

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, August 20, 2025 at 10:45 a.m.

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

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

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Agenda – August 20, 2025

- | | | |
|--|---------------------|-------------|
| 1. Quorum Call/Call to Order | Steve Miller, Chair | 10:55 |
| a. Approval of July Minutes | | |
| 2. Action Items | | |
| a. Resolution 2025-34 Agency Safety Plan | Keith Shartzner | 11:00-11:05 |
| 3. Staff Reports and Presentation | | 11:05-11:25 |
| a. Operations Update | Ozzy Gibson | |
| 4. Adjournment | | 11:25 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



July 16, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, July 16, 2025 at 11:11 a.m. in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Members in Person

Alice Houston
Steve Miller

Members Virtual

Michael Schnuerle
DuWayne Gant

Declined

Christy Ames
Ted Smith
Abbie Gilbert
Justin Brown

Call to Order

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

Approved the June Operation Committee Meeting Minutes.

Staff Reports and Presentations

Dan Franklin presented the June Operational Update.

- TARC continues to participate in community outreach activities.
- Peer Comparison data was presented.

Michael Schnuerle said, "I would like to see additional key statistics per person to the service population data and per population per person, it may allow for easier comparison with peer cities. I think it will show TARC favorably."

Board Members discussed the other cities that Metro Council mentioned to be added to this slide or, possibly, two slides so that it can be viewed easily.

Tonya Day said, "TARC Staff is working diligently to collect the information and it should be added to the slide soon."

Dan Franklin presented the next group of slides in the operations packet.

- Operators are exceeding the on-time performance goals with system-wide improvements.
- On time performance has reached 84%, exceeding the goal! We have a good team to do it!
- Certain shuttle routes intentionally run early by design.

Michael Schnuerle asked, "We have discussed heat maps for different routes, so along the route different hours of the day to view the performance over time, any updates on that?"

Dan Franklin said, "We don't have that today, but I know we are working on that."

OPERATIONS MEETING TARC BOARD OF DIRECTORS



- Pullout rate is at an impressive 99.75%, surpassing the common industry goal of 99.00%.
- On time performance club was reviewed and the coach operators' level of pride to be on it.
- High -frequency routes are performing well with over 80% on-time rates.
- Maintenance is exceeding breakdown prevention goals.
- Safety is showing low accident rates and passenger disruptions.
- Customer feedback highlighting pass-ups and complaints about driver behavior.
- Each of these complaints are reviewed. Quite a few times the bus is actually not in service when it passes up waiting passengers.

Alice Houston adjourned the meeting at 11:29 a.m.

ADOPTED THIS 20th DAY OF AUGUST, 2025

Alice Houston, Chair of the Operations Committee.



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



BOARD OF DIRECTORS
AUGUST 26, 2025

AUGUST OPERATIONAL UPDATE



KEY STATISTICS FOR BOARD REVIEW



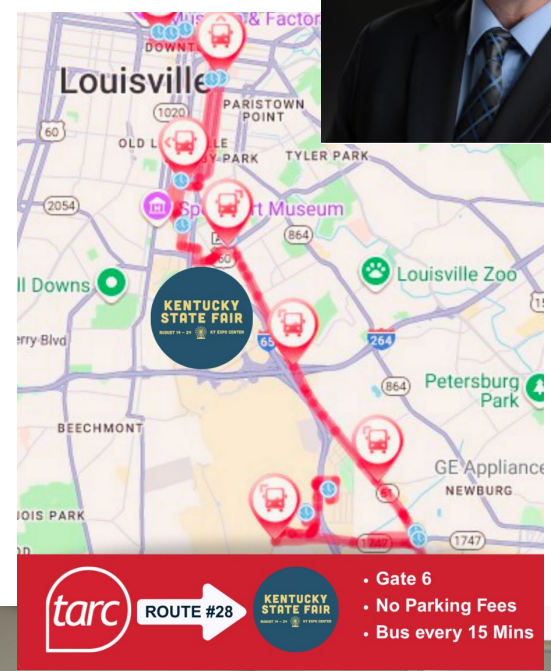
AUGUST DIRECTORS UPDATE

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

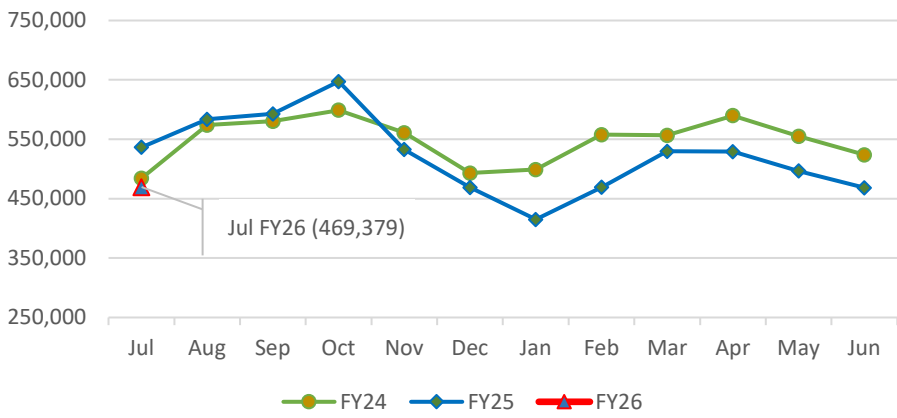
Safety:

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

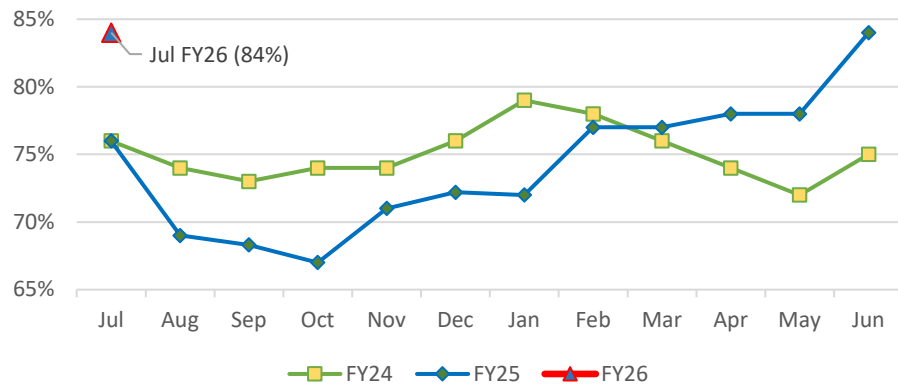


JULY FIXED ROUTE SERVICE

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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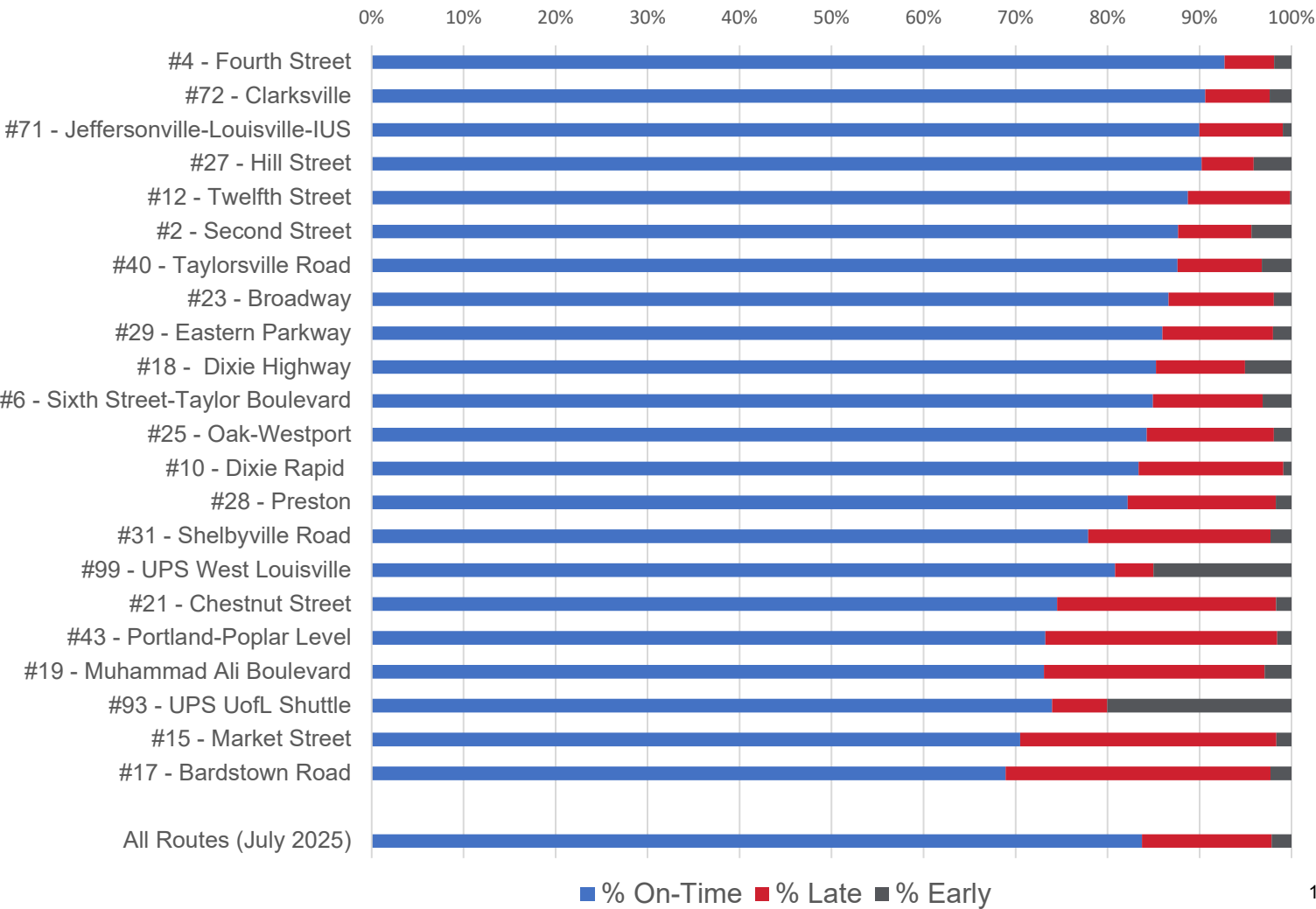
**January 2025 adjustment due to winter weather



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.

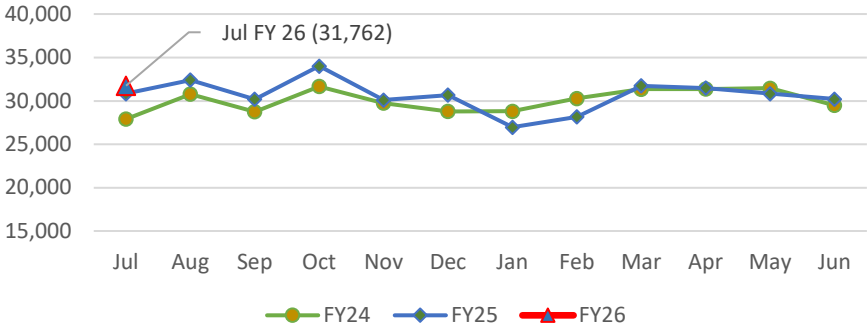
Planning / Schedule – The customer would like to see a different schedule or stops at different locations that don't exist right now.

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

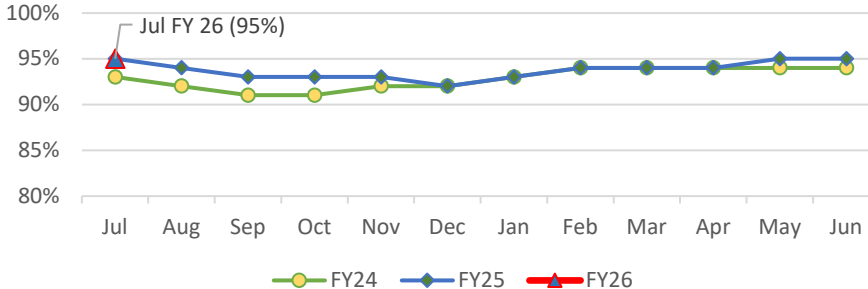


JULY PARATRANSIT SERVICE (TARC3)

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
2.9% VLY

YTD
31,762

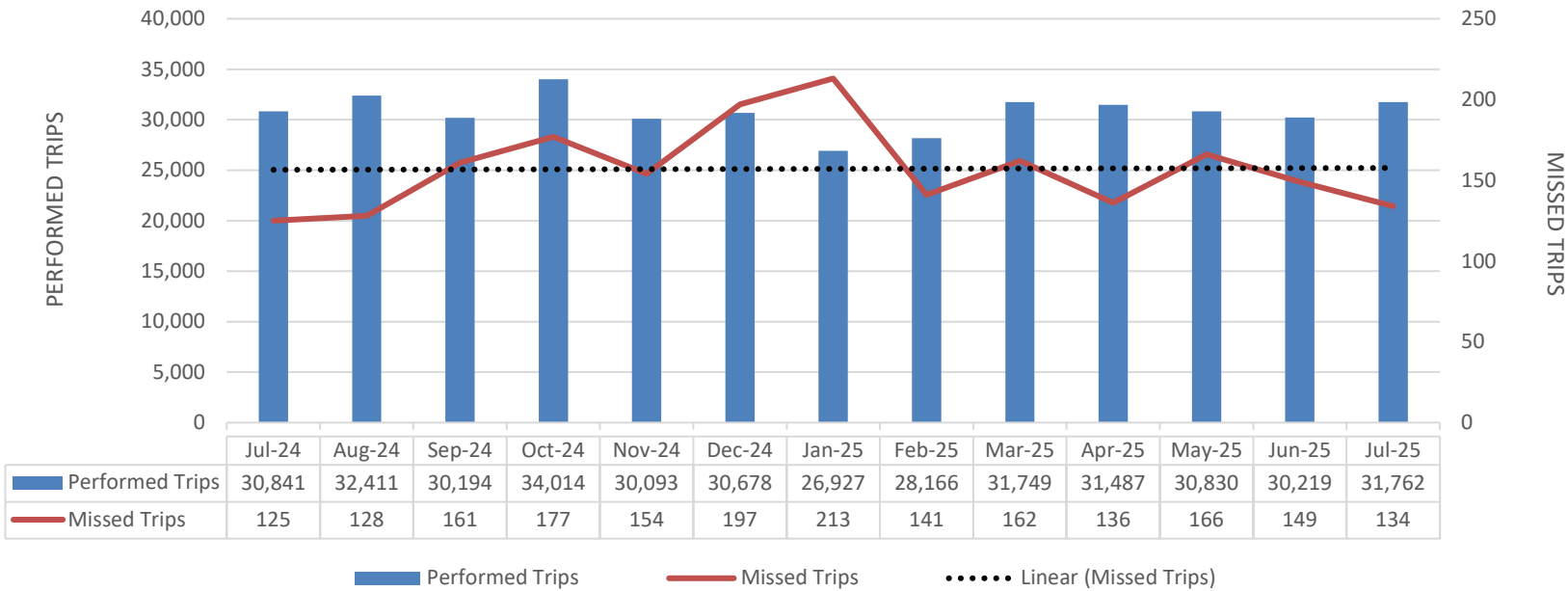
On-Time Performance			
Paratransit (TARC3)			
	FY26	FY25	FY24
Jul	95%	95%	93%
Aug		94%	92%
Sep		93%	91%
Oct		93%	91%
Nov		93%	92%
Dec		92%	92%
Jan		93%	93%
Feb		94%	94%
Mar		94%	94%
Apr		94%	94%
May		95%	94%
Jun		95%	94%
FYTD	95%	94%	93%

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.

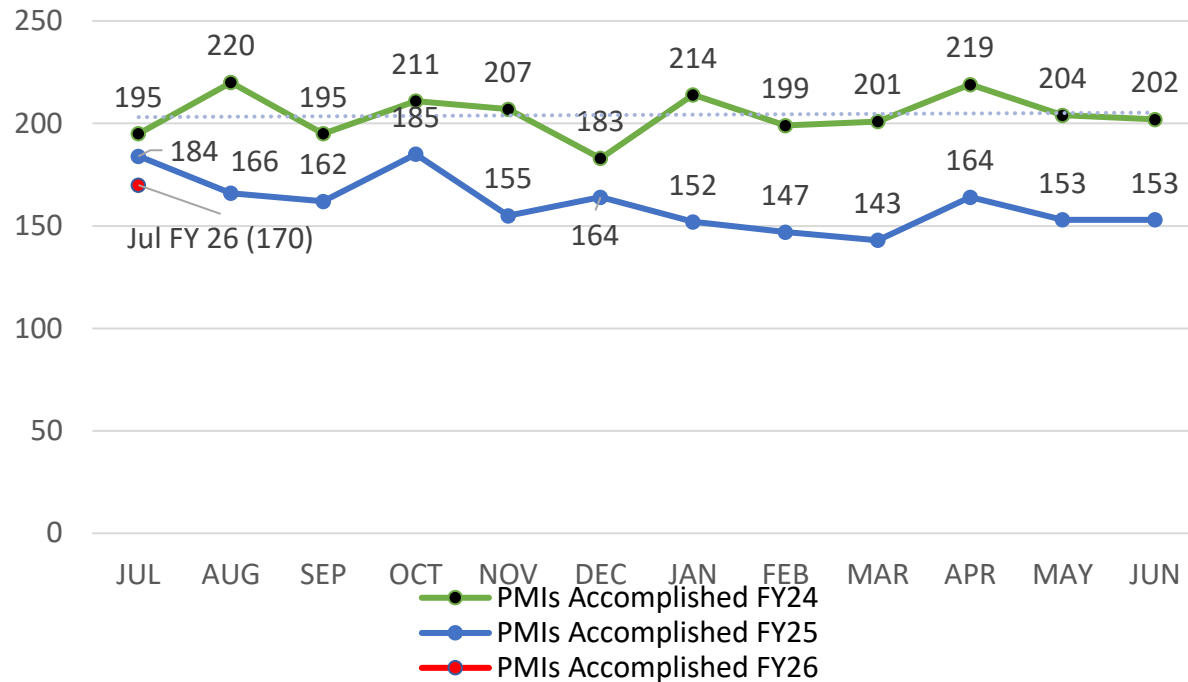
Early Schedule – The vehicle arrived before the scheduled window time.

Trip Booking or Schedule – Customer complains of a problem with how their trip was booked. 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

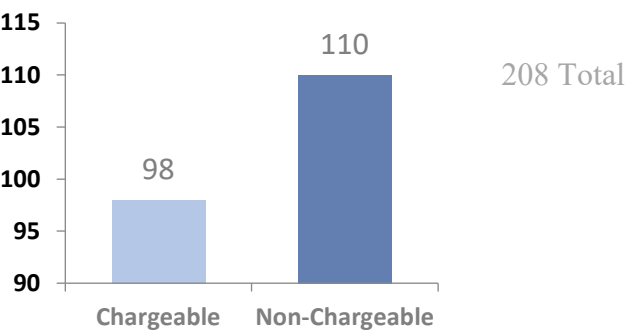
- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid



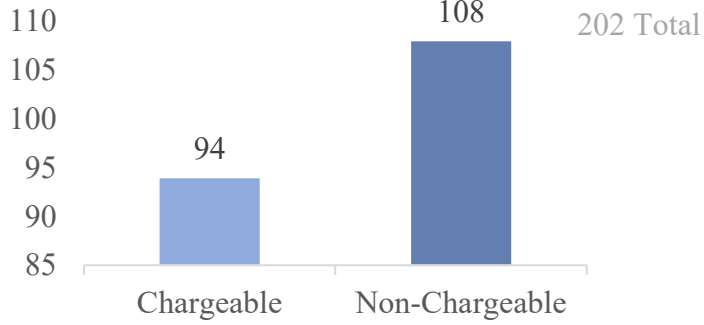
MAINTENANCE

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

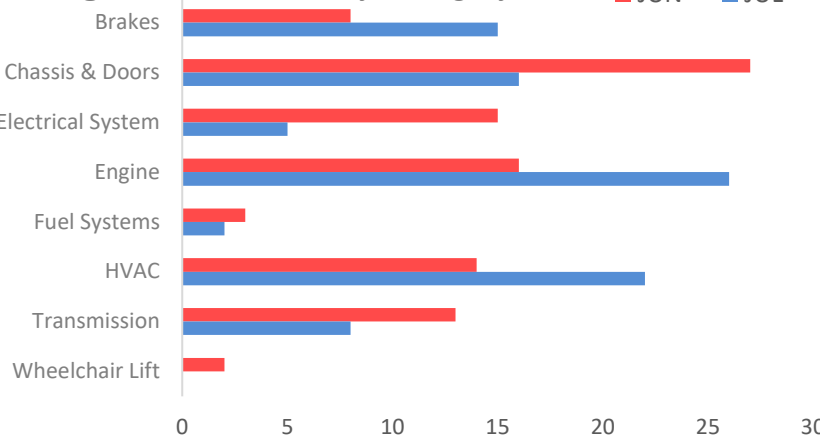
Total Road Calls (June 2025)



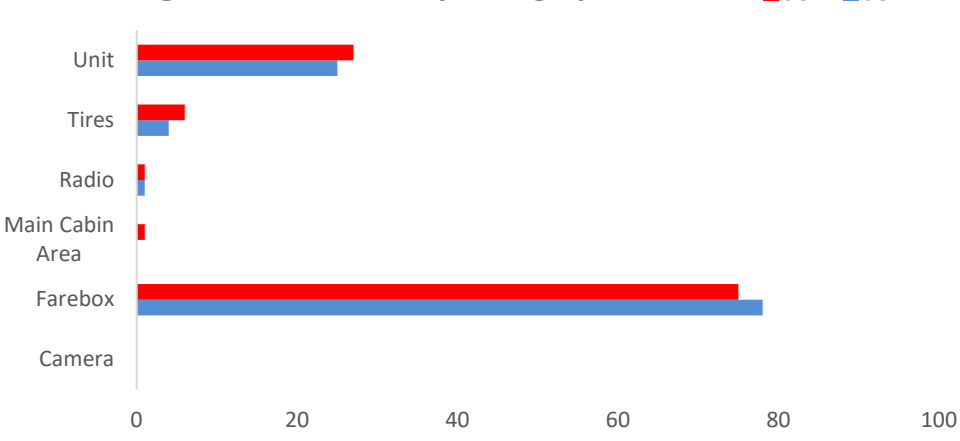
Total Road Calls (July 2025)



Chargeable Roadcalls by Category



Non-Chargeable Roadcalls By Category



Chargeable Road Call:

An issue the TARC Maintenance Department IS responsible for fixing

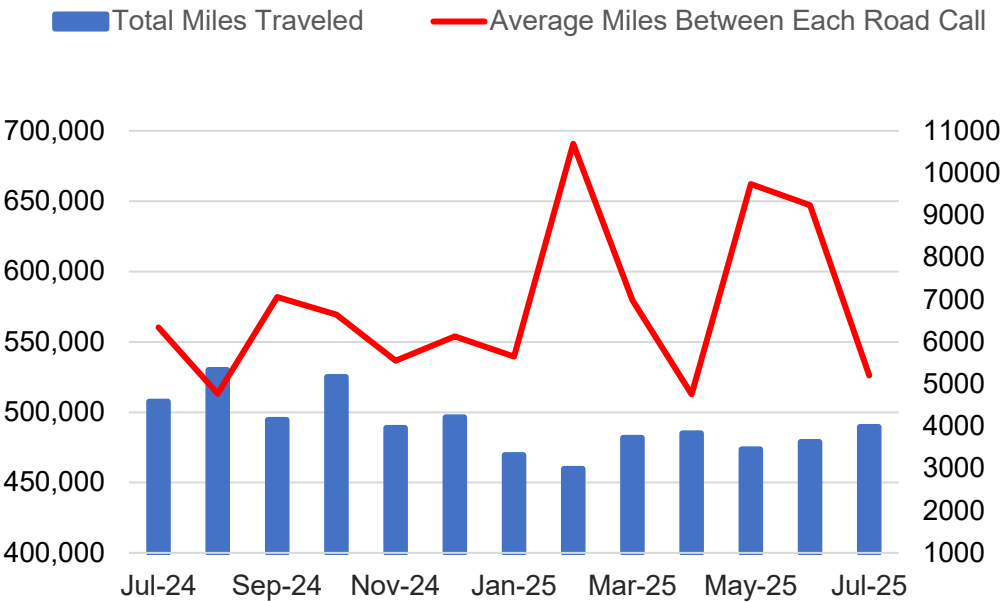
Non-Chargeable Road Call:

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

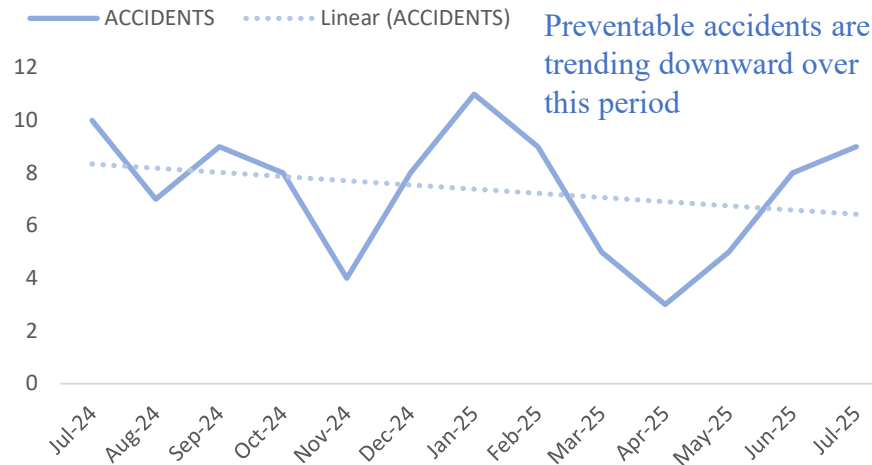
YTD AFR Goal

2.1

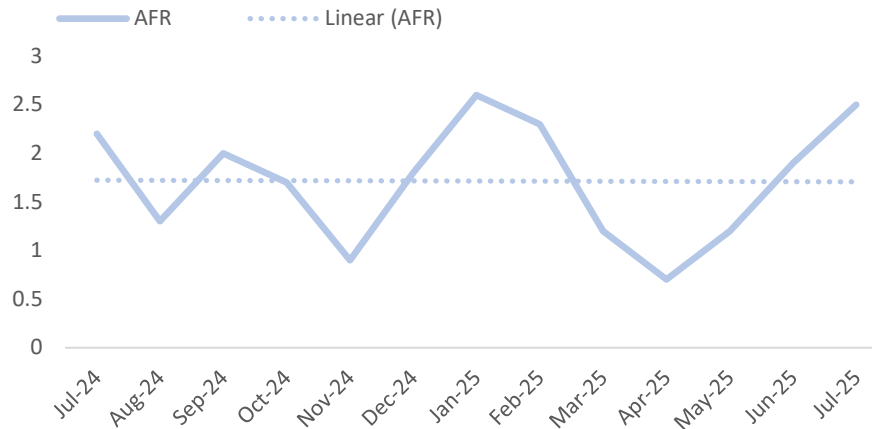
YTD

2.5

PREVENTABLE ACCIDENTS JUL '24 – JUL '25



PREVENTABLE ACCIDENT AFR JUL '24 – JUL '25





SAFETY

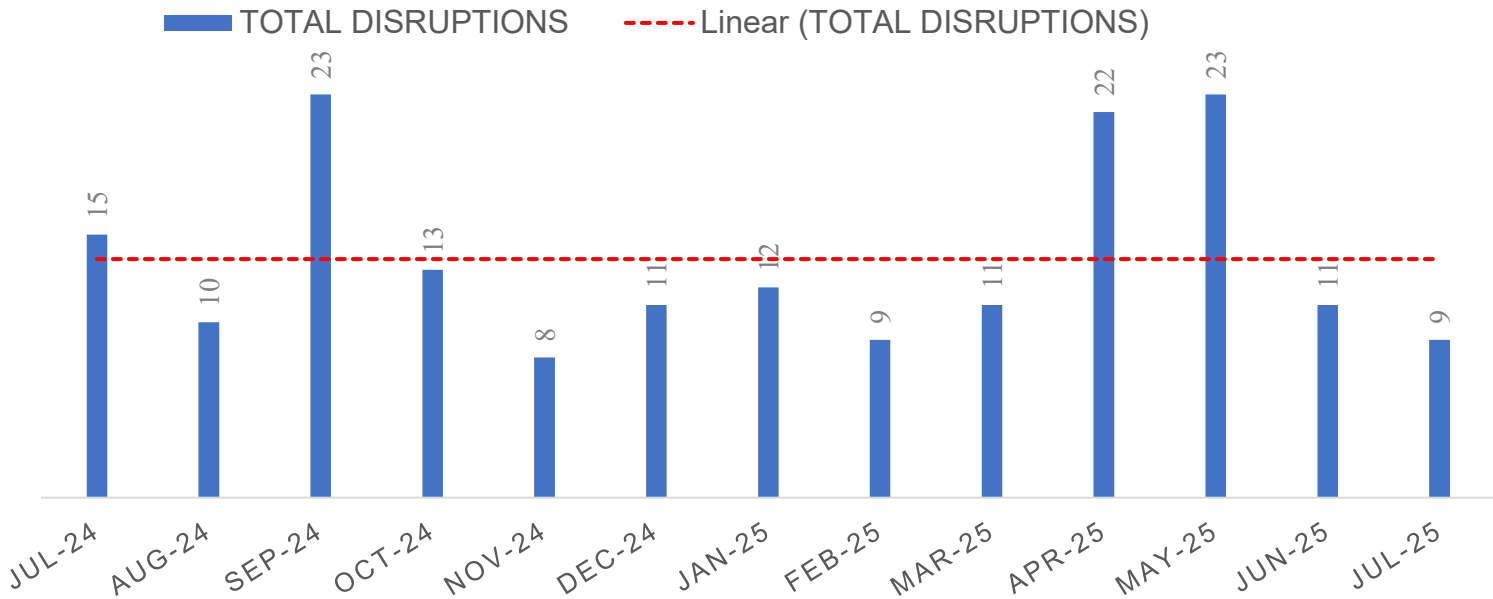
PASSENGER DISRUPTIONS BY ROUTE
(JULY 25)

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