

TARC BOARD OF DIRECTORS MEETING



Meeting Notice:

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

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

Tuesday, August 26, 2025 at 3:00 p.m.

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

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

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

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

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

Guidelines to speak before the TARC Board of Directors:

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

.....continued.....

TARC BOARD OF DIRECTORS MEETING



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

TARC BOARD OF DIRECTORS MEETING



Agenda – August 26, 2025

1.	Quorum Call/Call to Order/Meeting Minutes	Abbie Gilbert	3:00
	A. Approval of July Meeting Minutes	Board of Directors	3:00-3:05
2.	Public Comments	John Hardesty	3:05-3:10
3.	Board Chair's Report	Abbie Gilbert	3:10-3:15
4.	Finance Committee Report	Justin Brown	3:15-3:20
5.	Action Items		3:20-3:40
	A. Resolution 2025-32 Printer & Copier Purchase	Brian Cassady	
	B. Resolution 2025-33 Worker's Comp Excess Policy	Keith Shartzter	
	C. Resolution 2025-34 Agency Safety Plan	Keith Shartzter	
	D. Resolution 2025-35 Dan Franklin Continued Contract	Ozzy Gibson	
	E. Resolution 2025-36 Spectrum Secondary Internet	Joe Triplett	
	F. Resolution 2025-37 Committee & Board Mtg Times	Ozzy Gibson	
6.	Operations Committee Report	Alice Houston	3:40-3:45
7.	Executive Directors Report	Ozzy Gibson	3:45-3:50
	A. Employees Above & Beyond Annalisa Roberson & Lillian Brents		
8.	Staff Reports and Presentation		3:50-4:10
	A. Crowe LLP Audit Update	Matt Abner	
	B. Operations Report	Ozzy Gibson	
9.	Executive Session - Real Estate Opportunity	Abbie Gilbert	4:10-4:25
10.	Board Members Open Discussion	Abbie Gilbert	4:25-4:30
11.	Adjournment	Abbie Gilbert	4:30

TARC BOARD OF DIRECTORS MEETING



July 23, 2025 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on July 23, 2025 at 9:00 a.m. in person at TARC, 1000 W. Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Board Members Present

In Person

Ted Smith
Abbie Gilbert
Alice Houston
Steve Miller
Michael Schnuerle

Virtual

Christy Ames
Justin Brown
DuWayne Gant

Declined

Meeting Called to Order

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

Quorum Call

June Board Meeting Minutes approved.

Public Comment

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

Timothy Cox, representing the West Louisville Dream Team, requested a response from TARC regarding their letter of intent to purchase the NIA Center, emphasizing community support and the need for swift decision-making.

Shaun Spencer, a tenant at the NIA Center, expressed frustration with the delays in TARC's response to their updated proposal and highlighted the impact on local businesses and community revitalization efforts. She shared and distributed the proposal to the Board Members.

Kathleen Parks spoke on the economic justice that Martin Luther King spoke about and how it applies to the purchase of the NIA center. The sale of the NIA Center needs to be a quick decision.

Special Reports

TARC BOARD OF DIRECTORS MEETING



- Ted Smith presented the Board Chair report.
- He expressed his sincerest Thank you to all of the Board Members.
- Mayor Greenberg deserves credit for his vote of confidence in me to lead this Board.
- He was also grateful for Ozzy Gibson and his team for turning this agency around to face the tremendous number of changes that need to happen for TARC to continue.
- He closed with that it has been an honor to serve on this TARC Board.

Steve Miller presented the Finance Committee Report.

- Excellent attendance by Board Members.
- Thank-you to the Board Chair, Ted Smith for his strong leadership.
- All of the Resolutions presented have been moved to today's Board Meeting for consideration.

Action Items

Alex Posorske presented Resolution 2025 - 28 Clark & Riggs Printing Facility wide printing services.

- TARC has a myriad of printing needs that stretch across all departments, and represent everything from maintenance forms, to pocket schedules, promotional posters, bus shelter signage, and more.
- To fulfill those needs, TARC entered into a contract (20221763) with Clark and Riggs, a commercial printer based in Louisville, in February 2023 to provide a full range of printing services.
- The final year of the initial three (3) year term is scheduled to expire in February 2026.
- TARC also anticipates that the not-to-exceed amount of the initial contract will be reached in Fall 2025.
- For these two reasons, TARC staff would like to exercise the two additional optional years on the contract with Clark and Riggs and add \$403,000 amount to the contract which will make the new total NTE amount \$653,000.
- TARC has been satisfied thus far with the services provided by Clark and Riggs. In the initial bidding process for the contract in 2022, Clark and Riggs Printing received the highest score of four total proposals. Since taking over the contract, Clark and Riggs has been responsive and prompt on all orders and inquiries.
- TARC is seeking to enter into an agreement with Clark and Riggs printing for facility-wide printing services for the two optional years of the contract 20221763 with an additional \$403,000 added to the NTE amount, for a total of \$653,000 for the five-year life of the contract from February 6, 2023 to February 5, 2028.

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

Alex Posorske presented Resolution 2025-29 Task for New TARC Network Implementation Project Manager and Associated Implementation Activities under Contract 20221780.

- With the June 20, 2025 board approval of the framework for the new TARC network, TARC staff now turns into implementation of the New TARC Network.
- Implementation of a network redesign is a complicated, multi-month, multi-department process with many moving parts. Best practice learned from other transit agencies that have successfully implemented network redesigns is designating and empowering a project manager who can devote most of their time to the effort.
- While TARC has many talented staff members who could technically fulfill this role, no existing staff roles have the flexibility to be able to devote the time necessary, nor does TARC as an agency have prior experience implementing a network redesign.
- Staff recommends contracting with the team that has led the consulting effort for the TARC 2025 process under contract 20221780 A&E consulting services and designate Jarrett Walker + Associates (JWA), as the lead planning consultant for the TARC 2025 process.

TARC BOARD OF DIRECTORS MEETING



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

Melissa Fuqua presented Resolution 2025-30 Brokerage Consulting of Employee Benefits Program Services.

- Since 2020, TARC's benefits program had been managed and coordinated through our third-party brokerage firm, Mercer.
- The contract has been in place since October 2020 and will expire in September 2025.
- Prior to the release of the solicitation, the Procurement Department conducted an independent cost estimate to get an idea of the compensation value.
- Our current contract annual not-to-exceed spend amount is \$150,000 in the form of base commissions funded through insurance carriers and reimbursed by TARC.
- Two (2) brokerage firms, Mercer and Houchens, out of the 4 proposals received garnered the highest scores and were deemed the most responsive and responsible.
- Best and Final Offers were requested from each of the two final proposers.
- Pricing analysis was conducted and the best value proposal price from Mercer was deemed fair and reasonable.
- TARC seeks to negotiate and enter into a contract with Mercer for TARC's Brokerage Consulting Services for Employee Benefits Program Services in the form of commission and funded through insurance carriers and reimbursed by TARC at an initial term of four (4) years with a not to exceed total amount of \$424,000.

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

Shirley Dean presented Resolution 2025-31 Bus Electrical Components and Related Supplies.

- The Procurement Department issued an Invitation to Bid (ITB) 20251912 for Bus Electrical Components and Related Supplies that included fifty-one (51) inventory parts.
- TARC received four (4) proposals from the following qualified vendors: Kirk's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC.
- The Procurement Department conducted an independent cost estimate and found that the lowest pricing for these vendors was less than the estimated annual independent cost estimate.
- The Procurement Department proposes a multi-vendor award contract to Kirk's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC.
- All companies lowest bid price was determined to be the most favorable to TARC.
- TARC seeks enter into a two (2) year contract with Kirk's Automotive, MCI Service Parts, Muncie Transit Supply, and Neopart Transit LLC with a not-to-exceed amount of \$183,214.

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

TARC BOARD OF DIRECTORS MEETING



Board Positions

Ted Smith presented the results of the Nominating Committee.

Abbie Gilbert to be the new Board Chair.

The motion was duly moved for approval by Justin Brown. The motion was seconded by Alice Houston.

The Board of Directors unanimously adopted the new Board Chair.

Ted Smith presented the results of the Nominating Committee.

Steve Miller to be the new Vice -Board Chair.

The motion was duly moved for approval by Alice Houston. The motion was seconded by Michael Schnuerle

The Board of Directors unanimously adopted the new Vice- Board Chair.

Ted Smith presented the new time and date for the next Board Meeting, Tuesday, August 26, at 3:00 p.m.

Once the Committee Chairs are in place, the date and time of the Committee Meetings will be set.

Staff Reports and Presentations.

Ozzy Gibson presented the June Operational Update.

- 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 Olmstead Parks monthly Car-Free Cherokee Sunday.
- Partnered with Kentucky Shakespeare for the annual TARC to the Park initiative.
- Held a transit-rider challenge in partnership with KIPDA's Every Commute Counts program.
- Peer Comparison Slide was reviewed.
- June on Time Performance was reviewed.

Tonya Day presented the update on the Triannual Review.

Ted Smith presented a motion for the closed Executive Session to discuss an employee issues and to review a real estate opportunity.

The motion was duly moved for approval by Alice Houston. The motion was seconded by Michael Schnuerle. The Board of Directors unanimously adopted the motion for the closed Executive Session.

Ted Smith presented a motion to open the TARC Board Meeting.

The motion was duly moved for approval by Michael Schnuerle. The motion was seconded by Abbie Gilbert. The Board of Directors unanimously adopted the motion to open the TARC Board Meeting.

Ted Smith presented that no actions were taken regarding employee matter or the real estate opportunity.

Ted Smith made a motion to adjourn at 11:08 a.m. This motion was seconded by Alice Houston and approved by the Board.

Ted Smith, Board Chair

Date

MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: July 23, 2025

Re: Resolution 2025 – 32 PRINTER PURCHASE AND SERVICE (RFQ 20251928)

For the past decade, TARC has utilized Lang Company as our printer and copier service provider. In July 2024, Lang Company was acquired by Marco, a national printer and copier provider out of Minnesota, and has since increased its pricing.

This past June, the Procurement Department issued a Request for Quote (RFQ) 20251928 for the purchase and servicing of TARC's printer and copier equipment and was advertised in TARC's Bonfire. The department conducted an independent cost estimate to forecast the cost of the printer purchase and support services. On June 21, 2025, TARC received proposals from six (6) responsive and responsible vendors. Staff from several departments evaluated and independently scored the six proposals. Four (4) proposals were short-listed. The four vendors short-listed were Prosource, Visual Edge, Marco Technologies, and Konica Minolta.

A request for clarification in the form of a survey of technical features and functionalities were requested from the short-listed proposers. After a review of the technical survey questionnaire, the evaluation committee once again rated the four proposals. Factors considered during the evaluation process included features and functionality, references, and costs. Additionally, a Best and Final Offer (BAFO) was requested from each of the four (4) short-listed proposers. After scoring and careful consideration, the evaluation committee unanimously recommends an award to Prosource for an initial term of three (3) years with two (2) optional one-year renewals. The total term life of the contract is five (5) years.

Prosource's proposal presented a significantly more cost-effective and best value solution to TARC. Prosource pricing includes the following:

1. Initial three (3) year term service and maintenance include all toner supplies \$102,220.
2. Optional two (2) year term service and maintenance include all toner and supplies \$68,146.
3. Printer and copier equipment purchase and replacement pricing refer to Exhibit B-Pricing Form.

This Resolution seeks approval for the Board of Directors to authorize the Executive Director to negotiate and enter into a contract for an initial term of three (3) years in the amount of \$102,220 with an option of two (2) one-year renewals in the amount of \$68,146. A total of not-to-exceed amount of \$170,366 is expected over the life of the contract.

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

RESOLUTION 2025-32 PRINTER PURCHASE AND SERVICE

A Resolution authorizing the Executive Director to negotiate and enter into a contract with Prosource for an initial term of three (3) years in the amount of \$102,220 and an option of 2 one (1) year renewals in the amount of \$68,146 with a total life of the contract not-to-exceed \$170,366. Printer and copier equipment purchase and replacement pricing as agreed upon by both parties.

WHEREAS, TARC seeks a qualified provider to furnish new printer equipment and provide ongoing service and maintenance for its printer and copier fleet; and

WHEREAS, six (6) responsive proposals were received from providers of printer and copier equipment and services; and

WHEREAS, an evaluation committee comprised of knowledgeable TARC staff from relevant departments evaluated and scored each of the proposals; and

WHEREAS, four (4) proposals were shortlisted and progressed to Step-2; and

WHEREAS, following the Step-2 procurement and completion of the technical questionnaire, the evaluation committee evaluated and scored the four (4) proposals, which were determined to fall within a competitive range, and thus were deemed fair and reasonable; and

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

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

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

The Executive Director is hereby authorized to negotiate and enter into a contract with Prosource for an initial term of three (3) years in the amount of \$102,220 and an option of two one (1) year renewals in the amount of \$68,146 with a total life of the contract not-to-exceed \$170,366. Printer and copier equipment purchase and replacement pricing as agreed upon by both parties.

ADOPTED THIS 26TH DAY OF AUGUST 2025

Abbie Gilbert, Chair of the TARC Board of Directors

MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: August 26, 2025

Re: Resolution 2025-33 Workers' Compensation Excess Insurance Policy (20251956)

TARC's Workers' Compensation Excess Insurance Policy currently self-insures the first \$500,000 of any claim, including both medical payments and indemnity benefits. Due to TARC being a self-insured organization, the Kentucky Labor Cabinet requires that TARC maintain an excess insurance policy. Higginbotham is our insurance agent for workers' compensation excess insurance claims acquiring premium quotes on our behalf. The current policy of \$288,877 will expire on August 31, 2025.

Higginbotham provided four (4) quotes to TARC. Based on quotes received from Midwest Employers, Safety National, Arch, and Chubb, Arch provided the best value we are seeking. A pricing analysis was conducted comparing the four (4) quotes received. A review and discussion regarding the quotes were conducted by Finance, Executive and Safety Security staff. Arch has presented the most economical and viable estimate; thus, staff is recommending to award the contract to Arch, who have been the excess insurer for workers' compensation since September 1, 2017. TARC has deemed \$384,796 annual premium price as being fair and reasonable.

This Resolution seeks approval for the Board of Directors to authorize the Executive Director to negotiate and enter into a policy agreement with Arch Insurance Company that has a specific retention by TARC of the first \$500,000 on any claim with an annual premium of \$384,796 beginning September 1, 2025.

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

RESOLUTION 2025-33

WORKERS' COMPENSATION EXCESS INSURANCE POLICY

A Resolution authorizing the Executive Director to negotiate and enter into a policy agreement with Arch Insurance Company that has a specific retention by TARC of the first \$500,000 on any claim with an annual premium of \$384,796 beginning September 1, 2025.

WHEREAS, Kentucky Administrative Regulation (KAR) 803 25:021 requires self-insured employers to have excess coverage for workers' compensation claims; and

WHEREAS, based on the recommendation of Higginbotham Insurance agent, and after discussion with the department staff, TARC has deemed \$384,796 annual premium price as fair and reasonable based on the pricing analysis conducted of the four (4) quotes (20251956) acquired and provided by Higginbotham; and

WHEREAS, Arch Insurance Company provided the best value to TARC for the Workers' Compensation Excess Insurance Policy which shall commence on September 1, 2025 and end on September 1, 2026;

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

The Executive Director is hereby authorized to negotiate and enter into a policy agreement with Arch Insurance Company that has a specific retention by TARC of the first \$500,000 on any claim with an annual premium of \$384,796 beginning September 1, 2025.

ADOPTED THIS 26TH DAY OF AUGUST 2025

Abbie Gilbert, Chair of the TARC Board of Directors



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: August 26, 2025

Re: Resolution 2025-34 TARC Updated Agency Safety Plan

The Federal Transit Administration (FTA) requires TARC as a public transportation agency and recipient of Section 5307 Urbanized Area Formula Grants to prepare and maintain an Agency Safety Plan (Plan). The Board in Resolution 2021-06 adopted TARC's Agency Safety Plan. In addition, the Board amended this Plan in March 2024 through Resolution 2024-11 to modify strategies for airborne illnesses and operator assaults.

The FTA has suggested some additional modifications be included in such Plans, which deal with Safety Performance Targets. Originally, there were seven (7) Safety Performance Targets and in 2025, the FTA recommended adding seven (7) more Safety Performance Targets for a total of fourteen (14) targets.

The 14 Safety Performance Targets are:

1. Major Events
2. Major Event Rate
3. Collision Rate (new)
4. Pedestrian Collision Rate (new)
5. Vehicular Collision Rate (new)
6. Fatalities
7. Fatality Rate
8. Transit Worker Fatality Rate (new)
9. Injuries
10. Injury Rate
11. Transit Worker Injury Rate (new)
12. Assaults on Transit Workers (new)
13. Rate of Assaults on Transit Workers (new)
14. System Reliability

The accompanying Resolution seeks the Board to approve the modified Plan.

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



RESOLUTION 2025-34

Transit Authority of River City Updated Agency Safety Plan

WHEREAS, United States Code, Title 49, Transportation, Subtitle III General and Intermodal Programs, Chapter 53 Public Transportation, Section 5307 Urbanized Area Formula Grants provides that public transportation agencies prepare and maintain an agency safety plan. On July 19, 2018, Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS); and

WHEREAS, the FTA has set forth some updates that pertain to safety performance targets that it wants included in the Agency Safety Plan; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Transit Authority of River City hereby approves the 2025 Updated Agency Safety Plan.

ADOPTED THIS 26th DAY OF AUGUST 2025

Abbie Gilbert, Chair of the Board of Directors

MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: August 26, 2025

Re: Resolution 2025-35 Professional Service Agreement #20241897

In November of 2024, TARC entered into a one-year agreement with Dan Franklin to be a Senior Advisor of Operations (no. 20241897). On August 12, 1998, Dan started at TARC as the Director of Safety and was then promoted to Director of Transportation on August 29, 2005. He retired in 2018 after 20 years of service. Due to his wealth of knowledge and history, we sought his guidance to help steer TARC and the Transportation Department in a more effective direction. While serving as the Senior Advisor, we asked him to step into the Interim Director of Transportation role due to the position being vacant (Amendment no. 1 to Agreement no. 20241897). The Director of Transportation position remains open and, as a result, while TARC continues looking into filling the position, we ask for Board approval to enter into an amendment to the original contract no. 20241897 to amend the duration and the not to exceed amount of such contract.

Since Dan has been at TARC, TARC has made 100% pull out daily and there has been a drastic drop in missed miles as seen in monthly Board meetings. On time performance continues to improve and be in line with peer agencies. He has streamlined line processes and worked with the team to be more efficient. He continues to work with the team on training, coaching, looking at routes to improve on time performance and working toward our organizational goals for this coming year. TARC would like to amend the current agreement with an additional \$70,000 with a new annual not to exceed amount of \$170,000 for a one-year term with the option to exercise two (2) one (1) year extensions through a properly executed amendment.

This Resolution seeks approval for the Board of Directors to authorize the Executive Director to amend contract no. 20241897 with Dan Franklin to be a one-year contract with the option of two (2) additional one (1) year extensions for an annual not to exceed amount of \$170,000. This would cover full time projects or special projects based upon the scope and hourly amounts agreed to by both parties as he continues to assist TARC.

Please call me at (502) 561-5100 if you have any questions. Thank you.

RESOLUTION 2025-35 PROFESSIONAL SERVICE

A Resolution authorizing the Executive Director to amend the current contract with Dan Franklin for Senior Advisor to an annual not to exceed amount of \$170,000.

WHEREAS, TARC seeks his professional services and knowledge on different levels and scopes;

WHEREAS, Dan Franklin is currently serving as the Interim Director of Transportation until the position is filled; and

WHEREAS, the original not to exceed amount of contract no. 20241897 has been exceeded;

WHEREAS, it is in the best interest of TARC to amend his current contract and enter into a one-year agreement with the option of two (2) one (1) year extensions for a new annual not to exceed amount of \$170,000; and

WHEREAS, Dan Franklin continues to make improvements and assist TARC as seen in the monthly reports to the Board; and

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

The Executive Director is hereby authorized to amend the current contract with Dan Franklin and enter into a one-year contract with the option of two (2) one (1) year extension for an annual not to exceed amount of \$170,000 for professional services.

ADOPTED THIS 26TH DAY OF AUGUST 2025

Abbie Gilbert, Chair of the TARC Board of Directors

MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: August 26, 2025

Re: Resolution 2025-36 Spectrum Secondary Internet Connection and Two Point-to-Point Fiber Connections - Single Source #20251963

The purpose of this resolution is to provide updated authority for TARC to enter into an agreement with Spectrum, a single source procurement, to move our current fiber connection between Union Station and our 29th St. facilities. TARC has utilized Spectrum for the current connection since 2016. The original procurement included another provider such as AT&T. Based on cost and service deliverables, Spectrum provided the best value to TARC and pricing was deemed fair and reasonable. In 2020, as Single Source procurement, Spectrum provided a secondary Internet connection as a failover/backup to TARC's primary Internet connection through Lumen.

While meeting with Spectrum to discuss moving our current connection between Union Station and the NIA Center, we also discussed the possibility of a second connection between Union Station and our Car Hoist facility at 925 W. Broadway. This fiber connection would replace the current wireless bridge providing a more reliable connection and faster speeds.

Spectrum reviewed the possibilities of moving the current connection and running the second connection. Spectrum provided multiple proposals and after reviewing the options the staff elected the following options:

- Spectrum to move the current connection from the NIA Center to TARC's facility at 2905 W. Broadway, while increasing the connection speed from 1GB to 2GB.
- To replace the wireless bridge with a fiber connection between Union Station and the Car Hoist facility. Increasing the speed of our failover/backup Internet connection to 2GB.
- Total cost of installation on all location is \$850.00
- Monthly subscription of \$3,790.00 for all of the changes listed
- Total monthly savings of \$239.00 and estimated contract term total savings of \$14,340.00

This Resolution seeks approval for the Board of Directors to authorize the Executive Director to enter into a five (5) year agreement with Spectrum Business to provide the services as described with a total not-to-exceed amount of \$240,000.00.

Please call me at 502-561-5100 if you have any questions. Thank you.

Resolution 2025-36 Spectrum Secondary Internet Connection and Two (2) Point-to-Point Fiber Connections - Single Source

A Resolution authorizing the Executive Director to enter into a five (5) year agreement with Spectrum Business to provide the services as described with a not-to-exceed amount of \$240,000.00.

WHEREAS, Transit Authority of River City (TARC) seeks to move their connection between Union Station and our 29th St facilities; and

WHEREAS, TARC initiated a renewal single source procurement and pricing analysis for Spectrum's services; and

WHEREAS, TARC seeks to award a single source contract for five (5) years of scheduled pricing from Spectrum that was deemed fair and reasonable; and

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

The Executive Director is hereby authorized to enter into a single source contract of a term of five (5) year agreement with Spectrum Business based upon the scheduled pricing not-to-exceed amount of \$240,000.00.

Adopted this 26th day of August 2025

Abbie Gilbert, Chair of the TARC Board of Directors



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: August 26, 2025

Re: Resolution 2025-37 Board and Committee Meeting Dates for September 2025 – August 2026

A resolution establishing the Board and Committee Meeting Dates for September 2025 – August 2026.

2025 -2026 Scheduled Meetings	Finance	Operations	Board of Directors
	3rd Tuesday	3rd Tuesday	4th Tuesday
	2:00 p.m.	2:45 p.m.	3:00 p.m.
September	September 16	September 16	September 23
October	October 21	October 21	October 28
Holiday Months			
November	November 11	November 11	November 18
December	December 9	December 9	December 16
2026 Schedule			
January	January 20,	January 20,	January 27
February	February 17	February 17	February 24
March	March 17	March 17	March 24
April	April 21	April 21	April 28
May	May 19	May 19	May 26
June	June 16	June 16	June 23
July	July 21	July 21	July 28
August	August 18	August 18	August 25

Attached is a resolution requesting authority to proceed with the above dates for all board and committee meetings. Please contact me with any questions. Thank you.



RESOLUTION 2025-37

Board and Committee Meeting Dates for September 2025-August 2026

A Resolution authorizing the Executive Director to proceed with using the above dates and times for all Board and Committee meetings.

2025 -2026 Scheduled Meetings	Finance	Operations	Board of Directors
	3rd Tuesday	3rd Tuesday	4th Tuesday
	2:00 p.m.	2:45 p.m.	3:00 p.m.
September	September 16	September 16	September 23
October	October 21	October 21	October 28
Holiday Months			
November	November 11	November 11	November 18
December	December 9	December 9	December 16
2026 Schedule			
January	January 20,	January 20,	January 27
February	February 17	February 17	February 24
March	March 17	March 17	March 24
April	April 21	April 21	April 28
May	May 19	May 19	May 26
June	June 16	June 16	June 23
July	July 21	July 21	July 28
August	August 18	August 18	August 25

WHEREAS, A request for approval of the Board and Committee meetings proposed dates and times.

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

The Executive Director is hereby authorized to use the above dates for all Board and Committee meetings in September 2025 – August 2026

Adopted this 26 DAY of AUGUST 2025

Abbie Gilbert, Chair of Board



BOARD OF DIRECTORS
AUGUST 26, 2025

AUGUST OPERATIONAL UPDATE



KEY STATISTICS FOR BOARD REVIEW



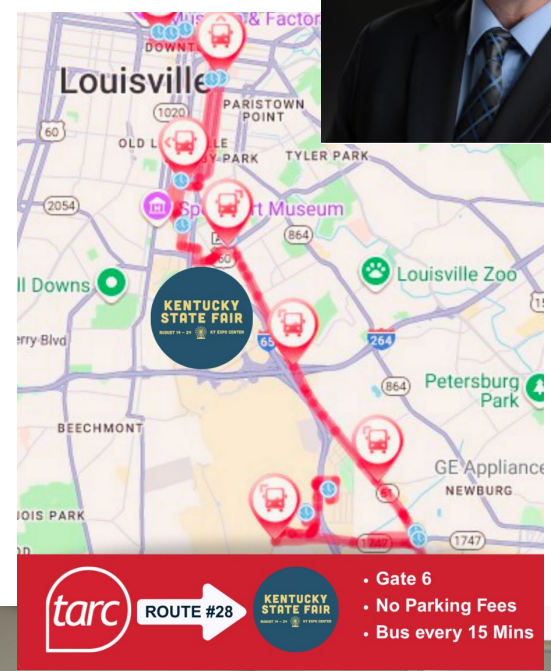
AUGUST DIRECTORS UPDATE

August 26, 2025

EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...

- Implemented a series of service adjustments to improve reliability and on-time performance
- Reduced missed service hours to lowest in five years
- Installed power modules, ran wiring to outside wall for LG&E transformer to support electric bus-fleet charging infrastructure
- Reminded the community of the ways TARC helps students get back to school
- Celebrated the retirements of Jackie Bell and Pat Mulvihill
- Showed the community how easy it is to take TARC to the Kentucky State Fair





TARC PEER COMPARISON 2025 DATA

	TARC Peer Comparison Data					
	Cincinnati Go Metro	Indianapolis Indy Go	Nashville We Go Transit	Dayton RTA	Charlotte CATS	Louisville TARC
Total Budget	\$160,168,013	\$146,800,000	\$127,997,000	\$140,500,000	\$202,908,235	\$115,948,533
Paratransit Budget	\$12,000,000	\$14,000,000	\$15,000,000	\$20,843,000	TBD	\$23,500,000
% of Agency Budget for Paratransit	7.5%	9.6%	11.7%	14.5%	TBD	20.26%
Service Area Miles Covered	289 sq miles	396 sq miles	504 sq miles	320 sq miles	658 sq miles	288 sq miles
Service Population	744,901	969,466	703,953	559,062	1,329,749	744,816
Fixed-Route Monthly Ridership	1,204,438	582,502	759,597	500,904	833,587	469,379
Paratransit Monthly Trips	15,693	13,245	36,033*	17,281	15,541	31,762
Paratransit Registered Users	2,400	4,000	12,000*	6,022	TBD	8,617
Paratransit Active Users	2,000	3,800	7,000*	2,230	TBD	2,291
Fixed-Route On-Time Performance	78.9 %	83%	81.9%	80.6%	80.77%	84%
Paratransit On-Time Performance	92.8%	95.4%	93.5%	83.7%	82.7%	95.0%
Fixed Route Revenue Hours	774,497	590,518	561,316	460,000	627,431	402,016
Paratransit Revenue Hours	84,893	94,671	137,790	145,063	102,596	269,604
Fixed Route Missed Service %	1.2%	0.20%	0.30	<1%	1.02%	0.14%

*Nashville Paratransit Trips include Premium and Access Flex

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



EMERGING ISSUES

OVERVIEW

Transportation:

- We are beginning orientation of the New TARC Network for the Operations Supervisors and Control Room members.

Maintenance:

- Working on updating the board room lighting
- Difficulty hiring qualified technicians

Customer Experience:

- Continuous adjustments to staff scheduling to ensure appropriate call center and sales kiosk coverage

Mobility Services – TARC3:

- Working jointly with MV to enhance inspections of subcontractor vehicles

Information Technology:

- Relocate Connection from Union Station to 29th Street – Present to Board on 8/26/25
- Replacement of EAM/ERP system – RFP to go out 4th Qtr. 2025

Safety:

- Transit Guard is waiting on parts to modify barrier door latch – hoping for August completion date
- Both Luminator right side video mirror cameras have been damaged by hitting a pole



TRENDS

OVERVIEW

Transportation:

- Current year month to month comparison: Ridership in July recorded at 467,889. June ridership was recorded at 468,414.
- Year over year comparison: July 2023 reported at 484,322 and July 2024 at 536,419.
- On Time Performance (OTP) continues at 84% for July. Higher than it has been in the last 5 years.

Customer Experience:

- Second month with a decrease in feedback for paratransit - 3.2 per 1,000 trips (under our goal of 4 per 1,000 trips)
- Second month with a decrease in feedback for fixed route - 44 per 100,000 boardings (under our goal of 60 per 100,000 boardings)

Mobility Services – TARC3:

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

Information Technology:

- Display OTP, Perfect Attendance, & other successes on BrightSign Monitors – Began Project on 4/15/25
- Upgrade of Fixed Route Software Application – RFP began 6/27/25
- Replacement for Phone System – RFP began 7/3/25
- Migrate to SharePoint and One Drive in Microsoft Cloud – Process began after Exchange/Email Migration Completed on 8/8/25

Safety:

- Service disruptions over the past 2 months have decreased



CELEBRATE SUCCESSES

OVERVIEW

Transportation:

- Missed service hours 0.01% in July. Lower than it has been in the last 5 years.

Maintenance:

- Gathering Quotes for two new service trucks
- Weekly campaign for replacing glass in shelters – starts this week

Customer Experience:

- 89% closure rate for feedback received during the month of July - currently 39 still under investigation
- Sold 77 summer youth passes from May 26, 2025 – July 31, 2025

Mobility Services – TARC3:

- Paratransit OTP has been at 95% three months in a row
- Missed trips percentage for July is at its lowest for CY25

Information Technology:

- Trapeze Map Upgrade – Completed 3/17/25
- Avail CAD/AVL Project – Completed 5/23/25
- Migrate Exchange and Email to Microsoft Cloud – Completed 8/8/25

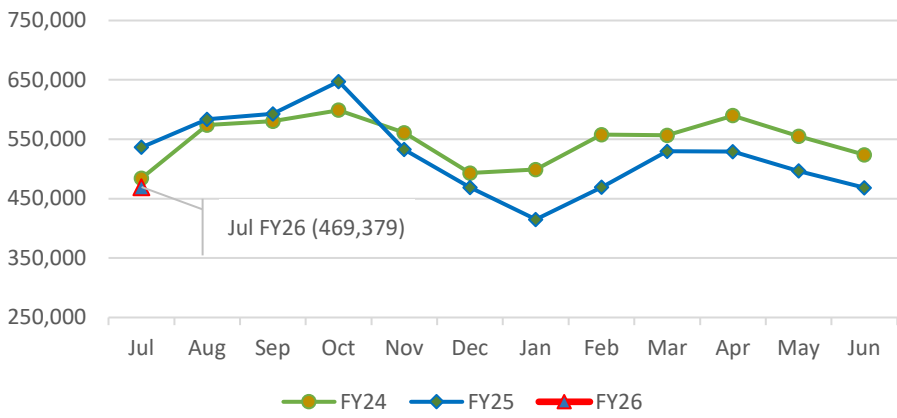
Safety:

- Trauma kits have been placed in all TARC facilities (12 total)

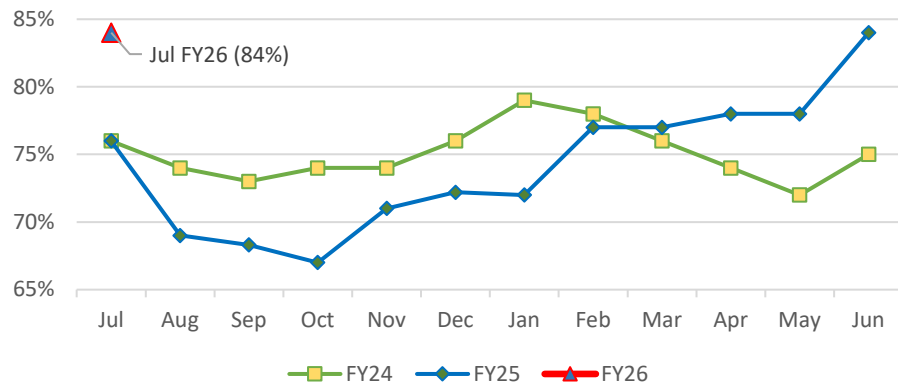


JULY FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
	FY26 YTD	FY25 YTD	FY24 YTD
Total Ridership	469,379	6,636,904	6,573,722
Total Revenue Miles	356,687.55	5,231,772.98	6,517,670
Total Revenue Hours	26,843.75	409,032.33	537,581
Trips per Revenue Mile	1.32	1.2	1.01
Trips per Revenue Hour	17.49	15.37	12.20

Monthly

469,379

YTD

0.2% VLM
12.49% VLY

469,379

	On-Time Performance		
	Fixed-Route		
	FY26	FY25	FY24
Jul	84%	72%	76%
Aug		69%	74%
Sept		69%	73%
Oct		67%	74%
Nov		71%	74%
Dec		72%	76%
Jan		**	79%
Feb		77%	78%
Mar		77%	76%
Apr		78%	74%
May		78%	72%
June		84%	75%
FYTD	84%	74%	75%

Fixed-Route FY26 Goal 80%



JULY 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	4351	6	0.14%	26.56	0.01%
August					
September					
October					
November					
December					

TOTAL	33,361.00	714.00	2.14%	2,842.92	1.32%
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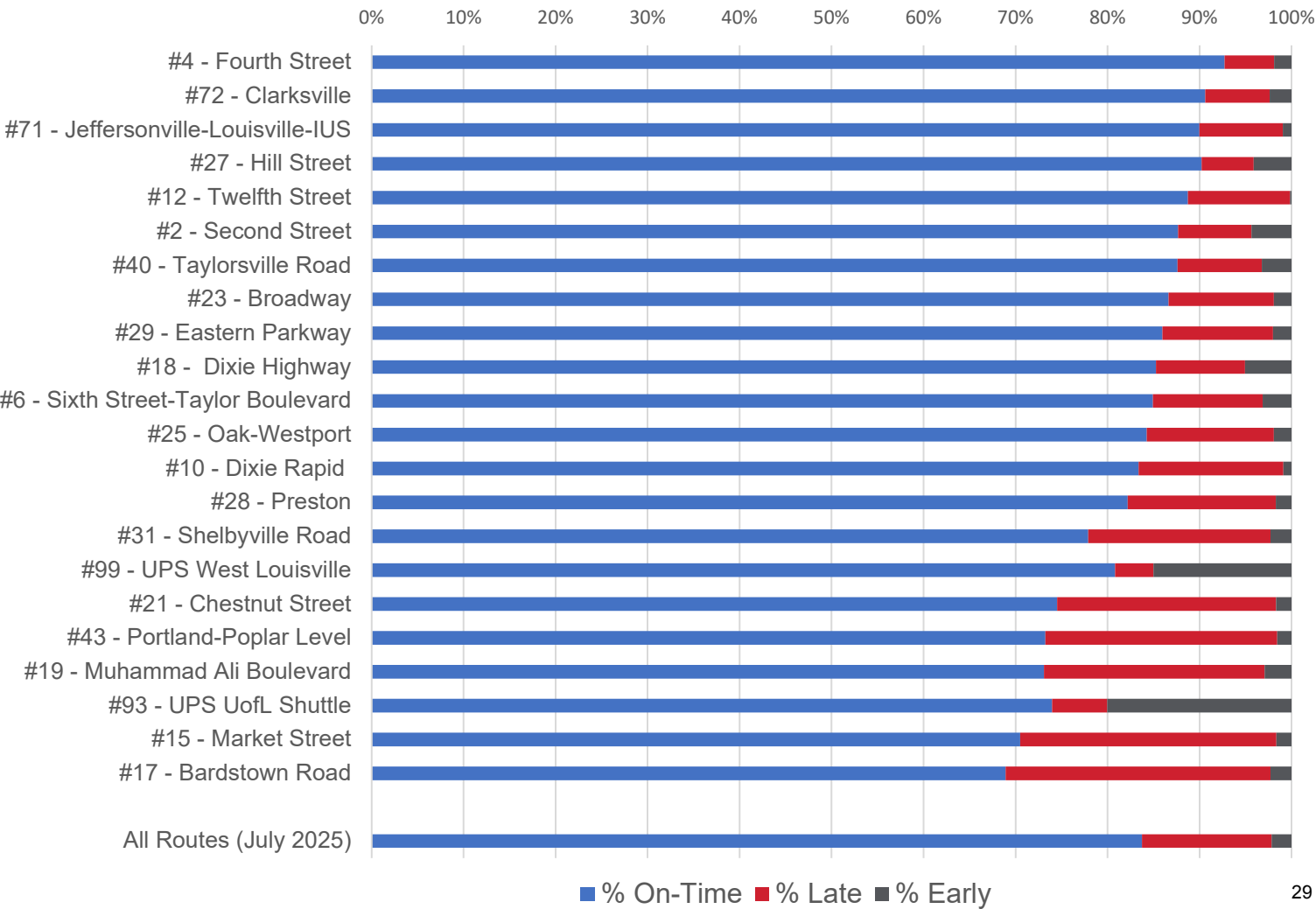
**January 2025 adjustment due to winter weather



JULY ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
#4 - Fourth Street	93%	2%	5%
#72 - Clarksville	91%	2%	7%
#71 - Jeffersonville-Louisville-IUS	90%	1%	9%
#27 - Hill Street	90%	4%	6%
#12 - Twelfth Street	89%	0%	11%
#2 - Second Street	88%	4%	8%
#40 - Taylorsville Road	87%	3%	9%
#23 - Broadway	86%	2%	11%
#29 - Eastern Parkway	86%	2%	12%
#18 - Dixie Highway	85%	5%	10%
#6 - Sixth Street-Taylor Boulevard	85%	3%	12%
#25 - Oak-Westport	84%	2%	14%
#10 - Dixie Rapid	83%	1%	16%
#28 - Preston	82%	2%	16%
#31 - Shelbyville Road	78%	2%	20%
#99 - UPS West Louisville	76%	14%	4%
#21 - Chestnut Street	74%	2%	24%
#43 - Portland-Poplar Level	73%	2%	25%
#19 - Muhammad Ali Boulevard	73%	3%	24%
#93 - UPS UofL Shuttle	73%	20%	6%
#15 - Market Street	70%	2%	28%
#17 - Bardstown Road	69%	2%	29%
All Routes (July 2025)	84%	2%	14%

On-Time Performance By Route (July 2025)





JULY ON-TIME PERFORMANCE

On-time Performance 90% Club

Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP
Williams Jr, James	100%	Jarrett, Christopher	96%	Harris, Stephon	94%	Brewer, Kelvin	92%	Muhire, Bernond	90%
Powell, Ronald	99%	Bailey, Kendrick	96%	Brown, Orlando	94%	Keita, Adrahamane	92%	Nathaniel, leesha	90%
Jordan, Kenyatta	99%	Miller, Erica	96%	Wells, Sheena	94%	Lauderdale, Lisa	92%	Trowell, Laquita	90%
Sandifer, Calvin	99%	Pruitt, Tammy	96%	Martin, Sharlene	94%	Carrico, James	92%	Cecil, Shawn	90%
Wilson, Jimmy	99%	Finn, Davisha	96%	Miller, Terrence	94%	Anderson, William	92%	Henderson, Stacey	90%
Harris, Darrell	99%	Patterson, Pamela	96%	Kenyon-Scott, Melanie	93%	Bowen, Angela	92%	Penny, Shauntina	90%
King, Keith	98%	Robb, Larry	95%	Jones, Brittany	93%	Cook, Donna	92%	Yarbrough, Talitha	90%
Hurrigan, Kimberly	98%	Reynolds, Dale	95%	Mitchell, Keith	93%	Reed, Bessie	92%	Tutt, Frieda	90%
Hayes, Kamika	98%	Moore, Timothy	95%	Johnson, Lisa	93%	Wade, Shonda	92%	Beckham, Cordelro	90%
Gillenwater, David	98%	Lucas, Courtney	95%	Johnson, Ulrike	93%	Rogers, Dewayne	92%	Lindsey, Damian	90%
Brown, Garry	98%	Smith, Anthony J.	95%	Cain, Christopher	93%	Powell, Tyrone	92%		
Podbicanin, Ervad	97%	Reed, Kenneth	95%	Jackson, Kevin	93%	Gatewood, Mark	91%		
Mason, Brooklyn	97%	Alexander, Maurice	94%	Smith, William	93%	Durham, John	91%		
Pitmon, Cheryl	97%	Moore, Chalondias	94%	Thomas, Stephanie	93%	Wayne, Keith	91%		
Johnson, Donald	97%	Harper, Jeffrey	94%	Pitts, Kendell	93%	Wells, Thomas	91%		
Ross, Tamika	97%	Malone, Eddie	94%	Wadlington, Tina	93%	Hawkins, Nisha	91%		
Powell Jr, Tyrone	97%	Heil, Jesse	94%	Leonard, Tracy	93%	Bolus, David	91%		
Carpenter, Garry	97%	Sloan, Anthony	94%	Williams, Shuntelle	93%	Payne-Dunkley, Kawana	91%		
Williams, Leslie	97%	Saulsberry, Steve	94%	Miles, Brittney	93%	Yasharahla, Ahdawan	91%		
Williams, Robin	96%	Murray, Glenn	94%	Duncan, Thomas	92%	Williams, Djuan	90%		

Total Coach Operators for Current Service: 270

Total Coach Operators at 90% or better: 90



JULY ON-TIME PERFORMANCE

On-time Performance 80% Club

Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP
Watson, Jason	89%	Amaefuna, Gina	88%	Akimana, Amani	86%	List Iii, Frank	84%	Kennedy, Kyneesha	83%	Broadus, Pamela	81%
Winstead, Glennetta	89%	Edwards, Trina	87%	Watkins, Joshua	86%	Scott, Shalayne	84%	Neal, Joel	83%	Cleveland, Sammy	80%
Lansberg, Jon	89%	Yarbrough, Demetra	87%	Malone, Dewan	86%	Moorman, Adriann	84%	Adams, Robert	82%	Kirk, Nicole	80%
Polen Williams, Starlene	89%	Warner, Jeffery	87%	Harris, Pamela	86%	Frazier, Quincy	84%	Middleton, Darryl	82%	Fisher, Esau	80%
Thomas, Yvonne	89%	Withers, Freda	87%	Jackson, Andre	85%	Orndorff, Catrice	84%	Spaine, Zazzirah	82%	Johnson, Roger	80%
Clavel Jr, Nelson	89%	Goss, Asher	87%	Platt, Damien	85%	Bethel, Guy	84%	Knights, Donald	82%	Nelson, Paul	80%
Roberson, Facreia	89%	Wells, Marie	87%	Johnson, Melissa	85%	Gholson, Shanice	84%	Durham, Dawn	82%		
Cochran, John	88%	Gibson, Shaunisha	87%	Gidron, Jerricka	85%	Puckett, Alvin	84%	Owens, Kim	82%		
Jackson, Lynn	88%	Roberson, David	87%	Taylor, Danielle	85%	Strong, Mertus	83%	Colbert, Elonda	82%		
King, Tonya	88%	Glenn, Rachele	86%	Mcallister, Teniesha	85%	Mattingly, Stephen	83%	Florence, Albert	82%		
Murray, Alise	88%	Phillips, Naphatina	86%	Tidwell, Teven	85%	Diallo, Salim	83%	Meneese, Anita	82%		
Latham, Tiffany	88%	Salas, Angel	86%	Miller, Antonio	85%	Byiringiro, Ndutiye	83%	Mccraney, Yazmin	82%		
Sandage, Mary	88%	Taylor, Lionel	86%	Finisson, Ruby	85%	Webb, Sarah	83%	Turner, Te'a	81%		
Nelson, Robert	88%	O'Neal, Heather	86%	Tebault, William	84%	Stoudemire, Deondria	83%	Smyzer, Angela	81%		
Coleman, Lelia	88%	Stallings, Ronald	86%	Williams, Rodney	84%	Dailey, Charlotte	83%	Carter, Dorothy	81%		
Wade, Robert	88%	Taylor, Josie	86%	Brents, James	84%	Pope, Melissa	83%	Edwards, Ebony	81%		
Childress, Jazette	88%	Brown, Teresa	86%	Bell, Jessica	84%	Evans, Shontey	83%	Colbert, Keyshulmaria	81%		
Casey, Robert	88%	Robert, Anna	86%	Zipperlein, Melissa	84%	Ellison, Frank	83%	Ross, Dawnyell	81%		
Henderson, Delisa	88%	Smith, Stacey	86%	Dryden, Robert	84%	Crawford, Kathy	83%	Frazier, Kenneth	81%		
Mahaffey, Yvette	88%	Brown, Curtis	86%	Wallace, Sandie	84%	Bracken, Alisha	83%	Hall, Jay	81%		

Total Coach Operators for Current Service: 270

Total Coach Operators at 80% to 89% OTP: 106



JULY FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	61	77	56	57	45	49	46	48	41	48	53	54	55	690	53
PASSED UP PASSENGER	69	73	55	67	44	36	46	32	54	63	65	67	62	733	56
NO SHOW	70	35	41	43	33	35	29	31	22	16	9	8	7	379	29
LATE SCHEDULE	64	110	68	78	64	41	39	32	29	34	34	11	21	625	48
RECKLESS DRIVING	25	25	26	19	16	11	20	10	28	30	21	25	17	273	21
EARLY SCHEDULE	20	21	15	8	11	24	24	14	14	12	16	7	9	195	15
PLANNING/SCHEDULE	28	29	26	18	22	23	24	24	25	25	21	28	23	316	24
IT/MOBILE	3	5	2	0	2	1	1	4	6	2	3	1	2	32	2
OTHER - MISC	81	89	48	78	86	54	57	50	46	46	46	49	53	783	60
COMMENDATIONS	12	13	7	16	14	4	8	9	7	4	5	21	8	128	10
TOTAL	433	477	344	384	337	278	294	254	272	280	273	271	257	4154	320

FIXED ROUTE (July 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	4	40	9	2	55
PASSED UP PASSENGER	2	51	8	1	62
NO SHOW	1	6	0	0	7
LATE SCHEDULE	0	20	1	0	21
RECKLESS DRIVING	10	2	4	1	17
EARLY SCHEDULE	0	9	0	0	9
PLANNING/SCHEDULE	18	5	0	0	23
IT/MOBILE	2	0	0	0	2
OTHER - MISC	21	13	4	15	53
TOTAL	58	146	26	19	249

Rude Operator – The customer felt that the operator was unfriendly, unprofessional, confrontational, or perhaps didn't speak or smile.

Passed Up Passenger – The operator did not stop or wait for a passenger at a coach stop.

No Show – The bus did not show up.

Late Schedule – The bus was late and arrived after the scheduled time.

Reckless Driving - The operator was driving recklessly or made a dangerous maneuver.

Early Schedule – The bus arrived at the stop early or before the scheduled time.

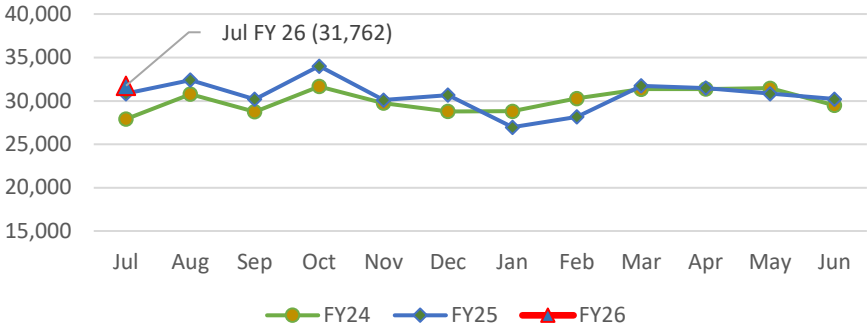
Planning / Schedule – The customer would like to see a different schedule or stops at different locations that don't exist right now.

IT/Mobile – Problems with any of our technology on board a bus, on the website, or with our mobile device features like mobile payments.

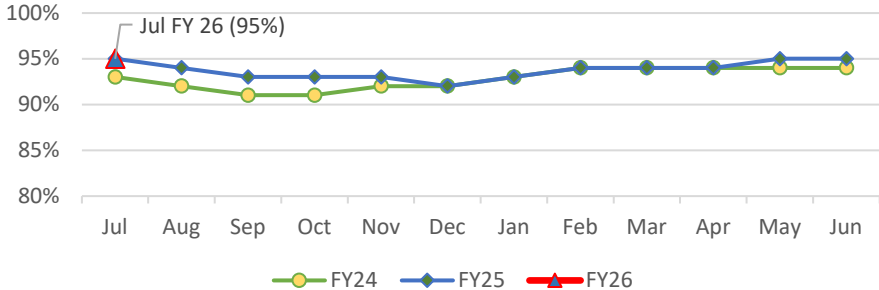


JULY PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit Ridership



TARC3 Paratransit On-Time Performance



Performance Indicator	Paratransit (TARC3)		
System Production	FY26 YTD	FY25 YTD	FY24 YTD
Total Ridership	31,762	367,610	360,456
Total Revenue Miles	383,348	4,374,215	4,364,217
Total Revenue Hours	24,413.8	277,039	284,896
Trips per Revenue Mile	0.08	0.08	0.08
Trips per Revenue Hour	1.30	1.33	1.27

Monthly
31,762 5.1% VLM YTD
2.9% VLY 31,762

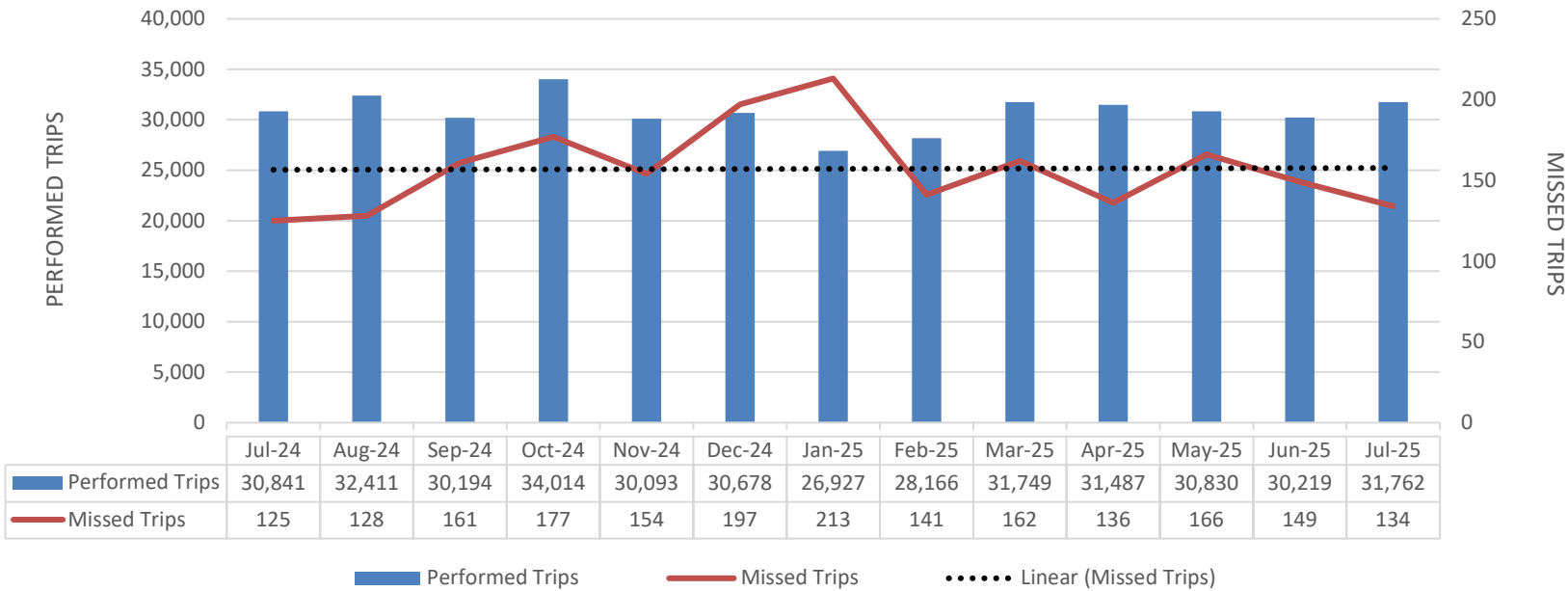
On-Time Performance			
Paratransit (TARC3)			
	FY26	FY25	FY24
Jul	95%	95%	93%
Aug		94%	92%
Sep		93%	91%
Oct		93%	91%
Nov		93%	92%
Dec		92%	92%
Jan		93%	93%
Feb		94%	94%
Mar		94%	94%
Apr		94%	94%
May		95%	94%
Jun		95%	94%
FYTD	95%	94%	93%

Paratransit FY26 Goal 93%



MV WEEKLY PERFORMANCE – JULY

MONTHLY PERFORMED AND MISSED TRIPS



Percentage of Missed Trips

Missed Trips (July 2025): 0.42%
Performed Trips (July 2025): 31,762

Missed Trip Reason (Top 5)	Count	% of total	Definition
Inefficient routing	36	27%	Operator's manifest set to travel out of the way to perform trip
Driver arrived before window opened	26	19%	Driver arrived before the scheduled window opened and passenger didn't take trip
Tight routing	23	17%	Trips placed on route too close together causing the driver to run behind
Driver didn't wait 5 mins	18	13%	Driver left before waiting the full 5 minutes after attempting to make contact with customer
Driver running behind	8	6%	Driver running behind schedule for various reasons (traffic, slow loading passenger, etc)



JULY FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	23	23	34	46	22	34	35	10	25	28	29	34	23	366	28
NO SHOW	14	17	17	20	24	12	24	17	21	23	18	18	20	245	19
LATE SCHEDULE	14	14	23	12	15	13	11	13	3	20	15	9	11	173	13
RECKLESS DRIVING	10	8	10	7	10	4	8	13	6	7	8	4	7	102	8
EARLY SCHEDULE	0	2	6	0	3	0	1	2	2	2	2	2	0	22	2
TRIP BOOKING OR SCHEDULING	18	10	19	11	8	12	19	7	15	12	14	13	16	174	13
OTHER - MISC	42	28	18	25	26	27	30	25	35	26	28	27	25	362	28
COMMENDATIONS	9	9	4	6	6	6	5	4	7	5	4	4	5	74	6
TOTAL	130	111	131	127	114	108	133	91	114	123	118	111	107	1518	117

PARATRANSIT (July 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	2	12	3	6	23
NO SHOW	1	18	1	0	20
LATE SCHEDULE	5	4	0	2	11
RECKLESS DRIVING	0	5	0	2	7
EARLY SCHEDULE	0	0	0	0	0
TRIP BOOKING OR SCHEDULING	1	7	4	4	16
OTHER - MISC	6	6	7	6	25
TOTAL	15	52	15	20	102

Rude Operator – The customer felt that the operator was unfriendly, unprofessional, confrontational, or perhaps didn't speak or smile.

No Show – The customer was marked a no show, and they would like to dispute the no show. Example: they state that they didn't see the vehicle, or maybe it went to the wrong door or location.

Late Schedule – The vehicle arrived after the scheduled window time.

Reckless Driving - The operator was driving recklessly or made a dangerous maneuver.

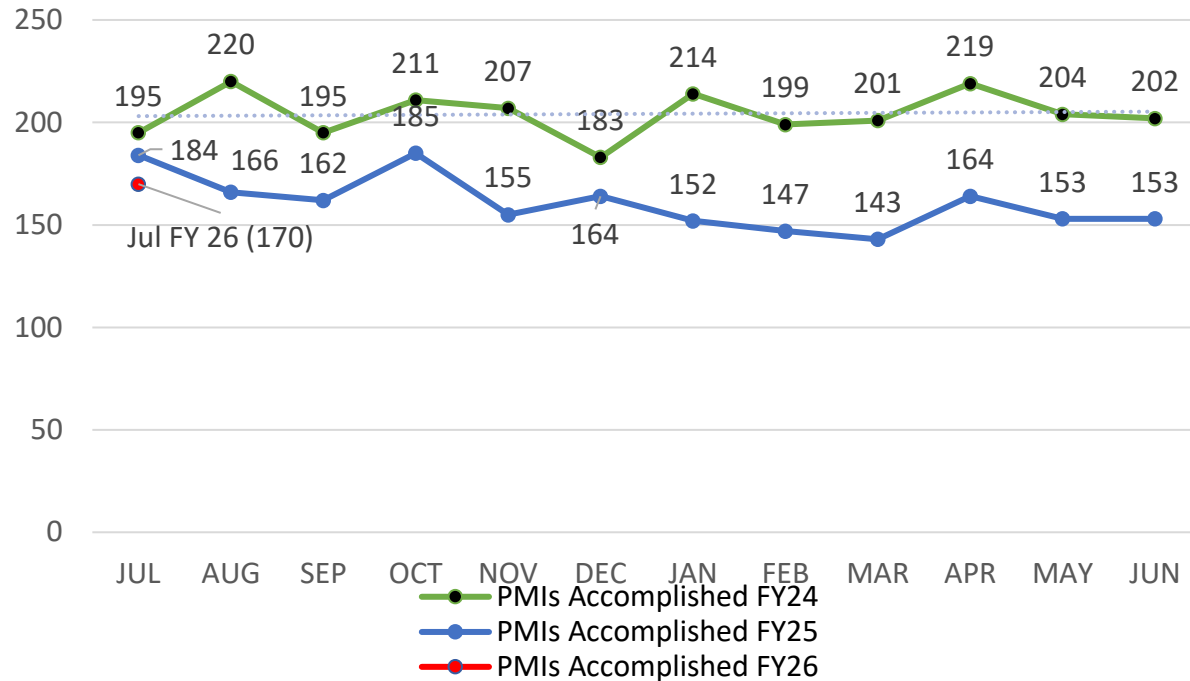
Early Schedule – The vehicle arrived before the scheduled window time.

Trip Booking or Schedule – Customer complains of a problem with how their trip was booked. ³⁵ Could be times, origin or destination, or date of trip.

MAINTENANCE

Target PMI: 150
Total Monthly PMIs (July): 170

Preventive Maintenance Inspections (PMI)
Accomplished FY24, FY 25, and FY 26



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

Coach Maintenance Plan Includes:

3,000 mile inspection:

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

6,000 mile inspection:

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

12,000 mile inspection

- Perform brake Tapley
- Perform 6,000 mile inspection

24,000 mile inspection

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

48,000 mile inspection

- Fluid change
- Inspect transmission
- Sample transmission fluid

96,000 mile inspection

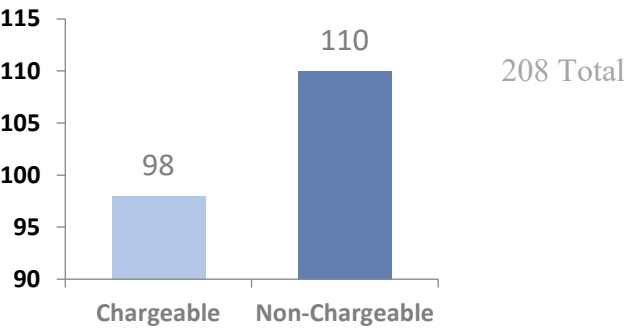
- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid



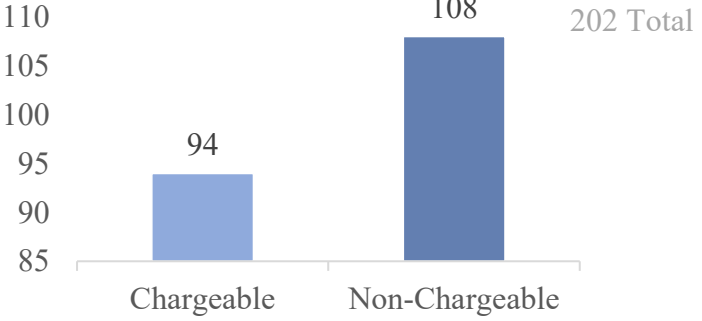
MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS (PREVIOUS MONTH COMPARISON)

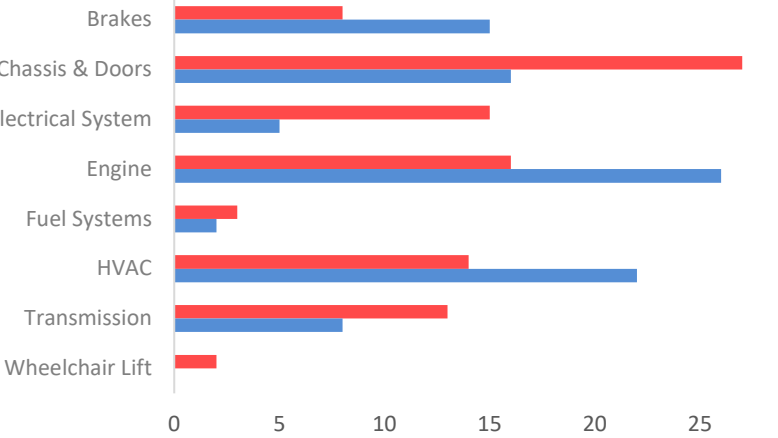
Total Road Calls (June 2025)



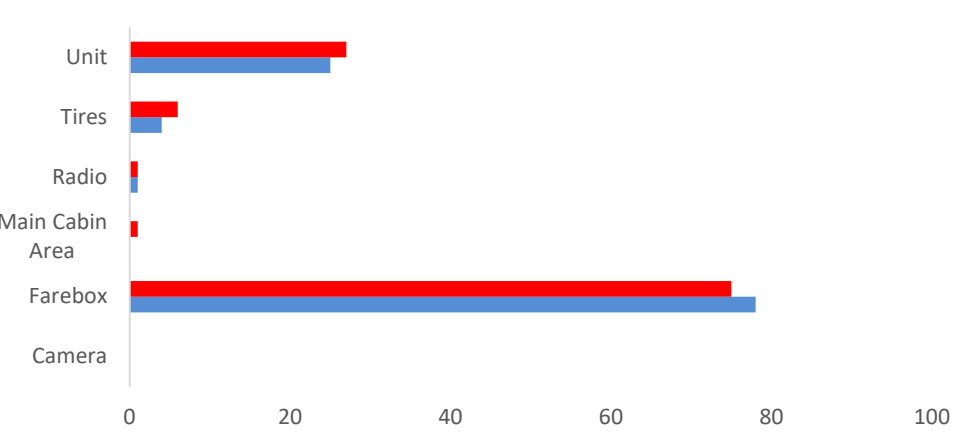
Total Road Calls (July 2025)



Chargeable Roadcalls by Category



Non-Chargeable Roadcalls By Category



Chargeable Road Call:

Non-Chargeable Road Call:

An issue the TARC Maintenance Department IS responsible for fixing

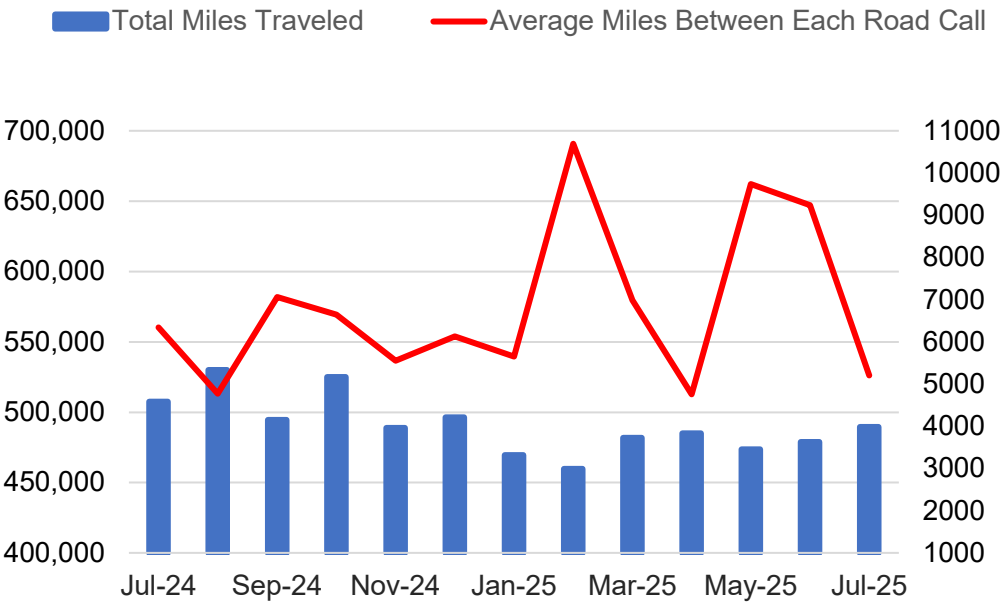
An issue the TARC Maintenance Department IS NOT responsible for fixing



MAINTENANCE

MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
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
Jul-25	489,556	94	5,208



Total Miles Between Road Calls = **5,208**

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.



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly

9

TYPE OF ACCIDENT

Fixed Object	9	66.7%
Rear end OV	1	11.0%

YTD

9

8 Fixed Objects

- Lane change at Clifton & Payne
- Turning left at 22nd & Lytle, three (3) in BARN
- Going straight at 33rd & Market, 22nd & Muhammad Ali, Lasalle Ave

1 Read End OV

- Rear ended OV at Bardstown & Beachwood

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

2.5

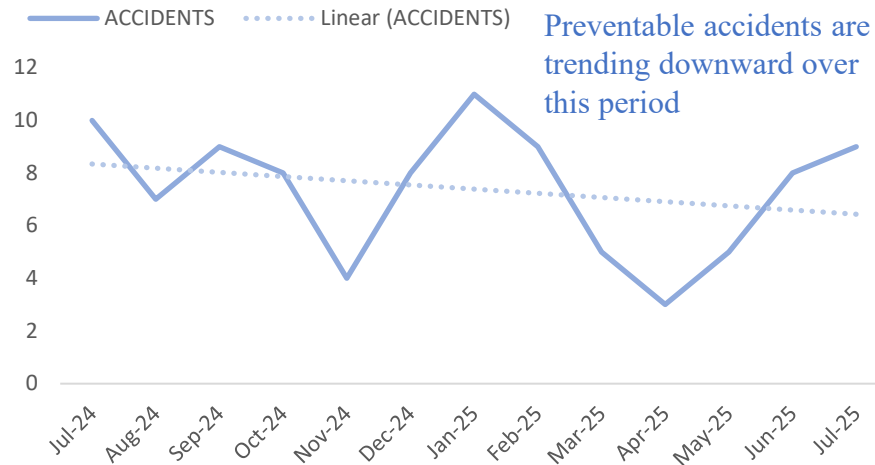
YTD AFR Goal

2.1

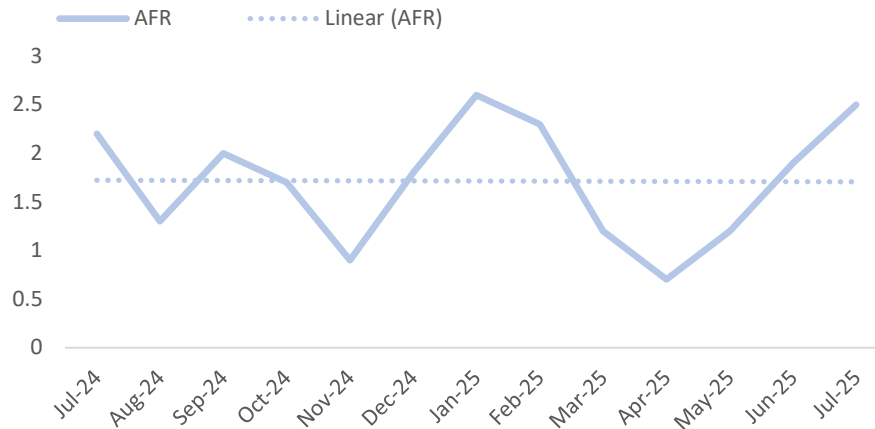
YTD

2.5

PREVENTABLE ACCIDENTS JUL '24 – JUL '25



PREVENTABLE ACCIDENT AFR JUL '24 – JUL '25





SAFETY

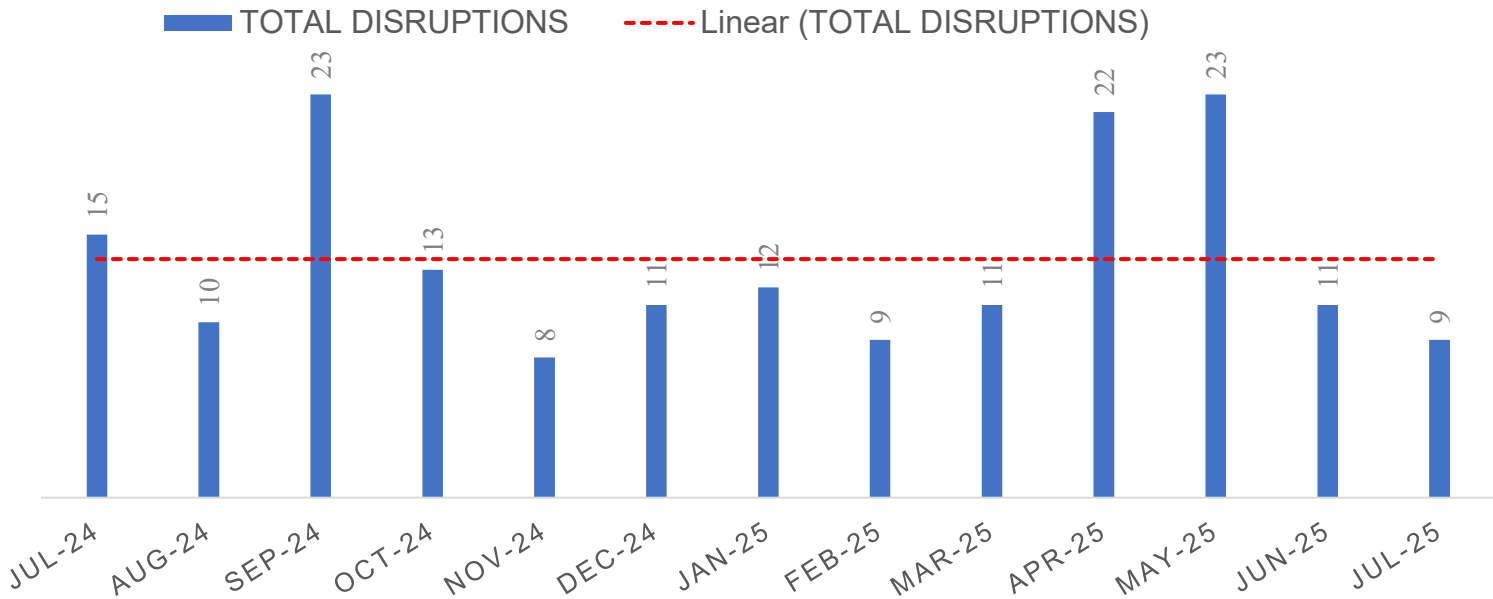
PASSENGER DISRUPTIONS BY ROUTE
(JULY 25)

Route ID	Disruptions
Broadway - #23	4
Market St - #15	2
Portland Poplar Level - #43	1
Clarksville - #72	1
UPS UofL Shuttle	1

DISRUPTION CATEGORIES
(JULY 25)

Disruption Type	#
Threatened operator	2
Passenger fall	2
Spilled drink	1
Urinating	1
Vaping	1
Observed assault	1
Pedestrian blocking road	1

TOTAL PASSENGER DISRUPTIONS (JUL 24 – JUL 25)



PASSENGER DISRUPTIONS*

This Month Total

9

Monthly Avg

13.62

*Disruption: an incident on the coach that delays service more than 5 minutes



AUGUST BOARD OF DIRECTORS

August 26, 2025