

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, July 16, 2025 at 11:00 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 – July 16, 2025

- | | | |
|--|----------------------|-------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 11:00 |
| a. Approval of June Minutes | | |
| 2. Staff Reports and Presentation | | 11:00-11:20 |
| a. Operations Update | Dan Franklin | |
| 3. Possible Upcoming Topics for Future | Tonya Day | 11:20-11:25 |
| 4. Adjournment | | 11:25 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



June 18, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, June 18, 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

Members Virtual

Justin Brown
Ted Smith
Michael Schnuerle

Declined

Christy Ames
DuWayne Gant

Call to Order

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

Approved the May Operation Committee Meeting Minutes.

Action Items

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

- In Fiscal Year 2023, TARC leadership and staff recognized an impending financial challenge for the agency that would require substantial change in TARC's services.
- As a primary strategy to address this fiscal cliff, in early 2024, with Board consent, staff launched the TARC 2025: Moving Forward Together project.
- The purpose was to conduct a detailed study and public outreach process to develop an updated bus network design. Schmidt Associates Architects served as the prime consultant and Jarrett Walker Associates – a consulting team that has prepared many large transit agency bus network redesigns – served as the major sub-consultant.
- After extensive public outreach, including 334 briefings, presentations, or events, and 5,750 survey responses over two phases, and technical analysis of its system, TARC is in the process of developing a final draft of TARC 2025 restructured network with a goal to be implemented in the Summer of 2026.
- The TARC Board adopted a policy resolution at 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.
- TARC Staff and the consultant team conducted additional analysis and developed a Draft Plan with two constrained options at two different levels of investment, the Limited and Enhanced Networks, and produced a Draft Plan Report in January 2025.
- The public and stakeholder feedback strongly preferred the Enhanced Network concept, with a greater level of investment at approximately 355,000 annual service hours.
- The Enhanced Network routes will serve all JCPS Magnet Schools providing access to education and support for the community.
- TARC is seeking the Board of Directors approval of the Enhanced Network service plan to guide completion and implementation of the TARC 2025 Moving Forward Together resulting in a restructured network.

OPERATIONS MEETING TARC BOARD OF DIRECTORS

The Resolution will move on to the Board.



Staff Reports and Presentations

Ozzy Gibson presented the May Operational Update.

- Ozzy thanked Rob Stephens for all of his contributions to TARC during his time here.
- Completed the draft plan phase of the TARC 2025 network redesign gathering 2,926 completed surveys and attending 170 community presentations.
- Successfully switched UofL over to MyTARC Mobile passes.
- Participated in Cherokee Triangle Art Fair, National Bike to Work Day and Old Louisville Springfest.
- Shawn McWhorter graduated from 2025 Leadership Louisville Program.
- Peer Comparison Slide was reviewed.
- May on Time Performance was reviewed.

Alice Houston adjourned the meeting at 11:08 a.m.

ADOPTED THIS 16th DAY OF JULY, 2025

Alice Houston, Chair of the Operations Committee.

BOARD OF DIRECTORS
JULY 23, 2025

JULY OPERATIONAL UPDATE





EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...



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



BE OUR GUEST 2025 FREE KENTUCKY SHAKESPEARE FESTIVAL IN CENTRAL PARK

TARC TO THE PARK

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

LOUISVILLE PARKS AND RECREATION

OLMSTED PARKS CONSERVANCY

TARC TO THE PARK



TARC PEER COMPARISON 2025 DATA

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

*Nashville Paratransit Trips include Premium and Access Flex

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

KEY STATISTICS FOR BOARD REVIEW



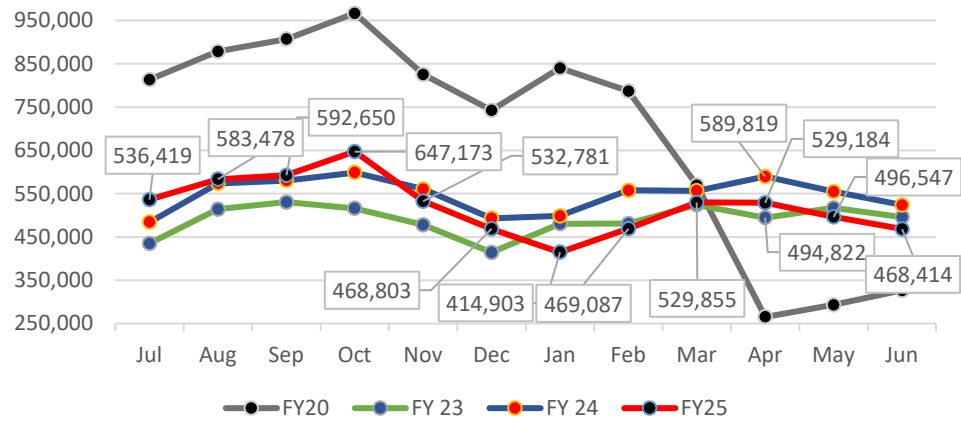
JULY DIRECTORS UPDATE

July 23, 2025

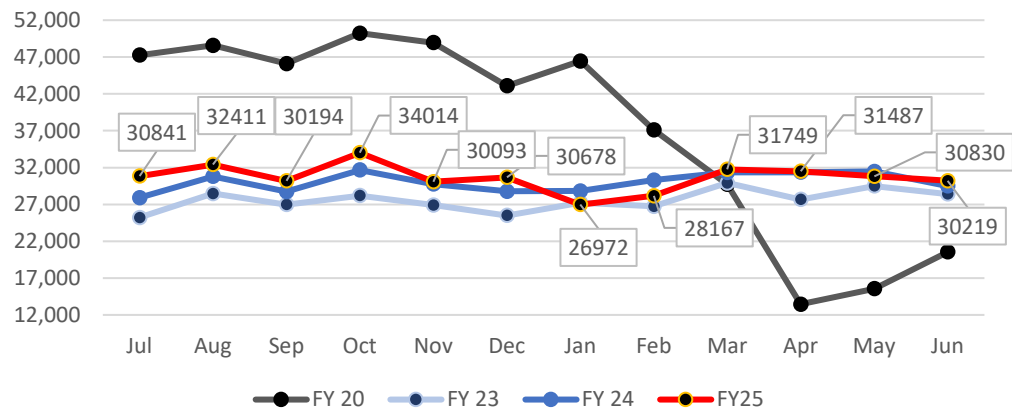


JUNE RIDERSHIP

Fixed-Route Ridership



TARC3 Paratransit Ridership



FIXED ROUTE

Monthly
468.4K
-5.7% VLM
-10.6 % VLY

YTD
6,636,904

PARATRANSIT

Monthly
30.2K
-2.0% VLM
+2.5% VLY

YTD
367,610

COMBINED

This Month, Last Year
553.4K
-9.9% VLY

This Month, This Year
498.6K

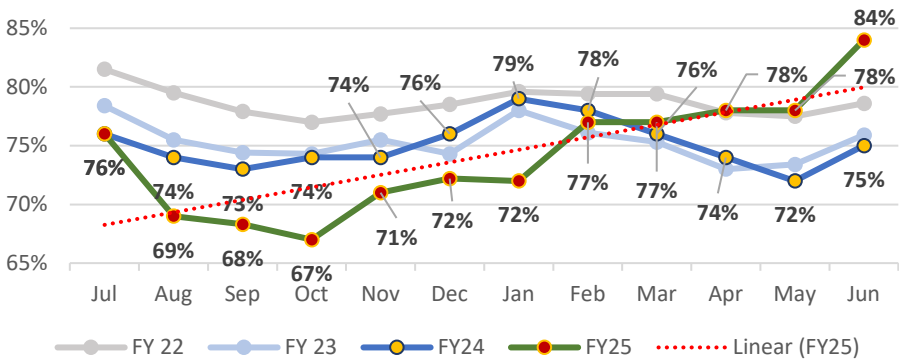
Performance Indicator	Fixed-Route System		
	FY25 YTD	FY20 (COVID)	FY24 YTD
Total Ridership	6,636,904	8,187,973	6,573,772
Total Revenue Miles	5,231,772.98	6,386,306.82	6,517,670
Total Revenue Hours	409,032.33	594,178.76	537,581
Trips per Revenue Mile	1.2	1.28	1.01
Trips per Revenue Hour	15.37	13.78	12.2

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

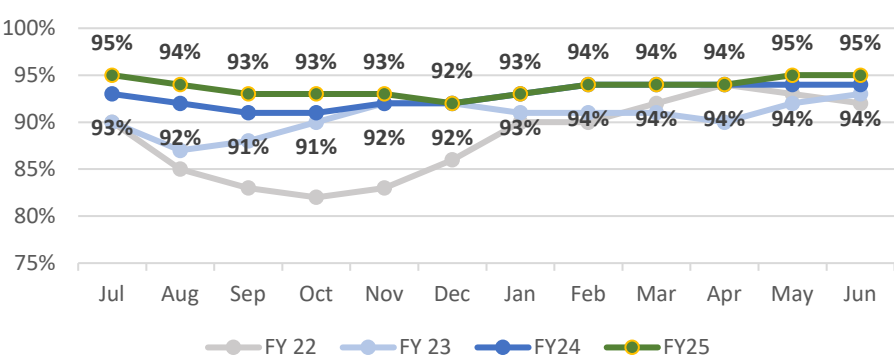


JUNE ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY25 Goal
80%

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

Paratransit
FY25 Goal
93%

** Operating Dual CAD/AVL Systems

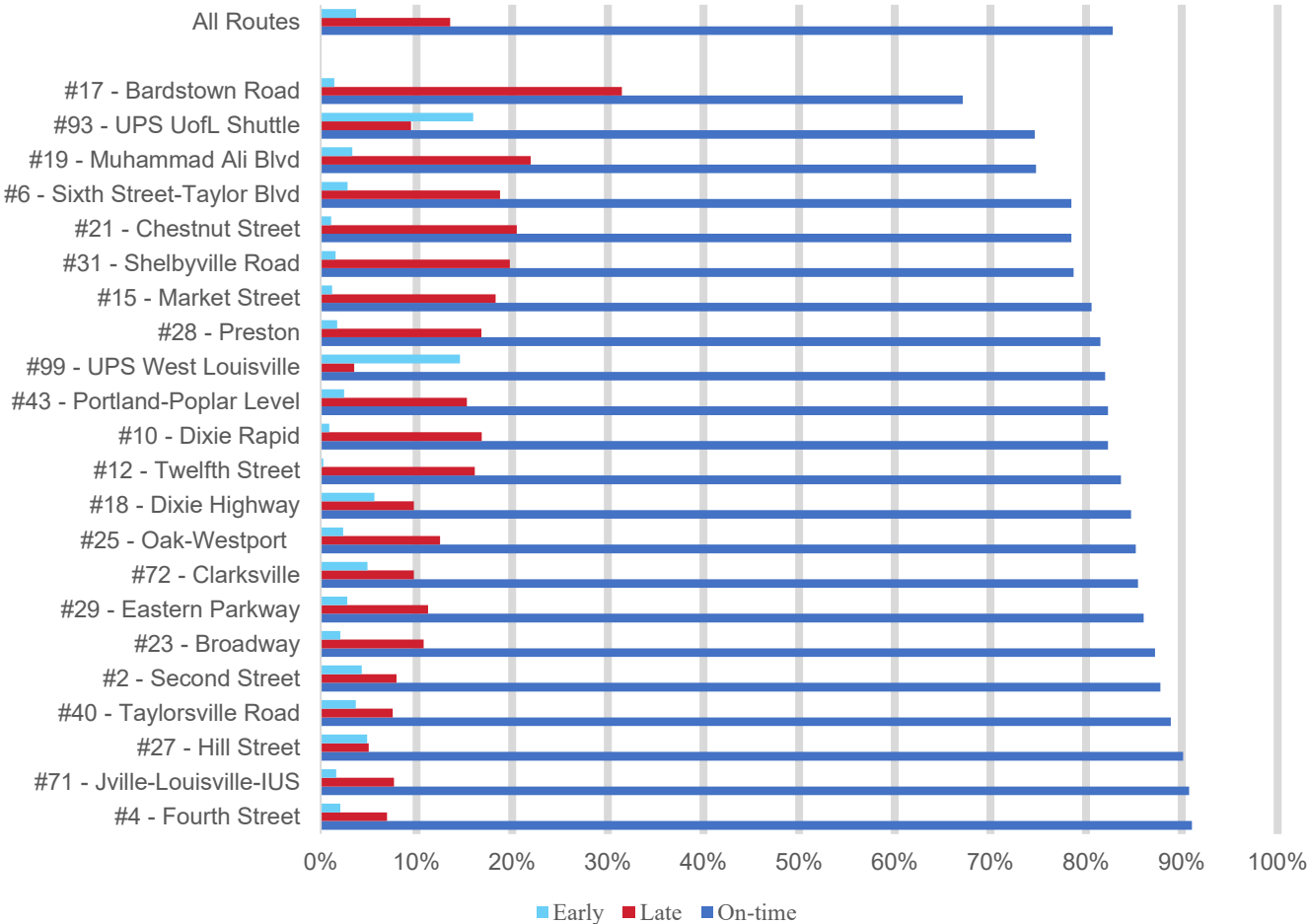


JUNE ON-TIME PERFORMANCE

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

All Routes	84%	4%	12%
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On-Time Performance (All Routes)





JUNE ON-TIME PERFORMANCE

On-time Performance 90% Club

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

Total Coach Operators for Current Service: 274

Total Coach Operators at 90% or better: 97



JUNE ON-TIME PERFORMANCE

On-time Performance 80% Club

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

Total Coach Operators for Current Service: 274

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



JUNE FIXED-ROUTE MISSED RUNS AND MISSED HOURS

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

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

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

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

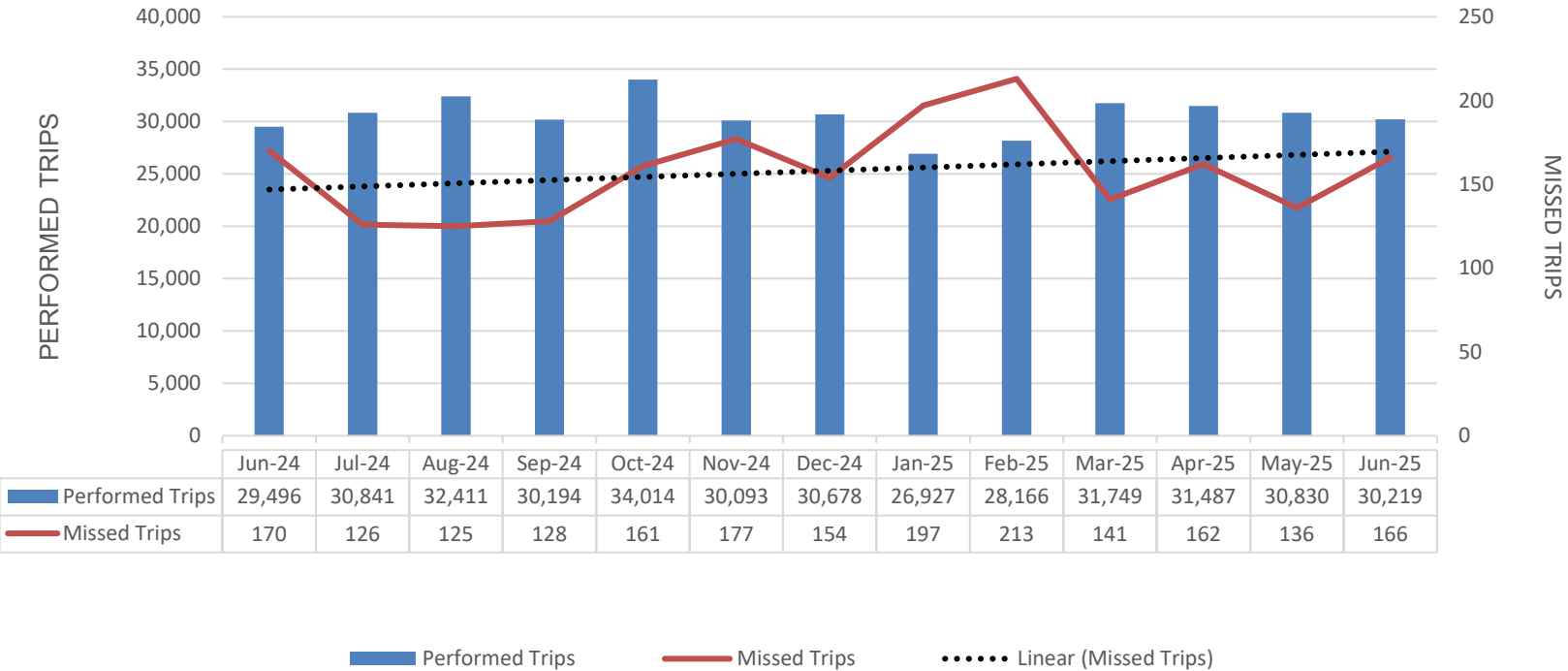
TOTAL	29,010.00	708.00	2.44%	2,816.36	1.32%
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**January 2025 adjustment due to winter weather



MV WEEKLY PERFORMANCE – JUNE 2025

MONTHLY PERFORMED AND MISSED TRIPS



Percentage of Missed Trips
Missed Trips (June 2025): 0.49%
Performed Trips (June 2025): 30,219

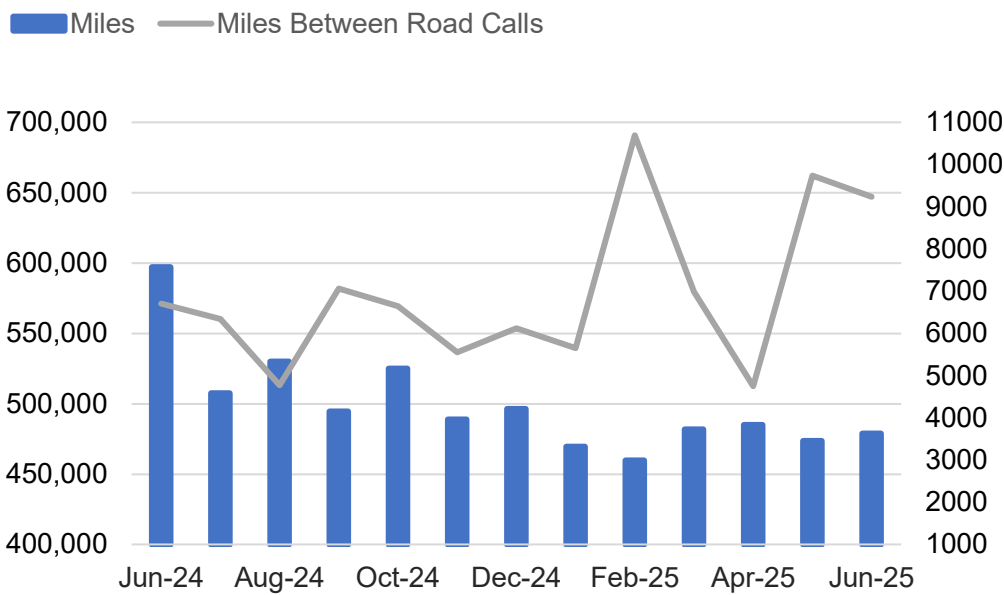


MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

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

Miles Between Road Calls



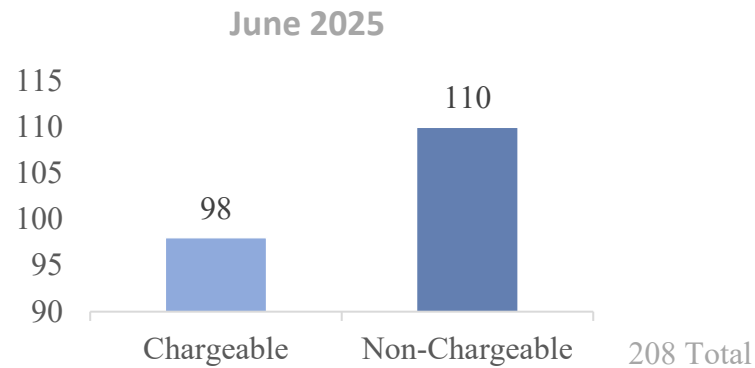
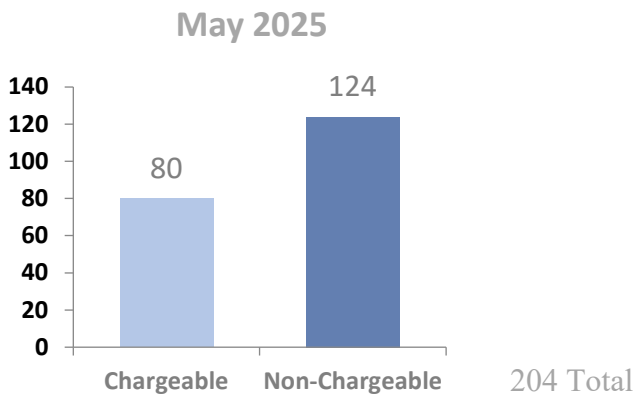
May: Total Miles Between Road Calls = **9,241**
Target Miles Between Road Calls = 7,500

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

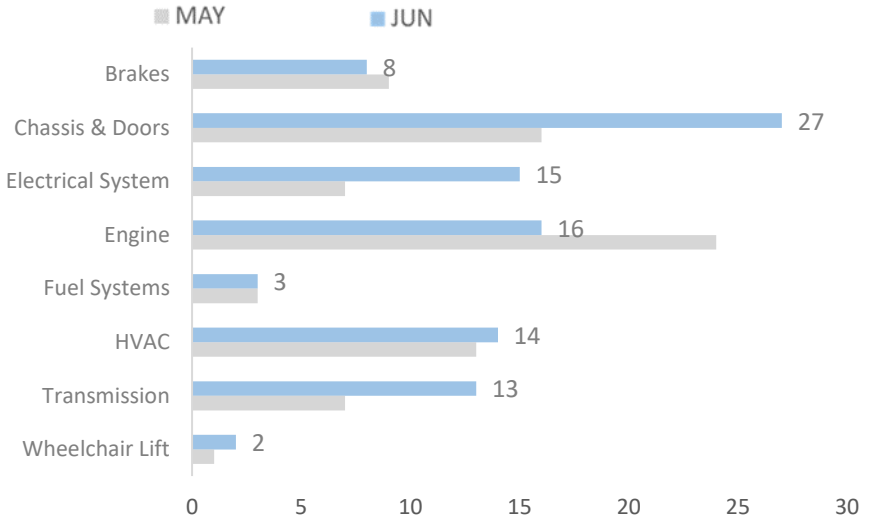


MAINTENANCE

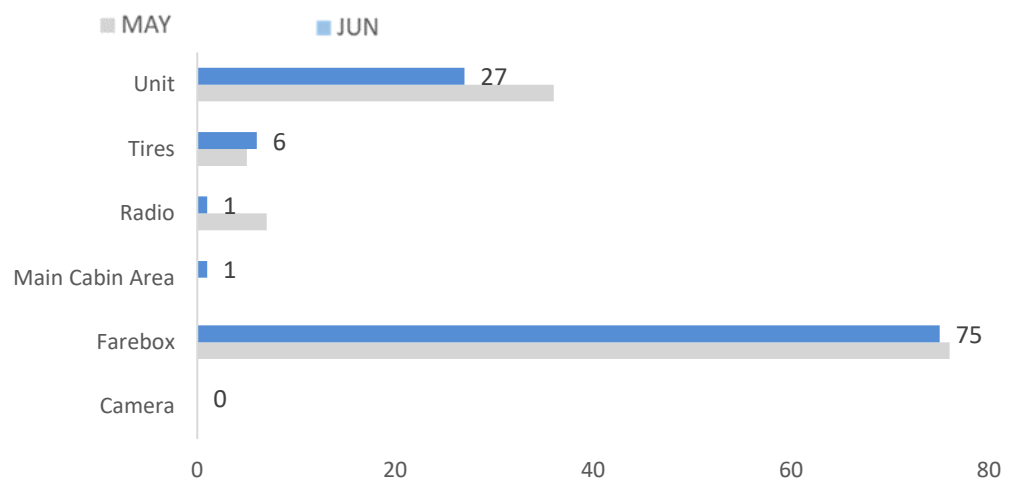
CHARGEABLE VS NON-CHARGEABLE ROAD CALLS



Chargeable Road Calls By Category



Non-Chargeable Road Calls By Category

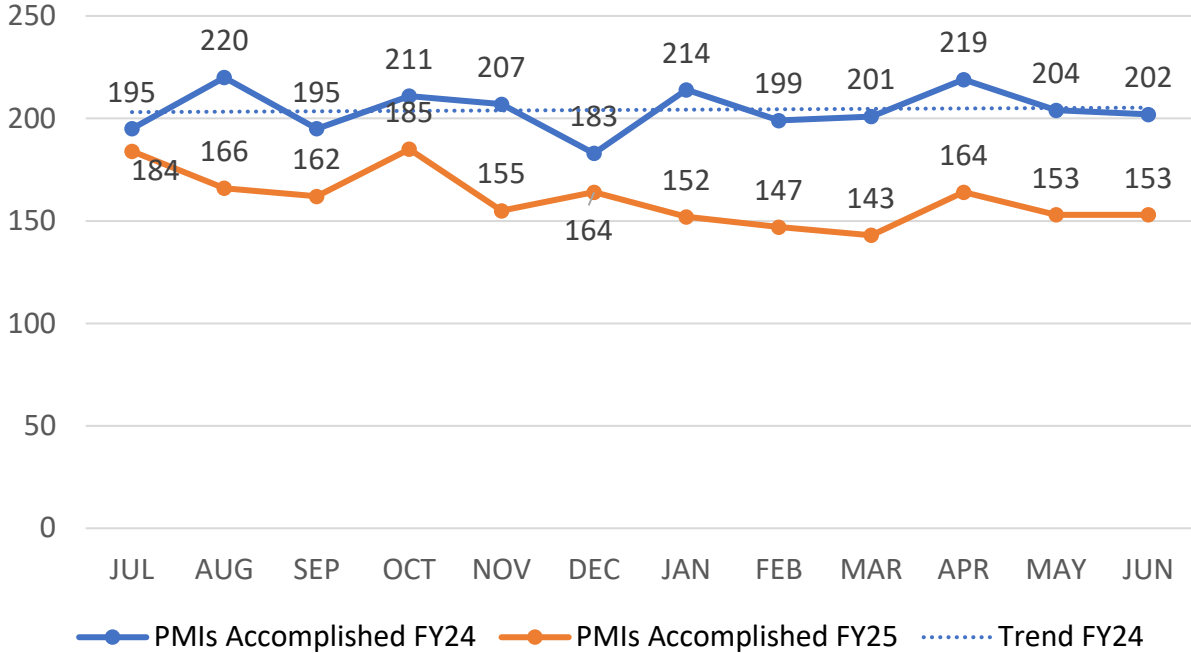




MAINTENANCE

Target PMI: 150
Total Vehicle PMIs: 153

Preventive Maintenance Inspections (PMI) Accomplished FY24 and FY 25



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

Coach Maintenance Plan Includes:

3,000 mile inspection:

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

6,000 mile inspection:

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

12,000 mile inspection

- Perform brake Tapley
- Perform 6,000 mile inspection

24,000 mile inspection

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

48,000 mile inspection

- Fluid change
- Inspect transmission
- Sample transmission fluid

96,000 mile inspection

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



SAFETY

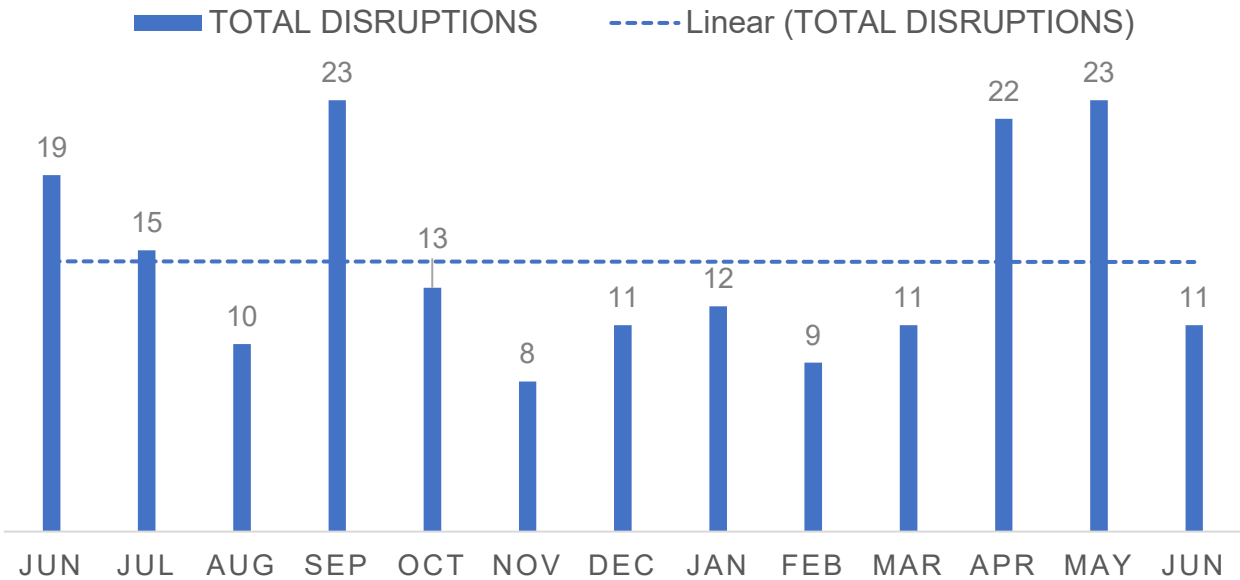
PASSENGER DISRUPTIONS
BY ROUTE (JUNE 24 – JUNE 25)

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

PASSENGER DISRUPTION
CATEGORIES (JUNE 2025)

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

TOTAL PASSENGER DISRUPTIONS (JUNE 24 – JUNE 25)



PASSENGER DISRUPTIONS

Total Passenger Disruptions
(June 2025)

11

Total Passenger Disruptions
Monthly Average (overall)

14.38

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



SAFETY

SAFETY PREVENTABLE ACCIDENTS

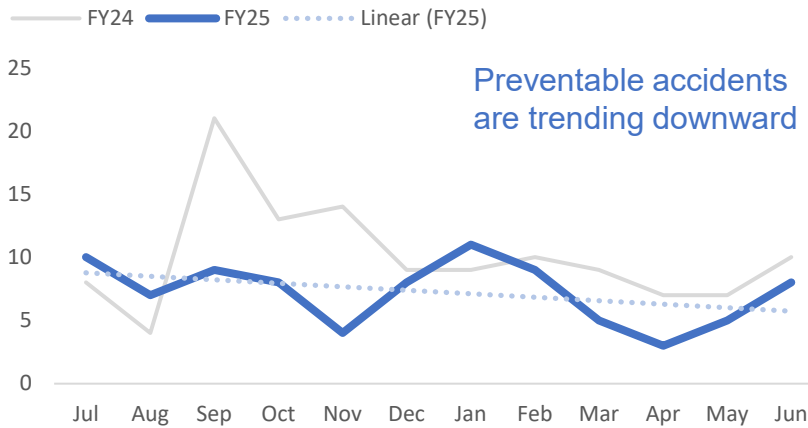
Monthly	TYPE OF ACCIDENT				YTD
8	Fixed Object	6	75%		87
	Moving vehicle	1	12.5%		
	Rear end OV	1	12.5%		

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

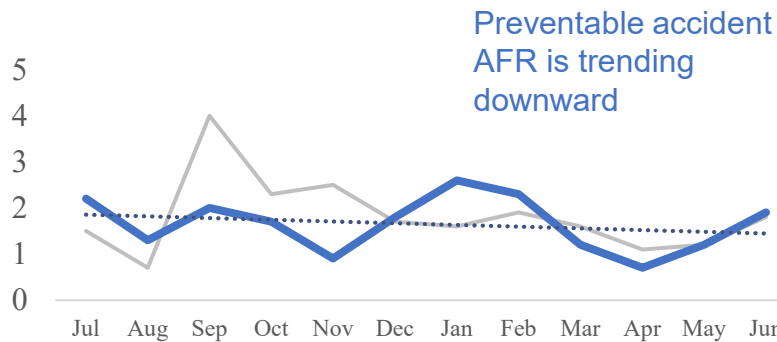
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD
1.9	2.1	1.6

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25





JUNE FEEDBACK SUMMARIES (FIXED ROUTE)

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

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



JUNE FEEDBACK SUMMARIES (PARATRANSIT)

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

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

ADDITIONAL STATISTICS FOR BOARD REVIEW

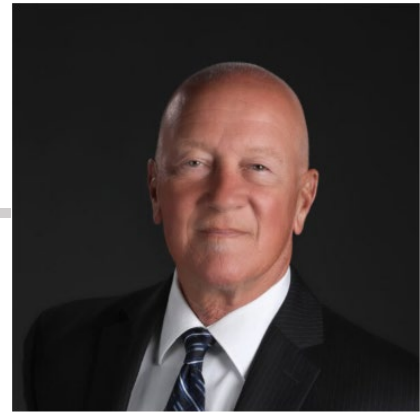


JULY DIRECTORS UPDATE

July 23, 2025



SAFETY



OVERVIEW

Emerging Issues:

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

Trends:

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

Celebrate Successes

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



MOBILITY SERVICES – TARC3

OVERVIEW

Emerging Issues:

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

Trends:

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

Celebrate Successes:

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





CUSTOMER EXPERIENCE

OVERVIEW

Emerging Issues:

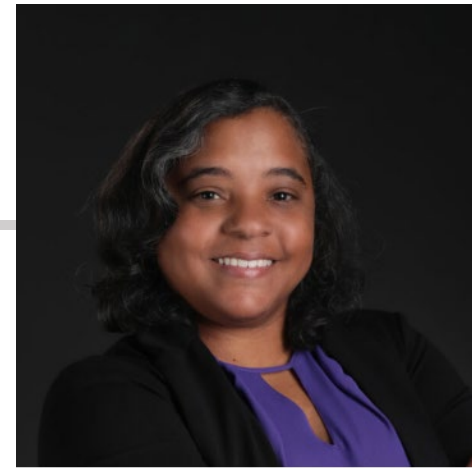
- Preparing for August schedule changes

Trends:

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

Celebrate Successes:

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





MAINTENANCE

OVERVIEW

Emerging Issues:

- T&O HVAC
- Decline in Perfect Attendance

Trends:

Celebrate Successes:

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



TRANSPORTATION

OVERVIEW

Emerging Issues:

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

Trends:

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

Celebrate Successes:

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



JULY BOARD OF DIRECTORS

July 23, 2025