44	19	0	10	277	\$ 831	6
Thursday, January 9, 2025	91%	1,138	881	5	86	88	33	30	0	15	252	\$ 756	3
Friday, January 10, 2025	90%	1,057	746	8	124	104	35	24	0	16	303	\$ 909	1
Saturday, January 11, 2025	93%	508	392	2	51	35	12	14	0	2	114	\$ 342	0
Sunday, January 12, 2025	95%	493	435	5	15	25	13	0	0	0	53	\$ 159	0
<b>TOTALS</b>	<b>84%</b>	<b>6,151</b>	<b>4,074</b>	<b>81</b>	<b>870</b>	<b>696</b>	<b>199</b>	<b>143</b>	<b>36</b>	<b>52</b>	<b>1,996</b>	<b>\$ 5,988</b>	<b>20</b>

## Fixed Route

Week of (Sunday to Sunday)	OTP	Missed Miles	Missed Hours	Missed Work	Call Ins	Stuck Coaches	# of Routes Ran	Ridership	LOST REVENUE
1/7/24 – 1/14/24	77%	3,358	191	272	58	0	26	113,000	\$ 169,500
1/5/25 – 1/12/25	66%	35,888	2,668	359	209	20	15	55,504	\$ 83,256
<b>DELTA</b>	<b>0</b>	<b>32,530</b>	<b>2,477</b>	<b>87</b>	<b>151</b>	<b>n/a</b>	<b>11</b>	<b>57,496</b>	<b>\$ 86,244</b>

Total of 1,996 canceled TARC3 trips week of the snow event. Total of 55,504 boarding's for fixed route that week. Average weekly ridership in January week of 5-12, 2024 was 113,000. Lost ridership of 57,496 for fixed route

Estimated combined lost revenue from the snow event to be approximately \$92,232.

TARC3 missed trips = 1,996 x \$3 = \$5,988

Fixed route missed trips = 57,496 x \$1.50 = \$86,244

Please note that this assumes everyone would pay fares when boarding (no use of period passes) and assumes everyone paying full fare (no reduced rides)



# SNOW PLAN – PEER COMPARISON

## TARC Peer Comparison Snow Plan January 27, 2025

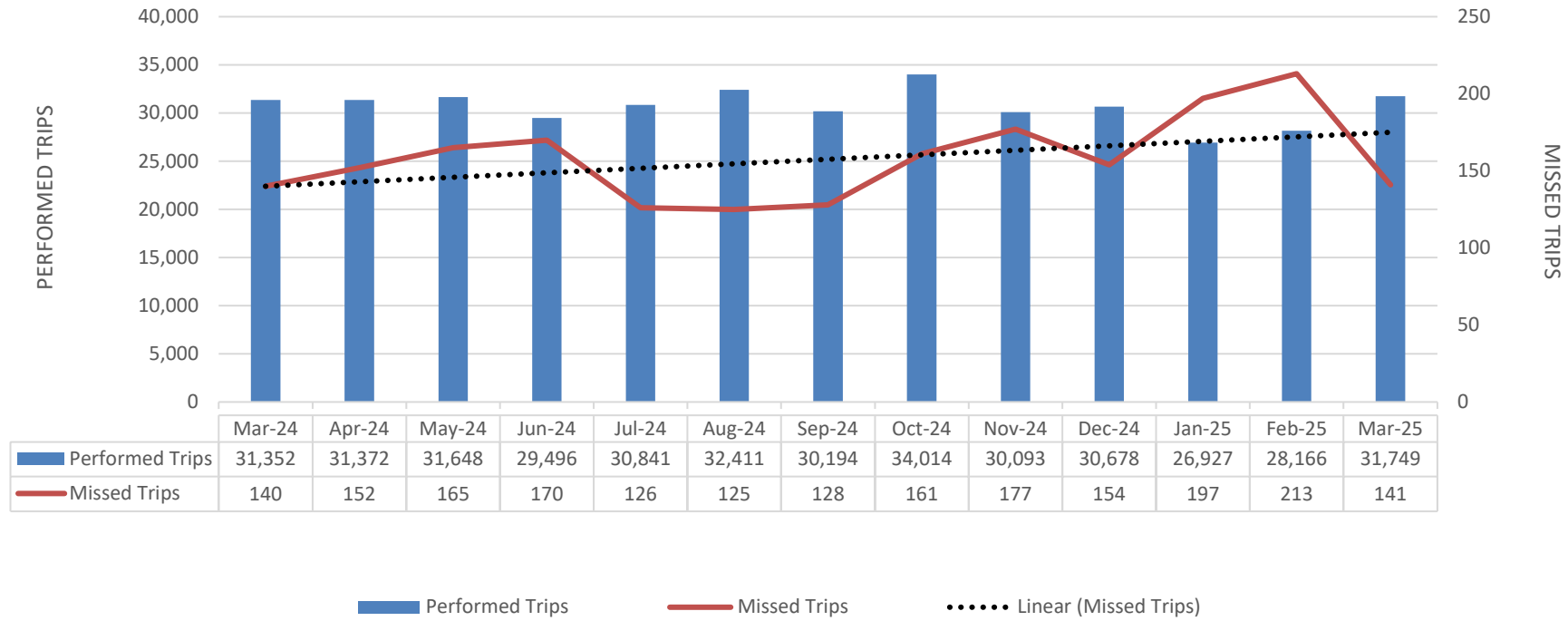
	Cincinnati Go Metro	Indianapolis Indy Go	Columbus COTA	Louisville TARC
<b>Snow Plan in Place to clear Bus Shelters and Stops?</b>	No	Yes	Yes	No
<b>Does Agency Coordinate with City/County Government?</b>	Yes	Yes	Yes	Yes
<b>How do you clear snow from bus stops, adjacent sidewalks and shelters?</b>	N/A	Subcontract	Subcontract	N/A
<b>How do you determine service levels during snow events?</b>	No Service Reduction Service Based on Workforce Availability	No Service Reductions Service Based on Workforce Availability	No Service Reductions Service Based on Workforce Availability	No Service Reductions Service Based on Workforce Availability
<b>Procedures for safe pick up and drop off at stops?</b>	Operator Judgement	Operator Judgement	Operator Judgement	Operator Judgement
<b>Assistance to Employees to get to work or accommodations for missing work?</b>	Some – Unpaid Absence's No Attendance Penalties	No – No Accommodations	No – No Attendance Penalty Points	Some – Offered Assistance to get to work first few days

Transit Agencies in the “Snow Belt” have a higher tolerance for severe weather events that include several inches of snow in short spans of time and have developed action plans over time that include subcontracting snow removal from bus stops and shelters



# MV WEEKLY PERFORMANCE – MARCH 2025

MONTHLY PERFORMED AND MISSED TRIPS



**% Missed Trips**  
**March 2025 Missed Trips: 0.51%**  
**31,749 Performed Trips**





# MV LIQUIDATED DAMAGES – MARCH 2025

## PARATRANSIT

Monthly

**\$13.6K** +1.3% VLM  
+72%% VLY

YTD

**\$104.1K** -24% VLY

### Monthly Details

\$6.6K (49%), Late Trip, > 30 mins late

\$4K (29%), Missed Trips

\$3K (22%), Accidents

### Types of Penalties:

Missed Trip

Late Trip

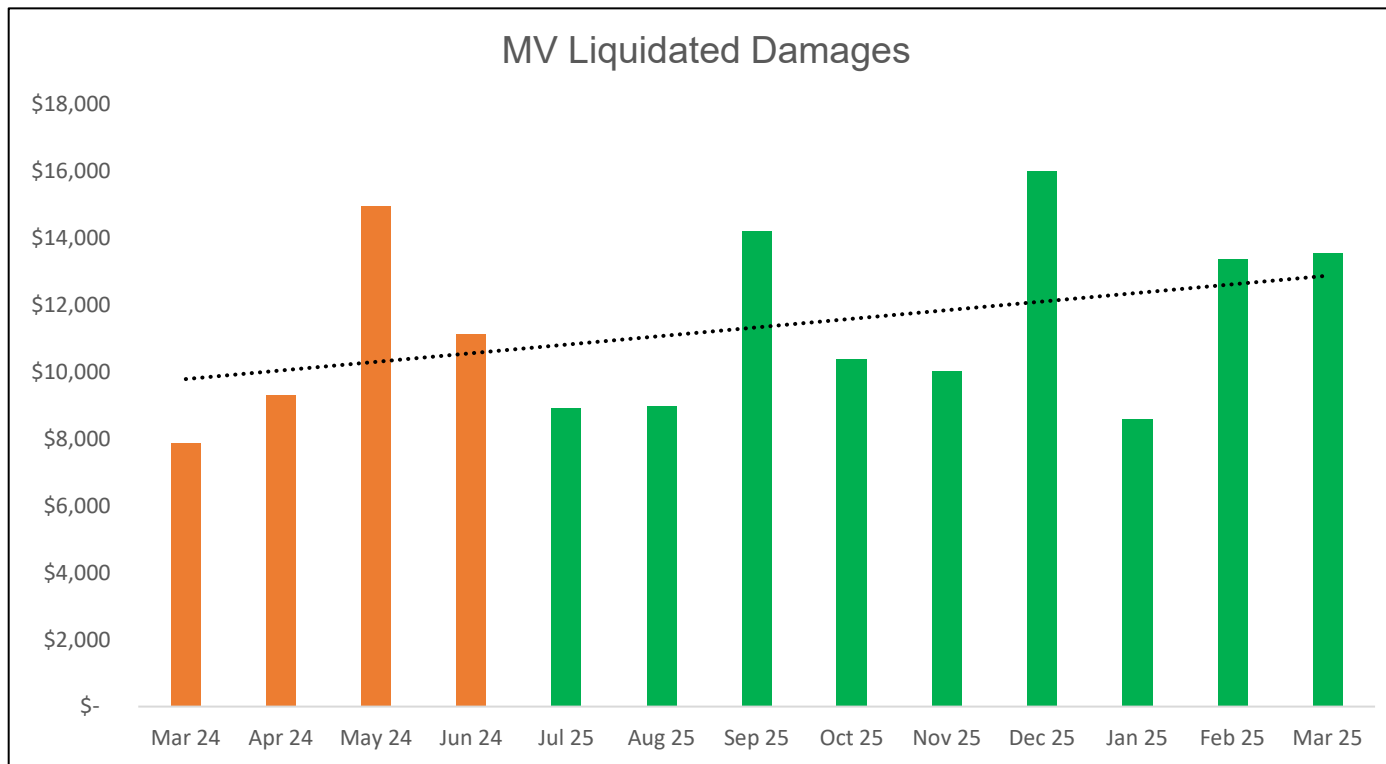
On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance



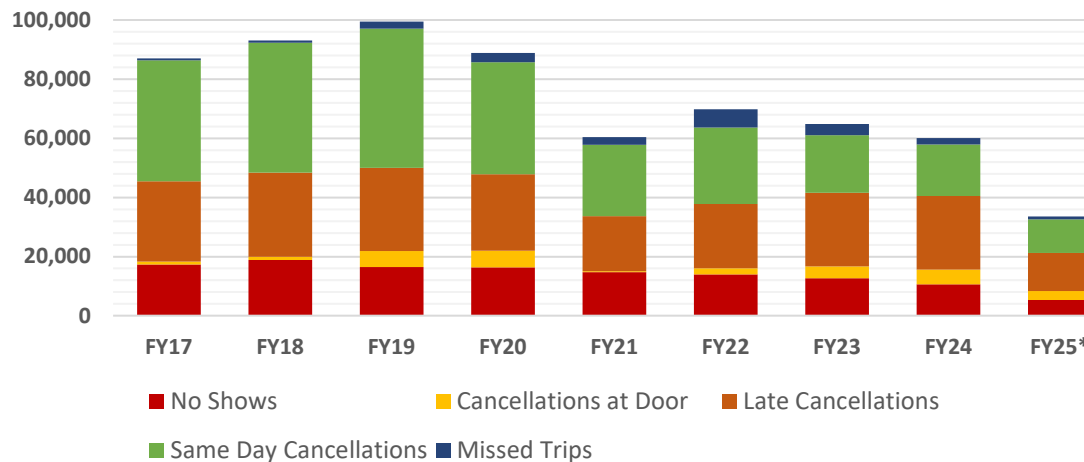


# TARC3 SCHEDULED VS PERFORMED

MV Hourly Rate Average FY24 = \$48  
 MV Average Pass Trip Per Hour is 1.3 PPH  
 \$48/1.3 = \$37 Cost Per Trip  
 No Show 10,659 \* 37 = \$394,383  
 Cancel at Door 4,965 \* 37 = \$183,705  
 Late Cancellation = 24,895 \* 37 = \$921,115  
 Total = \$1,499,203

Cancelled Trips									
YEAR	Scheduled Trips	Performed Trips	Late Cancellations	Cancellations at Door	No Shows	Same Day Cancellations	Missed Trips	Total Cancelled Trips	% of Scheduled Trips
FY17	601,716	514,610	27,089	987	17,383	40,975	672	87,106	14%
FY18	640,145	547,002	28,360	1,144	18,857	43,955	827	93,143	15%
FY19	660,128	560,635	28,182	5,389	16,497	47,025	2,400	99,493	15%
FY20	531,278	442,389	25,884	5,624	16,358	37,899	3,124	88,889	17%
FY21	352,203	291,740	18,642	236	14,797	24,138	2,650	60,463	17%
FY22	369,232	299,413	21,796	2,037	13,969	25,893	6,124	69,819	19%
FY23	395,643	330,779	24,830	4,028	12,698	19,575	3,733	64,864	16%
FY24	391,017	330,960	24,895	4,965	10,659	17,403	2,135	60,057	15%
FY25*	221,828	188,231	12,791	3,086	5,331	11,455	934	33,597	15%
*YTD (Dec)									

### TARC3 Non-Performed Scheduled Trips



FY25*			
	% of Scheduled	% of Cancelled	Definition
MISSED	0.42%	3%	Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window
SAME DAY	5.16%	34%	Trip is cancelled on day of service at least 2 hours prior to scheduled pickup time. Trip can be rerouted.
LATE	5.77%	38%	Trip is cancelled less than 2 hours of the scheduled pick up time. Trip may be able to be rerouted depending on time of cancellation.
AT DOOR	1.39%	9%	Trip is cancelled after driver arrives for pick up and has made contact with the passenger.
NO SHOWS	2.40%	16%	Driver arrives and passenger is unable to be located for transport.



# FEEDBACK PER RIDERSHIP

## FIXED ROUTE / 100K BOARDING

Month

50

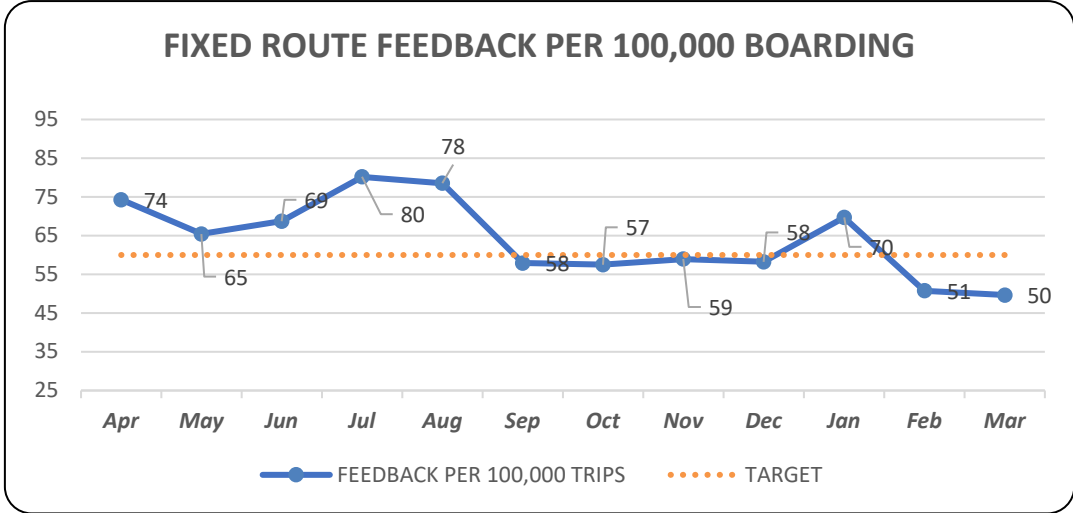
-2% VLM

**TOTAL RIDERSHIP**  
529,855

**TOTAL FEEDBACK**  
263

Goal

60



## PARATRANSIT / 1,000 TRIPS

Month

3.4

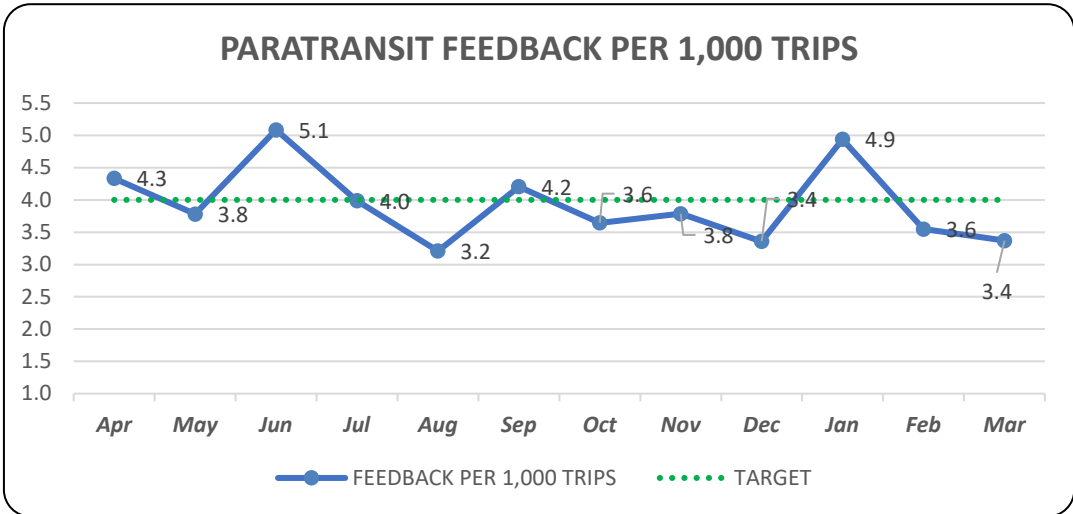
-5% VLM

**TOTAL RIDERSHIP**  
31,749

**TOTAL FEEDBACK**  
107

Goal

4

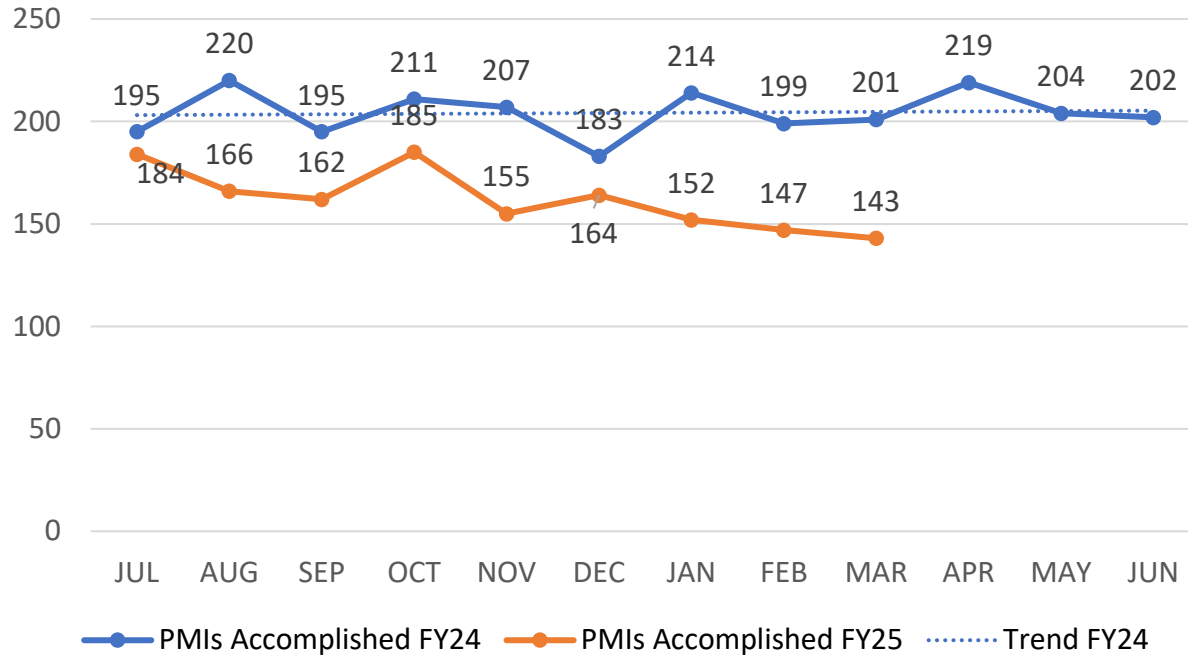




# MAINTENANCE

Target PMI: 150  
Total Vehicle PMIs: 143

### 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

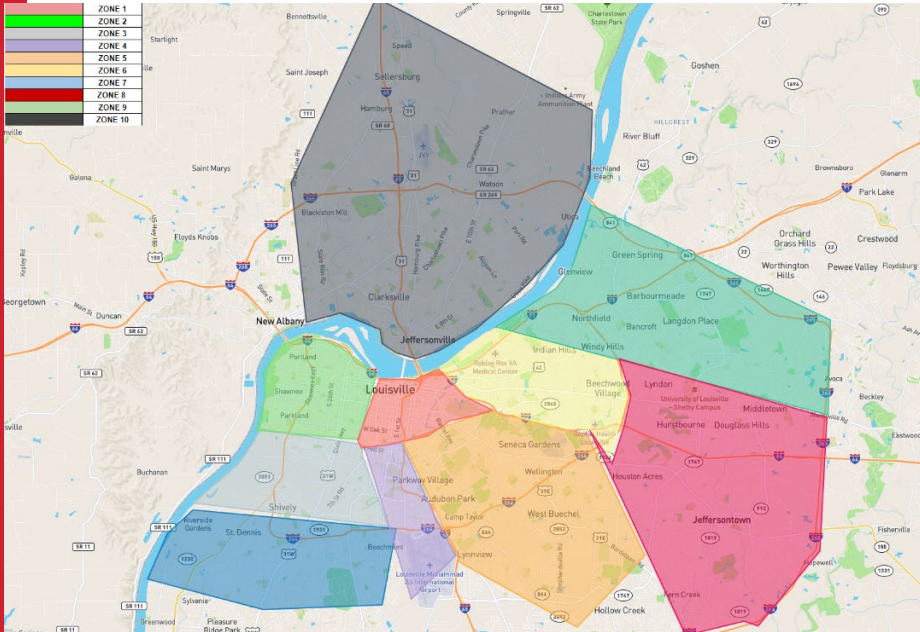
#### **96,000 mile inspection**

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



# MAINTENANCE

## MARCH SHELTER CLEANINGS



BY ZONE: CLEAN

Task/Zone	ZONE										No Zone Data	TOTAL
	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8	Z9	Z10		
Trash Can Emptied	3	4	1	4	1	2	5	4	4	1	3	32
BioHazard Cleaned	1	2	1	4	2	0	2	0	2	0	2	16
Graffiti Removed	0	0	0	0	1	0	0	0	0	0	9	10
Shelter Cleaned	348	126	167	176	209	92	181	106	52	128	378	1963
Spot/Stain Pressure Washed	0	2	0	0	0	0	0	0	0	0	0	2

March Shelter Cleanings

1963

Other Requests

61

Goal Shelter Cleanings

45 per day

THIS MONTH

169%





# OPERATIONS SUPERVISOR – FIELD & ON-BOARD BUS SUPPORT

NOVEMBER	Area Sums	
Opr Engagements	448	
Pax De-escalations	5	
On Bus Cust Support	170	

NOVEMBER	Dwntwn/ Ind	D
Opr Engagements	79	
Pax De-escalations	1	
On Bus Cust Support	16	

NOVEMBER	West	W
Opr Engagements	110	
Pax De-escalations	0	
On Bus Cust Support	54	

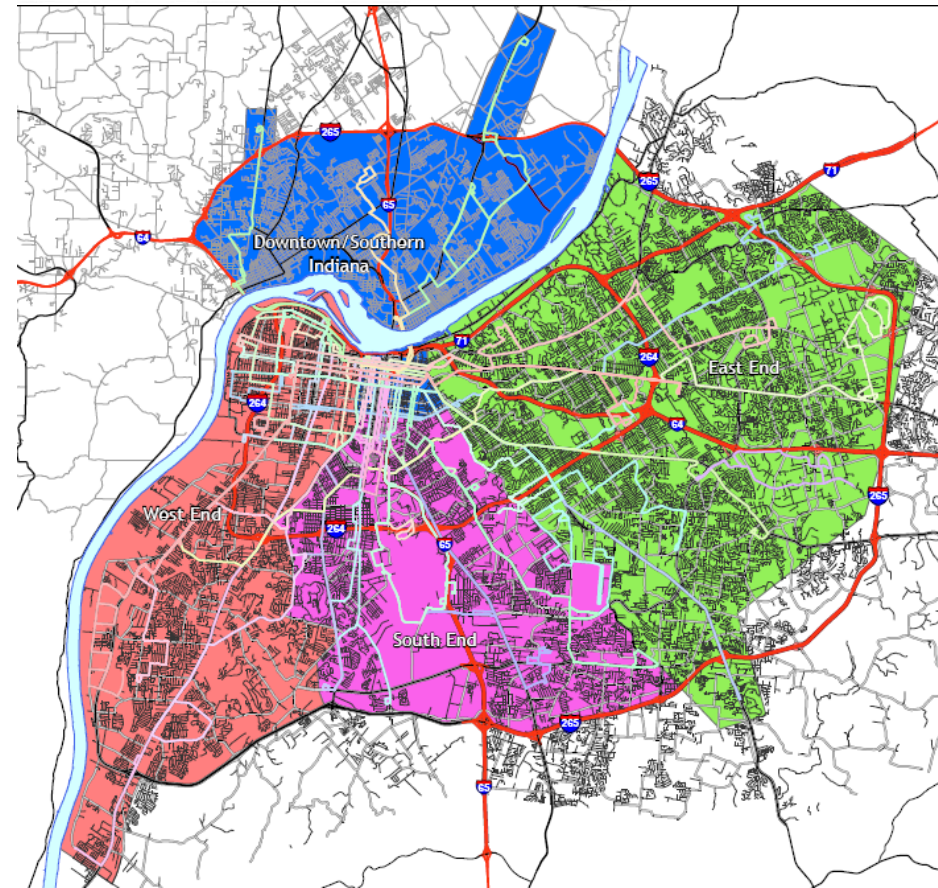
NOVEMBER	South	S
Opr Engagements	44	
Pax De-escalations	3	
On Bus Cust Support	27	

NOVEMBER	East	E
Opr Engagements	42	
Pax De-escalations	0	
On Bus Cust Support	0	

NOVEMBER	Full Cover	A
Opr Engagements	170	
Pax De-escalations	1	
On Bus Cust Support	70	

Area	
D	Dwntwn/ Inc
W	West
S	South
E	East
A	Full Cover

## Road Supervisor Coverage Zone: System Coverage

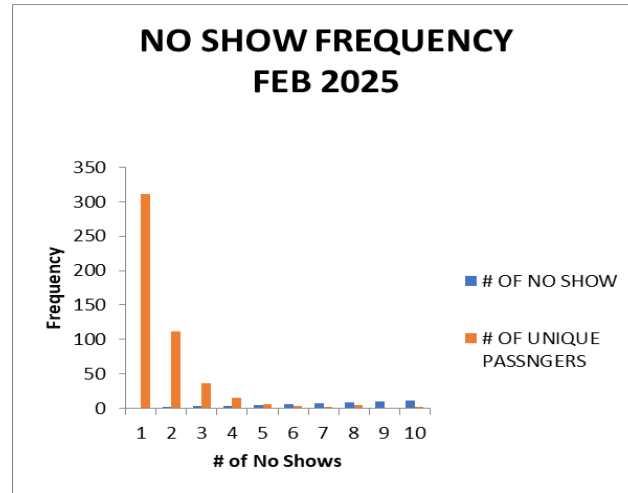


- 9 - Operations Supervisors
- 4 Zones / Heat Map Distribution / Hot Spots

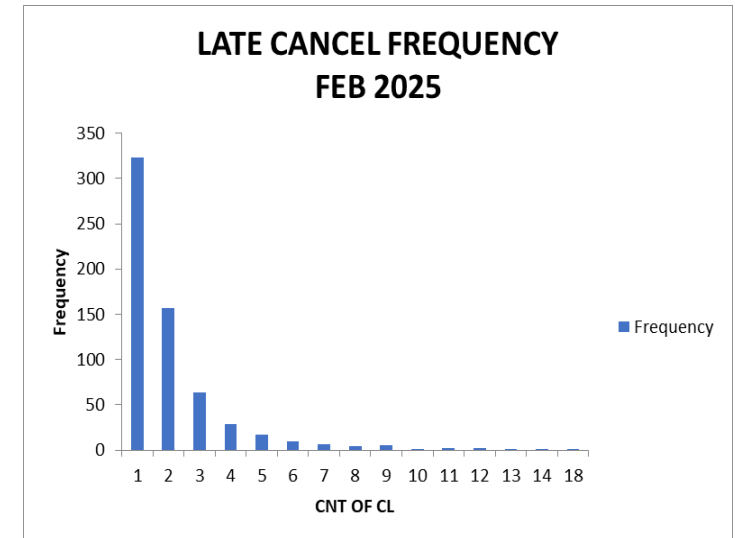


# FEBRUARY 2025 CANCELLATION PATTERNS

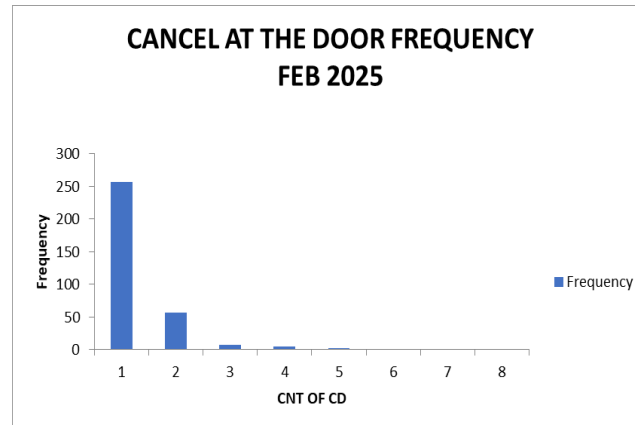
# OF NO SHOW	# OF UNIQUE PASSNGERS
1	311
2	112
3	36
4	15
5	6
6	4
7	2
8	5
10	1
11	2



# OF LATE CANCELS	# OF UNIQUE PASSNGERS
1	323
2	157
3	64
4	29
5	17
6	10
7	7
8	4
9	5
10	1
11	2
12	2
13	1
14	1
18	1



CNT OF CD	CNT OF UNIQUE PASS
1	257
2	57
3	7
4	5
5	3
6	1
7	1
8	1

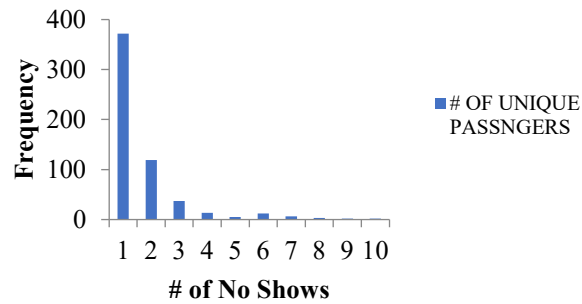




# MARCH 2025 CANCELLATION PATTERNS

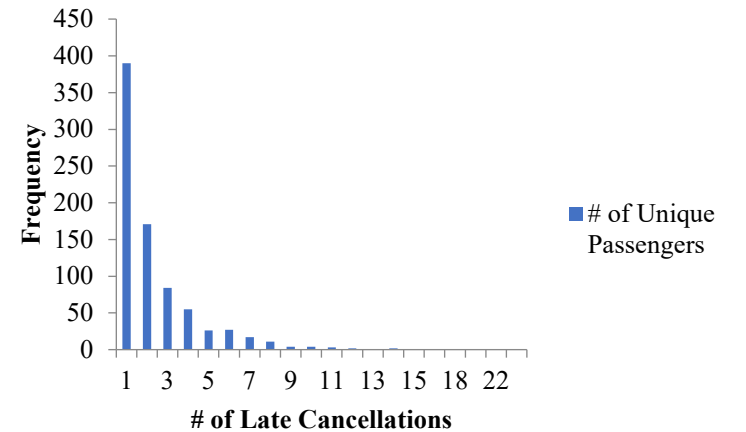
## NO SHOW FREQUENCY MAR 2025

# NO SHOWS	# OF UNIQUE PASSNGERS
1	299
2	91
3	29
4	10
5	18
6	6
7	1
8	3
9	2
16	1



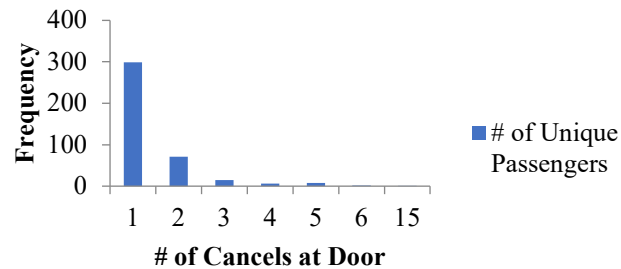
# OF LATE CANCELS	# OF UNIQUE PASSNGERS
1	390
2	171
3	84
4	55
5	26
6	27
7	17
8	11
9	4
10	4
11	3
12	2
13	1
14	2
15	1
16	1
18	1
21	1
22	1
23	1

## LATE CANCEL FREQUENCY MAR 2025



## CANCEL AT THE DOOR FREQUENCY MAR 2025

# OF CANCELS AT DOOR	# OF UNIQUE PASSNGERS
1	299
2	71
3	15
4	6
5	8
6	2
15	1





# TARC3 SCHEDULED VS PERFORMED – IN PROGRESS

## STRATEGIES TO REDUCE LATE CANCELLATIONS AND NO SHOWS

Steps TARC and MV staff are engaging to decrease cancellations (late cancellations, cancellations at the door and no shows).

- Customers have begun receiving day before and imminent arrival calls so long as they have not opted out of the program
- We activated the calls for everyone except subscription riders on May 22nd. Subscription riders activated with IT and Trapeze assistance. Everyone was ultimately activated on June 12th.
- No show letters continue to be sent to customers who receive 3 or more no shows during the month
- We will identify and connect with customers who have an excessive amount of no shows and late cancellations during a given period.
- We'll discuss with the individual methods on how to reduce such cancellations and hear any feedback they have for us regarding service.

IMMINENT ARRIVAL CALL ANALYSIS							
FY25 MTD							
	Oct-24	% CHANGE	Nov-24	% CHANGE	Dec-24	% CHANGE	YTD
<b>IMMINENT ARRIVAL CALLS</b>	<b>24,064</b>	<b>17.6%</b>	<b>21,111</b>	<b>-12.3%</b>	<b>21,432</b>	<b>1.5%</b>	<b>130,324</b>
COMPLETED (APPLICATION ENDED)	6,167	16.6%	5,451	-11.6%	5,489	0.7%	33,829
COMPLETED (USER HUNG UP)	16,490	18.8%	14,553	-11.7%	14,844	2.0%	88,708
NO ANSWER	1,035	9.1%	832	-19.6%	814	-2.2%	5,853
BAD NUMBER	372	11.0%	275	-26.1%	285	3.6%	1,934
<b>ATTEPMTED TRIPS</b>	<b>39,924</b>	<b>12.0%</b>	<b>35,579</b>	<b>-10.9%</b>	<b>36,850</b>	<b>3.6%</b>	<b>221,832</b>
COMPLETED TRIPS	34,014	12.7%	30,093	-11.5%	30,678	1.9%	188,231
<b>CANCELLATIONS</b>	<b>5,910</b>	<b>8.2%</b>	<b>5,486</b>	<b>-7.2%</b>	<b>6,172</b>	<b>12.5%</b>	<b>33,601</b>
LATE	2,177	9.3%	1,989	-8.6%	2,334	17.3%	12,792
SAME DAY	2,060	4.8%	1,984	-3.7%	2,096	5.6%	11,455
MISSED TRIP	178	15.6%	155	-12.9%	197	27.1%	937
CANCEL AT THE DOOR	552	0.0%	455	-17.6%	517	13.6%	3,086
NO SHOW	943	17.9%	903	-4.2%	1,028	13.8%	5,331





# MARCH BOARD OF DIRECTORS

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April 23, 2025