

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, June 18, 2025 at 11 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 – June 18, 2025

- | | | |
|---|----------------------------|--------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 11:00 |
| a. Approval of May Minutes | | |
| 2. Action Items | | |
| a. Resolution 2025-26 TARC 2025 Enhanced Plan | Alex Posorske | 11:05-11:10 |
| 3. Staff Reports and Presentation | | 11:10 -11:25 |
| a. Operations Update | Ozzy Gibson & Rob Stephens | |
| 4. Possible Upcoming Topics for Future | | 11:25-11:30 |
| 5. Adjournment | | 11:30 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



May 21, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, May 21, 2025 at 10:48 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
Abbie Gilbert
Justin Brown

Members Virtual

DuWayne Gant
Ted Smith

Declined

Christy Ames
Michael Schnuerle

Call to Order

Alice Houston called the meeting to order at 10:48 a.m.

Approved the April Operation Committee Meeting Minutes.

Action Items

Aida Copic presented Resolution 2025-15 Title VI 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.
- 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.
 3. Allowing the measurement of equity impacts on routes individually or cumulatively.
- These clarifying changes are a commonly accepted interpretation, both within TARC and among peer agencies.
- 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.

The Resolution will move on to the Board.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Staff Reports and Presentations

Ozzy Gibson presented the April Operational Update.

- Peer Comparison Slide was reviewed.
- JCPS Meeting set for June 2, Tonya Day, Pat Mulvihill, are included in the meeting.
- Emphasizing with coach operators the importance of being on time has pushed all of our routes covered and out.

Rob Stephens presented the balance of the April Operational Update.

Aida Copic presented the TARC 2025 Update.

- Over 2,920 surveys have been collected from the public.
- Over 170 Community Events have been held through out Metro Louisville and Southern IN.
- Highlight: 70% of those surveyed used TARC Fixed-route service at least once in the past month.
- Highlight: 26% of those surveyed used TARC3 paratransit service in the past month.
- Scudder Wagg will share the complete survey results next week at the Board meeting.

Alice Houston adjourned the meeting at 11:12 a.m.

ADOPTED THIS 18th DAY OF JUNE, 2025

Alice Houston, Chair of the Operations Committee.



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: June 25, 2025

Re: Resolution 2025-26 TARC 2025 Enhanced Network 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 attached Resolution seeks the TARC's 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.

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



Resolution 2025-26 - TARC 2025 Enhanced Network Plan

WHEREAS, TARC is in the final stage of developing TARC 2025 Moving Forward Together restructured network plan to be implemented in the Summer of 2026.

WHEREAS, technical analysis was conducted, including but not limited to an assessment of the existing bus network, demographic study and development of conceptual alternatives, culminating in the Transit Choices and Concepts Report of July 2024; and

WHEREAS, based on public feedback about the conceptual alternatives, including more than 2,800 survey responses, the TARC Board adopted a policy resolution at its 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; and

WHEREAS, 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; and

WHEREAS, public outreach about the Draft Plan was conducted through a variety of means and methods, including a survey conducted over many months with over 2,900 responses; and

WHEREAS, public and stakeholder feedback strongly preferred the Enhanced Network concept, with a greater level of investment at approximately 355,000 annual service hours; and

WHEREAS, the Enhanced Network routes will serve all JCPS Magnet Schools providing access to education and support for the community; and

WHEREAS, the TARC Board of Directors establishes the following policy framework for the Enhanced Network as the Recommended Final Plan for TARC 2025:

- A. Total Enhanced Bus Network Service Hours shall be no less than 355,000 annual service hours; and
- B. Recommendations for Ridership and TARC Resources Distribution shall adhere to 70% Ridership and 30% Coverage Goals ratio.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Transit Authority of River City that the framework for completing TARC 2025 Moving Forward Together Plan to implement the Enhanced Plan is hereby approved.

Adopted this 25th day of June 2025.

Ted R. Smith, Chair Board of Directors



BOARD OF DIRECTORS
JUNE 25, 2025

MAY OPERATIONAL UPDATE





EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...



- 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 the Cherokee Triangle Art Fair, National Bike to Work Day, and Old Louisville Springfest.
- Assistant Director of Safety Shawn McWhorter graduated from the 2025 Leadership Louisville program!



Help Celebrate National

BIKE TO WORK DAY

5.16.25

Friday, May 16

GROUP RIDES WILL DEPART AT 7:30 A.M. AND WILL END AT 222 S. 4TH ST. WITH COFFEE, DONUTS AND PRIZES!

RIDES START AT:

- IROQUOIS PARK
- GEORGE ROGERS CLARK PARK
- SENECA PARK
- SHAWNEE PARK
- BIG FOUR STATION

Logos: Louisville, KY; Louisville Bicycle Club; KBBC Kentucky Bicycle and Bikerway Commission; Louisville Public Media; Bike Walk Kentucky; Falls City Community Bikeworks; Middle Town Cycling; Vision Zero Louisville; SHUTTY; On Your Left Cycle; CLARKSVILLE; TARC; PARK SIDE; Louisville Downtown Partnership

SIGN UP!



TARC PEER COMPARISON 2024 VS 2025 STATS

TARC Peer Comparison 2025 Data				
	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	\$114,985,63
Paratransit Average Monthly Trips Scheduled	15,693	13,245	36,033	30,830
Paratransit On-Time Performance	91.5%	91.88%	94.0%	95.0%
Average Monthly Boarding's Fixed Route	1,204,438	582,502	675,317	496,597
Fixed Route Revenue Hours	774,497	590,518	561,316	402,016
On Time Performance Fixed Route %	76.5%	81%	83.4%	78%
Fixed Route Missed Service Hours %	.8%	.20%	.47%	.77%

KEY STATS FOR PRESENTATION



MAY DIRECTORS UPDATE

June 25, 2025





MAY ON-TIME PERFORMANCE

On-time Performance 90% Club

Last Name	First Name	OTP	Last Name	First Name	OTP
Bolus	David	91%	Murray	Glenn	93%
Carpenter	Garry	95%	Nathaniel	Ieesha	90%
Cecil	Shawn	91%	Neal	Joel	92%
Cook	Donna	93%	Patterson	Pamela	97%
Gillenwater	David	95%	Pettigrew	Jamara	98%
Harris	Darrell	94%	Pitmon	Cheryl	93%
Heil	Jesse	95%	Pitts	Kendell	90%
Holman	Andre	94%	Podbicanin	Ervad	99%
Hurrigan	Kimberly	92%	Powell	Ronald	99%
Jarrett	Christopher	94%	Powell Jr	Tyrone	96%
Johnson	Donald	98%	Pruitt	Tammy	93%
Kenyon-Scott	Melanie	90%	Robb	Larry	94%
Leonard	Tracy	92%	Sandifer	Calvin	96%
List Iii	Frank	94%	Sherrell	Mark	91%
Lucas	Courtney	92%	Smith	Anthony	94%
Malone	Eddie	94%	Stoudemire	Deondria	91%
Martin	Audrey	91%	Tidwell	Teven	97%
Miller	Erica	99%	Williams	Brittany	95%
Moore	Chalondias	95%	Williams	Leslie	97%
Moore	Timothy	95%	Wilson	Jimmy	93%



MAY ON-TIME PERFORMANCE

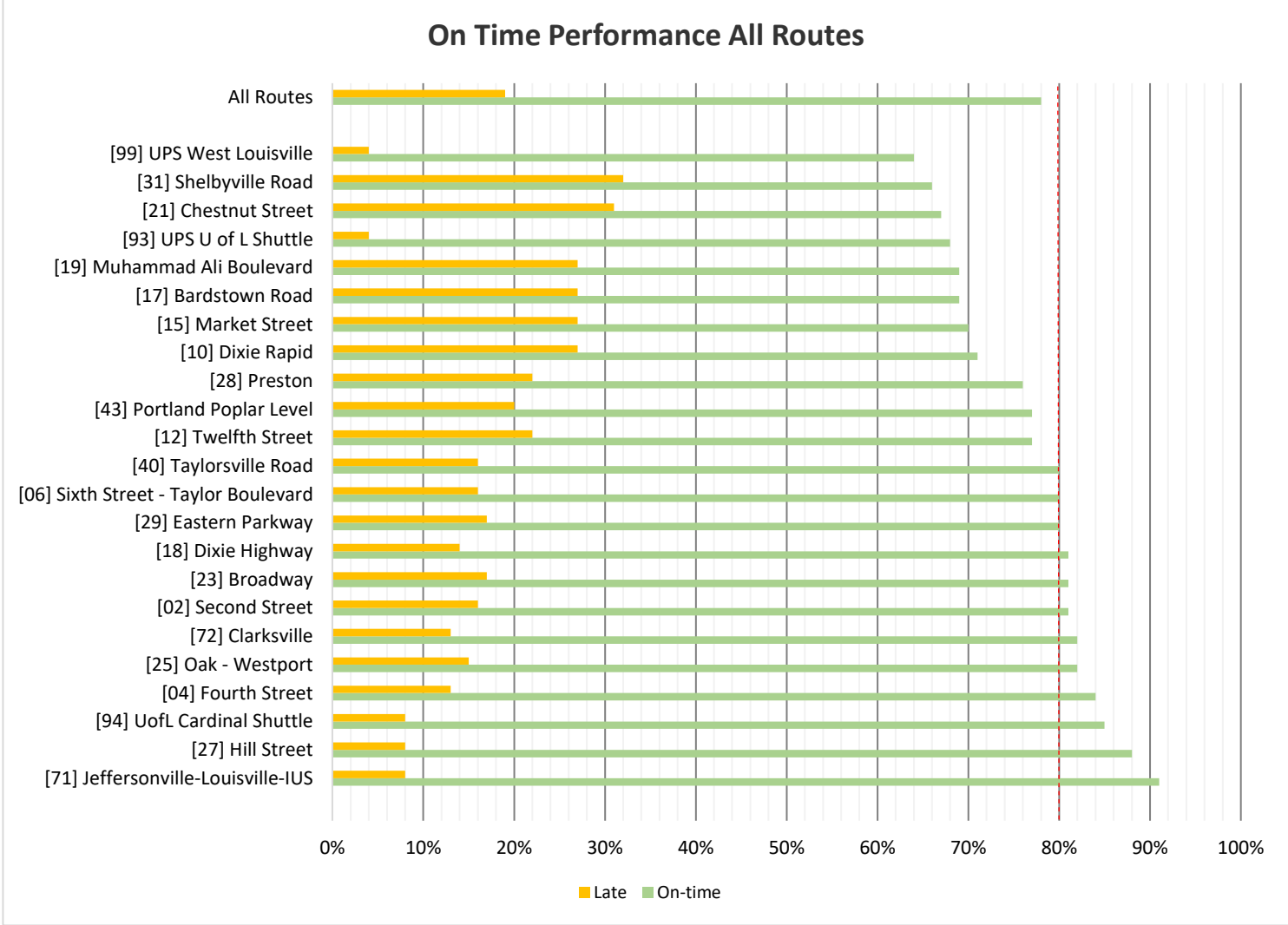
On-time Performance 80% Club

Last Name	First Name	OTP	Last Name	First Name	OTP	Last Name	First Name	OTP
Alexander	Maurice	89%	Johnson	Ulrike	87%	Ross	Tamika	88%
Bowen	Angela	86%				Sandage	Mary	84%
Brewer	Kelvin	84%	Keita	Adrahamane	85%	Saulsberry	Steve	87%
Carrico	James	89%	King	Keith	85%	Scott	Shalayne	83%
Cleveland	Sammy	81%	Lindsey	Damian	86%	Sloan	Anthony	83%
Cochran	John	89%	Mahaffey	Yvette	81%	Smith	Stacey	89%
Colbert	Keyshulmaria	85%	Malone	Dewan	85%	Smith	William	83%
Colbert	Elonda	83%	Mason	Brooklyn	83%	Stokes	Tracy	84%
Cunningham	William	88%	Mccraney	Yazmin	88%	Taylor	Lionel	89%
Dailey	Charlotte	88%	Meneese	Anita	80%	Thomas	Stephanie	87%
Dryden	Robert	82%	Miller	Terrence	89%	Tutt	Frieda	89%
Durham	John	86%	Mitchell	Keith	84%	Wade	Shonda	84%
Edmonds	John	80%	Muhire	Bernond	81%	Wadlington	Tina	82%
Evans	Shontey	84%	Payne-Dunkley	Kawana	82%	Watkins	Joshua	87%
Goodwin	Remonda	81%	Phillips	Naphatina	84%	Watts	Reginald	89%
Harris	Stephon	89%	Pope	Melissa	81%	Wayne	Keith	87%
Hawkins	Nisha	88%	Powell	Tyrone	86%	Williams	Robin	82%
Henderson	Stacey	89%	Puckett	Alvin	80%	Williams	Rodney	82%
Henderson	Delisa	87%	Reed	Bessie	86%	Yasharahla	Ahdawan	82%
Jackson	Andre	81%	Reynolds	Dale	85%			
			Rogers	Dewayne	88%			



MAY ON-TIME PERFORMANCE

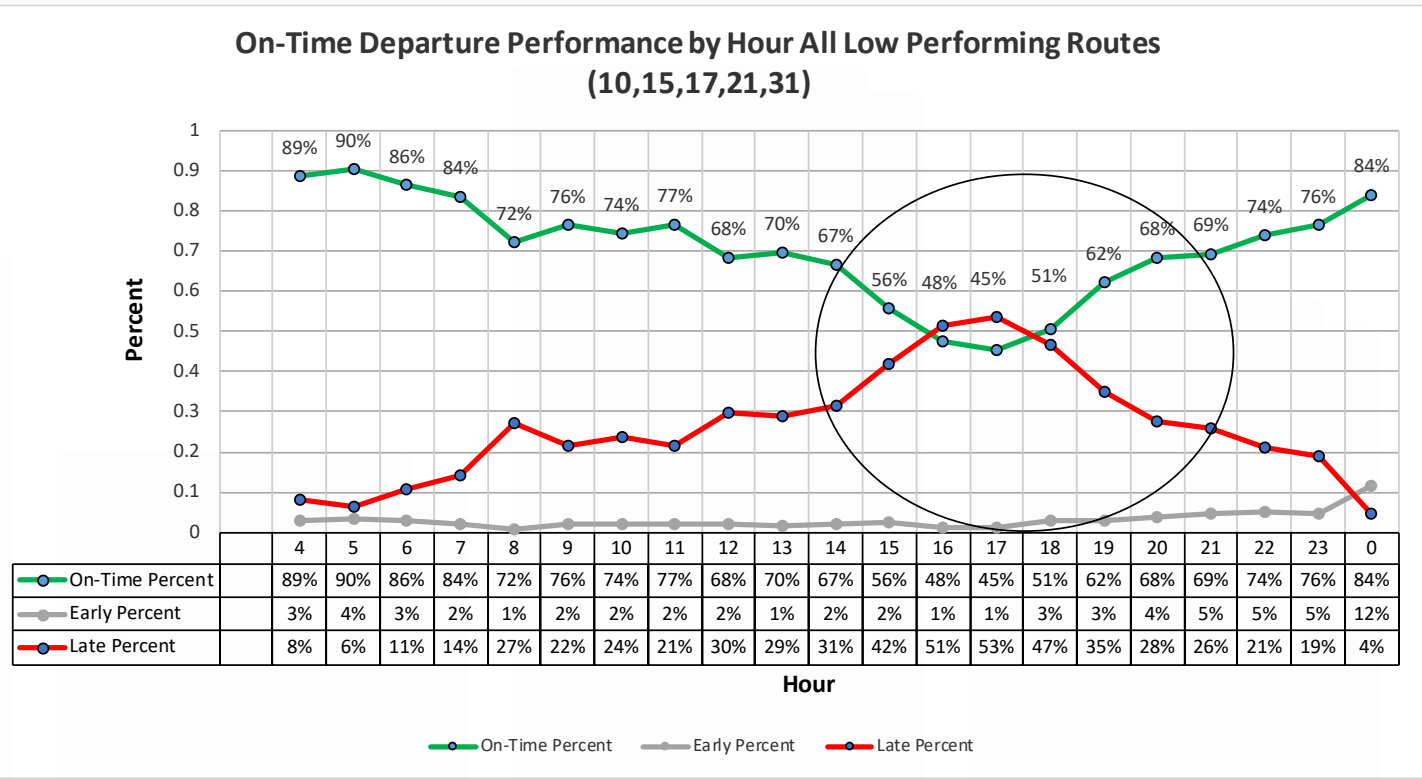
Route	On-time	Late	Early
[71] Jeffersonville-Louisville-IUS	91.0%	8.0%	1.0%
[27] Hill Street	88.0%	8.0%	5.0%
[94] UofL Cardinal Shuttle	85.0%	8.0%	8.0%
[04] Fourth Street	84.0%	13.0%	3.0%
[25] Oak - Westport	82.0%	15.0%	3.0%
[72] Clarksville	82.0%	13.0%	5.0%
[02] Second Street	81.0%	16.0%	3.0%
[23] Broadway	81.0%	17.0%	2.0%
[18] Dixie Highway	81.0%	14.0%	6.0%
[29] Eastern Parkway	80.0%	17.0%	3.0%
[06] Sixth Street - Taylor Boulevard	80.0%	16.0%	4.0%
[40] Taylorsville Road	80.0%	16.0%	4.0%
[12] Twelfth Street	77.0%	22.0%	1.0%
[43] Portland Poplar Level	77.0%	20.0%	3.0%
[28] Preston	76.0%	22.0%	3.0%
[10] Dixie Rapid	71.0%	27.0%	1.0%
[15] Market Street	70.0%	27.0%	3.0%
[17] Bardstown Road	69.0%	27.0%	4.0%
[19] Muhammad Ali Boulevard	69.0%	27.0%	4.0%
[93] UPS U of L Shuttle	68.0%	4.0%	28.0%
[21] Chestnut Street	67.0%	31.0%	2.0%
[31] Shelbyville Road	66.0%	32.0%	2.0%
[99] UPS West Louisville	64.0%	4.0%	32.0%
All Routes	78.0%	19.0%	3.0%





MAY ON-TIME PERFORMANCE LOWEST PERFORMING ROUTES

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	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 Chesnut Street	67%	31%	2%
Route 31 Shelbyville Road	68%	28%	4%



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%
TOTAL	96,461.00	4,788.00	4.91%	19,385.49	4.16%	TOTAL	97,765.00	4,545.00	4.65%	17,392.85	2.92%
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	4822	69	1.43%	253.75	0.71%
May	7908	529	6.69%	2,117.90	4.16%	May	4903	83	1.69%	263.58	0.77%
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					
TOTAL	78,820.00	3,633.00	4.61%	14,572.95	2.80%	TOTAL	24,397.00	688.00	2.82%	2,735.41	1.72%

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

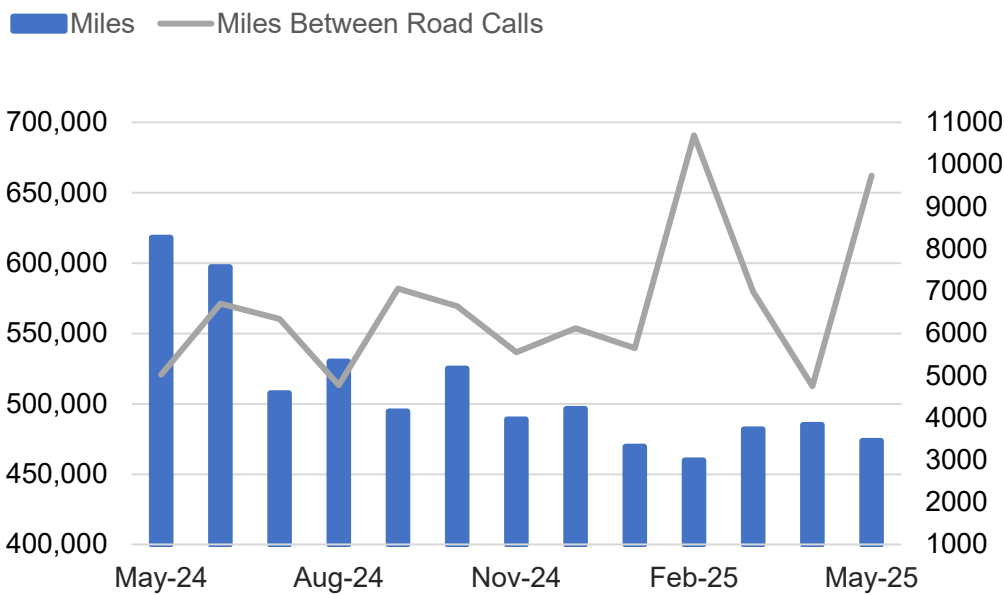


MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

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
May-25	473,698	80	9,741

Miles Between Road Calls



May: Total Miles Between Road Calls = **9,741**
Target Miles Between Road Calls = 7,500

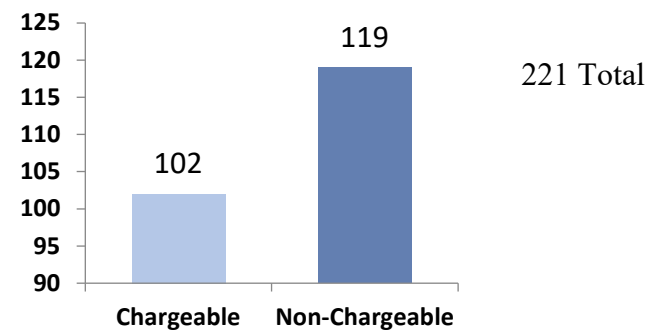
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



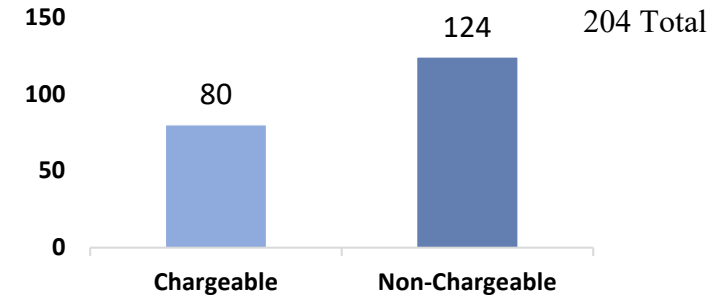
MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

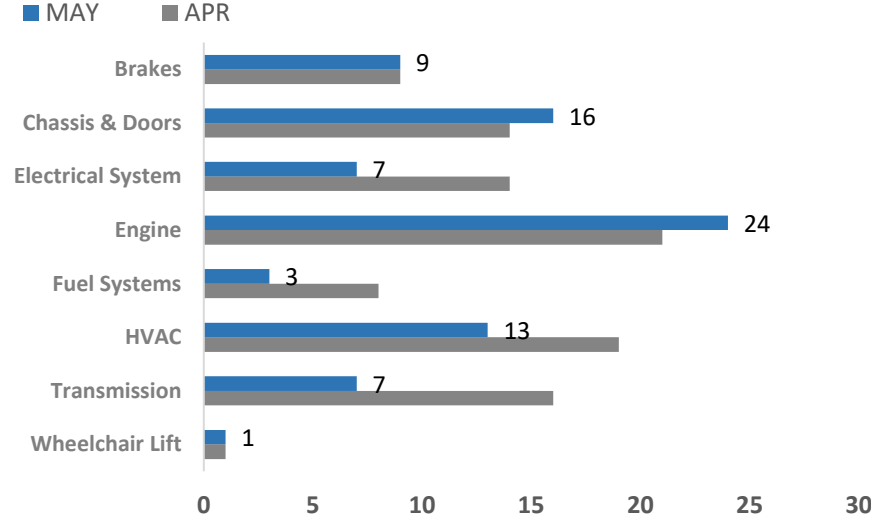
April 2025 Chargeable Maintenance Road Calls



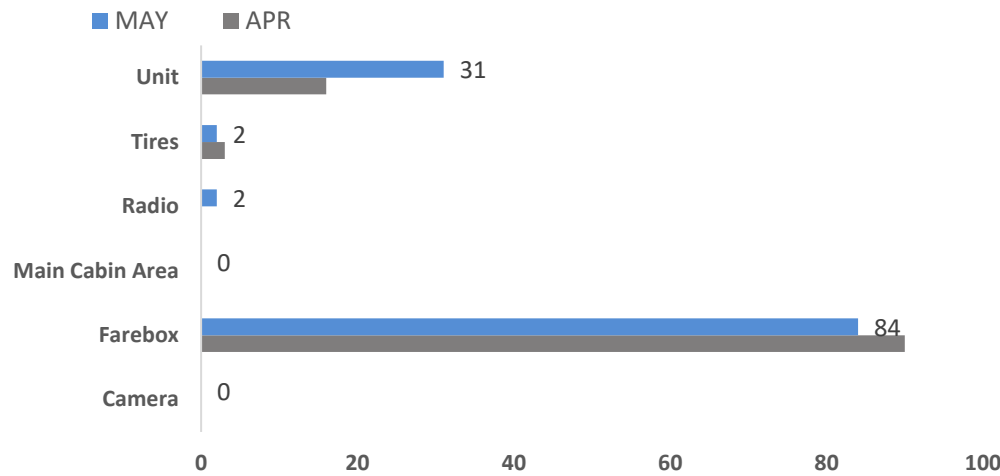
May 2025 Non-Chargeable Road Calls



Chargeable Road Calls By Category May 2025



Non Chargeable Road Calls By Category May 2025





SAFETY

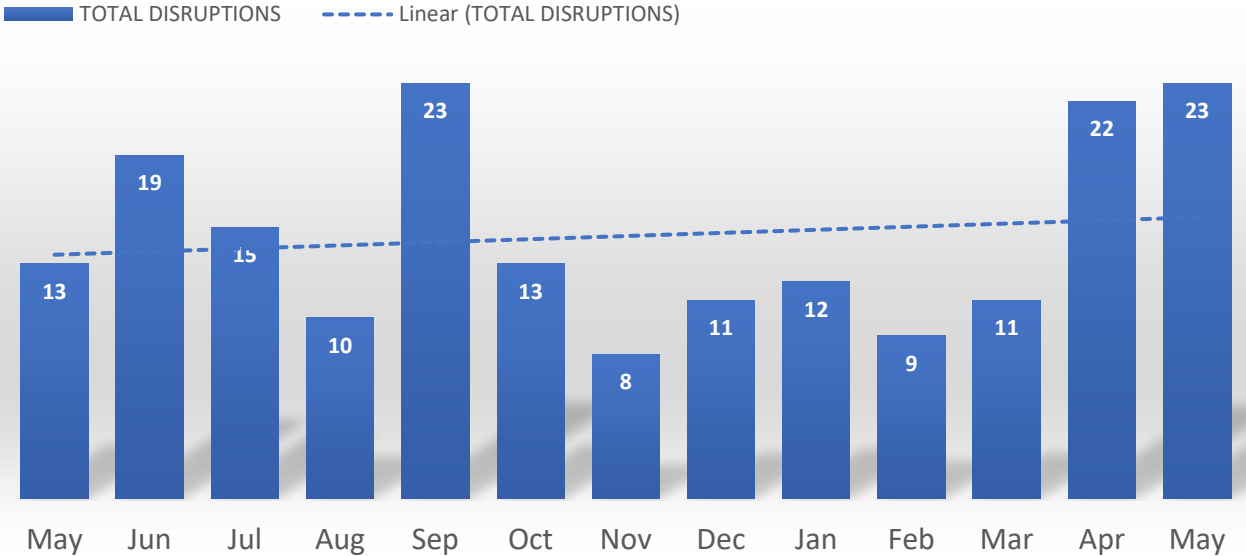
PASSENGER DISRUPTIONS BY LINE MAY 24 – MAY 25

Route ID	Disruptions
Broadway - #23	40
Dixie Rapid - #10	20
Market St - #15	20
Muhammad Ali - #19	14
Fourth St - #4	14
Preston - #28	13
Bardstown - #17	8
Oak-Westport - #25	7
Eastern Pkwy - #29	6
Dixie Hwy - #18	6
Taylorsville Rd - #40	5
Shelbyville Rd - #31	4
Clarksville - #72	4
Portland Poplar Level - #43	4
J'ville-Lou-New Albany - #71	4
Cardinal - #94	3
Hill St - #27	2
Sixth St - #6	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

DISRUPTIONS CATEGORIES MAY 25

Disruption Type	#
Fare Evaders	3
Pass. Fights	3
Profane Language	0
Disputes (Others)	16
Verbal Assaults	0
Physical Assaults	1
Total	23

TOTAL PASSENGER DISRUPTIONS MAY 24 – MAY 25



PASSENGER DISRUPTIONS*

This Month Total

13

Monthly Avg

14.5

***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.)

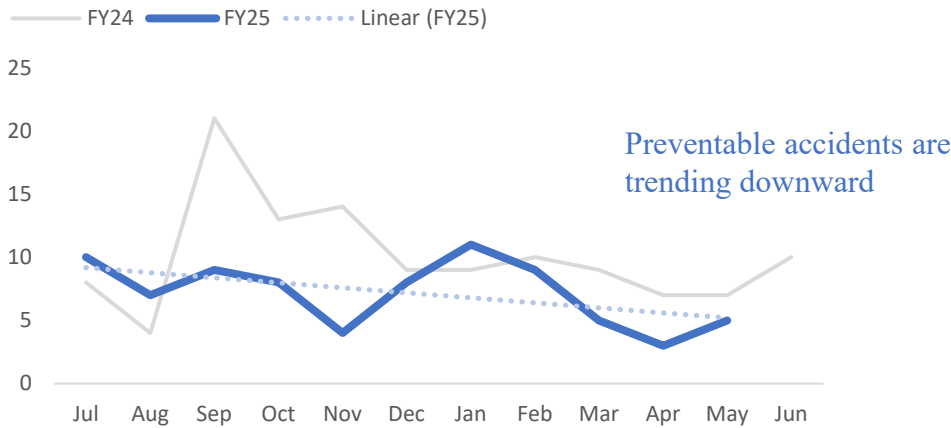
SAFETY PREVENTABLE ACCIDENTS

Monthly	<u>TYPE OF ACCIDENT</u>				YTD
5	Fixed Object	4	80.0%	79	
	Backing	1	20.0%		
1 backing- landscape stone/rock at Malcolm & Bluegrass due to detour 4 fixed objects - Turning right (hit parked vehicle) at State & Spring - Pulling into coach stop (hit pole) at 18th & Chestnut - Maintenance pulling into bay struck another coach at TARC - Pulling into track in Barn, struck yellow beam with mirror at TARC					

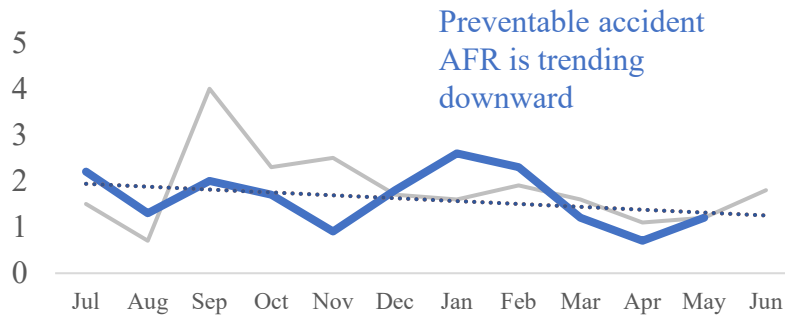
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD
1.2	2.1	1.6

FY25 PREVENTABLE ACCIDENTS



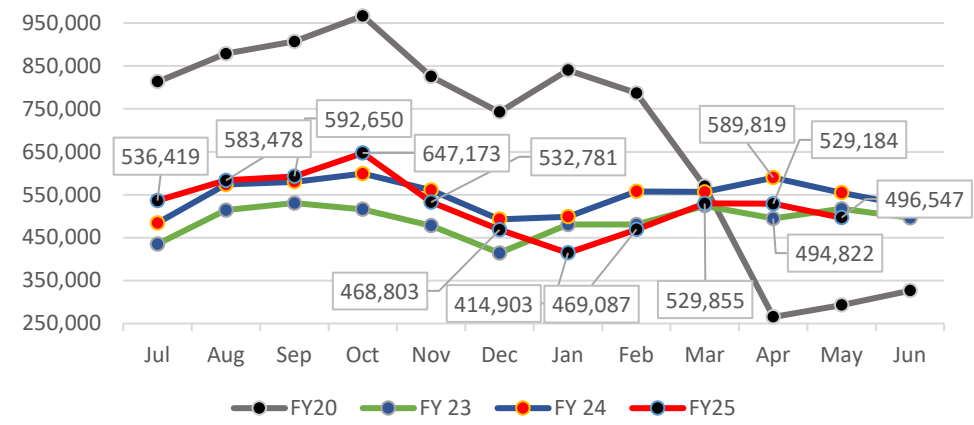
PREVENTABLE ACCIDENT AFR FY24 vs FY25



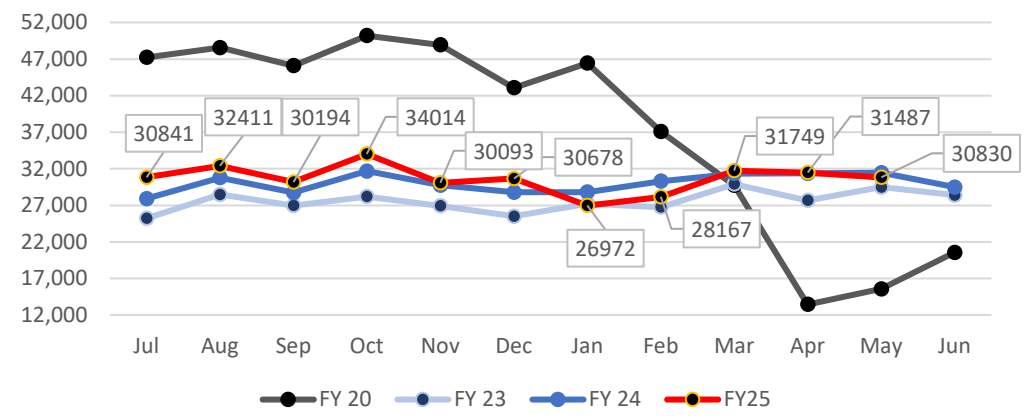


MAY RIDERSHIP

Fixed-Route Ridership



TARC3 Paratransit Ridership



FIXED ROUTE

Monthly: 496.5K

YTD: 6,138,271

--6.2% VLM

-10.5 % VLY

PARATRANSIT

Monthly: 30.8K

YTD: 337,391

-2.1% VLM

-2.0% VLY

COMBINED

This Month, Last Year: 586.4K

This Month, This Year: 527.4K

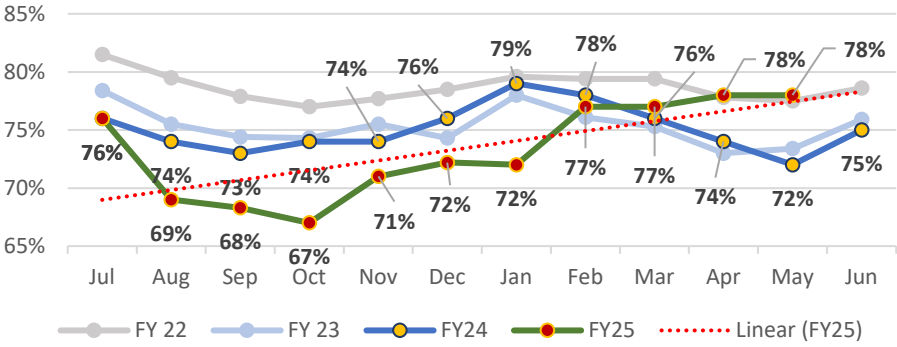
-10.1% VLY

Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
System Production	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 MTD	FY20 (COVID)	FY24 YTD
Total Ridership	5,819,762	8,187,973	6,573,772	337,391	442,345	360,456
Weekday Ridership	4,917,031	7,135,476	5,562,244	279,589	381,276	297,419
Saturday Ridership	520,369	642,871	565,636	28,513	34,062	27,431
Sunday/Holiday Ridership	382,362	506,055	433,148	29,289	27,007	30,441
Total Revenue Miles	4,814,893.71	6,386,306.82	6,517,670	4,013,801	4,930,487	4,364,217
Total Revenue Hours	376,717.80	594,178.76	537,581	253,968	298,416	284,896
Trips per Revenue Mile	1.16	1.28	1.01	0.08	0.09	0.08
Trips per Revenue Hour	15.01	13.78	12.20	1.25	1.48	1.27

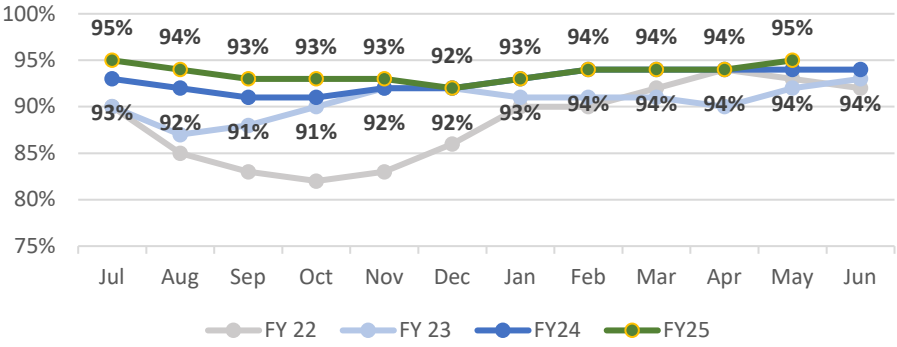


MAY ON-TIME PERFORMANCE

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	78%	72%	73%	78%	May	95%	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

ADDITIONAL STATS FOR BOARD MEMBER REVIEW

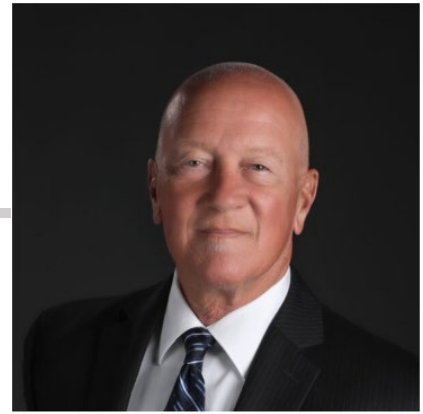


MAY DIRECTORS UPDATE

June 25, 2025

SAFETY

OVERVIEW



Emerging Issues:

- Some of the coach surveillance video requested skips and video is not available – work in progress

Trends:

- Number of preventable accidents continue to trend downward
- Accident Frequency Rate continues to trend downward

Celebrate Successes

- TARC employees continue to bring various safety risks/hazards (potholes, tree limbs hanging over in street, coach stops creating hazards, etc) to Safety's attention to minimize/eliminate the risks – thus, creating a safety culture.
- TARC's Union Station front awning/overhang got a spring cleaning with fresh paint



MOBILITY SERVICES – TARC3

OVERVIEW

Emerging Issues:

- Continue to collaborate with MV to reduce slack time on routes
- Working jointly with MV to enhance operator training

Trends:

- Slight decrease in trip volume at 2%

Celebrate Successes:

- On Time Performance increased to 95%
- New wheelchair accessible subcontractor on board and performing well





CUSTOMER EXPERIENCE

OVERVIEW

Emerging Issues:

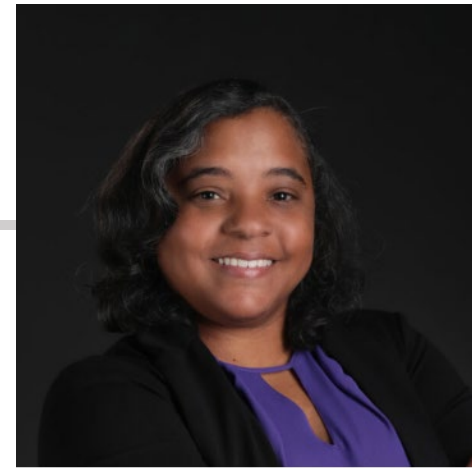
- Continuing customer education on Real-Time bus information on TARC's website

Trends:

- Decrease in customer service call volume at 5%
- 89% closure rate for feedbacks received during the month

Celebrate Successes:

- Maintained an average hold time under one minute in the TARC fixed route call center. Average hold time for May 2025 - 28 seconds



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



TRANSPORTATION

OVERVIEW

Emerging Issues:

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

Trends:

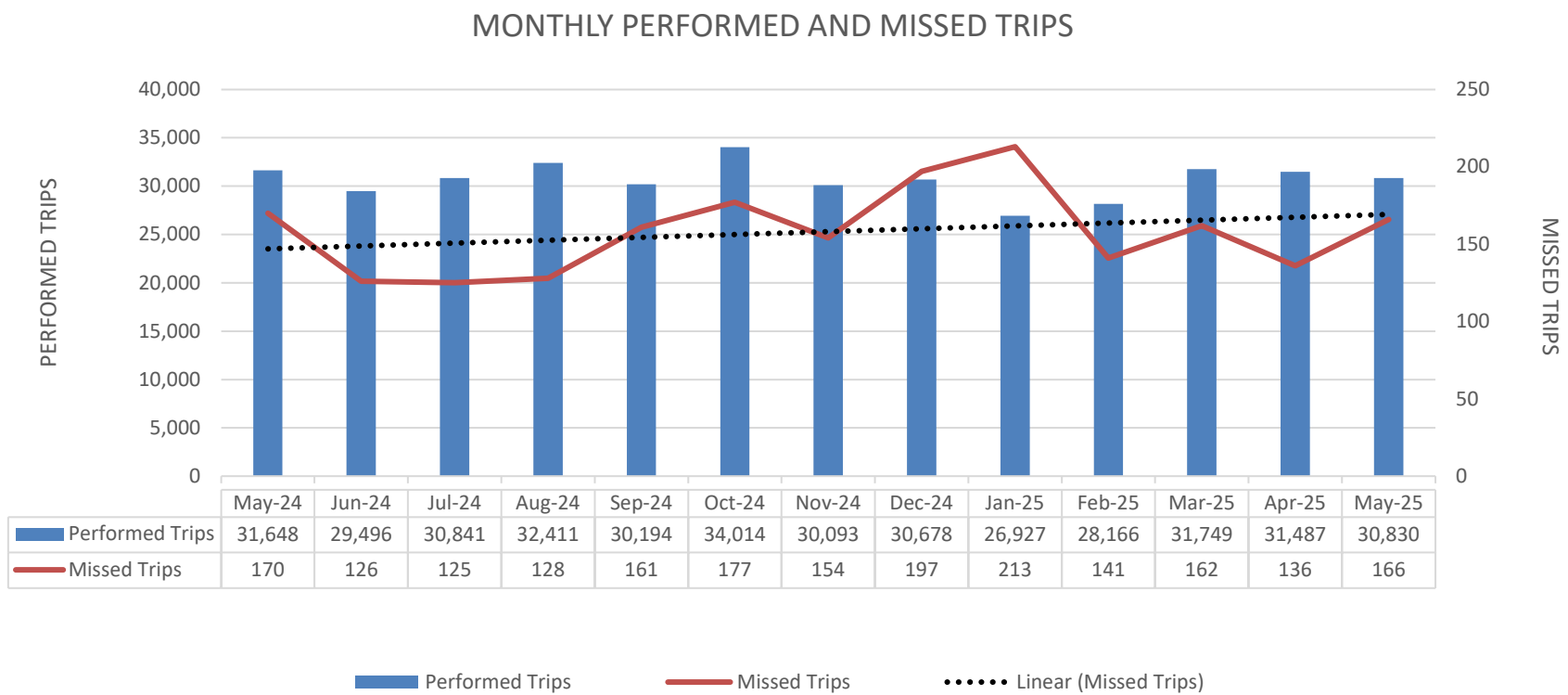
- Ridership stable in April recorded at 529,184 down from the 529,855 reported in March. Surpassing Ridership for April of FY23 reported at 494,822 and closing in on previous year FY24 at 589,819
- On Time Performance (OTP) continues to improve at 78% for April. Highest recorded this fiscal year and 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 August 2025
- 42 professional coach operators achieved 90% on time performance and 75 Professional coach operators achieved 80% on time performance



MV WEEKLY PERFORMANCE – MAY 2025



POST RECONCILIATION

% Missed Trips

May 2025 Missed Trips: 0.54%

30, 830 Performed Trips



MV LIQUIDATED DAMAGES – MAY 2025

PARATRANSIT

Monthly

\$9.6K

-2.3% VLM
-35.9% VLY

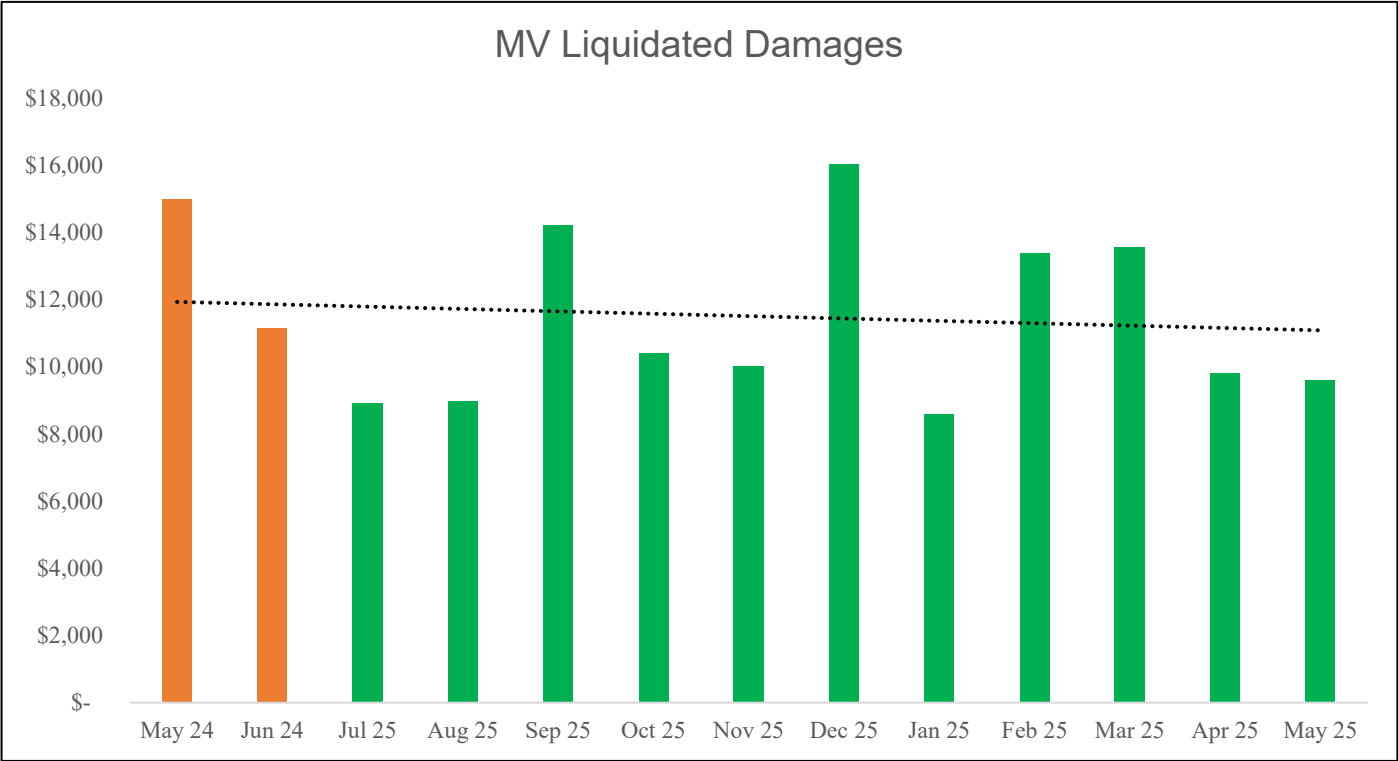
YTD

\$123.5K

-23.3% VLY

Monthly Details

\$5.4K (57%), Late Trip, > 30 mins late
\$4.1K (43%), Missed Trips



Types of Penalties:

- Missed Trip
- Late Trip
- On-Time Performance
- Excessive Trip Length
- Customer Complaints
- Compromised Safety
- Maintenance



SAFETY

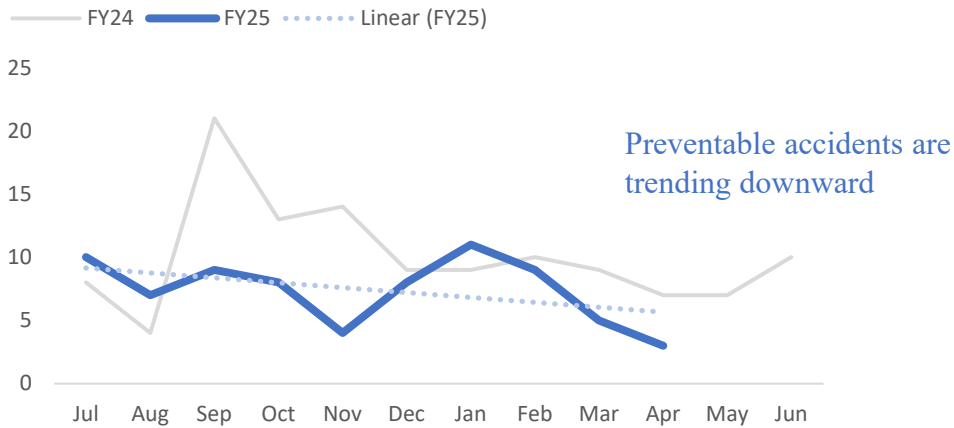
SAFETY PREVENTABLE ACCIDENTS

Monthly	<u>TYPE OF ACCIDENT</u>			YTD
3	Fixed Object	2	66.7%	74
	Backing	1	33.3%	
• 1 rear ended OV - changing lanes at Broadway/Hancock • 2 fixed objects ○ Turning left (hit parked vehicle) at Shelby/Main ○ Pulling into coach stop (hit pole) at 38th/Stratton				

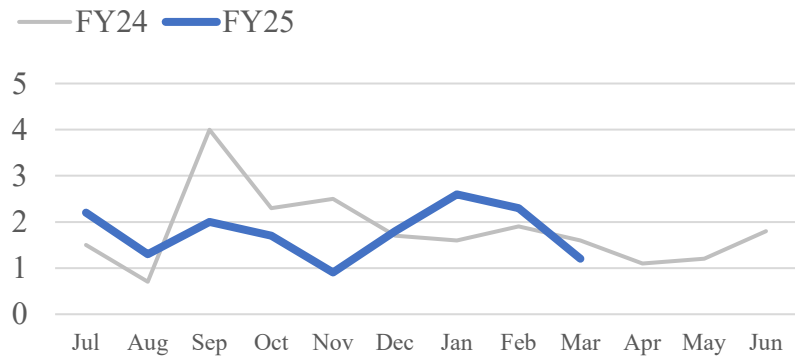
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD
1.2	2.1	1.8

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25





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	39	9	3	53	Unverified - feedback could not be verified based on information provided									
PASSED UP PASSENGER	1	51	12	1	65										
NO SHOW	0	7	1	1	9	Unable to Investigate - feedback could not be confirmed based on the information provided									
LATE SCHEDULE	3	27	2	2	34										
RECKLESS DRIVING	16	1	4	0	21	Under Investigation - more research is needed based on information provided									
EARLY SCHEDULE	0	11	2	3	16										
PLANNING/SCHEDULE	17	3	1	0	21										
IT/MOBILE	3	0	0	0	3										
OTHER - MISC	19	11	2	14	46										
TOTAL	61	150	33	24	268										

FIXED ROUTE FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	66	57	61	77	56	57	45	49	46	48	41	48	53	704	54
PASSED UP PASSENGER	82	76	69	73	55	67	44	36	46	32	54	63	65	762	59
NO SHOW	54	26	70	35	41	43	33	35	29	31	22	16	9	444	34
LATE SCHEDULE	27	18	64	110	68	78	64	41	39	32	29	34	34	638	49
RECKLESS DRIVING	23	25	25	25	26	19	16	11	20	10	28	30	21	279	21
EARLY SCHEDULE	15	17	20	21	15	8	11	24	24	14	14	12	16	211	16
PLANNING/SCHEDULE	27	18	28	29	26	18	22	23	24	24	25	25	21	310	24
IT/MOBILE	2	0	3	5	2	0	2	1	1	4	6	2	3	31	2
OTHER - MISC	80	61	81	89	48	78	86	54	57	50	46	46	46	822	63
COMMENDATIONS	16	13	12	13	7	16	14	4	8	9	7	4	5	128	10
TOTAL	392	311	433	477	344	384	337	278	294	254	272	280	273	4329	333

APRIL FEEDBACK SUMMARIES – PARATRANSIT

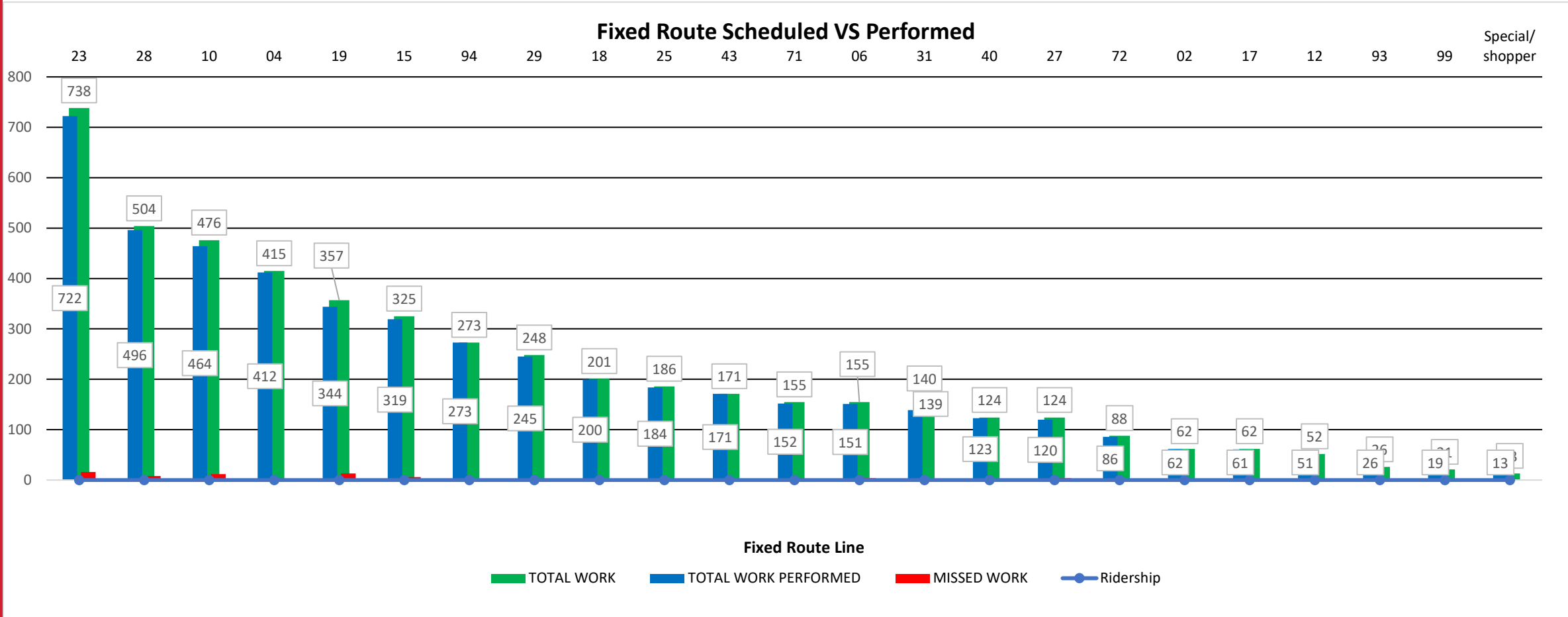
PARATRANSIT MONTHLY REPORT						DEFINITIONS FOR FEEDBACK CATEGORIES									
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL	Verified - feedback was able to be verified									
RUDE OPERATOR OR STAFF	2	23	0	4	29	Unverified - feedback could not be verified based on information provided									
NO SHOW	2	11	1	4	18										
LATE SCHEDULE	9	4	1	1	15	Unable to Investigate - feedback could not be confirmed based on the information provided									
RECKLESS DRIVING	1	3	1	3	8										
EARLY SCHEDULE	2	0	0	0	2	Under Investigation - more research is needed based on information provided									
TRIP BOOKING OR SCHEDULING	4	9	0	1	14										
OTHER - MISC	7	14	3	4	28										
TOTAL	27	64	6	17	114										

PARATRANSIT FEEDBACK TREND REPORT															
FEEDBACK CATEGORY	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	28	29	23	23	34	46	22	34	35	10	25	28	29	366	28
NO SHOW	30	19	14	17	17	20	24	12	24	17	21	23	18	256	20
LATE SCHEDULE	16	6	14	14	23	12	15	13	11	13	3	20	15	175	13
RECKLESS DRIVING	3	5	10	8	10	7	10	4	8	13	6	7	8	99	8
EARLY SCHEDULE	2	1	0	2	6	0	3	0	1	2	2	2	2	23	2
TRIP BOOKING OR SCHEDULING	12	9	18	10	19	11	8	12	19	7	15	12	14	166	13
OTHER - MISC	41	32	42	28	18	25	26	27	30	25	35	26	28	383	29
COMMENDATIONS	8	14	9	9	4	6	6	6	5	4	7	5	4	87	7
TOTAL	140	115	130	111	131	127	114	108	133	91	114	123	118	1555	120



FIXED ROUTE SCHEDULED VS PERFORMED

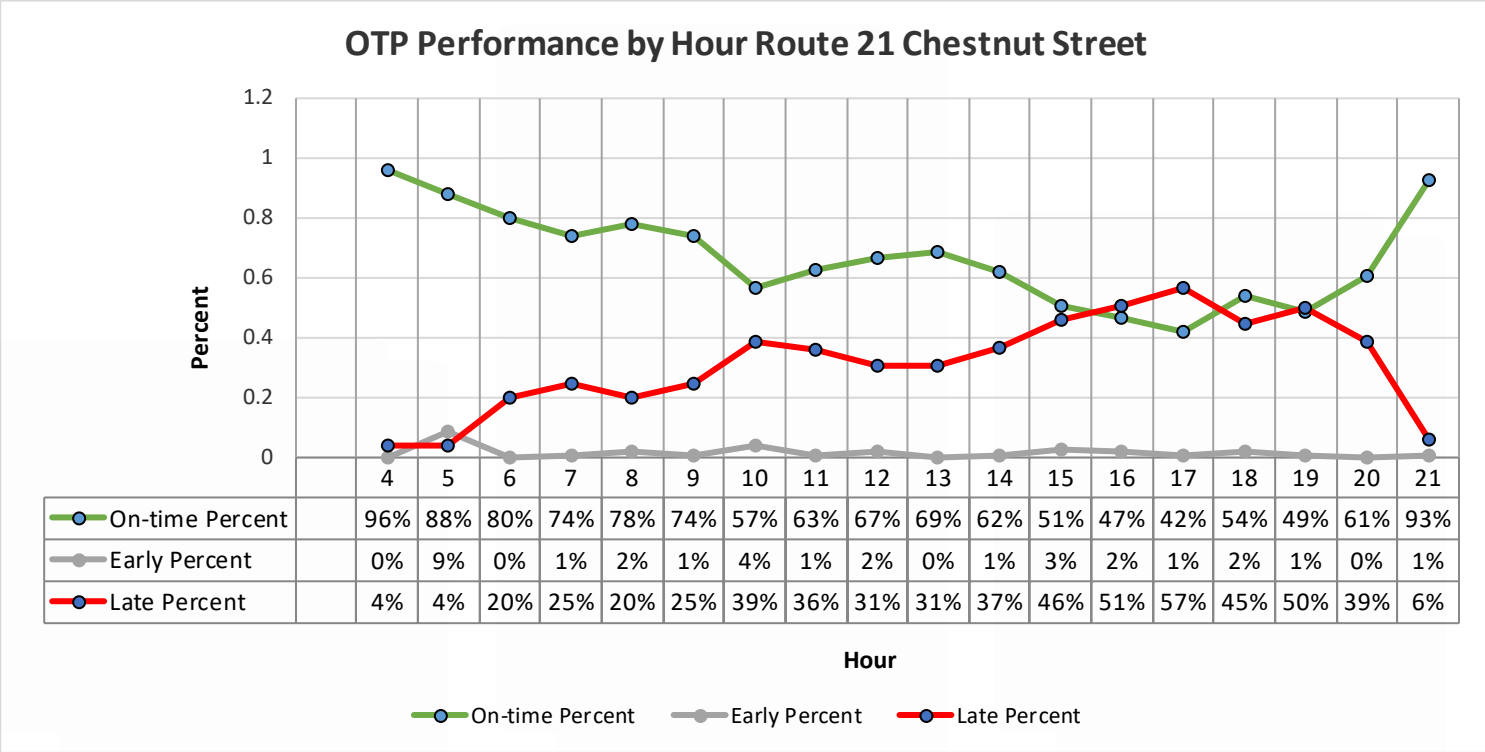
TOTAL WORK	OPEN WORK	% OF TOTAL OPEN	MISSED WORK	% OF OPEN MISSED	% OF TOTAL MISSED	TOTAL WORK PERFORMED	% PERFORMED
4,916	682	13.87%	83	12.17%	1.69%	4,833	98.31%





APRIL ON-TIME PERFORMANCE

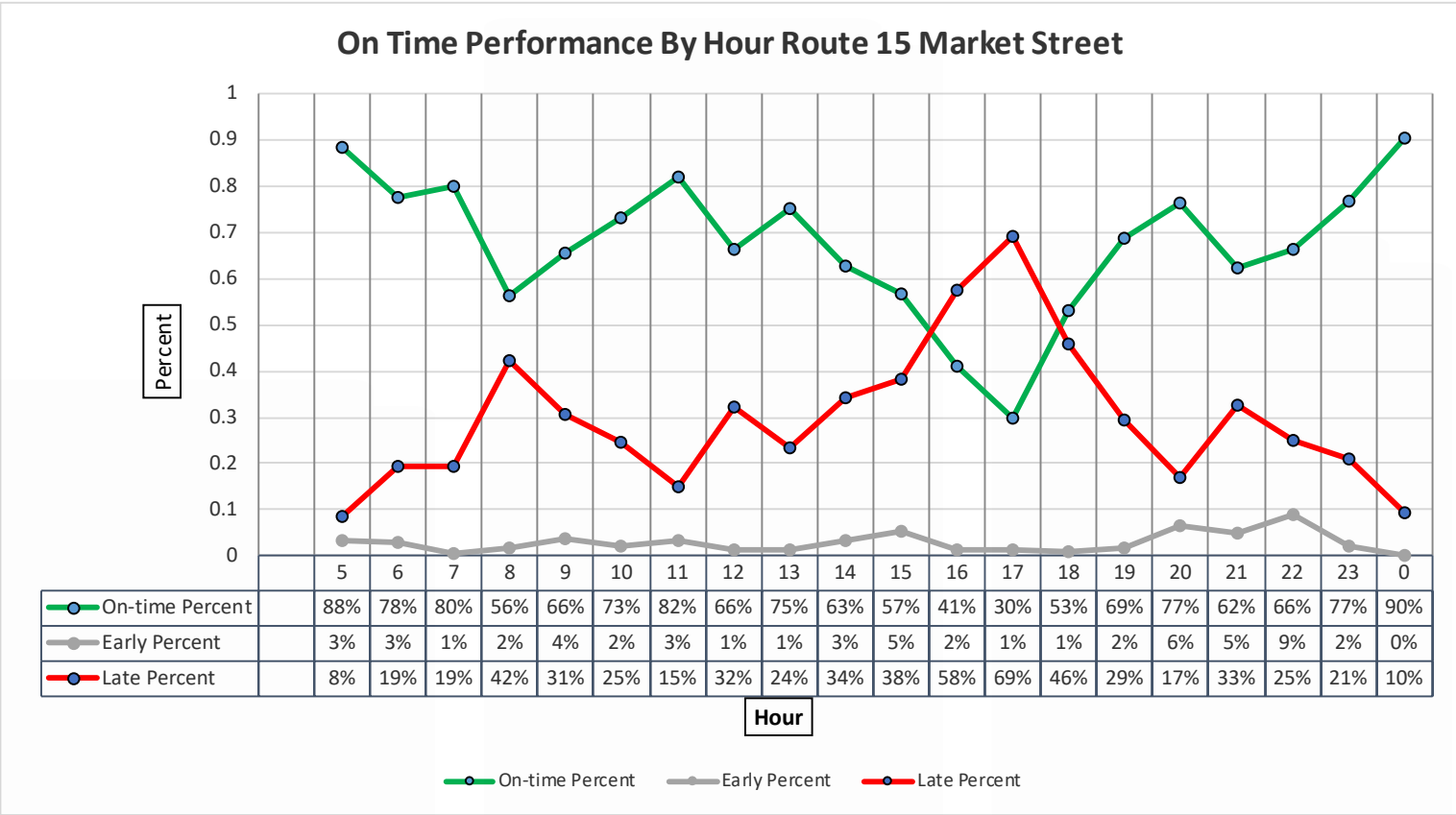
Hour	On-time Percent	Early Percent	Late Percent
4	96%	0%	4%
5	88%	9%	4%
6	80%	0%	20%
7	74%	1%	25%
8	78%	2%	20%
9	74%	1%	25%
10	57%	4%	39%
11	63%	1%	36%
12	67%	2%	31%
13	69%	0%	31%
14	62%	1%	37%
15	51%	3%	46%
16	47%	2%	51%
17	42%	1%	57%
18	54%	2%	45%
19	49%	1%	50%
20	61%	0%	39%
21	93%	1%	6%
Overall	67%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

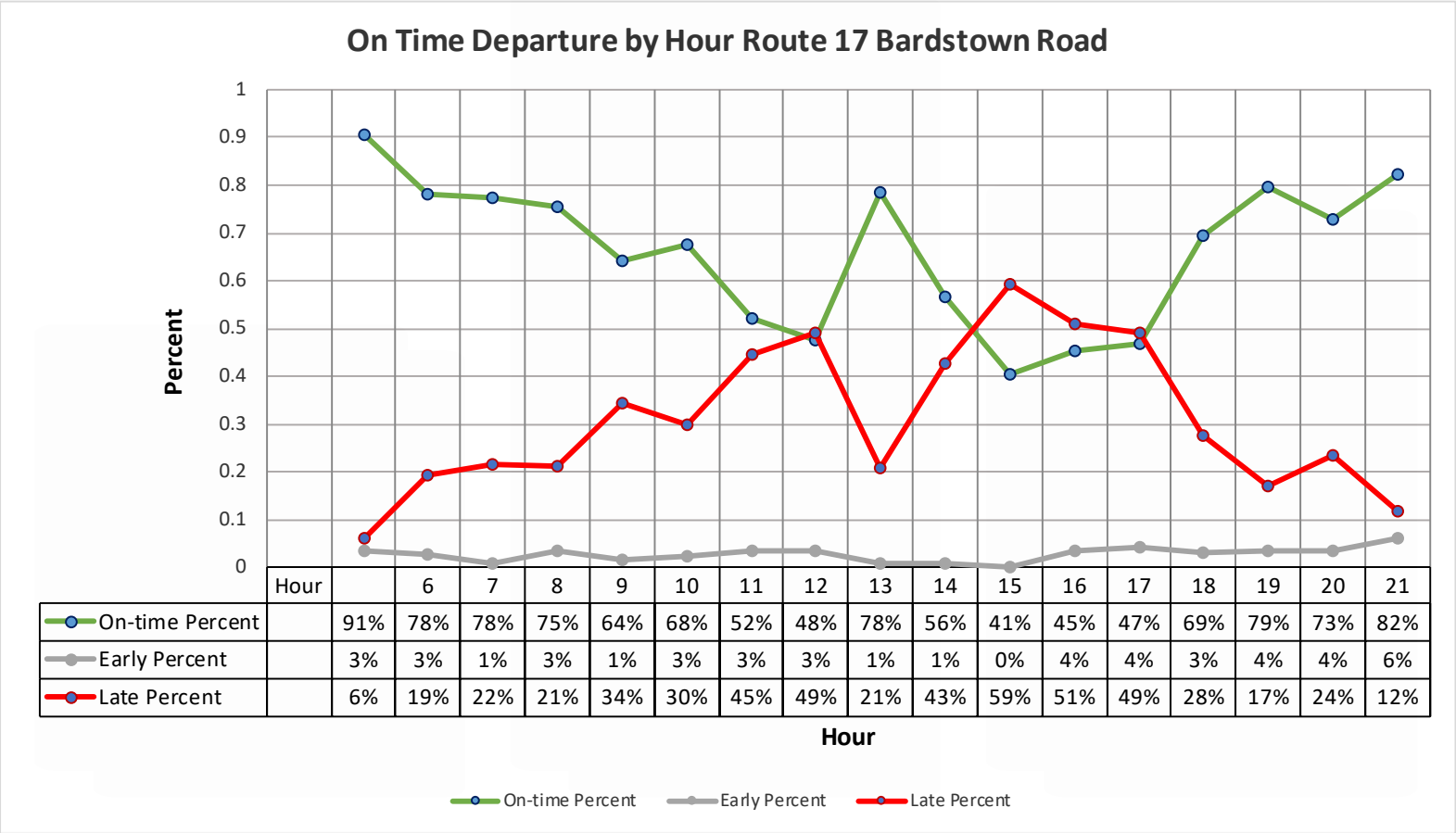




APRIL ON-TIME PERFORMANCE

On-time Departure Performance by Hour Route 17 Bardstown Road

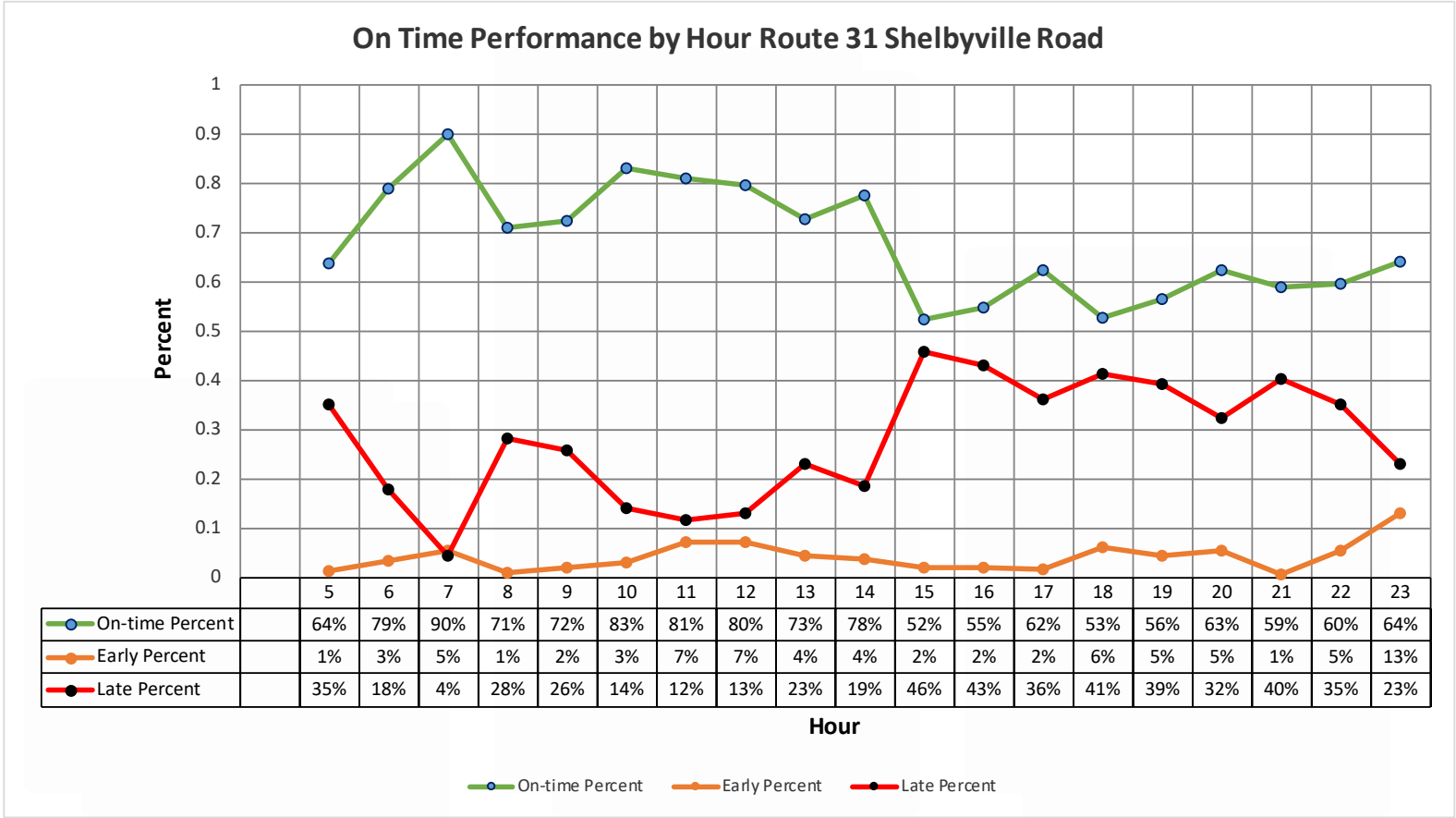
Hour	On-time Percent	Early Percent	Late Percent
6	91%	3%	6%
7	78%	3%	19%
8	78%	1%	22%
9	75%	3%	21%
10	64%	1%	34%
11	68%	3%	30%
12	52%	3%	45%
13	48%	3%	49%
14	78%	1%	21%
15	56%	1%	43%
16	41%	0%	59%
17	45%	4%	51%
18	47%	4%	49%
19	69%	3%	28%
20	79%	4%	17%
21	73%	4%	24%
22	82%	6%	12%
Overall	66%	3%	31%





APRIL ON-TIME PERFORMANCE

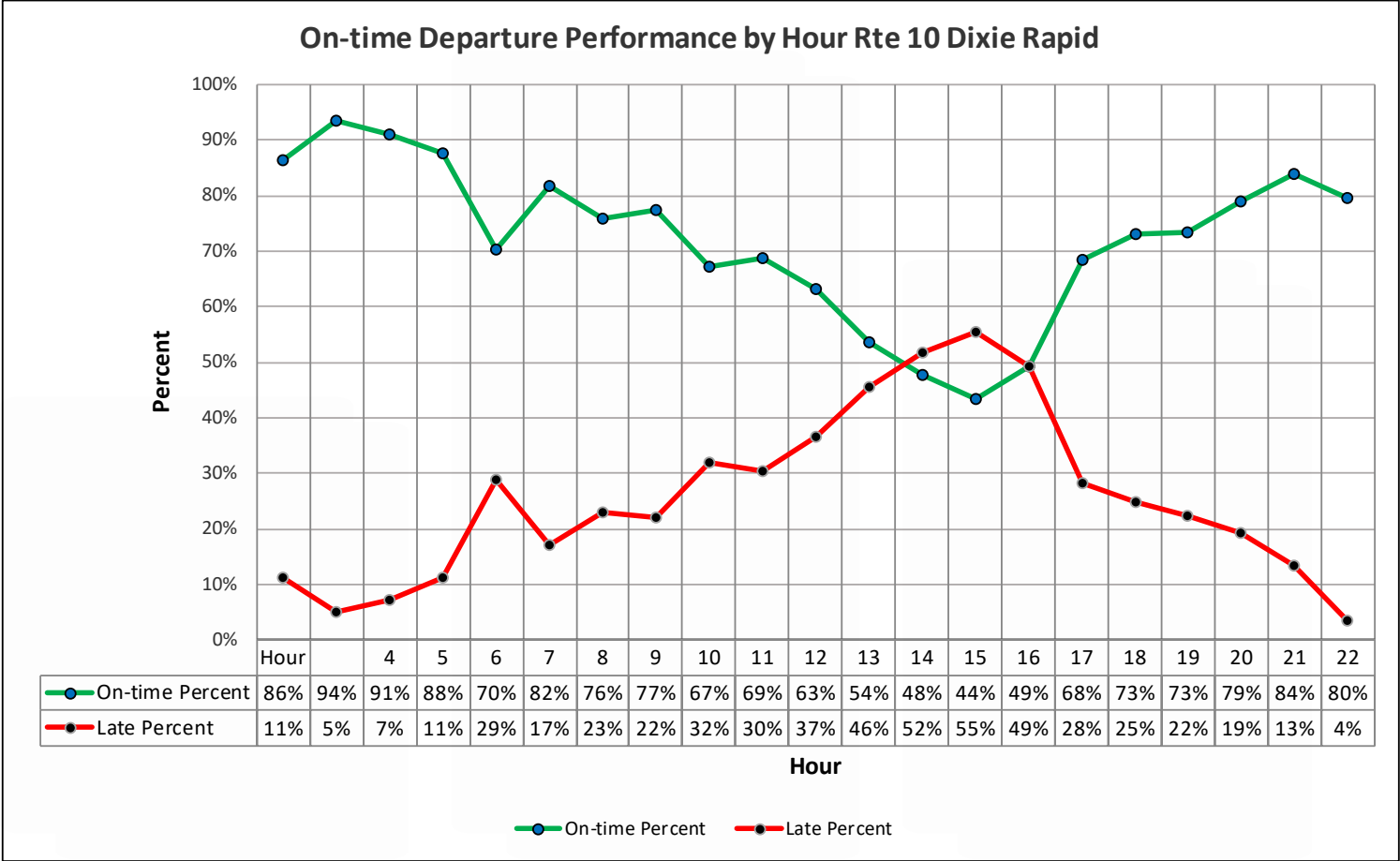
Hour	On-time Percent	Early Percent	Late Percent
5	64%	1%	35%
6	79%	3%	18%
7	90%	5%	4%
8	71%	1%	28%
9	72%	2%	26%
10	83%	3%	14%
11	81%	7%	12%
12	80%	7%	13%
13	73%	4%	23%
14	78%	4%	19%
15	52%	2%	46%
16	55%	2%	43%
17	62%	2%	36%
18	53%	6%	41%
19	56%	5%	39%
20	63%	5%	32%
21	59%	1%	40%
22	60%	5%	35%
23	64%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

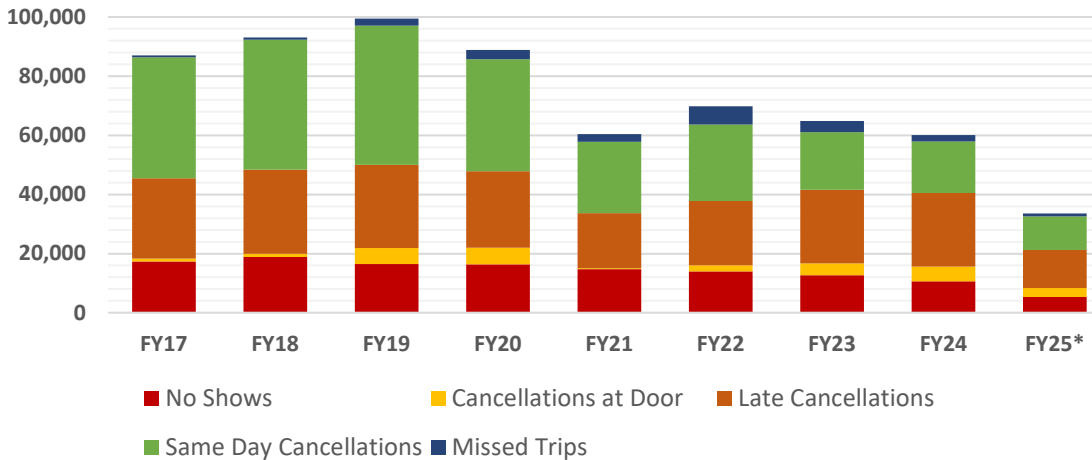


TARC3 SCHEDULED VS PERFORMED

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 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

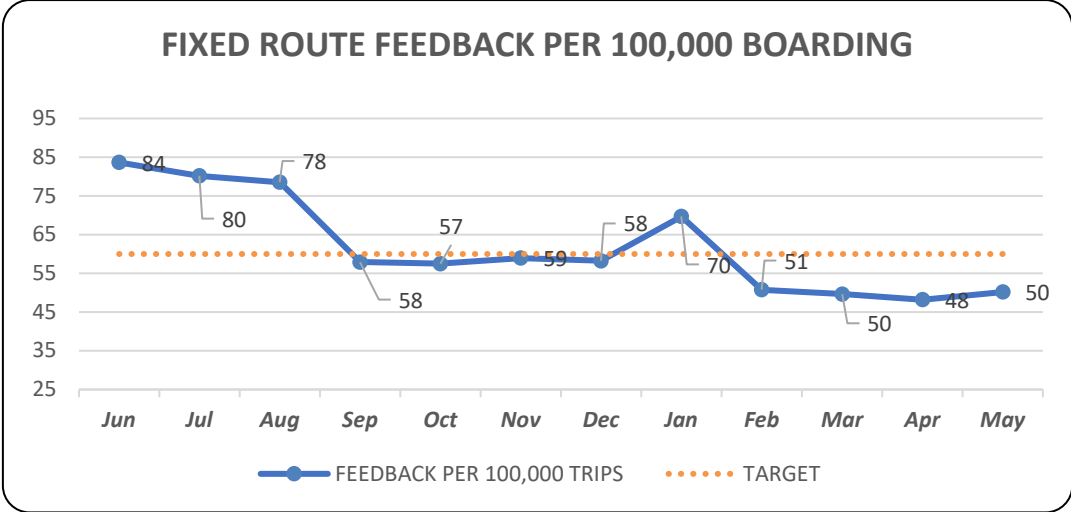
4% VLM

TOTAL RIDERSHIP
496,547

TOTAL FEEDBACK
249

Goal

60



PARATRANSIT / 1,000 TRIPS

Month

3.7

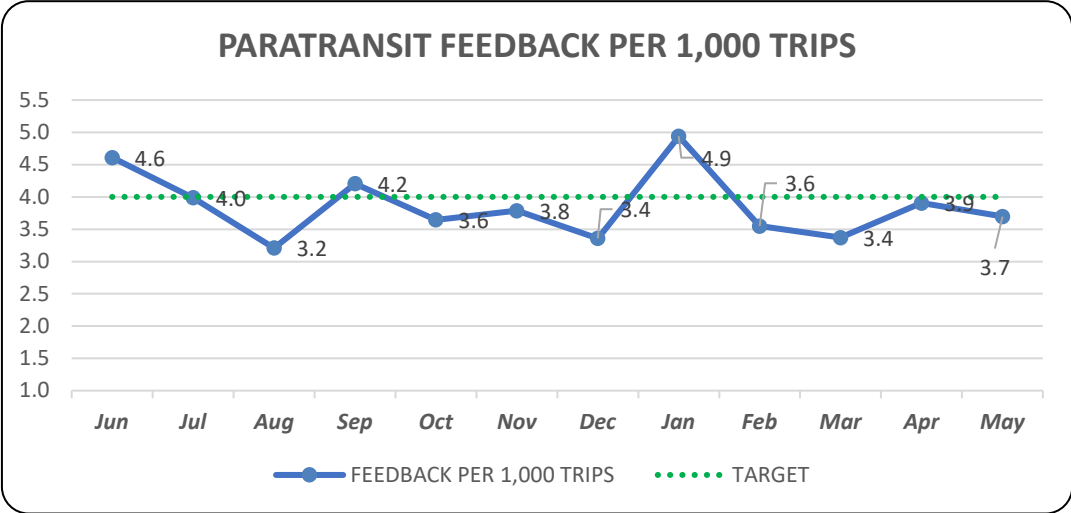
-5% VLM

TOTAL RIDERSHIP
30,830

TOTAL FEEDBACK
114

Goal

4

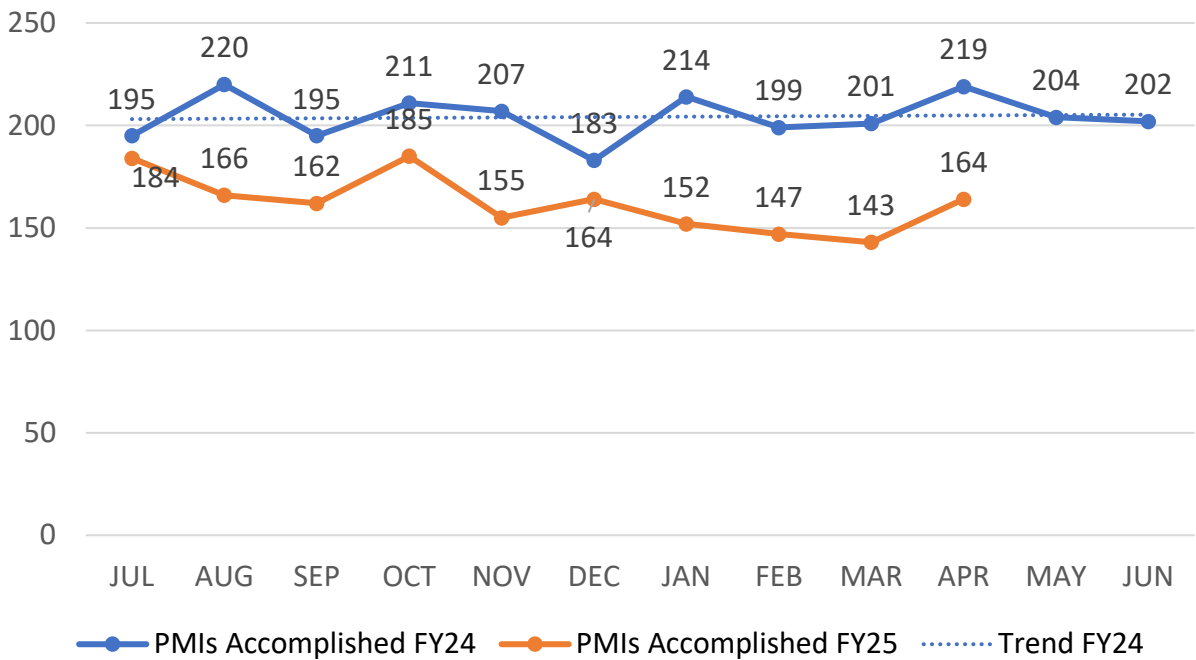




MAINTENANCE

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