

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**

Tuesday, October 21, 2025 at 2:50 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 – October 21, 2025

- | | | |
|-----------------------------------|----------------------|------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 2:50 -2:55 |
| a. Approval of September Minutes | | |
| 2. Staff Reports and Presentation | | 2:55- 3:30 |
| a. Operations Update | Ozzy Gibson | |
| b. New TARC Network Update | Martin Barna | |
| c. Approved Cash Collections | Chris Pflederer | |
| 3. Adjournment | | 3:30 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



September 16, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, September 16, 2025 at 3:00 p.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

Abbie Gilbert
Steve Miller
Alice Houston

Members Virtual

DuWayne Gant
Justin Brown

Declined

Christy Ames
Ted Smith
Myra Rock

Call to Order

Alice Houston called the meeting to order at 3:05 p.m.

Approved the August Operation Committee Meeting Minutes.

Action Items: New TARC Network Overview.

Scudder Wagg with Jarrett Walker & Assoc. (JWA) presented New TARC Network Overview.

- Highlighting that the final network was developed based on earlier feedback and meetings.
- The network, depicted in red, is intended for implementation by August next year, assuming no new funding will be available to TARC in the near future.
- Martin Barna from JWA will support the implementation.
- It was noted that a more detailed presentation will be given to the full board next week.
- The new transit network designed for TARC will provide 12% less service overall.
- Despite the reduction, the network will improve access for many residents, with 5% more jobs reachable on average, and better service for those served, including 15-minute and 30-minute frequency improvements.
- The network will cover 21% fewer people in total, but will serve more people with higher frequency service, particularly in downtown Louisville and southern Indiana.
- The changes include revised routes, a new numbering scheme, and a temporary transfer hub at 8th Street and Muhammad Ali.

Martin Barna with JWA presented the New TARC Network Implementation Plan.

- Martin Barna will be leading the New TARC Network Implementation Phase which will be implemented by August 2026.
- The project involves reducing the number of bus-stops from 3,800 to approximately 2,000. A significant undertaking that will require coordination across departments and extensive public outreach.

OPERATIONS MEETING

TARC BOARD OF DIRECTORS



- The implementation timeline includes route and schedule development, stop modifications, customer education, and operator training, with a focus on maintaining stakeholder engagement and managing potential risks.
- The Board discussed the implementation of a new transit network, focusing on the distribution of shelters and amenities to new bus stops.
- Mr. Barns explained that while some stops will no longer be served, the remaining stops will have a higher percentage of shelters due to the redistribution of existing amenities.
- The timeline includes final schedules being ready by January and more precise stop and shelter information by February or March of 2026
- It was explained that while we have a recommended network, TARC will still be able to make adjustments after initial runs are cut and analyzed.

The Board requested more detailed project timelines and milestones.

- Martin Barna plans to present additional layers at the Board Meeting next week.

Ozzy Gibson presented the September Operational Update

- We partnered with PARC to help visitors attending Bourbon and Beyond, which saw 4,000 riders and removed 908 cars from the street.
- Management is coordinating teams, committees, and task groups to accomplish the objectives for the New TARC Network.
- Community events we participated in: Worldfest, Touch-a-Truck, and Louisville Pride.
- HR department is partnered with Ivy Tech to help recruit talented mechanics.
- There was a slight dip in on-time performance to 81% due to school starting and increased traffic, but trips per revenue hour improved from 12.2 to 17.
- Also discussed paratransit performance, which dipped slightly to 93%.
- The issues with the Fare Box are a concern and we plan to discuss solutions in the next meeting.
- It was also noted that passenger disruptions remained relatively stable compared to the previous year.

Alice Houston adjourned the meeting at 3:52 p.m.

ADOPTED THIS 21th DAY OF OCTOBER, 2025

Alice Houston, Chair of the Operations Committee.



BOARD OF DIRECTORS
OCTOBER 28, 2025

OCTOBER OPERATIONAL UPDATE





PEER CITY AGENCY COMPARISONS

FIXED ROUTE

City Agency	Total Budget	Fixed-Route Revenue Hours	Average Fixed-Route Boardings	On-Time Performance	% of Missed Service
Louisville (TARC)	\$115,948,533	409,032	555,159**	81.00%	0.13%
Columbus	\$238,000,000	985,346	927,408	80.77%	
Cincinnati	\$160,168,013	774,497	1,204,438	78.90%	1.20%
Charlotte	\$202,908,235	627,431	833,587	80.77%	1.02%
Indianapolis	\$146,800,000	590,518	582,502	83.00%	0.20%
Nashville	\$127,997,000	561,316	759,597	81.90%	0.30%
Richmond	\$134,066,791	542,260	993,264	80.00%	0.50%
New TARC Network	\$108,000,000	354,000			
Dayton	\$140,500,000	337,981	500,904	80.90%	1.00%
Omaha	\$101,660,302	289,237	285,685	81.00%	2.70%
Lexington	\$37,968,279	195,288	306,666	88.30%	

*Table Sorted by Fixed-Route Revenue Hours

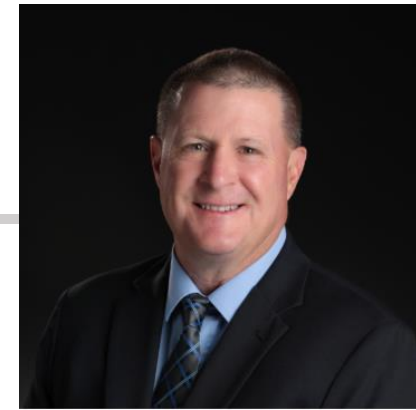
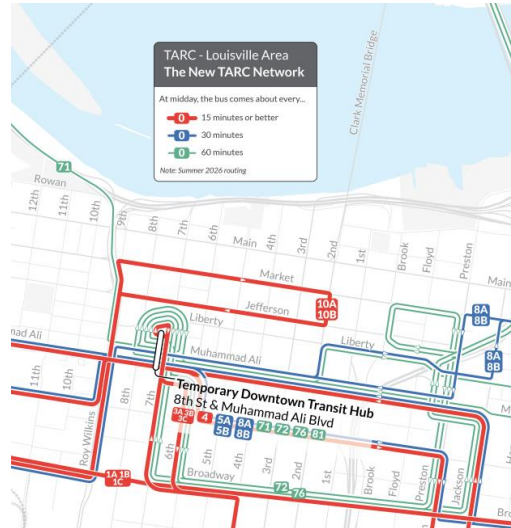
**See Fixed Route Service slide (Average Monthly)



EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...

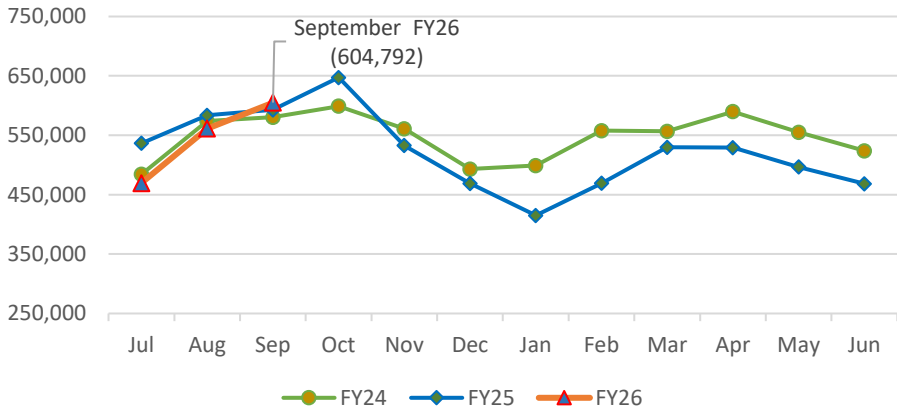
- Partnered with PARC for a record-breaking service to St. James Court Art Show
- Began (Phase One) internal and public engagement on the recommended New TARC Network
- Participated in the national Week Without Driving Initiative, encouraging the community to utilize public transit
- Attended community festivals and events such as NuLu Fest, UofL's Adulthood 101, and CycLOUvia
- Partnered with Union for first annual fall festival!



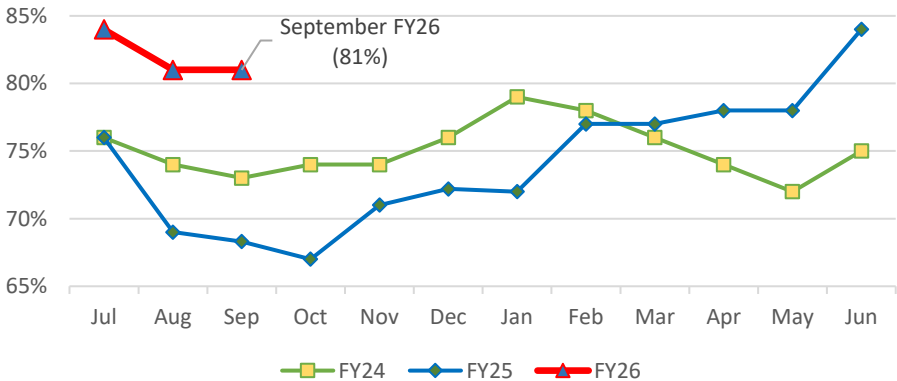


SEPTEMBER FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
System Production	FY26 YTD	FY25	FY24
Total Ridership	1,665,479	6,636,904	6,573,722
Avg Monthly Ridership	555,159	553,075	547,810
Total Revenue Miles	1,255,126.14	5,231,772	6,517,670
Total Revenue Hours	94,858.93	409,032	537,581
Trips per Revenue Mile	1.33	1.20	1.01
Trips per Revenue Hour	17.56	15.37	12.20

Monthly Ridership (September) 604,792
Comparison VLM 1.60%
Comparison VLY 2.10%

Total YTD Ridership 1,665,479

On-Time Performance			
Fixed-Route			
	FY26	FY25	FY24
Jul	84%	72%	76%
Aug	81%	69%	74%
Sept	81%	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	82%	74%	75%

Fixed-Route FY26 Goal 80%

VLM: A comparison of data between the current month, and the immediately preceding calendar month
VLY: A comparison of data between the current month, and the same month from the preceding year



SEPTEMBER 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	3.45%

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%

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%

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	4770	9	0.19%	25.50	0.07%
September	4770	6	0.13%	11.72	0.03%
October					
November					
December					
TOTAL	42,901.00	729.00	1.70%	2,880.14	0.89%

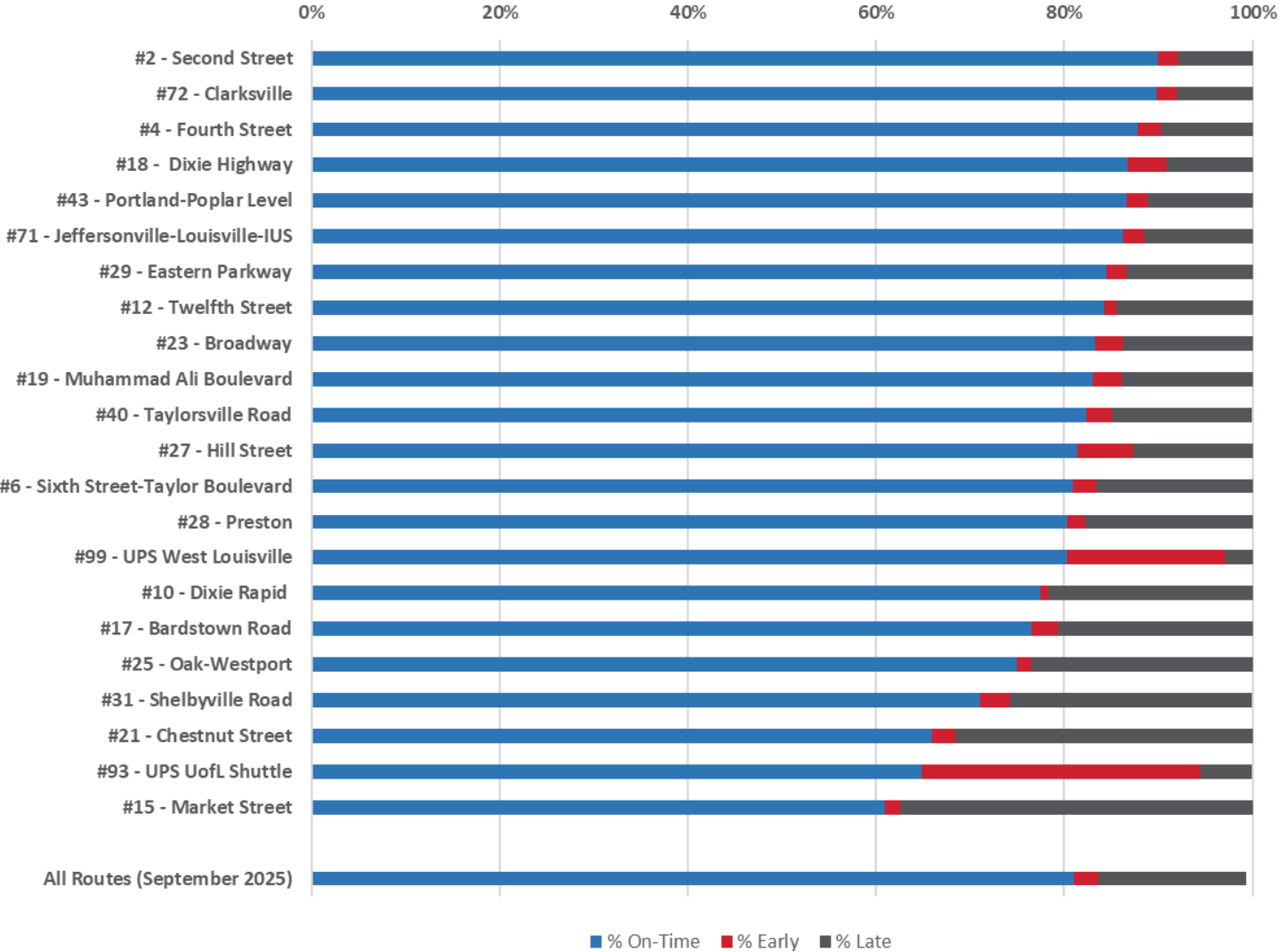
**January 2025 adjustment due to winter weather



SEPTEMBER ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
#2 - Second Street	90%	2%	8%
#72 - Clarksville	90%	2%	8%
#4 - Fourth Street	88%	3%	10%
#18 - Dixie Highway	87%	4%	9%
#43 - Portland-Poplar Level	87%	2%	11%
#71 - Jeffersonville-Louisville-IUS	86%	2%	11%
#29 - Eastern Parkway	84%	2%	13%
#12 - Twelfth Street	84%	1%	14%
#23 - Broadway	83%	3%	14%
#19 - Muhammad Ali Boulevard	83%	3%	14%
#40 - Taylorsville Road	82%	3%	15%
#27 - Hill Street	81%	6%	13%
#6 - Sixth Street-Taylor Boulevard	81%	2%	17%
#28 - Preston	80%	2%	18%
#99 - UPS West Louisville	80%	17%	3%
#10 - Dixie Rapid	77%	1%	22%
#17 - Bardstown Road	76%	3%	21%
#25 - Oak-Westport	75%	2%	23%
#31 - Shelbyville Road	71%	3%	26%
#21 - Chestnut Street	66%	3%	32%
#93 - UPS UofL Shuttle	65%	30%	6%
#15 - Market Street	61%	2%	37%
All Routes (September 2025)	81.00%	3%	16%

On-Time Performance By Route (September 2025)





PEER CITY AGENCY COMPARISONS

PARATRANSIT

City Agency	Paratransit Revenue Hours	Average Paratransit Trips	On-Time Performance
Louisville (TARC)	277,039	32,057	93.00%
Nashville	137,790	36,033	93.50%
Columbus	203,919	27,247	
Richmond	125,466	24,711	89.00%
Dayton	145,063	17,281	83.70%
Cincinnati	84,893	15,693	92.80%
Lexington	90,540	15,691	84.80%
Charlotte	102,596	15,541	82.70%
Indianapolis	94,671	13,245	95.40%
Omaha	50,337	7,167	

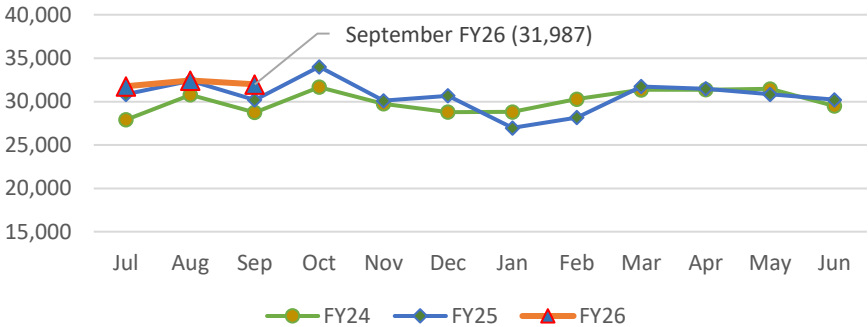
*Table Sorted by Average Paratransit Trips

**See Paratransit Service slide (Average Monthly)

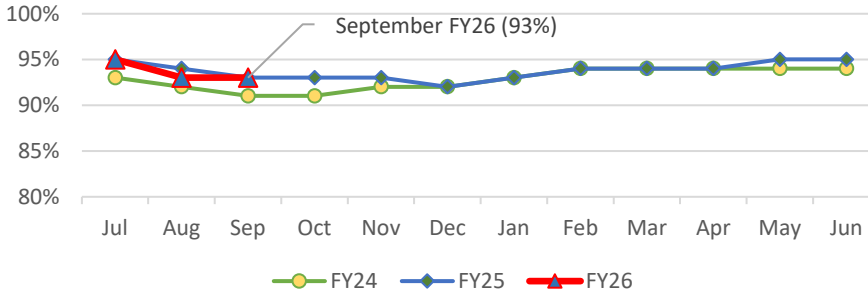


SEPTEMBER PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit Ridership



TARC3 Paratransit On-Time Performance



Performance Indicator	Paratransit (TARC3)		
System Production	FY26 YTD	FY25	FY24
Total Ridership	96,171	367,610	360,456
Avg. Monthly Ridership	32,057	30,634	30,038
Total Revenue Miles	1,137,919	4,374,215	4,364,217
Total Revenue Hours	70,623	277,039	284,896
Trips per Revenue Mile	0.08	0.08	0.08
Trips per Revenue Hour	1.36	1.33	1.27

Monthly Ridership (September) **31,987**
Comparison VLM -6.80%
Comparison VLY 5.00%

Total YTD Ridership **96,171**

On-Time Performance			
Paratransit (TARC3)			
	FY26	FY25	FY24
Jul	95%	95%	93%
Aug	93%	94%	92%
Sep	93%*	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	94%	94%	93%

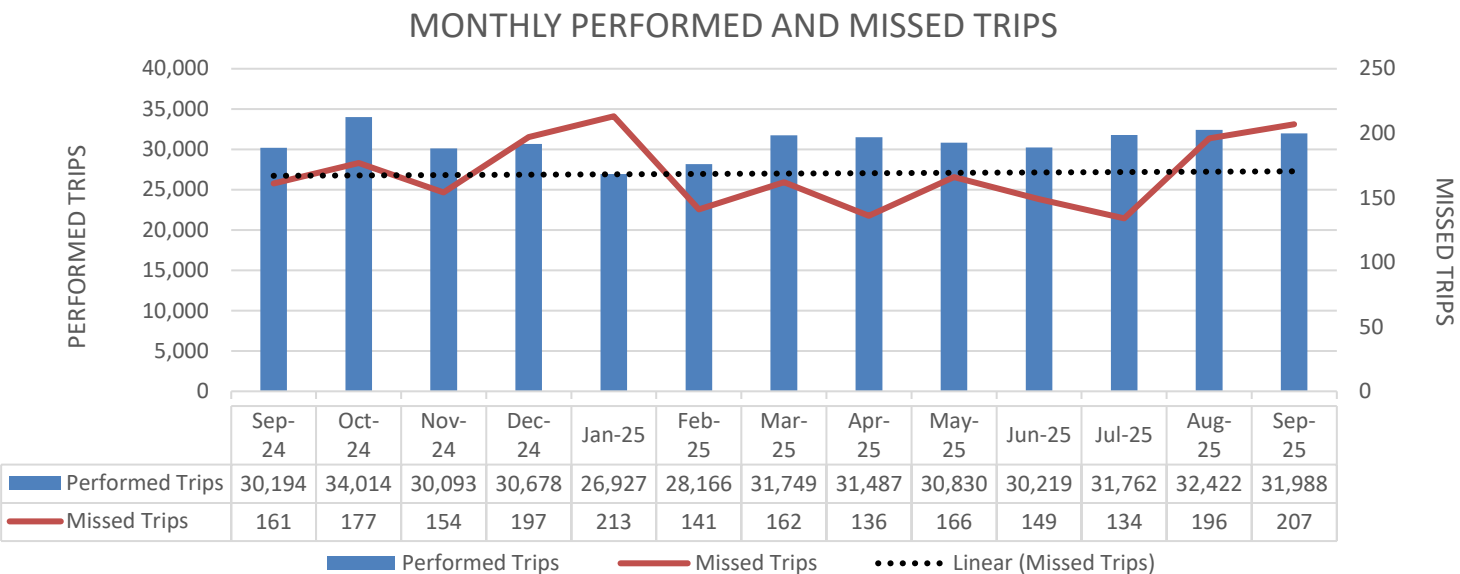
Paratransit FY26 Goal **93%**

*excluding Sept. 11- 14 and Sept. 18-21
(Bourbon and Beyond/Louder Than Life Events)

VLM: A comparison of data between the current month, and the immediately preceding calendar month
VLY: A comparison of data between the current month, and the same month from the preceding year



MV WEEKLY PERFORMANCE – SEPTEMBER



Percentage of Missed Trips

Missed Trips (September 2025): 0.65%
Performed Trips (September 2025): 31,988

September Missed-Trip Reasons (Top 5)	Count	% of total	Definition
Inefficient routing	58	28%	Trips placed in a manner that caused operator to backtrack or go out of the way for pickup
Tight routing	49	24%	Trips placed on route too close together causing the driver to run behind
Late after lunch	20	10%	Driver came off lunch break late causing the route to run behind
Driver didn't wait 5 mins	19	9%	Driver left before waiting the full 5 minutes after attempting to make contact with customer
Driver running behind	19	9%	Driver running behind schedule for various reasons (traffic, slow loading passenger, etc)

August Missed-Trip Reasons (Top 5)	Count	% of total	Definition
Tight routing	45	25%	Trips placed on route too close together causing the driver to run behind
Inefficient Routing	34	19%	Trips placed in a manner that caused operator to backtrack or go out of the way for pickup
Driver didn't wait 5 mins	20	11%	Driver left before waiting the full 5 minutes after attempting to make contact with customer
Driver running behind	17	10%	Driver running behind schedule for various reasons (traffic, slow loading passenger, etc)
Driver arrived before window opened	16	9%	Driver arrived before the scheduled window opened and passenger didn't take trip

ADDITIONAL STATS FOR BOARD MEMBER REVIEW



OCTOBER DIRECTORS UPDATE

October 28, 2025



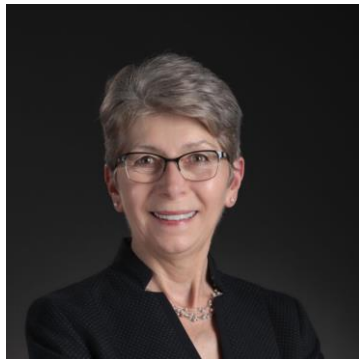
EMERGING ISSUES, TRENDS, AND CELEBRATE SUCCESSES



Mobility Services



Human Resources



Planning



Procurement



Customer Experience



Safety & Security



Training



Capital & Facilities



Information Technology



**Civil Rights &
Compliance**



Finance



EMERGING ISSUES

OVERVIEW

Transportation:

- Continuing to prep for the October-November training for the New TARC Network (road supervisor's, dispatch supervisors, trainers, clerks, and radio personnel)

Customer Experience:

- Preparing for an increase in customer questions on the New TARC Network (NTN)

Mobility Services – TARC3:

- Identifying top 5 missed trips trends and working to address the issues causing these trends

Finance:

- Cash Processing Presentation – Present to Finance Committee
- Solicitation for Armored Car Services – RFP to go out 3rd Qtr. 2025
- Solicitation for Actuarial Services for Old Pension Plan - RFP to go out 4th Qtr. 2025

Grants and Capital Programs:

- Federal Transit Administration (FTA) recent staff reductions, but no furlough
- Bus pricing delays
- Older bus transfers to peer agencies



EMERGING ISSUES

OVERVIEW

Planning:

- The New TARC Network – NTN - implementation fully in progress
- BATW - Broadway All The Way – Phase 1A planning process in final stage
- Reimagine 9th Street – in final design stage, in collaboration with Metro
- Two-Way Streets Conversion – in progress with Metro PW
- Bus Stops Spacing – stop locations along major corridors under review
- TARC Title VI Program Update – underway, to be completed in December



TRENDS

OVERVIEW

Transportation:

- Continuing to stay above goal of 80% On-Time Performance

Customer Experience:

- Slight decrease in feedbacks received for both Fixed Route and Paratransit
- Slight increase in combine call center phone hold time of 2 minutes 1 second just slightly over our goal of at or under 2 minutes

Mobility Services – TARC3:

- September was a challenging month due to special events resulting in a decrease in OTP
- Increase in missed trips with rate at 0.65%, still well below the 2% benchmark

Finance:

- Explore Open Loop Payment options to get loading off the bus – Research began 7/24/25
- Explore feasibility of Payment Card program (Fuel/P-Card/Travel) – Research began 4/10/25
- Explore potential of electronic payment options for TARC3 services

Grants and Capital Programs:

- Reducing number of active grants by actively closing aging grants
- Large and mid-sized renovation projects due to age of facilities
- Sub-fleet of 16 extended-range battery electric buses anticipated by 2028



TRENDS

OVERVIEW

Planning:

- The NTN scheduling process - routes and draft schedules under review
- TARC On-Street Transfer Center – site planning, amenities, and streets configuration underway



CELEBRATE SUCCESSES

OVERVIEW

Transportation:

- Successfully supported Bourbon and Beyond, Bourbon and Brunch, and Louder than Life music festivals

Customer Experience:

- Closure rate for feedback received over the past two months at 89% (currently 46 still under investigation)

Mobility Services – TARC3:

- Reinitiated partnership with the Center for Accessible Living to complete Sensitivity Training for all subcontractor drivers

Safety:

- Safety shields have been installed on all buses

Grants and Capital Programs:

- Closing TARC's oldest grant (2016) following payment toward bus charging equipment

Planning:

- Stops and Passengers' Amenities conditions for the NTN – inventory 90% completed
- TARC Transit Center – preliminary planning process soon to be initiated

Human Resources

- Hired HR Director and Director of Maintenance
- Partnered with Union for first annual fall festival



SEPTEMBER ON-TIME PERFORMANCE

On-time Performance 90% Club

Operator	OTP
Grubbs, Kevin	100%
King, Keith	99%
Harris, Darrell	98%
Pitmon, Cheryl	98%
Powell, Ronald	98%
Johnson, Donald	98%
Carpenter, Garry	98%
Patterson, Pamela	98%
Powell Jr, Tyrone	98%
Murray, Glenn	97%
Robb, Larry	97%
Salas, Angel	97%
Williams, Robin	96%
Pruitt, Tammy	96%
Sandifer, Calvin	96%
Cochran, John	96%
Malone, Eddie	96%
Rogers, Dewayne	96%

Operator	OTP
Harper, Jeffrey	96%
Mason, Brooklyn	95%
Lindsey, Damian	95%
Cecil, Shawn	95%
List Iii, Frank	95%
Moore, Chalondias	94%
Harris, Stephon	94%
Glenn, Rachelle	94%
Bailey, Kendrick	94%
Smith, William	94%
Tebault, William	94%
Williams, Leslie	94%
Hurrigan, Kimberly	93%
Durham, Dawn	93%
Reynolds, Dale	93%
Leonard, Tracy	93%
Knight, Kelley	93%
Bachelor, Michael	93%

Operator	OTP
Kennedy, Kyneesha	92%
Wilson, Jimmy	92%
Casey, Robert	92%
Williams, Brittany	92%
Knights, Donald	92%
Alexander, Maurice	92%
Williams, Shuntelle	92%
Sloan, Anthony	92%
Saulsberry, Steve	92%
Wadlington, Tina	92%
Powell, Tyrone	92%
Hawkins, Nisha	92%
Wells, Sheena	91%
Miles, Brittney	91%
Heil, Jesse	91%
Tutt, Frieda	91%
Stoudemire, Deondria	91%
Maddox, Gwendolyn	91%

Operator	OTP
Bonner, Gwendlyn	91%
Jackson, Kevin	91%
Edwards, Trina	91%
Mitchell, Keith	91%
Wilde, Samuel	91%
Ross, Tamika	91%
Bowen, Angela	91%
Lauderdale, Lisa	91%
Childress, Jazette	91%
Nathaniel, leesha	90%
Finn, Davisha	90%
Zipperlein, Melissa	90%
Durham, John	90%
Smith, Anthony J.	90%
Bolus, David	90%
Edmonds, John	90%
Thomas, Stephanie	90%
Carter, Jamar	90%
Moore, Timothy	90%

Total Coach Operators for Service (Sept.): 244
Total Coach Operators for Service (August): 245

Total Coach Operators at 90% or better (Sept.): 73
Total Coach Operators at 90% or better (August): 60



SEPTEMBER ON-TIME PERFORMANCE

On-time Performance 80% Club

Operator	OTP
Muhire, Bernond	89%
Kittleson, Malinda	89%
Brewer, Kelvin	89%
Bethel, Guy	89%
Frazier, Kenneth	89%
Mccraney, Yazmin	89%
Smyzer, Angela	88%
Westmoreland, Nathan	88%
Williams, Rodney	88%
Hayes, Kamika	88%
Yarbrough, Demetra	88%
Martin, Sharlene	88%
Webb, Sarah	88%
Brown, Curtis	87%
Martin, Audrey	87%
Murray, Alise	87%
Roberson, David	87%
Jarrett, Christopher	87%
Brents, James	87%

Operator	OTP
Henderson, Stacey	87%
Prince, Timothy	87%
Jones, Brittany	86%
Keita, Adrahamane	86%
Smith, Stacey	86%
Lansberg, Jon	86%
Trowell, Laquita	86%
Meneese, Anita	86%
Elliott, Tasha	86%
Ross, Dawnyell	86%
Reed, Bessie	86%
Wade, Robert	86%
Brown, Orlando	85%
Offutt, Joseph	85%
Cook, Donna	85%
Phillips, Naphatina	85%
Cleveland, Sammy	85%
Henderson, Delisa	85%
Goodwin, Remonda	85%

Operator	OTP
Thomas, Yvonne	85%
Warner, Jeffery	85%
Duncan, Thomas	85%
Wells, Marie	85%
Wells, Thomas	85%
Neal, Joel	85%
Finisson, Ruby	85%
Lucas, Darryl	85%
Yarbrough, Talitha	84%
Miller, Antonio	84%
Payne-Dunkley, Kawana	84%
Kenyon-Scott, Melanie	84%
Beckham, Cordelro	84%
Lucas, Courtney	84%
Adams, Robert	84%
Winstead, Glennetta	84%
Nelson, Paul	84%
Mattingly, Stephen	84%
Pope, Melissa	83%

Operator	OTP
Wade, Shonda	83%
Dailey, Charlotte	83%
Robert, Anna	83%
Yasharahla, Ahdawan	83%
Foster-Mcfadden, Tarina	83%
Malone, Dewan	83%
Byiringiro, Ndutiye	82%
Taylor, Lionel	82%
Colbert, Keyshulmaria	82%
Gillenwater, David	82%
Watkins, Joshua	82%
Brown, Garry	82%
Wallace, Sandie	82%
Scott, Shalayne	82%
Polen Williams, Starlene	82%
Wayne, Keith	82%
Evans, Shontey	82%
Williams Jr, James	81%
Pitts, Kendell	81%

Operator	OTP
Jackson, April	81%
Amaefuna, Gina	80%
Carrico, James	80%
Williams, Djuan	80%
Spaine, Zazzirah	80%
Taylor, Josie	80%
Holmes, Charles	80%
Jones, James	80%
Turner, Te'a	80%
Roberson, Facrecia	80%
Cunningham, Latoi	80%
Johnson, Angela	80%
Wilson, Jeanette	80%

Total Coach Operators for Service (Sept.): 244
Total Coach Operators for Service (August): 245

Total Coach Operators at 80% to 89% (Sept.): 89
Total Coach Operators at 80% to 89% (August): 97



SEPTEMBER FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	56	57	45	49	46	48	41	48	53	54	55	65	65	682	52
PASSED UP PASSENGER	55	67	44	36	46	32	54	63	65	67	62	73	60	724	56
NO SHOW	41	43	33	35	29	31	22	16	9	8	7	18	17	309	24
LATE SCHEDULE	68	78	64	41	39	32	29	34	34	11	21	28	31	510	39
RECKLESS DRIVING	26	19	16	11	20	10	28	30	21	25	17	29	21	273	21
EARLY SCHEDULE	15	8	11	24	24	14	14	12	16	7	9	12	12	178	14
PLANNING/SCHEDULE	26	18	22	23	24	24	25	25	21	28	23	22	25	306	24
IT/MOBILE	2	0	2	1	1	4	6	2	3	1	2	1	1	26	2
NEW TARC NETWORK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER - MISC	48	78	86	54	57	50	46	46	46	49	53	64	73	750	58
COMMENDATIONS	7	16	14	4	8	9	7	4	5	21	8	10	6	119	9

FIXED ROUTE (September 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	5	47	12	2	66
PASSED UP PASSENGER	6	43	7	4	60
NO SHOW	2	15	0	0	17
LATE SCHEDULE	8	21	2	0	31
RECKLESS DRIVING	16	4	1	0	21
EARLY SCHEDULE	4	8	0	0	12
PLANNING/SCHEDULE	20	4	1	0	25
IT/MOBILE	0	1	0	0	1
NEW TARC NETWORK	0	0	0	0	0
OTHER - MISC	28	21	10	14	73

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.



SEPTEMBER FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	34	46	22	34	35	10	25	28	29	34	23	33	20	373	29
NO SHOW	17	20	24	12	24	17	21	23	18	18	20	23	18	255	20
LATE SCHEDULE	23	12	15	13	11	13	3	20	15	9	11	19	21	185	14
RECKLESS DRIVING	10	7	10	4	8	13	6	7	8	4	7	11	4	99	8
EARLY SCHEDULE	6	0	3	0	1	2	2	2	2	2	0	1	1	22	2
TRIP BOOKING OR SCHEDULING	19	11	8	12	19	7	15	12	14	13	16	18	17	181	14
OTHER - MISC	18	25	26	27	30	25	35	26	28	27	25	32	32	356	27
COMMENDATIONS	4	6	6	6	5	4	7	5	4	4	5	6	9	71	5

PARATRANSIT (September 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	5	7	0	8	20
NO SHOW	2	15	0	1	18
LATE SCHEDULE	16	5	0	1	22
RECKLESS DRIVING	0	2	1	1	4
EARLY SCHEDULE	0	1	0	2	3
TRIP BOOKING OR SCHEDULING	3	10	0	4	17
OTHER - MISC	9	11	2	9	31

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.

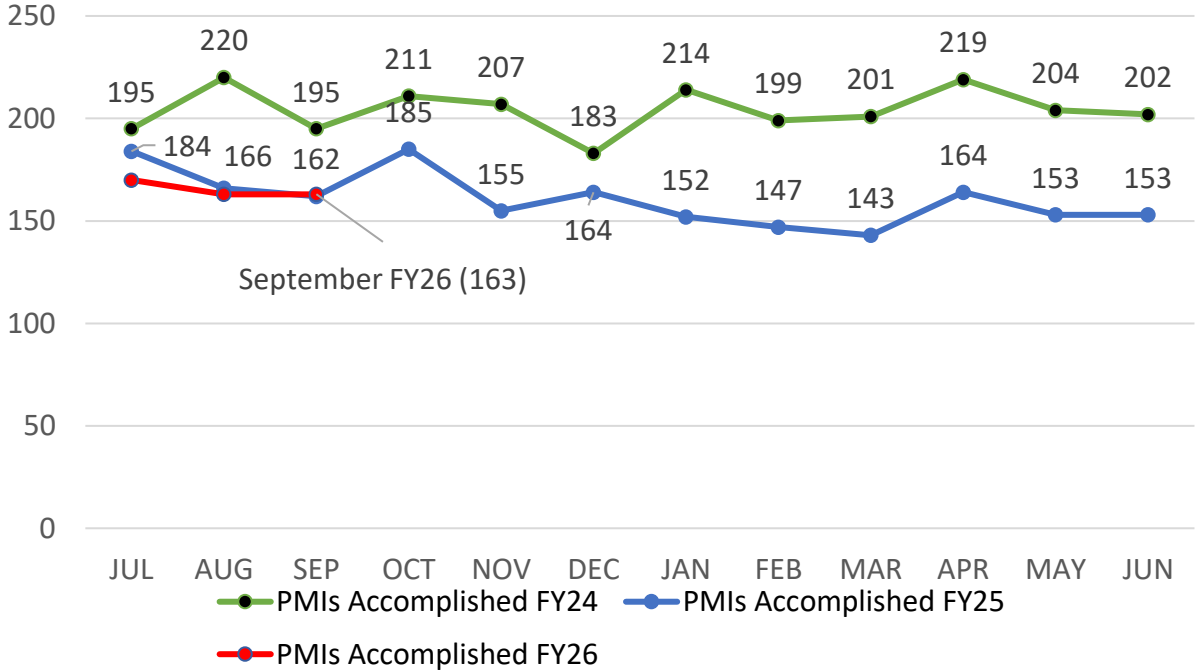
Trip Booking or Schedule – Customer complains of a problem with how their trip was booked. Could be times, origin or destination, or date of trip.



MAINTENANCE

Target PMI: 150
Total Monthly PMIs (September): 163

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

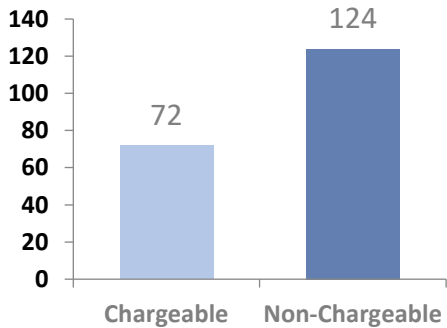
- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid



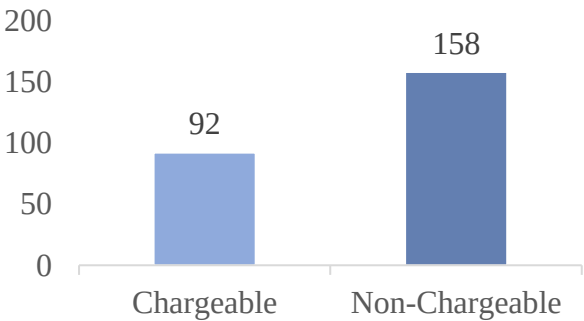
MAINTENANCE

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

Total Road Calls (Aug 2025) 196 Total

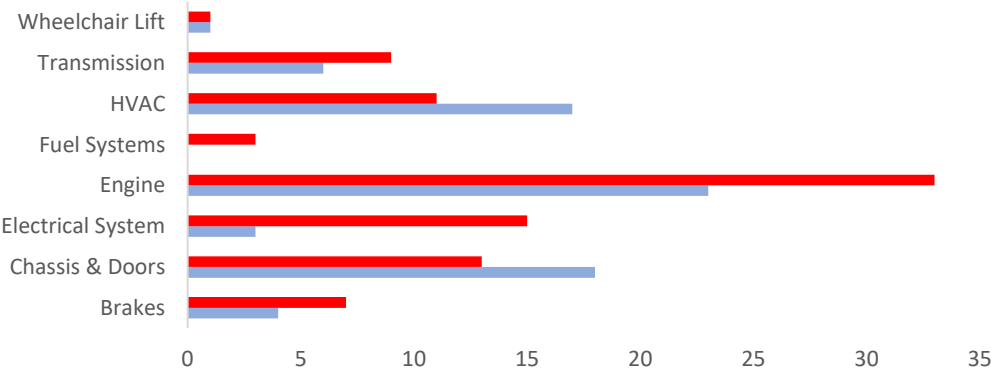


Total Road Calls (SEP 2025) 250 Total



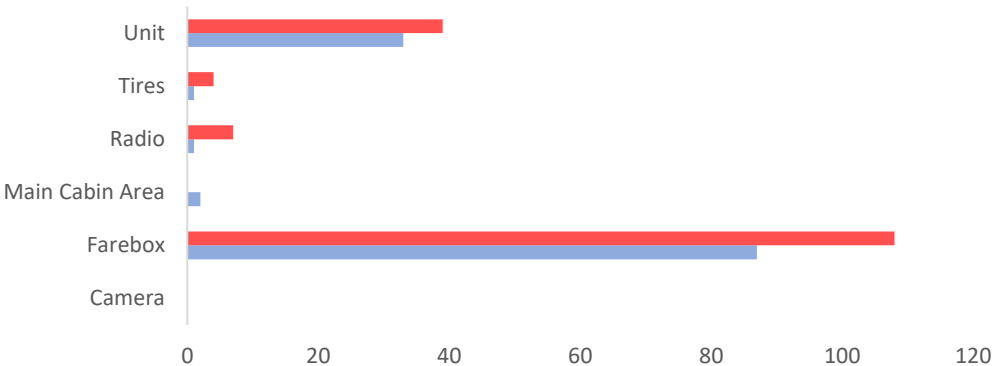
Chargeable Roadcalls By Category

■ Sep ■ Aug



Non Chargeable Roadcalls By Category

■ Sep ■ Aug



Chargeable Road Call:

An issue the TARC Maintenance Department IS responsible for fixing

Non-Chargeable Road Call:

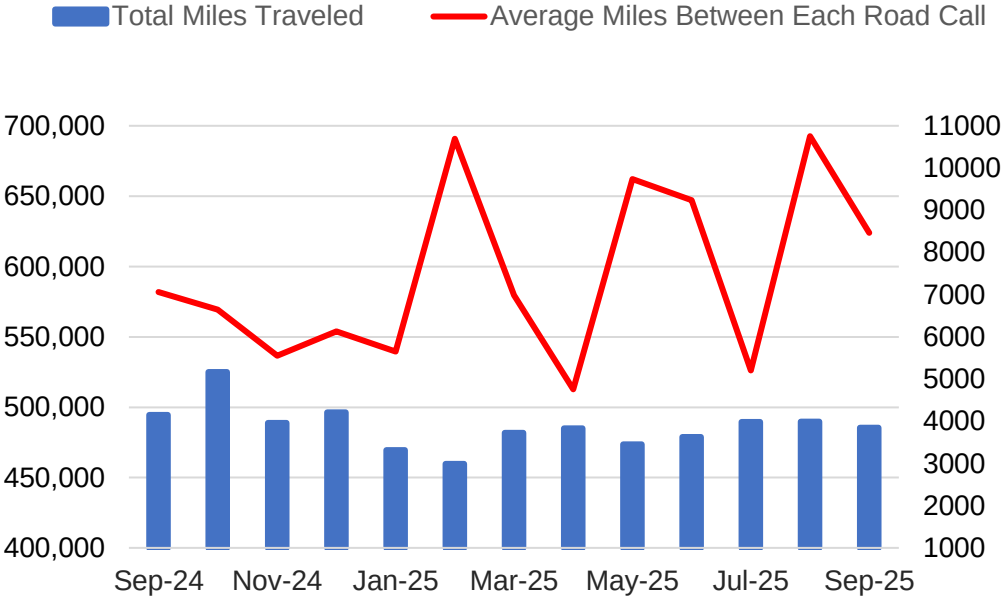
An issue the TARC Maintenance Department IS NOT responsible for fixing



MAINTENANCE

MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
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
Aug-25	489,767	72	10,752
Sep-25	485,352	92	8,465



Total Miles Between Road Calls = 8,465
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

10

TYPE OF ACCIDENT

Fixed object	8	80.0%
Moving vehicle	1	10.0%
Rear end OV	1	10.0%

YTD

25

8 Fixed Objects

- Lane change at 2nd & Jefferson
- Going straight at Shelby/Broadway, Taylor/Berry, TARC barn, 5th/Market, 1st/Liberty, Devonshire/Morning Glory, 10th/Broadway

1 Moving Vehicle

- Going straight at Arthur Street

1 Read End OV

- Rear ended OV at Bardstown/Christy

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

2.3

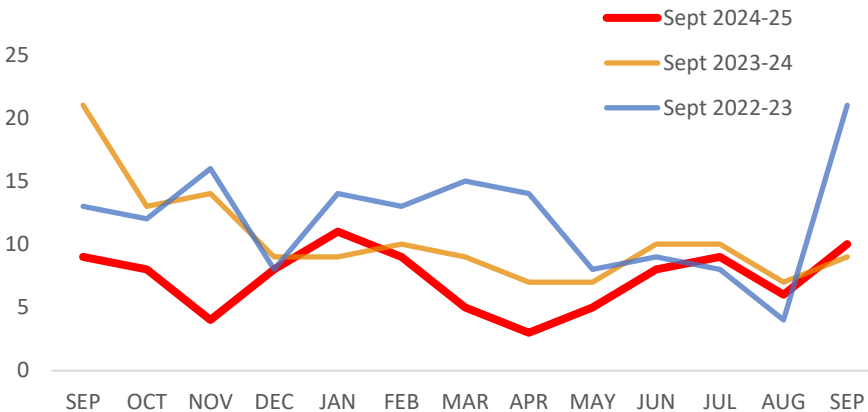
YTD AFR Goal

2.1

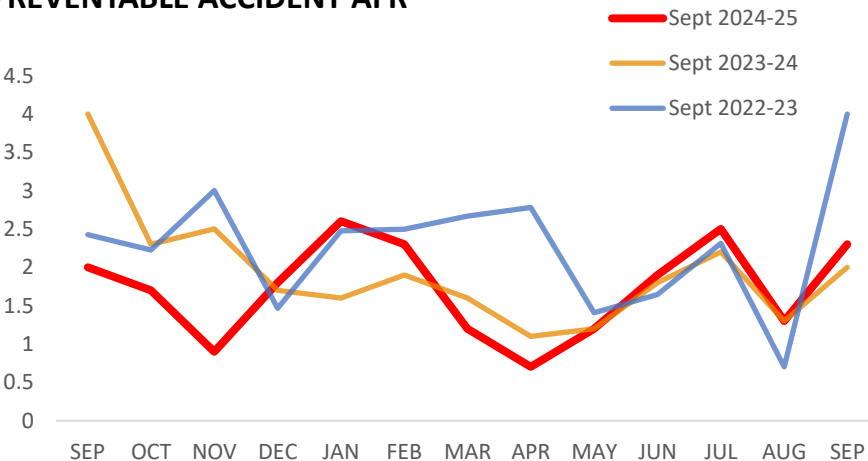
YTD

2.0

PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR





SAFETY

PASSENGER DISRUPTIONS BY ROUTE SEP 25

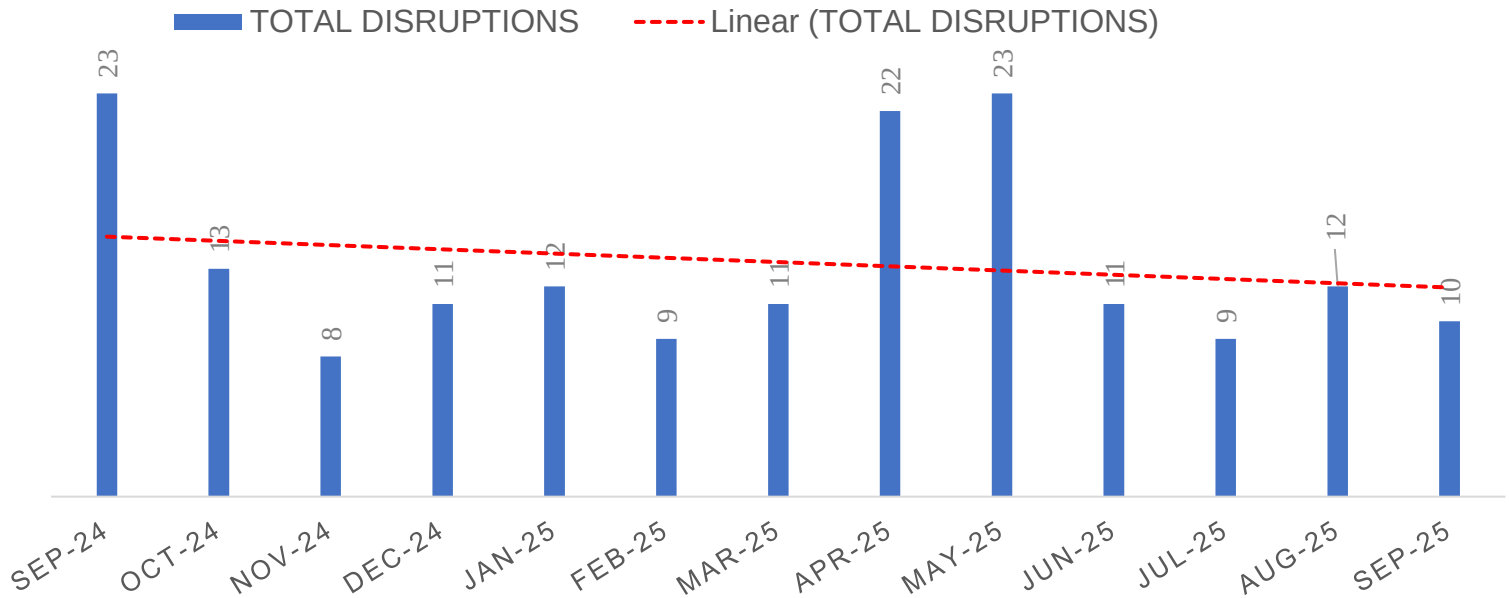
Route ID	Disruptions
Muhammad Ali - #19	2
Broadway - #23	2
Dixie Rapid - #10	1
Dixie Hwy - #18	1
Oak-Westport - #25	1
Taylorsville Rd - #40	1
Portland Poplar Level - #43	1
Cardinal - #94	1

DISRUPTION CATEGORIES SEP 25

Category	#
Fare Evaders	1
Passenger Fights	0
Profane Language	0
Disputes (Other)	8
Verbal Assaults	0
Physical Assaults	1

Disputes(Others) Breakdown	#
Medical emergency	2
Passenger fall	1
Passenger bleeding	1
Pedestrian fired weapon	1
EMS request	1
Unresponsive passenger	1
Dispute with passenger	1

TOTAL PASSENGER DISRUPTIONS (SEP 24 – SEP 25)



PASSENGER DISRUPTIONS*

This Month Total

10

Monthly Avg

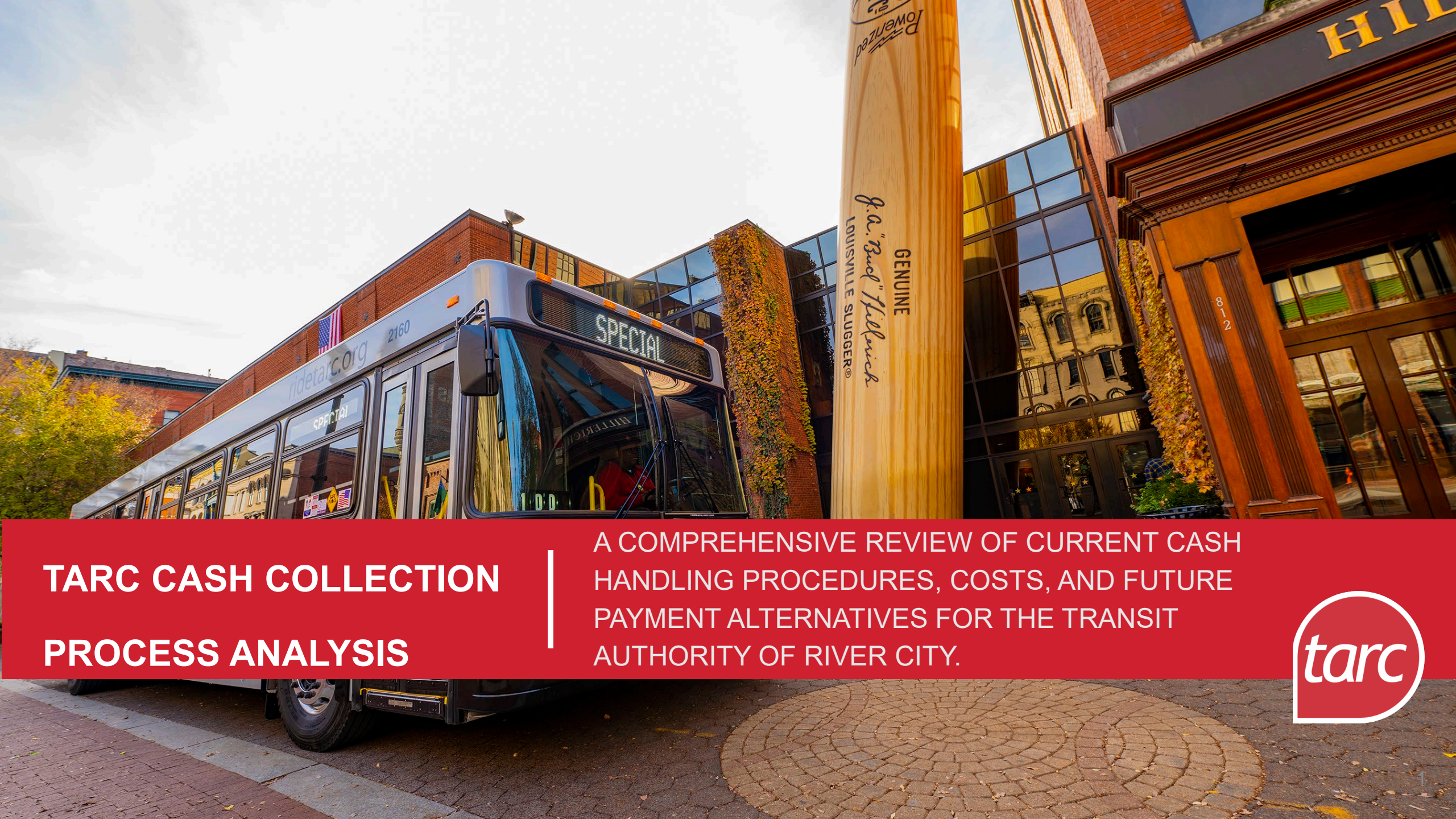
13.62

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

New TARC Network – Project Update

The New TARC Network (NTN) Project Team continues work to prepare for the August 2026 launch. A brief summary of the current project activities is provided below:

- **Route Alignments.** TARC staff from Planning, Transportation, Safety and Training departments are nearing completion of route testing that will confirm the final route alignments for the New TARC Network. Route alignment details must be finalized to move forward with work on route schedules and bus stops.
- **Downtown Transfer Center.** TARC staff are working closely with Louisville Metro on the planning and design of the temporary Downtown Transfer Center at the intersection of Muhammad Ali Boulevard and 8th Street. Earlier this month, Louisville Metro teams replaced traffic signals at the intersections of Muhammad Ali Boulevard at 7th and 8th Street with stop signs as a first step towards converting the streets to two-way operations for the Downtown Transfer Center.
- **Bus Stop Transition Planning.** The TARC Planning team continues to work on finalizing bus stop locations and amenities for the New TARC Network. TARC is working closely with Louisville Metro, KYTC, and bus stop contractors to prepare for the extensive bus stop field work that will be needed to implement the extensive route changes. This includes all relevant work for planning, procurement, design, permitting, public outreach and construction.
- **Staff Training & Engagement.** The project team continues to work to ensure that all TARC departments and staff will be prepared for the launch of the new network. The “Transportation + Training” task group is preparing a comprehensive NTN Training Plan that outlines all training activities for bus operators, customer service representatives, and all other TARC staff. The project team is also providing internal engagement to allow TARC staff to learn about the new network through the NTN website, internal newsletters, bulletin board postings, and a monthly video series.
- **Project Website.** The NTN website (www.ridetarc.org/newtarcnetwork) was launched in September and will serve as the best place to go for detailed information on the new network. In the last two weeks, the Marketing team has posted additional information on the website in response to customer and employee feedback. TARC is also working with several external partners to ensure that the website is following best practices for ADA accessibility.
- **Stakeholder Advisory Group.** As part of the TARC 2025 outreach process, TARC convened a Stakeholder Advisory Group (SAG) with representatives from nearly 60 different community organizations. TARC staff will reconvene the group on October 28th to review the new network, discuss the implementation process and to solicit input and support for NTN outreach and education.

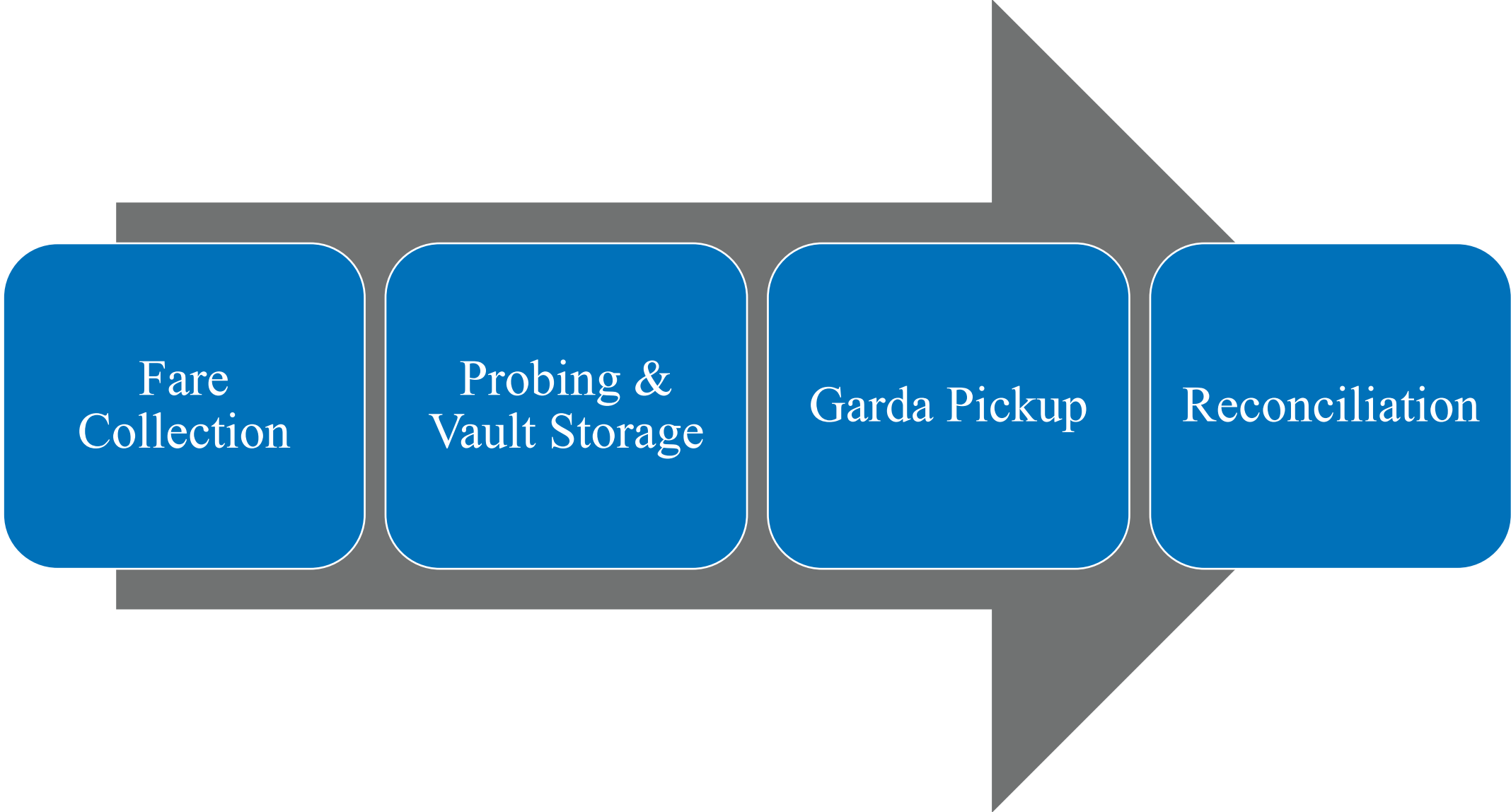


TARC CASH COLLECTION PROCESS ANALYSIS

A COMPREHENSIVE REVIEW OF CURRENT CASH
HANDLING PROCEDURES, COSTS, AND FUTURE
PAYMENT ALTERNATIVES FOR THE TRANSIT
AUTHORITY OF RIVER CITY.



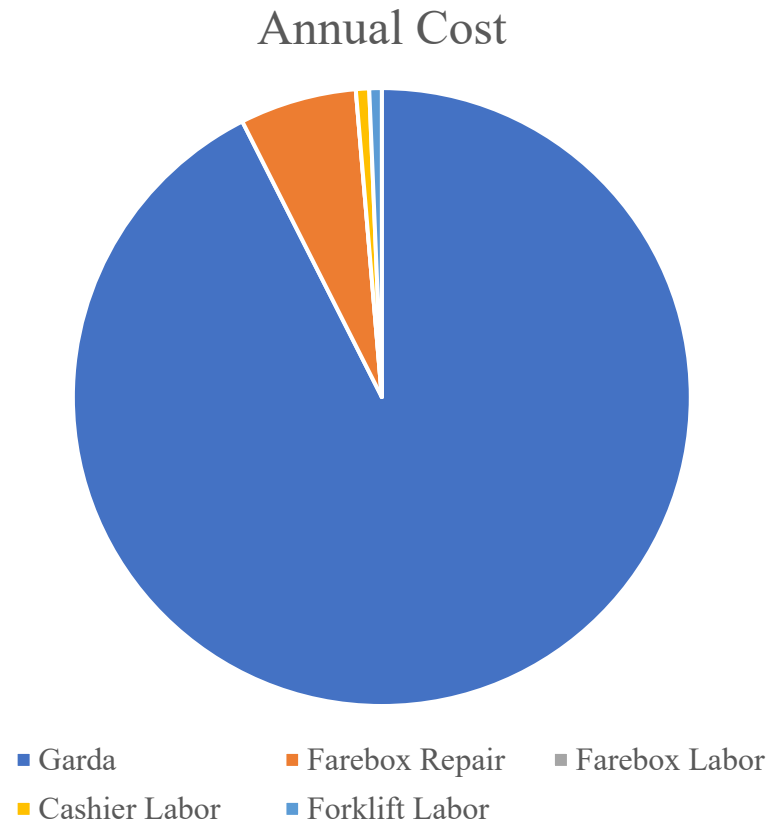
CURRENT CASH COLLECTION PROCESS FLOW CHART





CURRENT CASH PROCESSING COSTS

ESTIMATED ANNUAL COST BREAKDOWN



Key Financial Impact:

FY25 Cost: **\$270,300**

FY25 Fare Revenue: **\$6,062,774**

This represents **4.5%** of total fare revenue

Garda services account for 84% of cash processing expenses, making it the primary cost driver in the current system

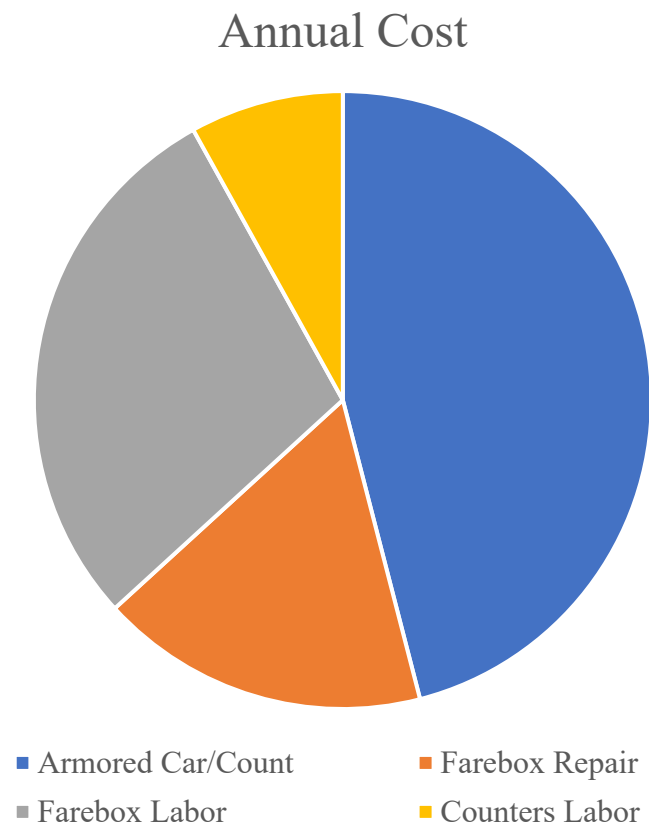
IN-HOUSE PROCESSING: INITIAL INVESTMENT

- Equipment Needs
 - Coin sorter & counter: \$16,500
 - Safe: \$500 - \$1,500
 - Sorting trays: \$150 - \$250
 - Security cameras: \$50 - \$250
 - Hoist: \$1,500 - \$3,500
 - Count Room: \$10,000 - \$20,000

Estimated total upfront costs: \$28,700 - \$42,000

IN-HOUSE CASH PROCESSING COSTS

ESTIMATED ANNUAL COST BREAKDOWN



Key Financial Impact:

Total Yearly Estimated Cost: **\$87,500**

This represents **1.5%** of total fare revenue

Counters labor figured as two existing employees.

Note: Totals are estimated and do not include unforeseen issues which will be TARC responsibility.

IN-HOUSE PROCESSING

ADVANTAGES

- Significant cost savings possibilities
- Faster turnaround on deposit totals
- Greater ease of discrepancy investigations
- Better oversight of cash handling

DISADVANTAGES

- Large upfront costs
- Greater liability risk & insurance costs
 - True financial and labor costs unknown until implementation
 - Industry trend toward cashless systems could render the process obsolete in less than five years
- Transit authorities have changed to in- house processing only to revert back to outsourcing, citing the liability risk along with the time and headache of internally processing.

INDUSTRY TRENDS

CASHLESS PAYMENT SYSTEMS

1

Closed-Loop Systems

Limited to cards and apps within the transit authority's system (e.g., "MyTARC" cards and "Token Transit" app)

Example: Santa Monica's Big Blue Bus implemented in 2021, but resumed cash acceptance in 2022 due to concerns about disenfranchising vulnerable riders

2

Open-Loop Systems

Accepts credit cards, bank debit cards, gift cards, pre-paid debit cards, and mobile pay (Google pay, Apple iPay)

Example: Greater Dayton RTA implemented "Tapp Pay" in 2021 with great success, partnering with Vanilla Direct to ensure cash options within ¼ mile of all routes

****Research shows success of cashless systems is largely attributed to the use of Open-Loop rather than Closed-Loop systems****

BENEFITS OF OPEN-LOOP PAYMENT SYSTEMS

FOR RIDERS

- Convenience & speed: Tap-to-pay speeds up boarding and reduces wait times
- No special card required: Use of existing bank cards or mobile devices
- Improved accessibility: For tourists, infrequent riders, and those who avoid using cash
- Fare-capping: Prevents frequent riders from overpaying

FOR TARC

- Reduced operational costs: Reducing the need for cash handling by eliminating cash collection from coaches
 - Less maintenance & downtime: Malfunctioning units can be replaced without taking buses out of service
 - Better on-time performance: Greatly reduces boarding time which speeds up stops
 - Valuable Data: Reporting can provide insights into rider behavior and travel patterns
- Potential ridership increase: Opening up payment options, convenience alone has potential for increased ridership

OPEN-LOOP PAYMENT SYSTEMS

POSSIBLE CHALLENGES

1

Financial Considerations

- Transaction Fees: 2-3% of fare plus \$0.02-\$0.04 per transaction
- Significant initial investment: Validators (\$250-\$650 each) and software

2

Technical & Operational Issues

- Integration complexity with existing infrastructure
- Potential for “card clash” causing payment

3

Implementation Barriers

- Title VI compliance requires ensuring cash options remain accessible
- Current vendor delay: Token Transit lacks open-loop capabilities at this time

CONCLUSION

RECOMMENDATIONS

It is the opinion of the Finance Department that a move to in-house cash processing is **not recommended** at this time

- Continue Outsourcing

Maintain the practice of outsourcing cash processing to avoid increased liability risks and upfront investment costs

- Research Open-Loop

Further investigate open-loop payment systems to determine fiscal viability and implementation timeline

- Prepare for Transition

Develop long-term strategy for gradual transition to more efficient payment systems aligned with industry trends



THANK YOU
