

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, May 21, 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 – May 21, 2025

- | | | |
|----------------------------------------------------|----------------------------|-------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 10:45 |
| a. Approval of April Minutes | | |
| 2. Action Items | | |
| a. Resolution 2025-15 Title VI
Policy Amendment | Aida Copic | 10:50-11:00 |
| 3. Staff Reports and Presentation | | 11:00-11:20 |
| a. Operations Update | Ozzy Gibson & Rob Stephens | |
| b. TARC 2025 Network Redesign | Alex Posorske & Aida Copic | |
| 4. Possible Upcoming Topics for Future | | 11:20-11:25 |
| 5. Adjournment | | 11:30 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



April 16, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, April 16, 2025 at 11:25 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
Steve Miller

Members Virtual

Michael Schnuerle
DuWayne Gant
Abbie Gilbert

Declined

Ted Smith
Christy Ames
Justin Brown

Call to Order

Alice Houston called the meeting to order at 11:25 a.m.

Approved the March Operation Committee Meeting Minutes.

Staff Reports and Presentations

Ozzy Gibson presented the April Operational Update.

- Peer Comparison Slide was reviewed.
- Emphasizing with coach operators the importance of being on time.
- Currently 48 drivers are in the 90% club of on time performance compared to only 13 in February.

Board Members discussed JCPS situation and budget planning.

Aida Copic presented the TARC 2025 Update.

- There are 160 engagement meetings 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.
- Close to 2,800 surveys have been completed and returned.
- Once public involvement is completed, we will be working on the final draft of the plan.

Board Members discussed how they can help move the message forward to help educate our community.

Alice Houston adjourned the meeting at 11:49 a.m.

ADOPTED THIS 21th DAY OF MAY, 2025

Alice Houston, Chair of the Operations Committee.



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: May 28, 2025

Re: Resolution 2025-15 Title VI Service Equity Analysis Policy Amendment

TARC is in the process of developing TARC 2025 Draft Plans for network restructuring and efficiency improvements to be implemented in the Summer of 2026. Along with this process, TARC reviewed and evaluated our current Title VI Policies for Service Equity Analysis (SEA) to ensure these policies are updated and can be applied for service equity analysis for the entire systemwide network.

Why Amend the Title VI Policy

TARC's 2013 Title VI Service Equity Policies were written over 10 years ago and needed a minor update to be applicable to future systemwide service changes and the upcoming network restructuring process.

Minimal Amendments

The most significant parts of the TARC Title VI Service Equity Policy are its thresholds that trigger a Service Equity Analysis: (1) the degree of change in service that triggers an equity analysis (25%), and (2) the degree of difference that is considered acceptable between protected and non-protected populations' experiences of a change (10%). We recommend leaving those thresholds as they are.

Some minimal amendments would make this policy usable for the network redesign, while also clarifying some terms. The amendments are as follows:

1. Clarifying that the change in service that is considered "major", triggering an equity analysis, would be a change that increases either the revenue hours or revenue miles on a route in a typical weekly schedule.
2. Clarifying that the degree of acceptable difference between populations is 10 percentage points.



The above clarifications are consistent with the usual interpretation of those terms, both within TARC and among peer agencies. However, the existing policy leaves it vague, and thus a clarification is recommended.

3. Allowing the measurement of equity impacts on routes individually or cumulatively.

This is the norm among peer agencies. An equity analysis must be performed for a Major Service Change, however, the analysis can be performed either on an individual route analysis (old-route-compared-to-new-route) or on a cumulative analysis (old group of routes compared to new group of routes) basis.

TARC has a longstanding commitment to meet both, the spirit and letter of Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance.

Public Participation Process

In accordance with the TARC's Public Participation Policy, TARC has solicited public comments on the proposed SEA Policy Amendment through various channels of communication, and through the three open-house public meetings held on April 22nd, 23rd, and 24th, 2025.

Additionally, TARC invited a group of the community representatives to participate in a focus group discussion led by TARC staff and the JWA consultant. The focus group participants did not express any concerns with the proposed Policy amendment.

While the public had questions and discussed the policy amendment with TARC team, we did not receive any comments nor concerns specific to the policy amendment itself.

The public has been solicited to comment through a news release widely distributed through the TARC website, media, local elected officials, and social media. TARC solicited comments through the ridetarc.org website, phone line, and social media outlets Twitter and Facebook. The public can provide comments to TARC at any time via phone, email, letters and social media.

Attached to this Memo is the final language of the SEA Policy Amendment, and the Major Service Change Policy as adopted in Title VI Program from 2013.

The attached resolution seeks the TARC's Board of Directors approval of the Title VI Service Equity Analysis Policy Amendment.

If you have any questions, please contact me at 502-561-5100.



Resolution 2025-15 - Title VI Service Equity Analysis Policy Amendment

WHEREAS, TARC is in the process of developing TARC 2025 Draft Plans for network restructuring and efficiency improvements to be implemented in the Summer of 2026; and

WHEREAS, along with this process, TARC reviewed and evaluated its current Title VI Policies for Service Equity Analysis (SEA) to ensure these policies are updated and applicable for service equity analysis for the entire systemwide network; and

WHEREAS, TARC's 2013 Title VI Service Equity Policies were written over 10 years ago and need a minor update to be applicable to future systemwide service changes and the network restructuring process; and

WHEREAS, the most significant parts of the TARC Title VI Service Equity Policy are its thresholds that trigger the Equity Analysis Review: (1) the degree of change in service that triggers an equity analysis (25%), and (2) the degree of difference that is considered acceptable between protected and non-protected populations' experiences of a change (10%); and

WHEREAS, those thresholds are not subject to this Policy Amendment and remain as they are; and

WHEREAS, amendments will make this policy usable for the network redesign, while also clarifying some terms; and

WHEREAS, the minimal amendments are as follows:

- clarifying that the change in service that is considered "major", triggering an equity analysis, would be a change that increases either the revenue hours or revenue miles on a route in a typical weekly schedule; and
- clarifying that the degree of acceptable difference between populations is 10 percentage points; and
- allowing the measurement of equity impacts to be performed on routes individually or cumulatively; and

WHEREAS, these clarifying changes are a commonly accepted interpretation, both within TARC and among peer agencies; and

WHEREAS, the purpose of the Title VI Equity Analysis and evaluation process is to address any potential impact of major service changes on TARC's passengers, minority and low-income populations; and



WHEREAS, TARC has a longstanding commitment to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on race, color or national origin in programs or activities that receive federal financial assistance; and

WHEREAS, TARC's goal is to avoid, minimize, or eliminate any adverse impact of service changes that would be borne disproportionately by minority or low-income populations; and

WHEREAS, in accordance with TARC's Public Participation Policy, TARC has solicited public comments on the proposed Service Equity Analysis Policy Amendment through various channels of communication, and in person with numerous open house public meetings held in April 2025; and

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

The TARC Title VI Service Equity Policy Amendment is hereby approved.

Adopted this 28th day of May 2025.

Ted R. Smith, Chair Board of Directors



BOARD OF DIRECTORS
MAY 28, 2025

APRIL OPERATIONAL UPDATE





TARC PEER COMPARISON 2025 STATS

	Cincinnati Go Metro	Indianapolis Indy Go	Nashville We Go Transit	Louisville TARC
Service Area Miles Covered	289 sq miles	396 sq miles	504 sq miles	288 sq miles
Service Population	744,901	969,466	703,953	744,816
Total Budget 24/25	\$160,168,013	\$146,800,000	\$127,997,000	\$114,985,63
Paratransit Average Monthly Trips Scheduled	14,999 ^[1]	11,892	32,896	31,487
Paratransit On-Time Performance	92.7%	86.08%	93.4%	94%
Average Monthly Boarding's Fixed Route	1,132,073	565,249	644,646	529,184
Fixed Route Revenue Hours	774,497	590,518	581,744	402,016
On Time Performance Fixed Route %	78.2%	84%	79.6%	78%
Fixed Route Missed Service %	1.0%	.20%	.18%	1.43%

^[1] Cincinnati Go Metro new on demand service "Metro Now" reported 11,481 trips per month of March 2025

^[2] 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.

^[3] 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

^[4] 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.

^[5] 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

^[6] Indygo has free fare sponsored events like 2025 WNBA All-Star Weekend July 18-19 2025 and various other holidays, special events, holidays, and sponsored days over last 4 years

^[7] **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 trips**

KEY STATS FOR PRESENTATION



APRIL DIRECTORS UPDATE

May 28, 2025





TRANSPORTATION

OVERVIEW

Emerging Issues:

- Avail CAD/AVL system and new radios install complete and begin system acceptance phase

Trends:

- Ridership stable in April recorded at 529,184 down from the 529,855 reported in March. Surpassing Ridership for April of FY23 reported at 494,822 and closing in on previous year FY24 at 589,819
- On Time Performance (OTP) continues to improve at 78% for April. Highest recorded this fiscal year and higher than the average of 74% recorded in FY24 and 73% in FY 23. Matching on time performance in April of FY22.

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
- 42 professional coach operators achieved 90% on time performance and 75 Professional coach operators achieved 80% on time performance



APRIL ON-TIME PERFORMANCE

On-time Performance 90%

Operator	OTP
Powell, Ronald	99%
Patterson, Pamela	98%
Jarrett, Christopher	98%
Heil, Jesse	97%
Powell Jr, Tyrone	97%
Podbicanin, Ervad	97%
Johnson, Donald	97%
Malone, Eddie	97%
Williams, Leslie	97%
Pruitt, Tammy	96%
Williams, Brittany	96%
Brown, Garry	96%
Bolus, David	96%
Pitmon, Cheryl	96%
Withers, Freda	96%
Gillenwater, David	95%
Wilson, Jimmy	95%
Carpenter, Garry	95%
Moore, Timothy	95%
Leonard, Tracy	95%
Harris, Darrell	94%

Operator	OTP
Smith, Anthony	94%
Sandifer, Calvin	94%
Wells, Sheena	94%
Moore, Chalondias	94%
Murray, Glenn	93%
Miles, Brittney	93%
Bailey, Kendrick	93%
Alexander, Maurice	92%
Lansberg, Jon	92%
Sandage, Mary	92%
Robb, Larry	92%
Harris, Stephon	91%
Wadlington, Tina	91%
Saulsberry, Steve	91%
Pitts, Kendell	91%
Childress, Jazette	90%
Thomas, Stephanie	90%
Tutt, Frieda	90%
Offutt, Joseph	90%
List III, Frank	90%
Tidwell, Teven	90%

238 Professional Coach Operators for Current Service

Total 42



APRIL ON-TIME PERFORMANCE

On-time Performance 80%

Operator	OTP
----------	-----

Colbert, Elonda	89%
Cecil, Shawn	89%
Huskey, Vontee	89%
Smith, Stacey	89%
Sherrell, Mark	89%
Neal, Joel	88%
Stoudemire, Deond	88%
Malone, Dewan	88%
Martin, Audrey	88%
Dailey, Charlotte	88%
Reynolds, Dale	88%
Bowen, Angela	88%
Horton, Ronald	88%
Watkins, Joshua	88%
Henderson, Stacey	88%
Smith, William	87%
Reed, Bessie	87%
Wade, Shonda	87%
Carrico, James	87%
King, Keith	87%
Edmonds, John	87%
Watts, Reginald	87%
Mason, Brooklyn	87%
Taylor, Lionel	87%
Harper, Jeffrey	87%

Operator	OTP
----------	-----

Kenyon-Scott, Melan	86%
Cunningham, William	86%
Miller, Terrence	86%
Mccraney, Yazmin	86%
Rogers, Dewayne	86%
Sloan, Anthony	86%
Lucas, Courtney	86%
Miller, Erica	86%
Amaefuna, Gina	86%
Gatewood, Mark	85%
Meneese, Anita	85%
Keita, Adrahamane	85%
Colbert, Keyshulmar	85%
Fitzgerald, Birdturam	85%
Williams, Robin	85%
Nathaniel, leesha	85%
Harris, Pamela	84%
Roberson, Facrecia	84%
Hawkins, Nisha	84%
Johnson, Ulrike	84%
Brewer, Kelvin	84%
Cunningham, Latoi	84%
Cochran, John	84%
Lindsey, Damian	84%
Zipperlein, Melissa	83%

Operator	OTP
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Jackson, Carey	83%
Ross, Tamika	83%
Mitchell, Keith	83%
Trowell, Laquita	83%
Cook, Donna	83%
Puckett, Alvin	83%
Phillips, Naphatina	83%
Jackson, Dennis E	82%
Powell, Tyrone	82%
Cleveland, Sammy	82%
Henderson, Delisa	82%
Jones, Jeffrey	81%
Lauderdale, Lisa	81%
Williams Jr, James	81%
Warner, Jeffery	81%
Wayne, Keith	81%
Stokes, Tracy	81%
Smith, Gail	81%
Bonner, Gwendlyn	81%
Wells, Thomas	81%
Muhire, Bermond	81%
Myles, Antonio	80%
Adams, Keith	80%
Johnson, Melissa	80%
Greene, Sanserae	80%

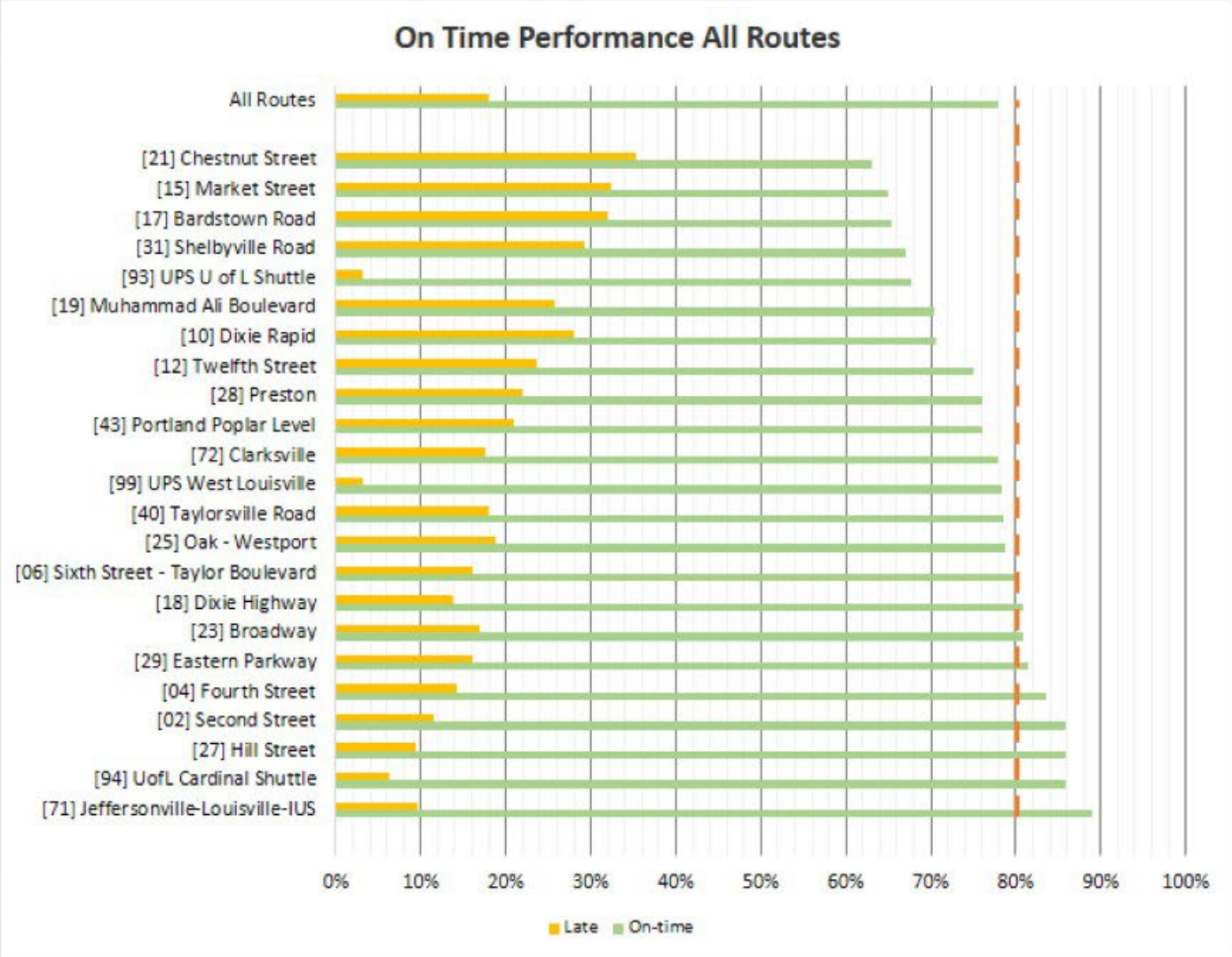
238 Professional Operators for Current Service

Total 75



APRIL ON-TIME PERFORMANCE

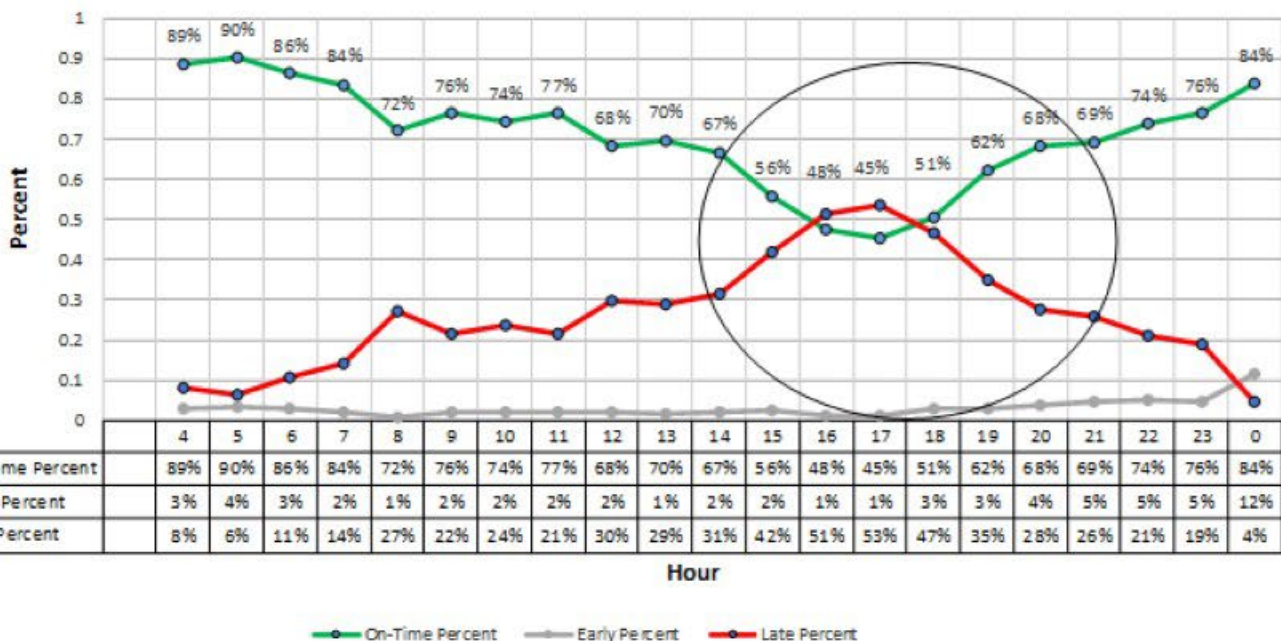
Route	On-time	Late	Early
[71] Jeffersonville-Louisville-IUS	89.0%	9.6%	2.7%
[94] UofL Cardinal Shuttle	85.9%	6.3%	3.7%
[27] Hill Street	85.9%	9.5%	1.6%
[02] Second Street	85.9%	11.6%	5.3%
[04] Fourth Street	83.6%	14.1%	4.6%
[29] Eastern Parkway	81.5%	16.1%	29.1%
[23] Broadway	80.9%	17.0%	3.9%
[18] Dixie Highway	80.8%	13.9%	7.8%
[06] Sixth Street - Taylor Boulevard	80.5%	16.0%	4.6%
[25] Oak - Westport	78.7%	18.9%	3.5%
[40] Taylorsville Road	78.6%	17.9%	2.1%
[99] UPS West Louisville	78.4%	3.2%	2.7%
[72] Clarksville	77.9%	17.5%	2.0%
[43] Portland Poplar Level	76.0%	20.8%	2.5%
[28] Preston	76.0%	22.0%	2.7%
[12] Twelfth Street	74.9%	23.5%	3.5%
[10] Dixie Rapid	70.6%	28.0%	18.4%
[19] Muhammad Ali Boulevard	70.4%	25.6%	1.4%
[93] UPS U of L Shuttle	67.7%	3.2%	2.4%
[31] Shelbyville Road	67.1%	29.2%	3.1%
[17] Bardstown Road	65.3%	32.0%	1.6%
[15] Market Street	65.0%	32.3%	2.4%
[21] Chestnut Street	63.1%	35.3%	1.3%
All Routes	78.0%	18.0%	4.0%



APRIL ON-TIME PERFORMANCE

Hour	On-Time Percent	Early Percent	Late Percent
4	89%	3%	8%
5	90%	4%	6%
6	86%	3%	11%
7	84%	2%	14%
8	72%	1%	27%
9	76%	2%	22%
10	74%	2%	24%
11	77%	2%	21%
12	68%	2%	30%
13	70%	1%	29%
14	67%	2%	31%
15	56%	2%	42%
16	48%	1%	51%
17	45%	1%	53%
18	51%	3%	47%
19	62%	3%	35%
20	68%	4%	28%
21	69%	5%	26%
22	74%	5%	21%
23	76%	5%	19%
0	84%	12%	4%
Overall	71%	3%	26%

On-Time Departure Performance by Hour All Low Performing Routes
(10,15,17,21,31)



	On-time	Late	Early
Route 10 Dixie Rapid	72%	26%	2%
Route 15 Market Street	67%	30%	3%
Route 17 Bardstown Road	66%	31%	3%
Route 21 Chestnut Street	67%	31%	2%
Route 31 Shelbyville Road	68%	28%	4%

FIXED ROUTE MISSED RUNS AND HOURS

2022	Total Runs	Missed Runs	% Missed Runs	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%

2024	Total Runs	Missed Runs	% Missed Runs	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%

2023	Total Runs	Missed Runs	% Missed Runs	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%

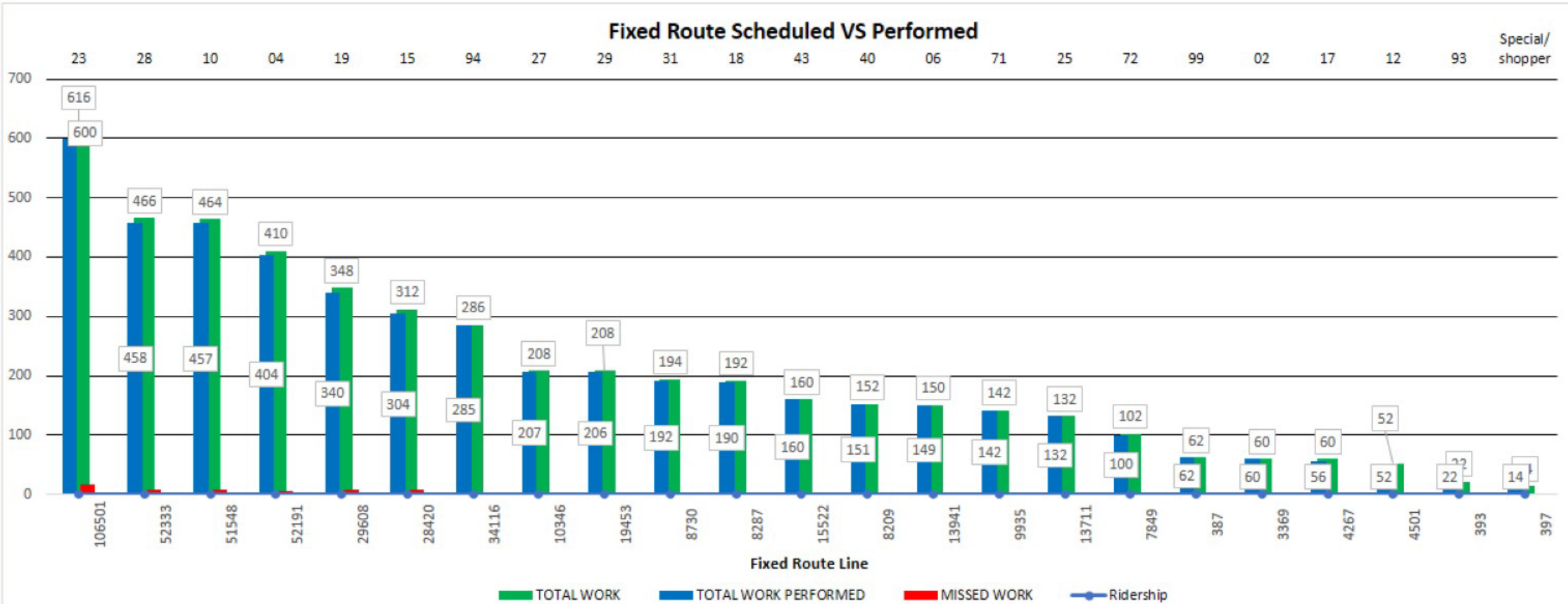
2025	Total Runs	Missed Runs	% Missed Runs	Missed Hours	% Missed Hours
**January	5293	254	4.80%	1,092.23	3.03%
February	4476	145	3.24%	603.12	1.70%
March	4903	137	2.79%	522.73	1.43%
April	4812	69	1.43%	253.75	0.71%
May					
June					
July					
August					
September					
October					
November					
December					
TOTAL	19,484.00	605.00	3.11%	2,471.83	1.72%

**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
	4,812	507	10.54%	69	13.61%	1.43%	4,743	98.57%



MAINTENANCE

OVERVIEW

Emerging Issues:

- Barn electrification update: excavation complete and concrete removed for new charging system
- Identified fixed route buses for disposal/transfer: preparing and processing 23 coaches.
- Identifying and removing bus stop poles and signage through out the service area remaining from previous service changes.

Trends:

- Chargeable road calls trending up from 69 to 102 for this month
- Preventative Maintenance Intervals (PMI) 164 completed of target of 160 each month

Celebrate Successes:

- ThermoKing completed the post delivery inspections on the 2400 series coaches adding 12 new clean diesel buses to the fleet.
- We have two (2) 40 ft. Electric Vehicle (EV) coaches and have five (5) additional Electric Vehicle (EV) coaches planned for delivery March of 2026



MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
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
Apr-25	485,004	102	4,755

Miles Between Road Calls



March: Total Miles Between Road Calls = **4,755**
Target Miles Between Road Calls = **5,500**

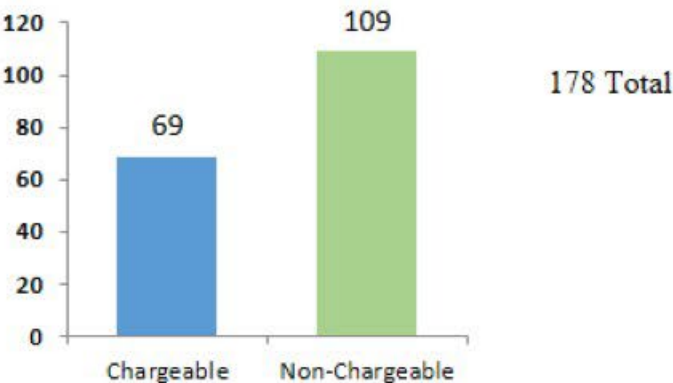
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



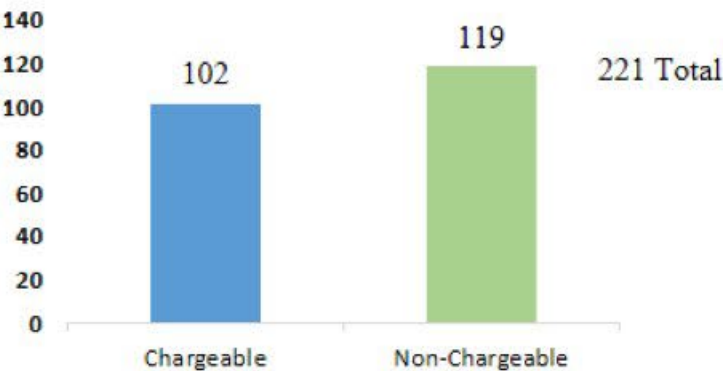
MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

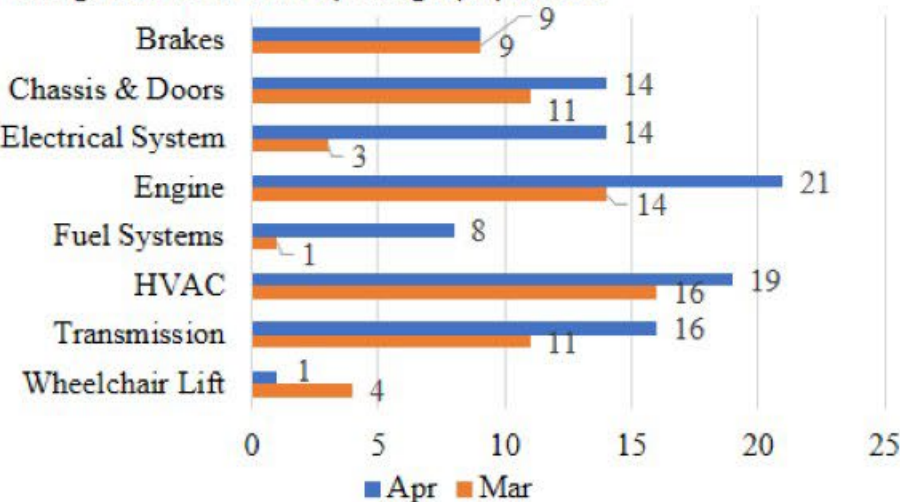
March 2025 Chargeable Maintenance Road Calls



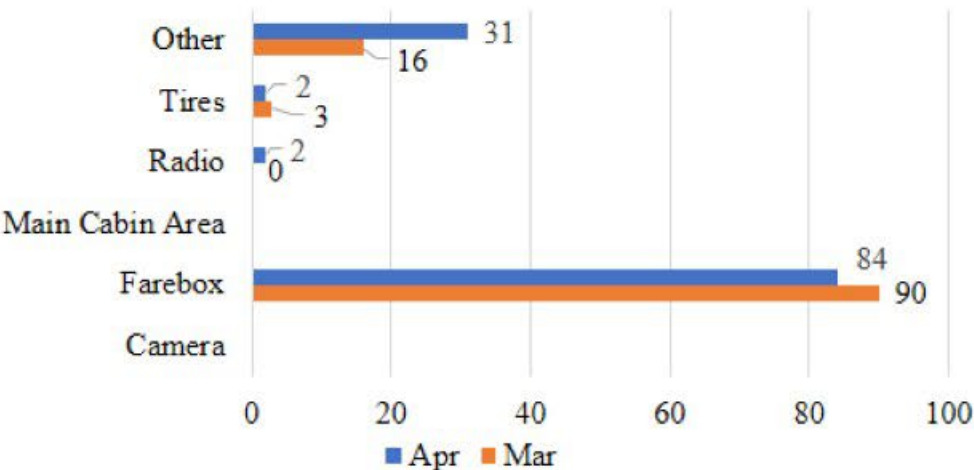
April 2025 Non-Chargeable Road Calls



Chargeable Road Calls By Category April 2025



Non Chargeable Road Calls By Category April 2025



SAFETY

OVERVIEW



Emerging Issues:

- Yellow beams (approximately 20) in the Barn are either being replaced or repaired (structural integrity)
- 22 disruptions in April (warmer weather, upcoming Derby) – last year same trend

Trends:

- AVAIL issues with coach video surveillance is slowly being resolved (can download some videos from the street instead of waiting on arrival to Barn) – resulting in more prompt investigation closings
- Only three (3) preventable accidents in April – only 5 in March (monthly average 8.2)

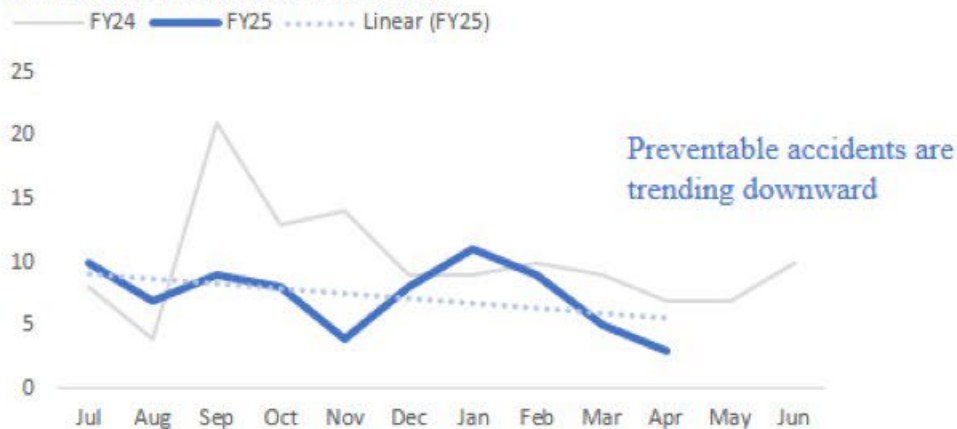
SAFETY PREVENTABLE ACCIDENTS

Monthly	<u>TYPE OF ACCIDENT</u>				YTD
3	Fixed Object	2	66.7%	74	
	Backing	1	33.3%		
<ul style="list-style-type: none">1 rear ended OV - changing lanes at Broadway/Hancock2 fixed objects<ul style="list-style-type: none">Turning left (hit parked vehicle) at Shelby/MainPulling into coach stop (hit pole) at 38th/Stratton					

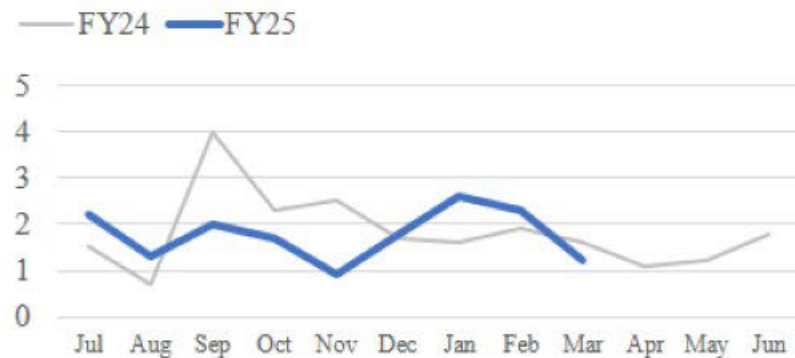
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD
1.2	2.1	1.8

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25





SAFETY

PASSENGER DISRUPTIONS BY LINE APRIL 24 – APRIL 25

Route ID	Disruptions	Disruption Type	#
Broadway - #23	38	Fare Evaders	3
Dixie Rapid - #10	21	Passenger Fights	3
Market St - #15	19	Collision stray animal	1
Muhammad Ali - #19	14	Passenger Fall	1
Fourth St - #4	11	Passenger refused exit End of Line	1
Preston - #28	11	Passenger with Oversized Cart	1
Bardstown - #17	8	Verbal Assaults	0
Oak-Westport - #25	7	Physical Assaults	1
Eastern Pkwy - #29	7	Accidents 2 Preventable	2
Dixie Hwy - #18	5	Accidents 2 Non Preventable	2
Shelbyville Rd - #31	4	Pass Medical Emergencies	7
Clarksville - #72	4	Total	22
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		

DISRUPTIONS CATEGORIES APRIL 25

TOTAL PASSENGER DISRUPTIONS APRIL 24 – APRIL 25



PASSENGER DISRUPTIONS*

This Month Total

22

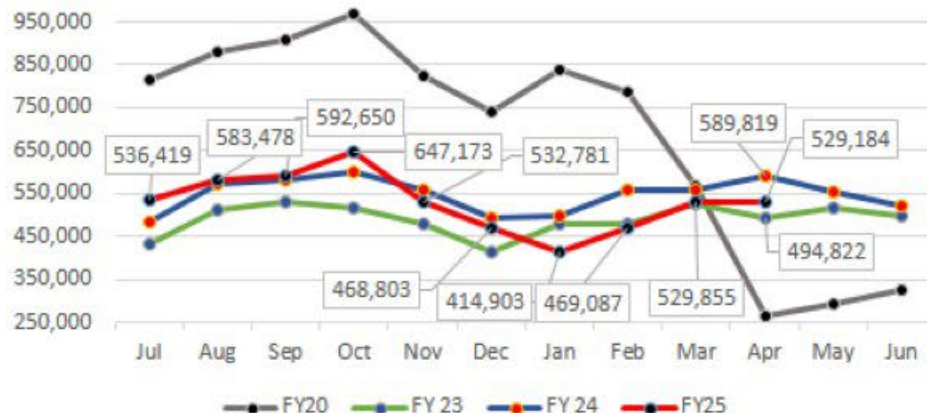
Monthly Avg

13.62

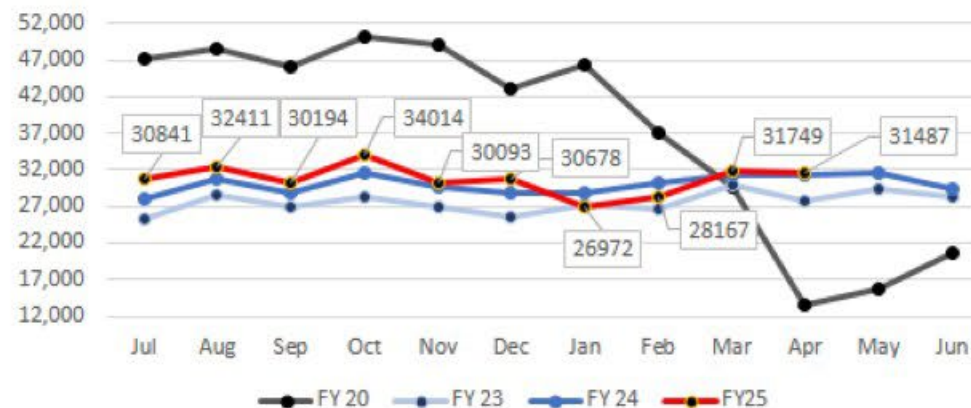
***Disruption:** an incident on the coach that delays service more than 5 minutes
Incident: confrontation with a passenger for failure to follow TARC's Code of Conduct
(ie: fare evader, profanity, fighting, etc.)

APRIL RIDERSHIP

Fixed-Route Ridership



TARC3 Paratransit Ridership



FIXED ROUTE

Monthly

529.2K

-0.1% VLM
-10.3 % VLY

YTD

5,304,333

PARATRANSIT

Monthly

31.5K

-0.8% VLM
+0.4% VLY

YTD

306,561

COMBINED

This Month, Last Year

621.1K

-9.7% VLY

This Month, This Year

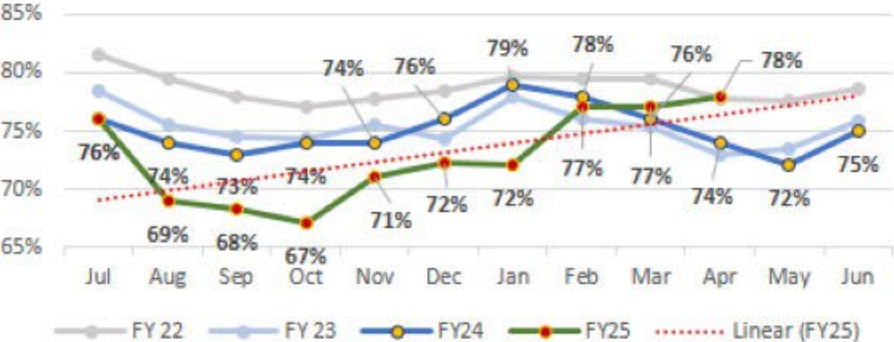
560.7K

Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 MTD	FY20 (COVID)	FY24 YTD
Total Ridership	5,322,951	8,187,973	6,573,772	306,561	442,345	360,456
Weekday Ridership	4,510,303	7,135,476	5,562,244	254,414	381,276	297,419
Saturday Ridership	464,303	642,871	565,636	25,645	34,062	27,431
Sunday/Holiday Ridership	348,345	506,055	433,148	26,502	27,007	30,441
Total Revenue Miles	4,388,149.52	6,386,306.82	6,517,670	3,640,024	4,930,487	4,364,217
Total Revenue Hours	343,629.43	594,178.76	537,581	229,353.7	298,416	284,896
Trips per Revenue Mile	1.21	1.28	1.01	0.08	0.09	0.08
Trips per Revenue Hour	15.49	13.78	12.20	1.27	1.48	1.27

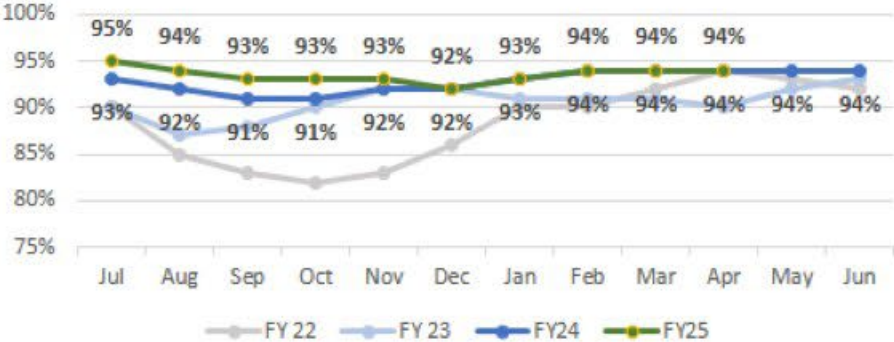


APRIL ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY24 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		72%	73%	78%	May		94%	92%	93%
June		75%	76%	79%	Jun		94%	93%	92%
FYTD		75%	75%	79%	FYTD		93%	91%	88%

Paratransit
FY24 Goal
93%

** Operating Dual CAD/AVL Systems

MOBILITY SERVICES – TARC3

OVERVIEW

Emerging Issues:

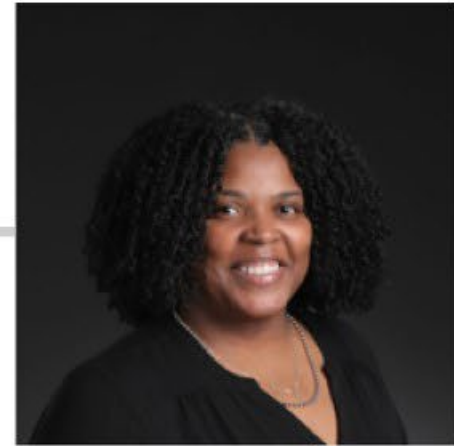
- Working to reduce slack time on routes
- Collaborating with MV and subcontractors to enhance operator training

Trends:

- On Time Performance remains steady at 94%
- Increase in driver count to support service

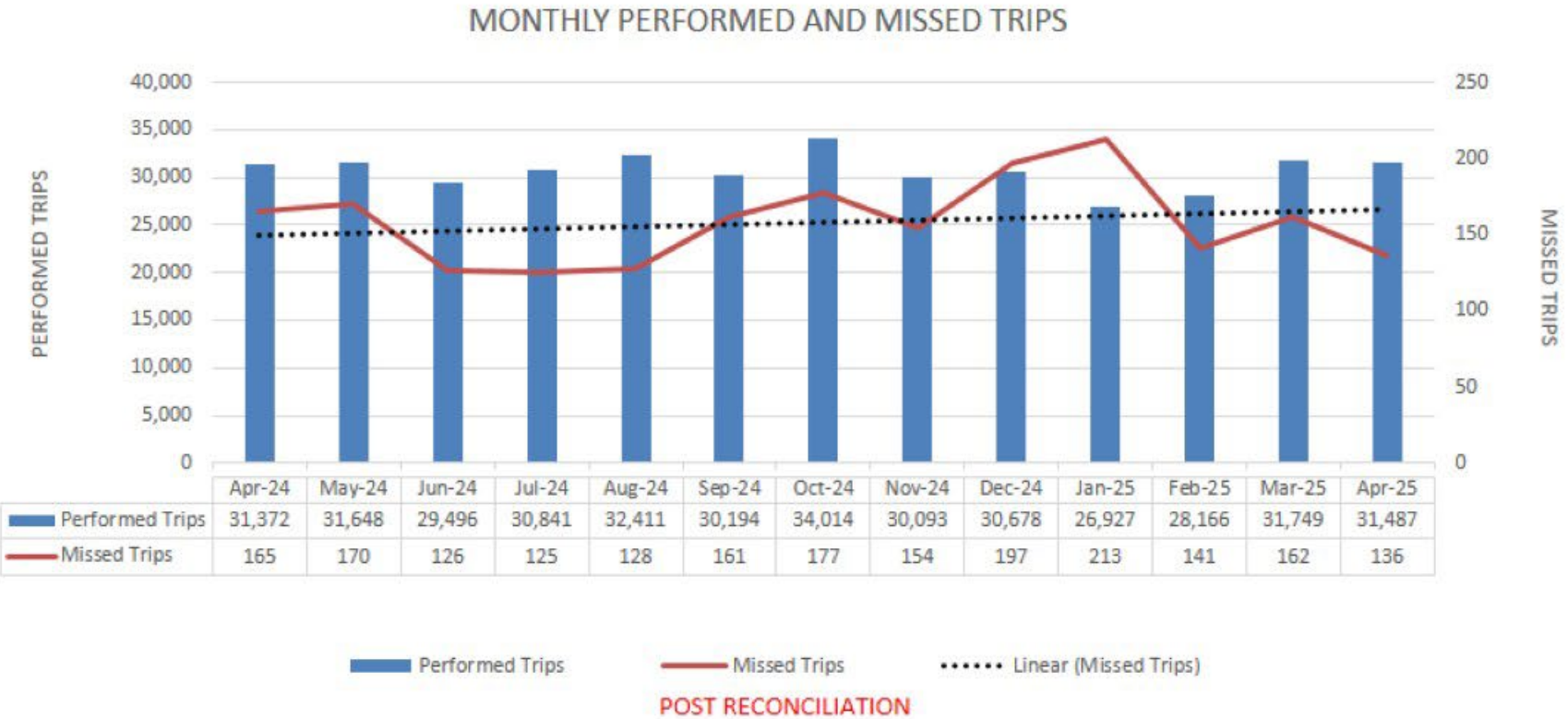
Celebrate Successes:

- Missed trips percentage consistently below 2% goal with April at 0.43%





MV WEEKLY PERFORMANCE – APRIL 2025



% Missed Trips
April 2025 Missed Trips: 0.43%
31,487 Performed Trips



MV LIQUIDATED DAMAGES – APRIL 2025

PARATRANSIT

Monthly

\$9.8K

-27.5% VLM
+5.4% VLY

YTD

\$113.9K

-22% VLY

Monthly Details

\$4.5K (45%), Late Trip, > 30 mins late

\$3.4K (34%), Missed Trips

\$1K (10%), Accidents

Types of Penalties:

Missed Trip

Late Trip

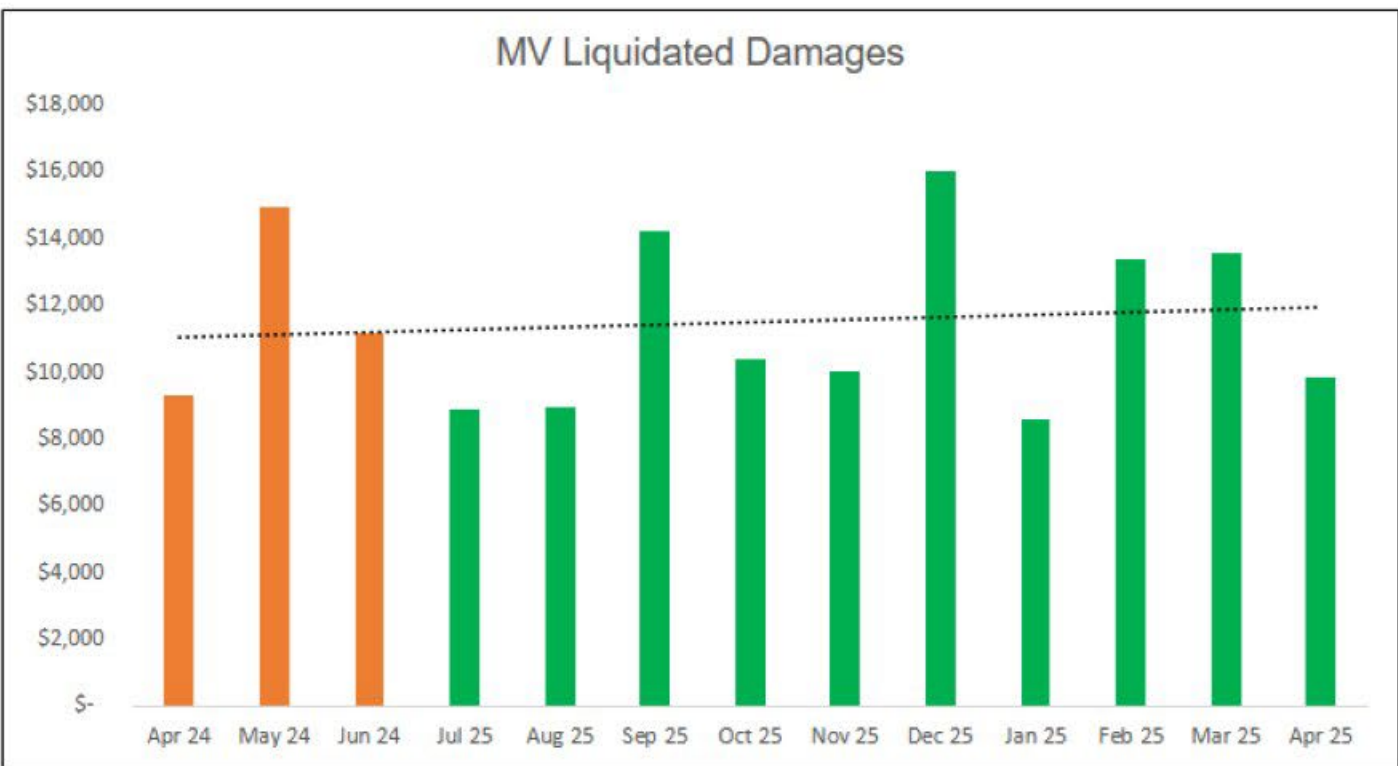
On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance



CUSTOMER EXPERIENCE

OVERVIEW

Emerging Issues:

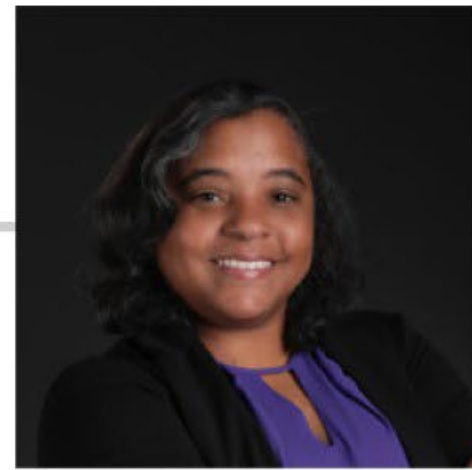
- Preparing for distribution of the youth summer pass. Doing this for over 20 years.
- Continuing customer education on Real-Time bus information on TARC's website

Trends:

- Combined Fixed Route and Paratransit Call Center average hold times remain low at 1:06 seconds below our goal of 2 minutes
- 16% increase in Passenger pass-up feedback but 83% was unverifiable

Celebrate Successes:

- 86% closure rate for feedbacks received during the month



APRIL 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	37	8	1	48	Unverified - feedback could not be verified based on information provided									
PASSED UP PASSENGER	8	52	3	0	63										
NO SHOW	2	11	3	0	16	Unable to Investigate - feedback could not be confirmed based on the information provided									
LATE SCHEDULE	13	18	2	1	34										
RECKLESS DRIVING	19	0	8	3	30										
EARLY SCHEDULE	1	10	1	0	12	Under Investigation - more research is needed based on information provided									
PLANNING/SCHEDULE	18	4	0	3	25										
IT/MOBILE	1	0	0	1	2										
OTHER - MISC	27	3	7	9	46										
TOTAL	91	135	32	18	276										

FIXED ROUTE FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	51	66	57	61	77	56	57	45	49	46	48	41	48	702	54
PASSED UP PASSENGER	71	82	76	69	73	55	67	44	36	46	32	54	63	768	59
NO SHOW	38	54	26	70	35	41	43	33	35	29	31	22	16	473	36
LATE SCHEDULE	29	27	18	64	110	68	78	64	41	39	32	29	34	633	49
RECKLESS DRIVING	21	23	25	25	25	26	19	16	11	20	10	28	30	279	21
EARLY SCHEDULE	22	15	17	20	21	15	8	11	24	24	14	14	12	217	17
PLANNING/SCHEDULE	24	27	18	28	29	26	18	22	23	24	24	25	25	313	24
IT/MOBILE	5	2	0	3	5	2	0	2	1	1	4	6	2	33	3
OTHER - MISC	63	80	61	81	89	48	78	86	54	57	50	46	46	839	65
COMMENDATIONS	9	16	13	12	13	7	16	14	4	8	9	7	4	132	10
TOTAL	333	392	311	433	477	344	384	337	278	294	254	272	280	4389	338

APRIL 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	4	10	2	12	28	Unverified - feedback could not be verified based on information provided									
NO SHOW	7	10	0	6	23	Unable to Investigate - feedback could not be confirmed based on the information provided									
LATE SCHEDULE	13	3	0	4	20	Under Investigation - more research is needed based on information provided									
RECKLESS DRIVING	1	2	3	1	7										
EARLY SCHEDULE	2	0	0	0	2										
TRIP BOOKING OR SCHEDULING	7	2	0	3	12										
OTHER - MISC	7	6	2	11	26										
TOTAL	41	33	7	37	118										

PARATRANSIT FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	26	28	29	23	23	34	46	22	34	35	10	25	28	363	28
NO SHOW	22	30	19	14	17	17	20	24	12	24	17	21	23	260	20
LATE SCHEDULE	10	16	6	14	14	23	12	15	13	11	13	3	20	170	13
RECKLESS DRIVING	4	3	5	10	8	10	7	10	4	8	13	6	7	95	7
EARLY SCHEDULE	2	2	1	0	2	6	0	3	0	1	2	2	2	23	2
TRIP BOOKING OR SCHEDULING	14	12	9	18	10	19	11	8	12	19	7	15	12	166	13
OTHER - MISC	33	41	32	42	28	18	25	26	27	30	25	35	26	388	30
COMMENDATIONS	6	8	14	9	9	4	6	6	6	5	4	7	5	89	7
TOTAL	117	140	115	130	111	131	127	114	108	133	91	114	123	1554	120

ADDITIONAL STATS FOR BOARD MEMBER REVIEW

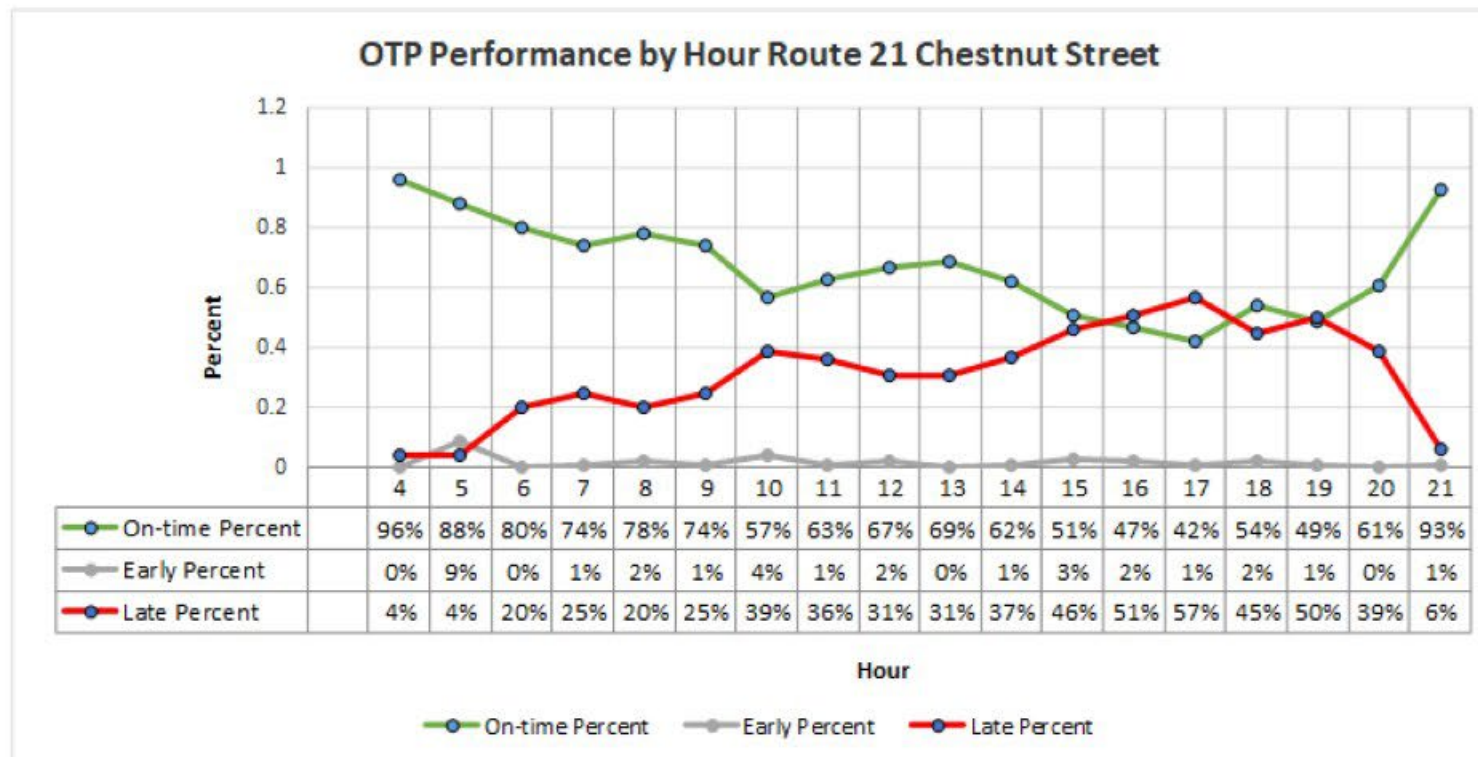


APRIL DIRECTORS UPDATE

May 28, 2025

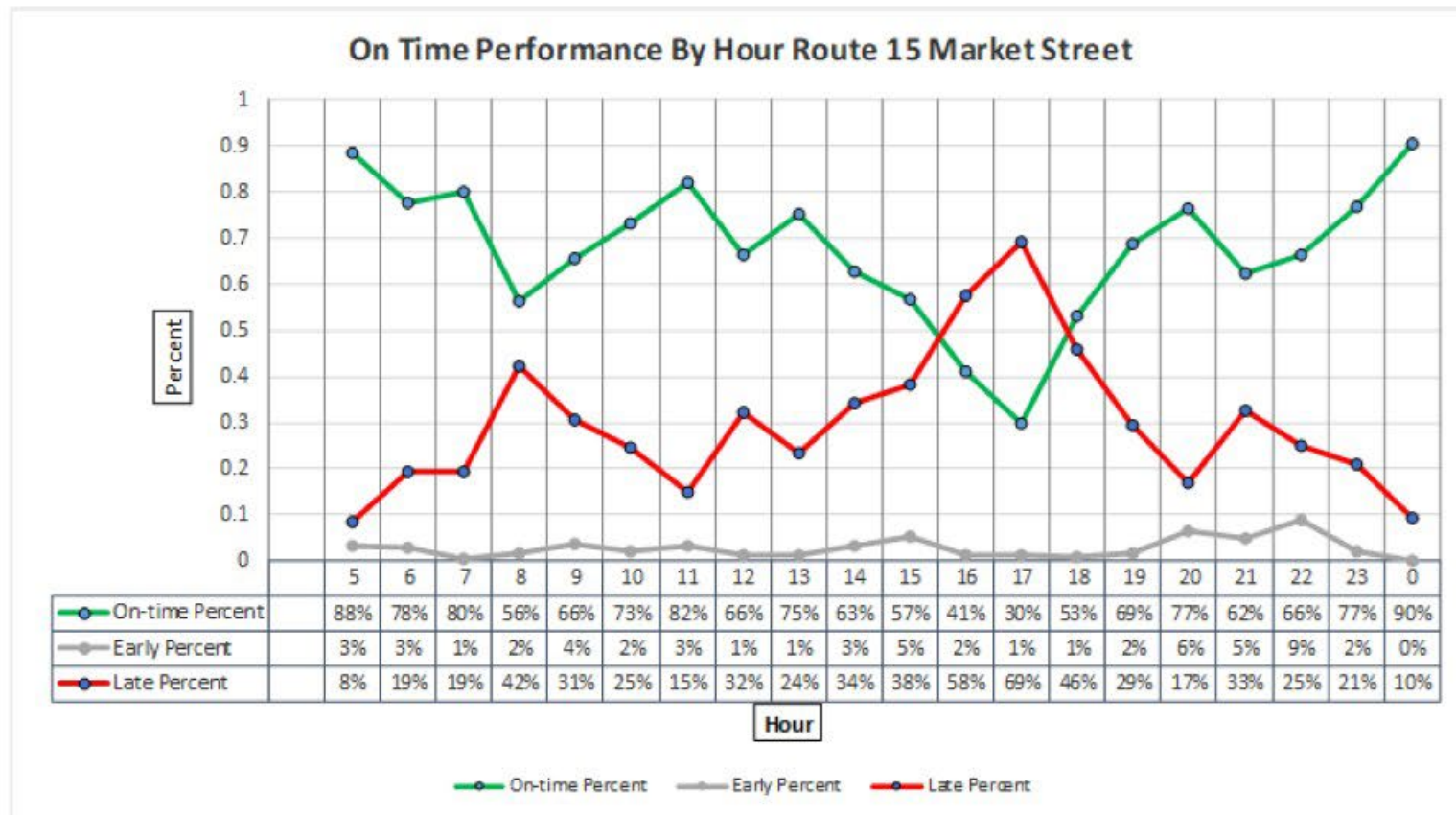
APRIL ON-TIME PERFORMANCE

Hour	On-time Percent	Early Percent	Late Percent
4	96%	0%	4%
5	88%	9%	4%
6	80%	0%	20%
7	74%	1%	25%
8	78%	2%	20%
9	74%	1%	25%
10	57%	4%	39%
11	63%	1%	36%
12	67%	2%	31%
13	69%	0%	31%
14	62%	1%	37%
15	51%	3%	46%
16	47%	2%	51%
17	42%	1%	57%
18	54%	2%	45%
19	49%	1%	50%
20	61%	0%	39%
21	93%	1%	6%
Overall	67%	2%	31%



APRIL ON-TIME PERFORMANCE

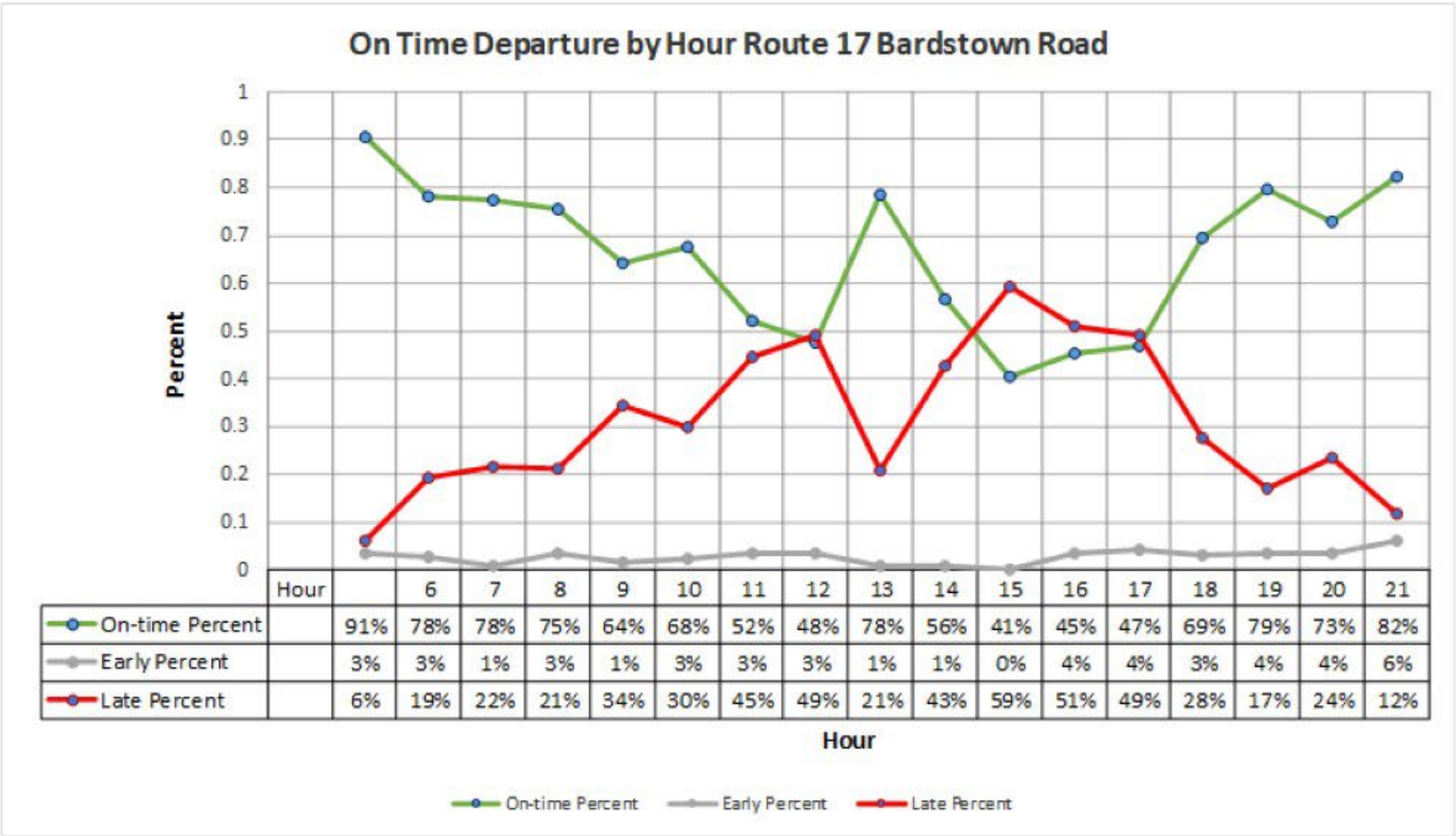
Hour	On-time Percent	Early Percent	Late Percent
5	88%	3%	8%
6	78%	3%	19%
7	80%	1%	19%
8	56%	2%	42%
9	66%	4%	31%
10	73%	2%	25%
11	82%	3%	15%
12	66%	1%	32%
13	75%	1%	24%
14	63%	3%	34%
15	57%	5%	38%
16	41%	2%	58%
17	30%	1%	69%
18	53%	1%	46%
19	69%	2%	29%
20	77%	6%	17%
21	62%	5%	33%
22	66%	9%	25%
23	77%	2%	21%
0	90%	0%	10%
Overall	67%	3%	30%



APRIL ON-TIME PERFORMANCE

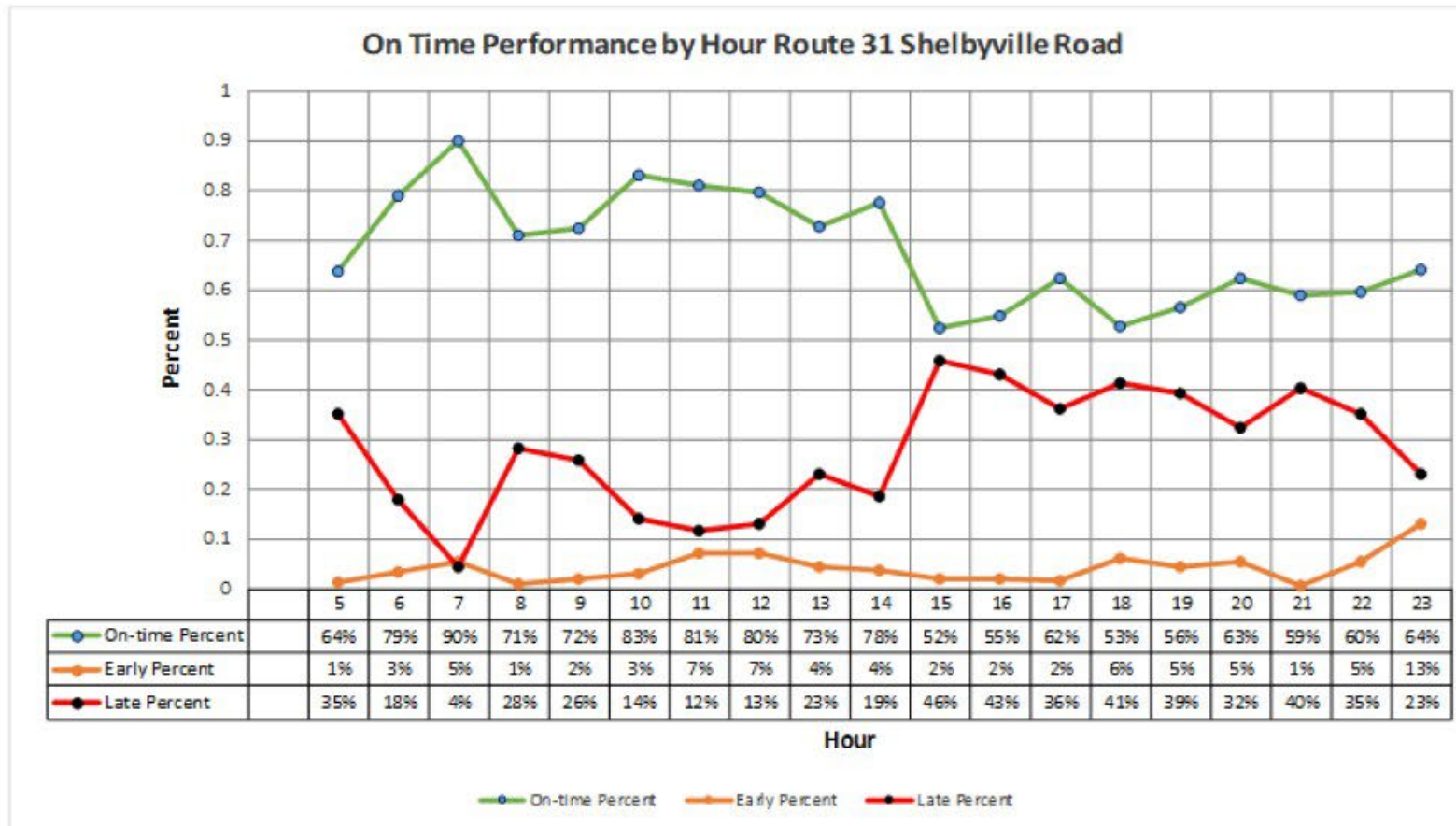
On-time Departure Performance by Hour Route 17 Bardstown Road

Hour	On-time Percent	Early Percent	Late Percent
6	91%	3%	6%
7	78%	3%	19%
8	78%	1%	22%
9	75%	3%	21%
10	64%	1%	34%
11	68%	3%	30%
12	52%	3%	45%
13	48%	3%	49%
14	78%	1%	21%
15	56%	1%	43%
16	41%	0%	59%
17	45%	4%	51%
18	47%	4%	49%
19	69%	3%	28%
20	79%	4%	17%
21	73%	4%	24%
22	82%	6%	12%
Overall	66%	3%	31%



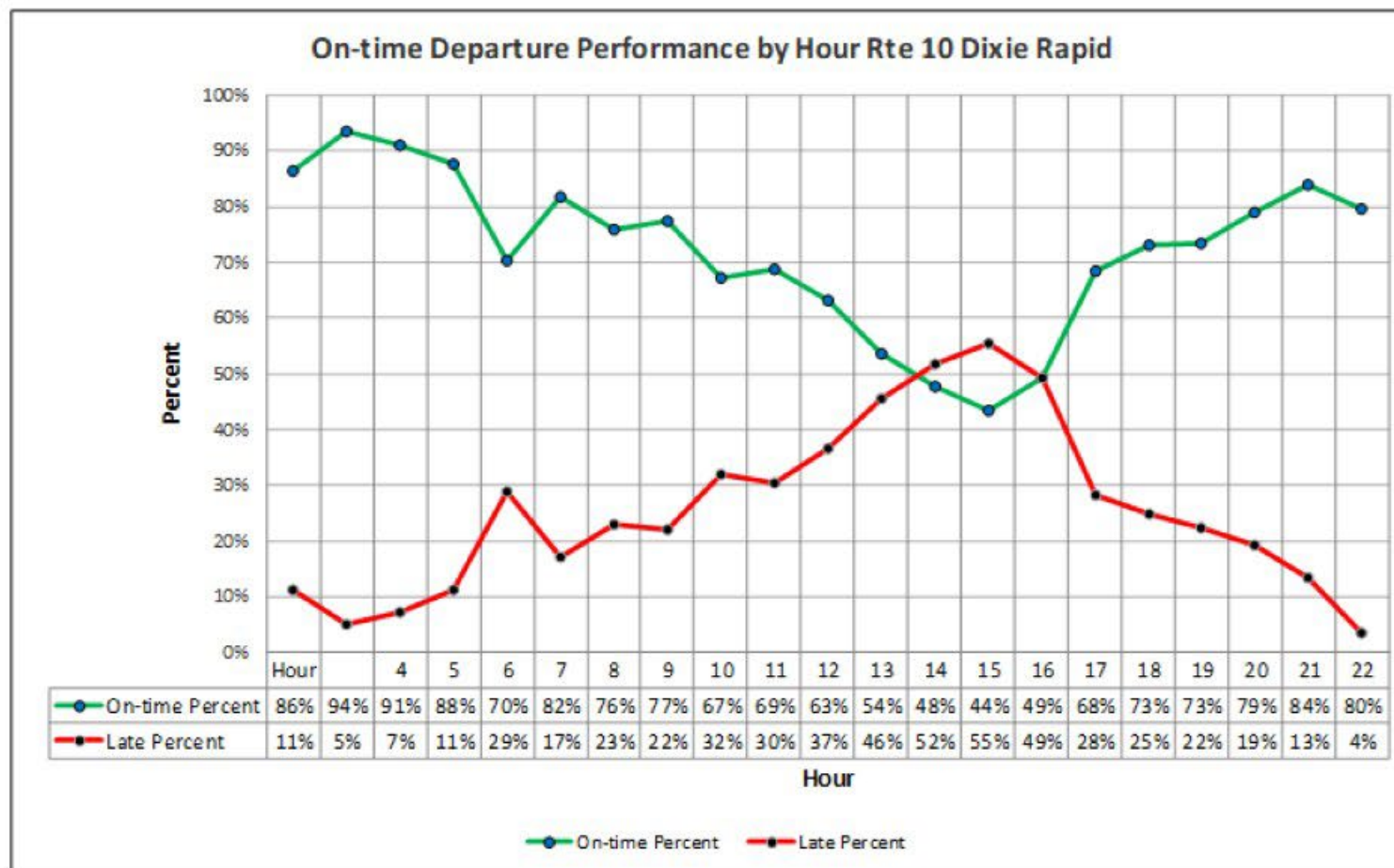
APRIL ON-TIME PERFORMANCE

Hour	On-time Percent	Early Percent	Late Percent
5	64%	1%	35%
6	79%	3%	18%
7	90%	5%	4%
8	71%	1%	28%
9	72%	2%	26%
10	83%	3%	14%
11	81%	7%	12%
12	80%	7%	13%
13	73%	4%	23%
14	78%	4%	19%
15	52%	2%	46%
16	55%	2%	43%
17	62%	2%	36%
18	53%	6%	41%
19	56%	5%	39%
20	63%	5%	32%
21	59%	1%	40%
22	60%	5%	35%
23	64%	13%	23%
Overall	68%	4%	28%



APRIL ON-TIME PERFORMANCE

Hour	On-time Percent	Early Percent	Late Percent
4	86%	2%	11%
5	94%	1%	5%
6	91%	2%	7%
7	88%	1%	11%
8	70%	1%	29%
9	82%	1%	17%
10	76%	1%	23%
11	77%	0%	22%
12	67%	1%	32%
13	69%	1%	30%
14	63%	0%	37%
15	54%	1%	46%
16	48%	1%	52%
17	44%	1%	55%
18	49%	2%	49%
19	68%	3%	28%
20	73%	2%	25%
21	73%	4%	22%
22	79%	2%	19%
23	84%	3%	13%
0	80%	17%	4%
Overall	71%	2%	26%





SNOW PLAN – PEER COMPARISON

TARC Peer Comparison Snow Plan January 27, 2025

	Cincinnati Go Metro	Indianapolis Indy Go	Columbus COTA	Louisville TARC
Snow Plan in Place to clear Bus Shelters and Stops?	No	Yes	Yes	No
Does Agency Coordinate with City/County Government?	Yes	Yes	Yes	Yes
How do you clear snow from bus stops, adjacent sidewalks and shelters?	N/A	Subcontract	Subcontract	N/A
How do you determine service levels during snow events?	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
Procedures for safe pick up and drop off at stops?	Operator Judgement	Operator Judgement	Operator Judgement	Operator Judgement
Assistance to Employees to get to work or accommodations for missing work?	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

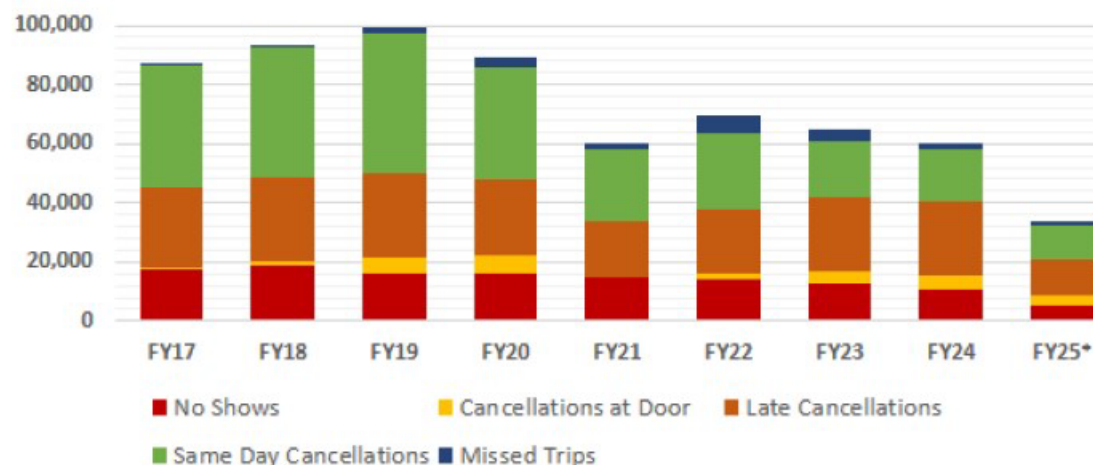
Transit Agencies in the “Snow Belt” have a higher tolerance for severe weather events that include several inches of snow in short spans of time and have developed action plans over time that include subcontracting snow removal from bus stops and shelters

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

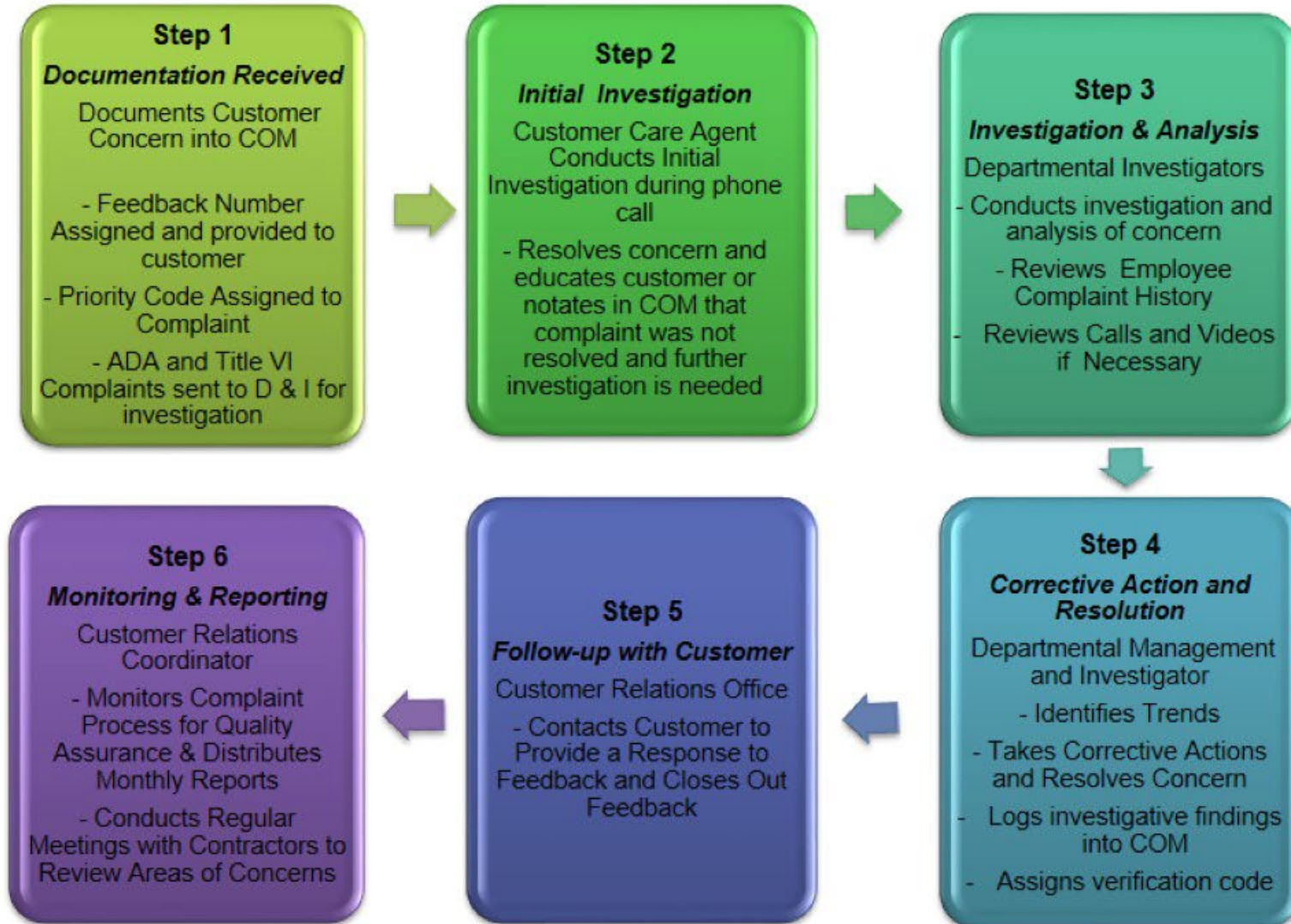
Cancelled Trips									
YEAR	Scheduled Trips	Performed Trips	Late Cancellations	Cancellations at Door	No Shows	Same Day Cancellations	Missed Trips	Total Cancelled Trips	% of Scheduled Trips
FY17	601,716	514,610	27,089	987	17,383	40,975	672	87,106	14%
FY18	640,145	547,002	28,360	1,144	18,857	43,955	827	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 where 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 PROCESS





FEEDBACK PER RIDERSHIP

FIXED ROUTE / 100K BOARDING

Month

48

-4% VLM

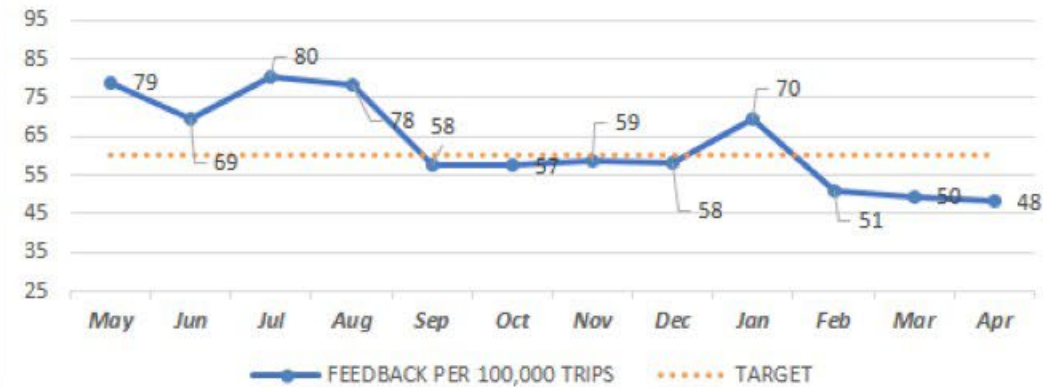
TOTAL RIDERSHIP
529,184

TOTAL FEEDBACK
255

Goal

60

FIXED ROUTE FEEDBACK PER 100,000 BOARDING



PARATRANSIT / 1,000 TRIPS

Month

3.9

15% VLM

TOTAL RIDERSHIP
31,487

TOTAL FEEDBACK
123

Goal

4

PARATRANSIT FEEDBACK PER 1,000 TRIPS

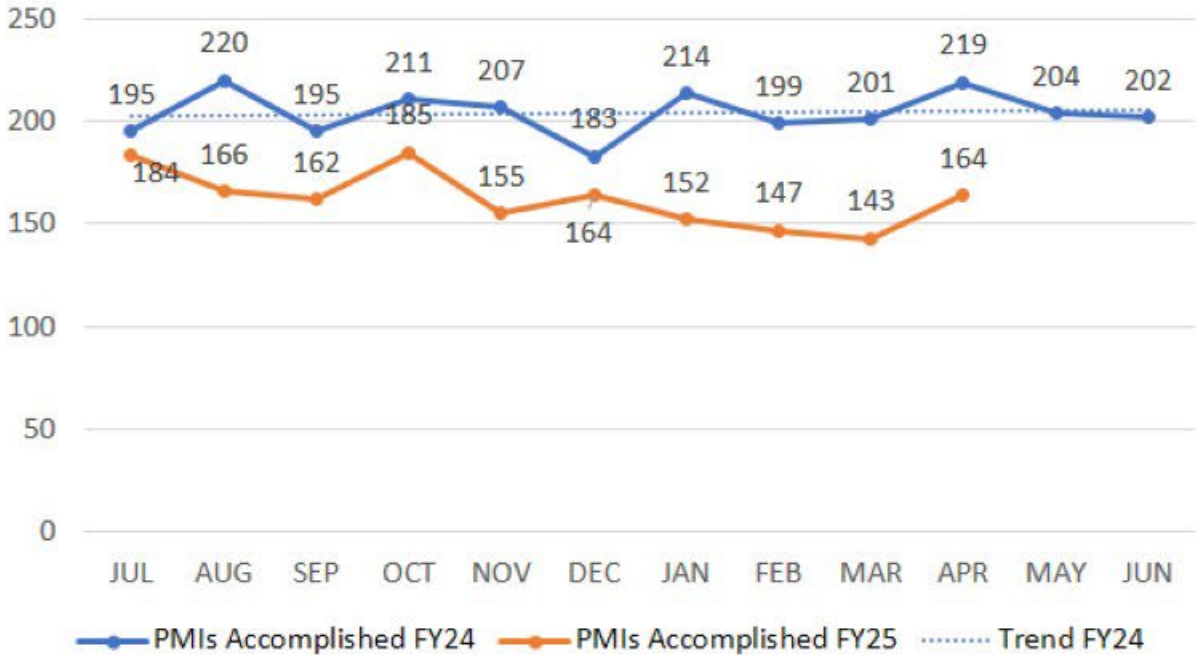




MAINTENANCE

Target PMI: 150
Total Vehicle PMIs: 164

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



APRIL BOARD OF DIRECTORS

May 28, 2025