

# **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, November 11, 2025 at 2:45 p.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 – November 11, 2025

- |                                   |                      |            |
|-----------------------------------|----------------------|------------|
| 1. Quorum Call/Call to Order      | Alice Houston, Chair | 2:45 -2:50 |
| a. Approval of October Minutes    |                      |            |
| 2. Staff Reports and Presentation |                      | 2:50- 3:30 |
| a. Operations Update              | Ozzy Gibson          |            |
| a. Introduce Rick Dooley          |                      |            |
| b. New TARC Network Update        | Martin Barna         |            |
| 3. Adjournment                    |                      | 3:30       |

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



## October 21, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, October 21, 2025 at 2:45 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

Alice Houston

### Members Virtual

DuWayne Gant

### Declined

Christy Ames  
Ted Smith  
Myra Rock  
Abbie Gilbert  
Steve Miller  
Justin Brown

### Call to Order

Alice Houston called the meeting to order at 2:45 p.m.

Approved the September Operation Committee Meeting Minutes.

### Action Items:

Ozzy Gibson presented the October Executive Directors Report.

- We partnered with PARC to help visitors attending the St. James Art Fair.
- We began Phase on internal and public engagement on the recommended New TARC Network.
- Community events we participated in: National Week without driving, NuLu Fest, UofL's Adulthood 101 and CycLOUvia.
- We partnered with the Union for the First Annual Fall Festival.
- Ozzy shared the comparisons with other transit agencies, highlighting TARC's service efficiency compared to other cities.

Dan Franklin presented the October Operational Update.

- The data is showing steady ridership and improvement on time performance.
- The high paratransit numbers were reviewed.
- Elizabeth Fust has been hired to examine these numbers and recommend changes.

New TARC Network Overview.

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

- **Route Alignment:** 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.

## OPERATIONS MEETING TARC BOARD OF DIRECTORS



- **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 8<sup>th</sup> Street.
- Earlier this month, Louisville Metro teams replaced traffic signals at the intersections of Muhammad Ali Boulevard at 7<sup>th</sup> and 8<sup>th</sup> 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.
- **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](http://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 28<sup>th</sup> to review the new network, discuss the implementation process and to solicit input and support for NTN outreach and education

The Approved Cash Collections presentation has been tabled until November’s Operations Committee Meeting.

Alice Houston adjourned the meeting at 3:05 p.m.

**ADOPTED THIS 11<sup>th</sup> DAY OF NOVEMBER, 2025**

---

**Alice Houston, Chair of the Operations Committee.**



**BOARD OF DIRECTORS**  
**NOVEMBER 18, 2025**

NOVEMBER 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	566,281**	81.00%	0.15%
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 ...

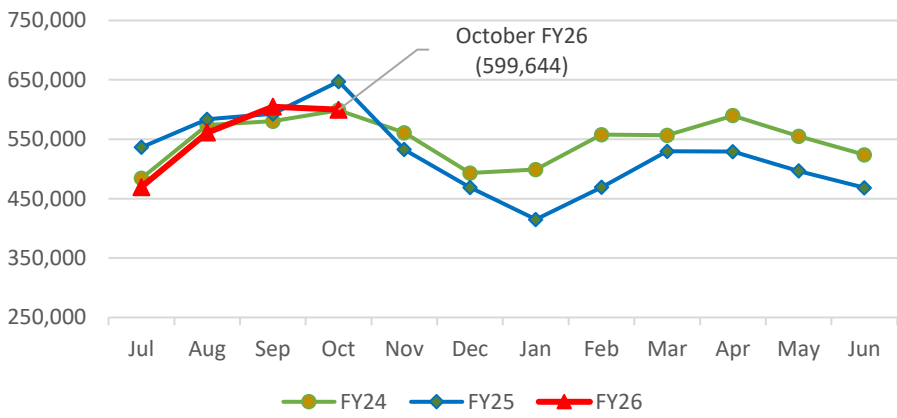
- Held our annual Halloween costume contest for TARC staff
- Held a banquet for TARC staff celebrating Safety, On-Time Performance, Perfect Attendance, and Above and Beyond awards
- Joined students and staff at St. Matthews Elementary for a fun and inspiring Jobs on Wheels event
- Stopped by Friendship House to meet with local seniors and talk about our New TARC Network
- TARC staff traveled to Indianapolis to learn about IndyGo's transfer hub to help plan the downtown transfer center for the New TARC Network



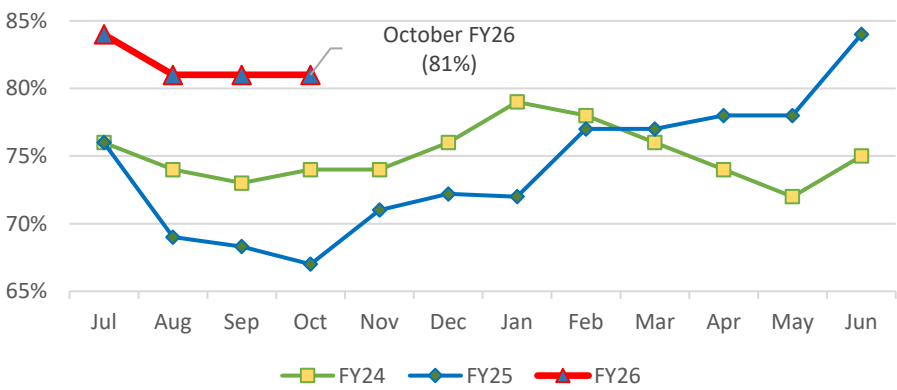


# OCTOBER FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
System Production	FY26 YTD	FY25	FY24
Total Ridership	2,265,123	6,636,904	6,573,722
Avg Monthly Ridership	566,281	553,075	547,810
Total Revenue Miles	1,716,485.91	5,231,772	6,517,670
Total Revenue Hours	129,934.42	409,032	537,581
Trips per Revenue Mile	1.32	1.20	1.01
Trips per Revenue Hour	17.43	15.37	12.20

On-Time Performance81			
Fixed-Route			
	FY26	FY25	FY24
Jul	84%	72%	76%
Aug	81%	69%	74%
Sept	81%	69%	73%
Oct	81%	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%

Monthly Ridership (October) **599,644**  
Comparison VLM -6.4%  
Comparison VLY -7.3%

Total YTD Ridership **2,265,123**

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





# OCTOBER 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	4770	7	0.15%	17.53	0.05%
November					
December					
TOTAL	47,671.00	736.00	1.54%	2,897.67	0.81%

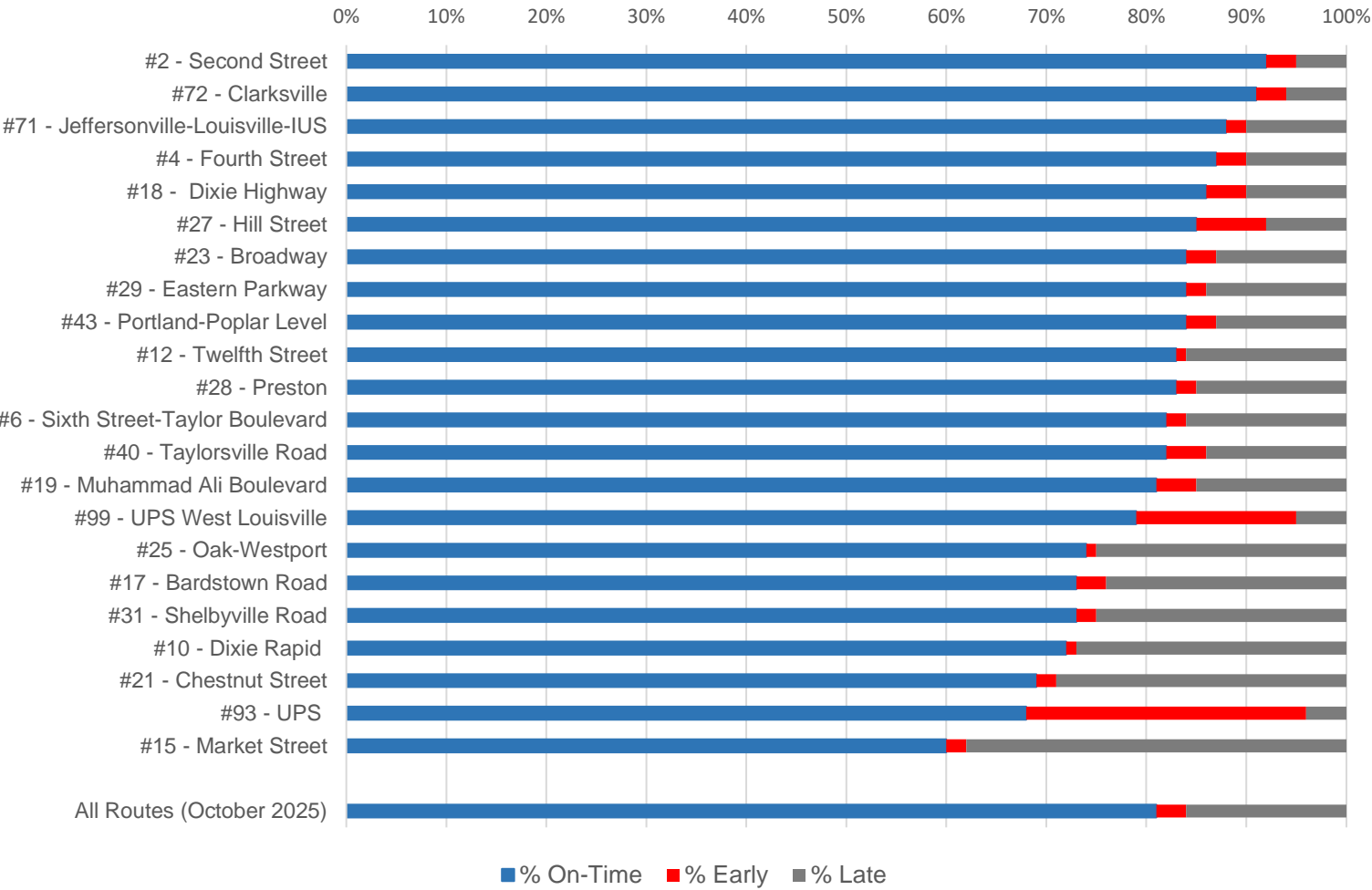
\*\*January 2025 adjustment due to winter weather



# OCTOBER ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
#2 - Second Street	92%	3%	5%
#72 - Clarksville	91%	3%	6%
#71 - Jeffersonville-Louisville-IUS	88%	2%	10%
#4 - Fourth Street	87%	3%	10%
#18 - Dixie Highway	86%	4%	10%
#27 - Hill Street	85%	6%	8%
#23 - Broadway	84%	3%	13%
#29 - Eastern Parkway	84%	2%	14%
#43 - Portland-Poplar Level	84%	3%	13%
#12 - Twelfth Street	83%	1%	16%
#28 - Preston	83%	2%	15%
#6 - Sixth Street-Taylor Boulevard	82%	2%	16%
#40 - Taylorsville Road	82%	4%	14%
#19 - Muhammad Ali Boulevard	81%	3%	15%
#99 - UPS West Louisville	79%	16%	5%
#25 - Oak-Westport	74%	1%	25%
#17 - Bardstown Road	73%	3%	24%
#31 - Shelbyville Road	73%	3%	25%
#10 - Dixie Rapid	72%	1%	27%
#21 - Chestnut Street	69%	2%	29%
#93 - UPS	68%	28%	4%
#15 - Market Street	60%	2%	38%
All Routes (October 2025)	81%	3%	16%

On-Time Performance by Route (October 2025)





# PEER CITY AGENCY COMPARISONS

## PARATRANSIT

City Agency	Paratransit Revenue Hours	Average Paratransit Trips	On-Time Performance
Louisville (TARC)	277,039	32,544	92.00%
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	

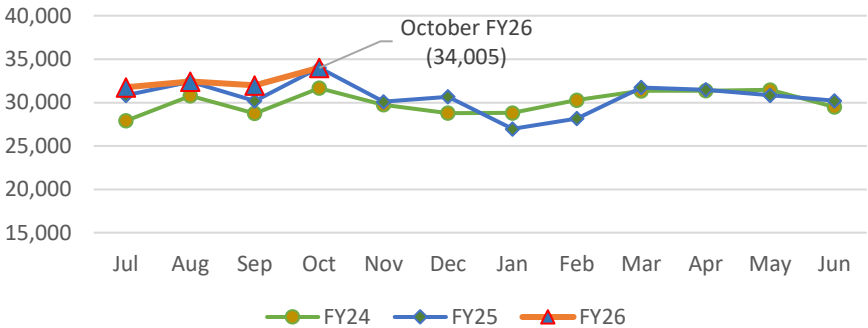
\*Table Sorted by Average Paratransit Trips

\*\*See Paratransit Service slide (Average Monthly)

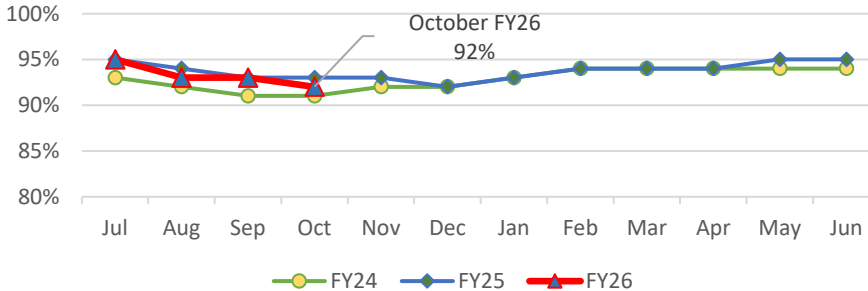


# OCTOBER PARATRANSIT SERVICE (TARC3)

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	32,544	30,634	30,038
Total Revenue Miles	1,533,055	4,374,215	4,364,217
Total Revenue Hours	94,716.3	277,039	284,896
Trips per Revenue Mile	0.08	0.08	0.08
Trips per Revenue Hour	1.38	1.33	1.27

Monthly Ridership (October)  
Comparison VLM 34,005 6.3%  
Comparison VLY 0%  
Total YTD Ridership 130,176

On-Time Performance			
Paratransit (TARC3)			
	FY26	FY25	FY24
Jul	95%	95%	93%
Aug	93%	94%	92%
Sep	*93%	93%	91%
Oct	92%	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	93%	94%	93%

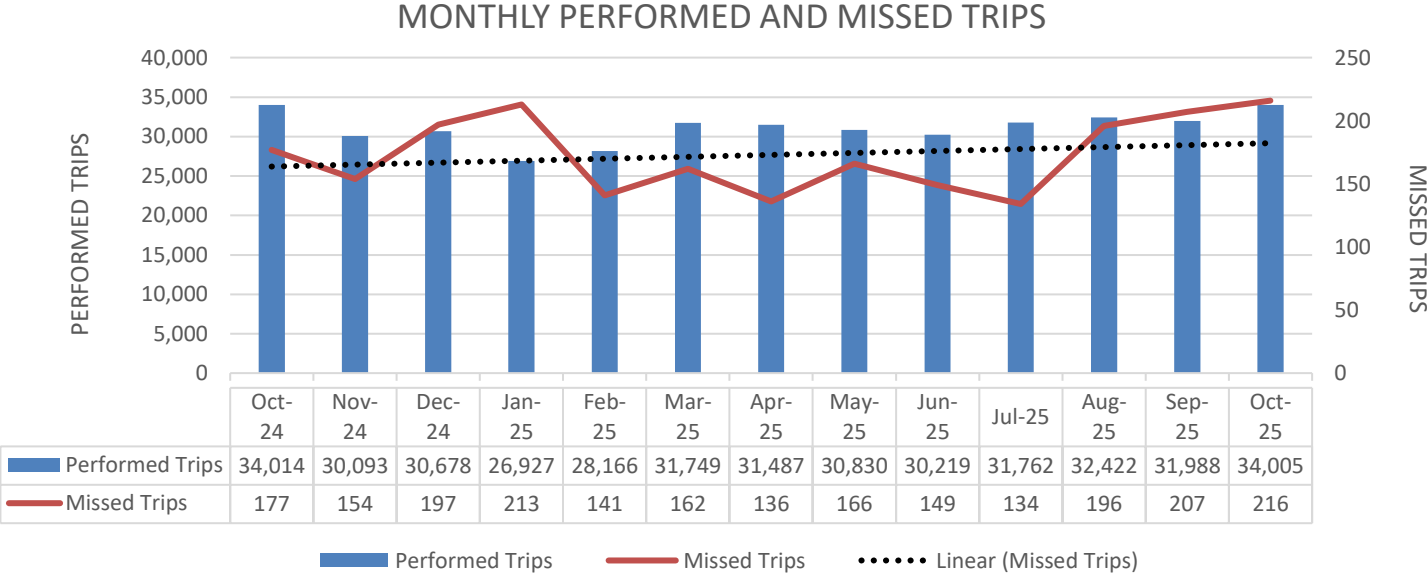
VLM: A comparison of data between the current month, and the immediately preceding calendar month  
VLY: A comparison of data between the current month, and the same month from the preceding year

Paratransit FY26 Goal 93%  
\*excluding Sept. 11- 14 and Sept. 18-21  
(Bourbon and Beyond/Louder Than Life Events)





# MV WEEKLY PERFORMANCE – OCTOBER



## Percentage of Missed Trips

Missed Trips (October 2025): 0.63%  
Performed Trips (October 2025): 34,005

October Missed Trip Reason (Top 5)	Count	% of total	Definition
Inefficient routing	58	25%	Trips placed in a manner that caused operator to backtrack or go out of the way for pickup
Tight routing	49	25%	Trips placed on route too close together causing the driver to run behind
Driver running behind	20	18%	Driver running behind schedule for various reasons (traffic, slow loading passenger, etc)
Late after lunch	19	9%	Driver came off lunch break late causing the route to run behind
Driver didn't wait 5 mins	19	6%	Driver left before waiting the full 5 minutes after attempting to make contact with customer

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)

# ADDITIONAL STATS FOR BOARD MEMBER REVIEW



## NOVEMBER DIRECTORS UPDATE

---

November 18, 2025



# EMERGING ISSUES, TRENDS, AND CELEBRATE SUCCESSES



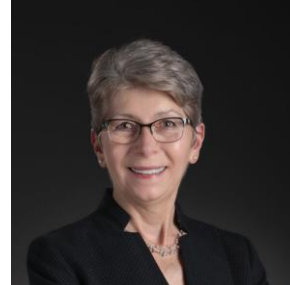
**Jennifer Miles**  
Mobility Services



**Sherri Toohey**  
Human Resources



**Rick Dooley**  
Maintenance



**Aida Copic**  
Planning



**Maria Harris**  
Procurement



**Dan Franklin**  
Transportation



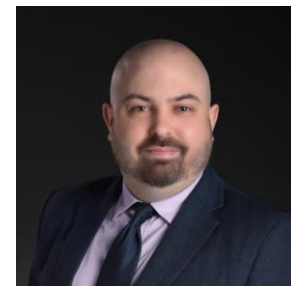
**Jeremy Priddy**  
Marketing &  
Communications



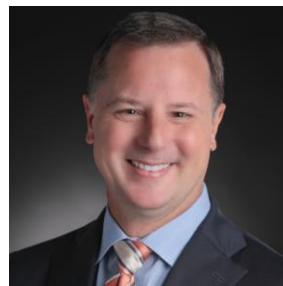
**Anna Cooper**  
Customer Experience



**Keith Shartz**  
Safety & Security



**Nathan Love**  
Training



**Chris Ward**  
Capital & Facilities



**Joe Triplett**  
Information Technology



**Annalisa Roberson**  
Civil Rights &  
Compliance



**Matt Abner**  
Finance



# EMERGING ISSUES

---

## OVERVIEW

### **Transportation:**

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

### **Training:**

- Formulating agency wide training plan and materials for New TARC Network

### **Grants & Capital Programs:**

- Federal Transit Administration (FTA) recent staff reductions, but no furlough
- Bus pricing delays

### **Mobility Services:**

- Slight decrease in OTP due to increased trip volume



# TRENDS

---

## OVERVIEW

### **Transportation:**

- Continuing to stay above goal of 80% on-time performance

### **Training:**

- Working on new series of leadership courses to make available to all TARC associates

### **Grants & Capital Programs:**

- Reducing number of active grants by actively closing aging grants
- Large and mid-sized renovation projects due to age of facilities

### **Information Technology:**

- Upgrade of Fixed Route Software Application (RFP began 6/27/25, present resolution to board on 11/18/2025)

### **Customer Experience:**

- Maintained a 92% closure rate for feedback over the past two months, surpassing the established benchmark of 85%



# CELEBRATE SUCCESSES

---

## OVERVIEW

### **Training:**

- Hired 9 new Coach Operators in October

### **Grants & Capital Programs:**

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

### **Safety:**

- TARC Recognition Banquet – 11/6 – recognizing safety, employee recognition, on-time performance and attendance

### **Mobility Services:**

- Implementation of subcontractor vehicle inspections that will occur on a regular cadence
- Enhanced training for subcontractor drivers that includes empathy training with the Center for Accessible Living



# OCTOBER ON-TIME PERFORMANCE

## On-time Performance 90% Club

Operator	OTP
King, Keith	99%
Carpenter, Garry	99%
Patterson, Pamela	99%
Wilson, Staci	99%
Johnson, Donald	98%
Lindsey, Damian	97%
Murray, Glenn	97%
Powell, Ronald	97%
Pruitt, Tammy	97%
Powell Jr, Tyrone	97%
Williams, Robin	97%
Smith, Anthony J.	97%
Harper, Jeffrey	97%
Pitmon, Cheryl	96%
Robb, Larry	96%
Malone, Eddie	95%
Kittleston, Malinda	95%
Jarrett, Christopher	95%

Operator	OTP
Edwards, Trina	95%
Rogers, Dewayne	95%
Finn, Davisha	95%
Brewer, Kelvin	94%
List Iii, Frank	94%
Harris, Darrell	94%
Zipperlein, Melissa	94%
Sloan, Anthony	94%
Miles, Brittney	94%
Frazier, Kenneth	93%
Lauderdale, Lisa	93%
Wilde, Samuel	93%
Alexander, Maurice	93%
Smith, William	93%
Hurrigan, Kimberly	93%
Wilson, Jimmy	93%
Williams, Shuntelle	93%
Williams, Leslie	93%

Operator	OTP
Glenn, Rachelle	93%
Sandifer, Calvin	93%
Stoudemire, Deondria	92%
Harris, Stephon	92%
Powell, Tyrone	92%
Kennedy, Kyneesha	92%
Tutt, Frieda	92%
Cochran, John	92%
Jackson, Kevin	92%
Leonard, Tracy	92%
Scott, Shalayne	92%
Williams, Brittany	92%
Nathaniel, leesha	92%
Knights, Donald	92%
Wells, Sheena	92%
Bailey, Kendrick	92%
Maddox, Gwendolyn	91%
Sandage, Mary	91%

Operator	OTP
Brents, James	91%
Wadlington, Tina	91%
Watts, Reginald	91%
Mason, Brooklyn	91%
Keita, Adrahamane	91%
Bolus, David	91%
Westmoreland, Nathan	90%
Ross, Dawnyell	90%
Salas, Angel	90%
Knight, Kelley	90%
Moore, Timothy	90%
Heil, Jesse	90%
Childress, Jazette	90%
Love, Autour	90%
Podbicanin, Ervad	90%
Payne-Dunkley, Kawana	90%
Coleman, Lelia	90%
Mitchell, Keith	90%

Total Coach Operators for Service (Oct.): 236  
Total Coach Operators for Service (Sept.): 244

Total Coach Operators at 90% or better (Oct.): 72  
Total Coach Operators at 90% or better (Sept.): 73



# OCTOBER ON-TIME PERFORMANCE

## On-time Performance 80% Club

Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP	Operator	OTP
Yarbrough, Demetra	89%	Kenyon-Scott, Melanie	87%	Hayes, Kamika	86%	Tebault, William	83%	Yarbrough, Talitha	81%
Thomas, Stephanie	89%	Brown, Curtis	87%	Smyzer, Angela	85%	Winstead, Glennetta	83%	Evans, Shontey	81%
Martin, Sharlene	89%	Edmonds, John	87%	Cleveland, Sammy	85%	Williams, Djuan	83%	Dryden, Robert	81%
Cecil, Shawn	89%	Pitts, Kendell	87%	Roberson, Facrecia	85%	Bachelor, Michael	83%	Duncan, Thomas	81%
Ross, Tamika	89%	Dailey, Charlotte	87%	Jackson, Dennis C.	85%	Turner, Te'a	83%	Carrico, James	81%
Cook, Donna	89%	Durham, John	87%	Smith, Stacey	85%	Woodson, Darryl	83%	Adams, Robert	81%
Roberson, David	89%	Yasharahla, Ahdawan	87%	Saulsberry, Steve	85%	Wade, Shonda	83%	Bell, Marcella	81%
Johnson, Ulrike	89%	Lansberg, Jon	87%	Franklin, Albert	85%	Robert, Anna	83%	Wayne, Keith	81%
Webb, Sarah	88%	Williams, Rodney	86%	Wade, Robert	85%	Myles, Antonio	82%	Bracken, Alisha	80%
Murray, Alise	88%	Neal, Joel	86%	Finisson, Ruby	85%	Byiringiro, Ndutiye	82%	Offutt, Joseph	80%
Watson, Jason	88%	Henderson, Stacey	86%	Brown, Orlando	85%	Wilson, Vanessa	82%	Wells, Thomas	80%
Watkins, Joshua	88%	Reed, Bessie	86%	Mccraney, Yazmin	84%	Harris, Pamela	82%	Jackson, April	80%
Henderson, Delisa	88%	Malone, Dewan	86%	Colbert, Elonda	84%	Hawkins, Nisha	82%	Puckett, Alvin	80%
Miller, Antonio	88%	Trowell, Laquita	86%	Reynolds, Dale	84%	Miller, Erica	82%	Fitzgerald, Birdtutam	80%
Bowen, Angela	88%	Lucas, Courtney	86%	Carter, Jamar	84%	Penny, Shauntina	82%	Elliott, Tasha	80%
Bethel, Guy	88%	Nelson, Paul	86%	Akimana, Amani	84%	Durham, Dawn	82%	Spaine, Zazzirah	80%
Muhire, Bernond	87%	Goss, Asher	86%	Taylor, Lionel	83%	Bonner, Gwendlyn	82%	Shinault, Kenda	80%
Pope, Melissa	87%	Goodwin, Remonda	86%	Phillips, Naphatina	83%	Williams Jr, James	81%		

Total Coach Operators for Service (Oct.): 236  
Total Coach Operators for Service (Sept.): 244

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





# OCTOBER FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	57	45	49	46	48	41	48	53	54	55	65	65	46	672	52
PASSED UP PASSENGER	67	44	36	46	32	54	63	65	67	62	73	60	81	750	58
NO SHOW	43	33	35	29	31	22	16	9	8	7	18	17	12	280	22
LATE SCHEDULE	78	64	41	39	32	29	34	34	11	21	28	31	40	482	37
RECKLESS DRIVING	19	16	11	20	10	28	30	21	25	17	29	21	25	272	21
EARLY SCHEDULE	8	11	24	24	14	14	12	16	7	9	12	12	22	185	14
PLANNING/SCHEDULE	18	22	23	24	24	25	25	21	28	23	22	25	32	312	24
IT/MOBILE	0	2	1	1	4	6	2	3	1	2	1	1	0	24	2
NEW TARC NETWORK	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
OTHER - MISC	78	86	54	57	50	46	46	46	49	53	64	73	70	772	59
COMMENDATIONS	16	14	4	8	9	7	4	5	21	8	10	6	10	122	9

FIXED ROUTE (October 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	4	37	4	1	46
PASSED UP PASSENGER	14	63	4	0	81
NO SHOW	1	11	0	0	12
LATE SCHEDULE	2	18	20	0	40
RECKLESS DRIVING	12	7	6	0	25
EARLY SCHEDULE	1	18	3	0	22
PLANNING/SCHEDULE	23	9	0	0	32
IT/MOBILE	0	0	0	0	0
NEW TARC NETWORK	1	0	0	0	1
OTHER - MISC	21	25	9	15	70

**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.



# OCTOBER FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	46	22	34	35	10	25	28	29	34	23	33	20	33	372	29
NO SHOW	20	24	12	24	17	21	23	18	18	20	23	18	26	264	20
LATE SCHEDULE	12	15	13	11	13	3	20	15	9	11	19	21	31	193	15
RECKLESS DRIVING	7	10	4	8	13	6	7	8	4	7	11	4	7	96	7
EARLY SCHEDULE	0	3	0	1	2	2	2	2	2	0	1	1	1	17	1
TRIP BOOKING OR SCHEDULING	11	8	12	19	7	15	12	14	13	16	18	17	23	185	14
OTHER - MISC	25	26	27	30	25	35	26	28	27	25	32	32	30	368	28
COMMENDATIONS	6	6	6	5	4	7	5	4	4	5	6	9	0	67	5

PARATRANSIT (October 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	3	25	3	2	33
NO SHOW	4	20	0	2	26
LATE SCHEDULE	26	4	1	0	31
RECKLESS DRIVING	0	5	1	1	7
EARLY SCHEDULE	0	1	0	0	1
TRIP BOOKING OR SCHEDULING	10	12	0	1	23
OTHER - MISC	8	16	3	3	30

**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.

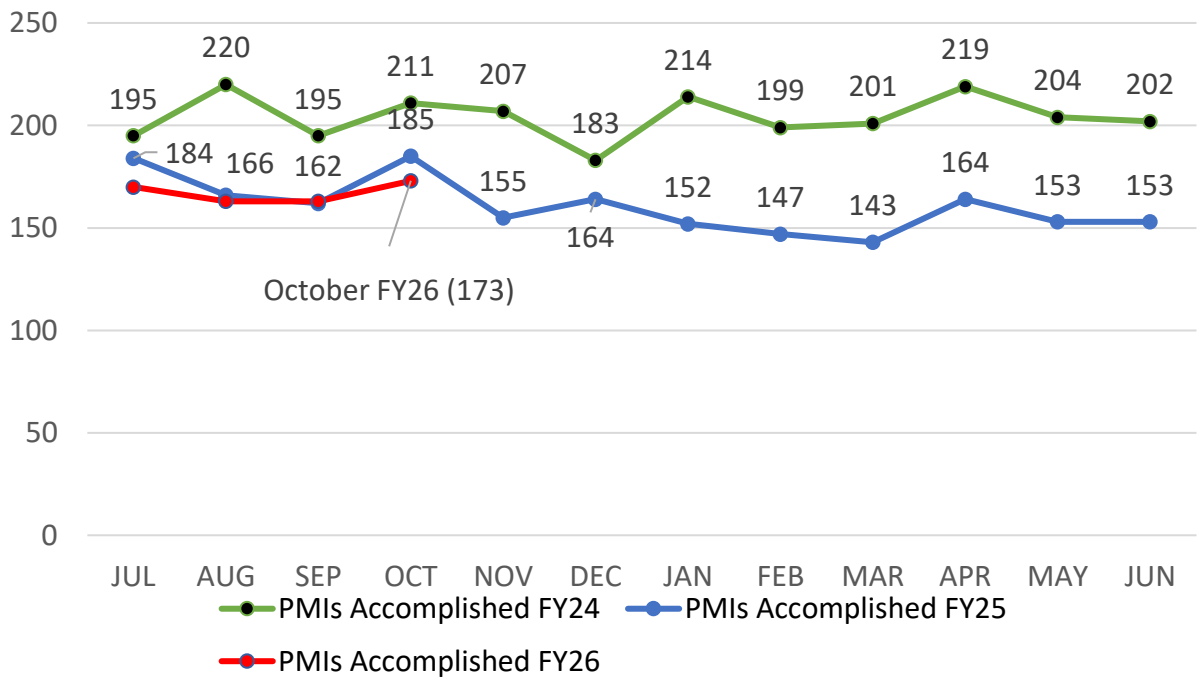
**Trip Booking or Schedule** – Customer complains of a problem with how their trip was booked. Could be times, origin or destination, or date of trip.



# MAINTENANCE

Target PMI: 150  
Total Monthly PMIs (October): 173

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**

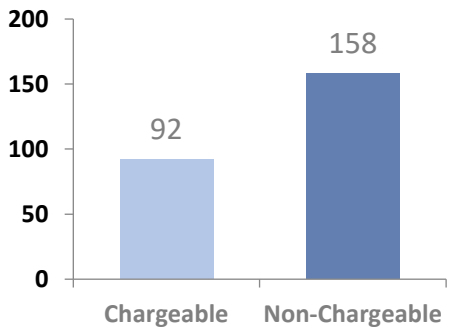
- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid



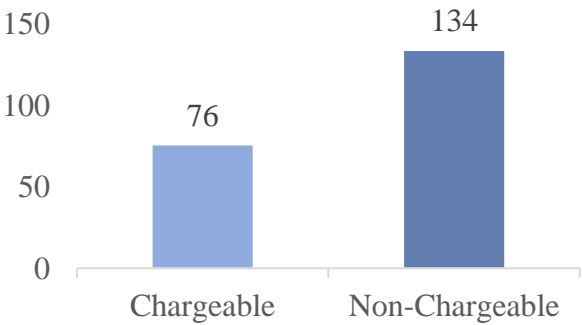
# MAINTENANCE

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

Total Road Calls (Sep 2025) 250 Total

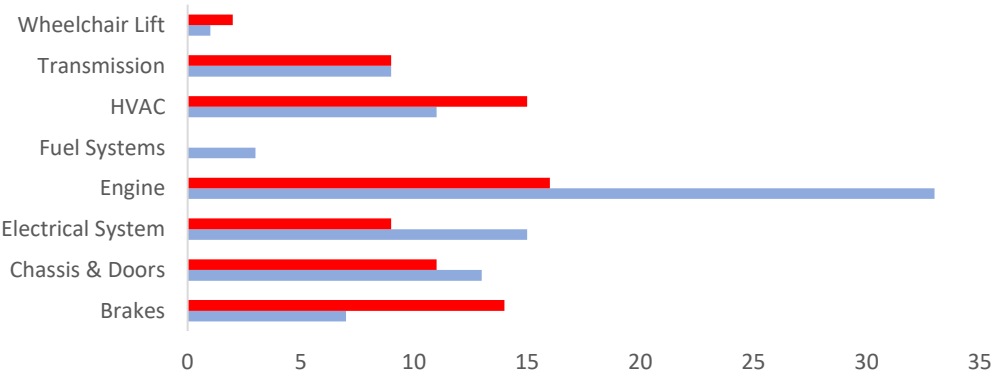


Total Road Calls (Oct 2025) Total 210



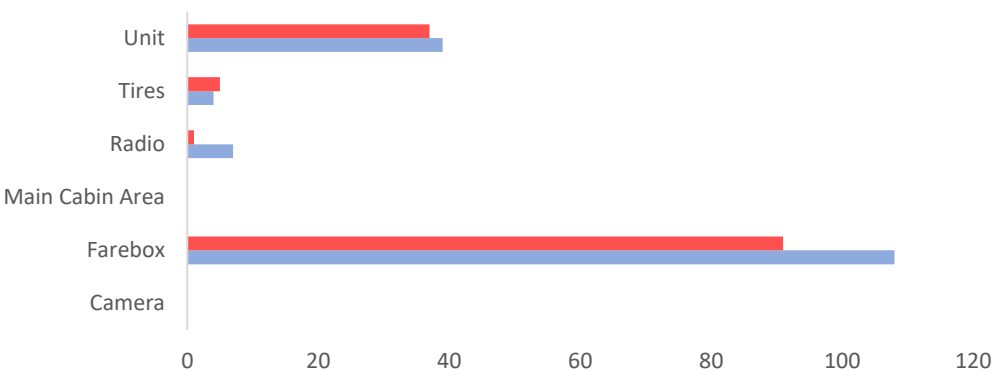
Chargeable Roadcalls By Category

■ Oct ■ Sep



Non Chargeable Roadcalls By Category

■ Oct ■ Sep



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

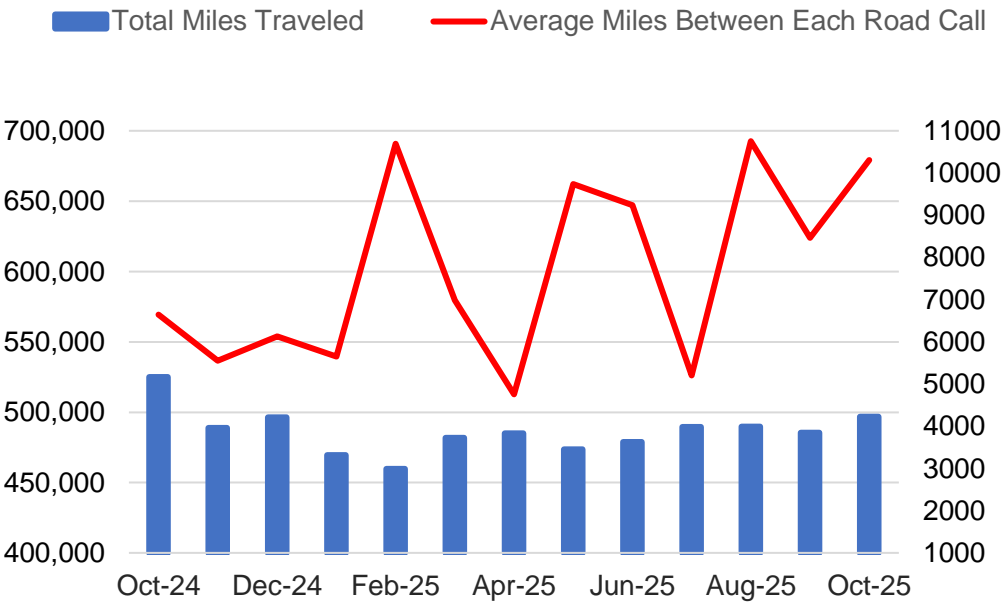




# MAINTENANCE

## MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
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
Oct-25	496,899	76	10,305



Total Miles Between Road Calls = **10,305**  
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	TYPE OF ACCIDENT				YTD
13					38
	Fixed object	10	77.0%		
	Backing	2	15.4%		
	Rear end OV	1	7.6%		

### 10 Fixed Objects

- Going straight at Preston/McCawley, 4<sup>th</sup>/Ormsby, Shelbyville Rd, 6<sup>th</sup>/Broadway, 3<sup>rd</sup>/Central, Frankfort/Ewing, 5<sup>th</sup>/Market, Preston/Oak
- Turning left at Shelby/Meriwether, Southern/Lansing

### 2 Backing

- 4<sup>th</sup>/Galbert, TARC barn

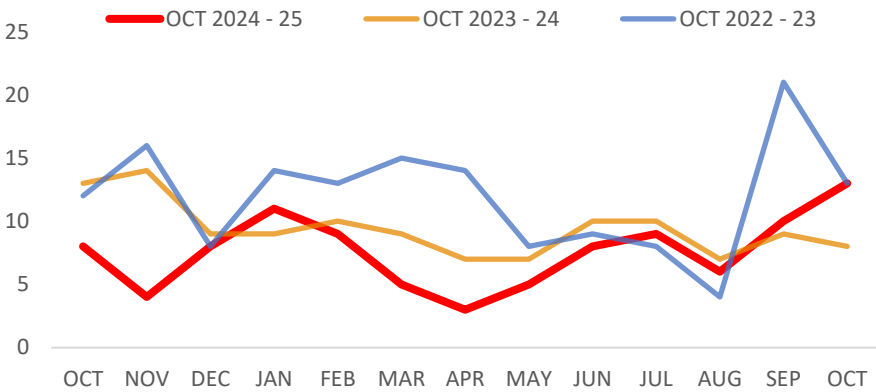
### 1 Read End OV

- Rear ended OV at 5<sup>th</sup>/Market

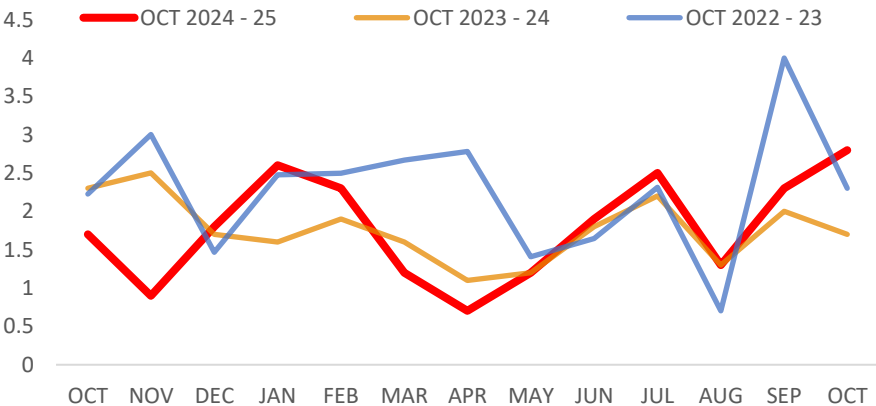
## PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD
2.8	2.1	2.2

## PREVENTABLE ACCIDENTS



## PREVENTABLE ACCIDENT AFR





# SAFETY

## PASSENGER DISRUPTIONS BY ROUTE OCT 25

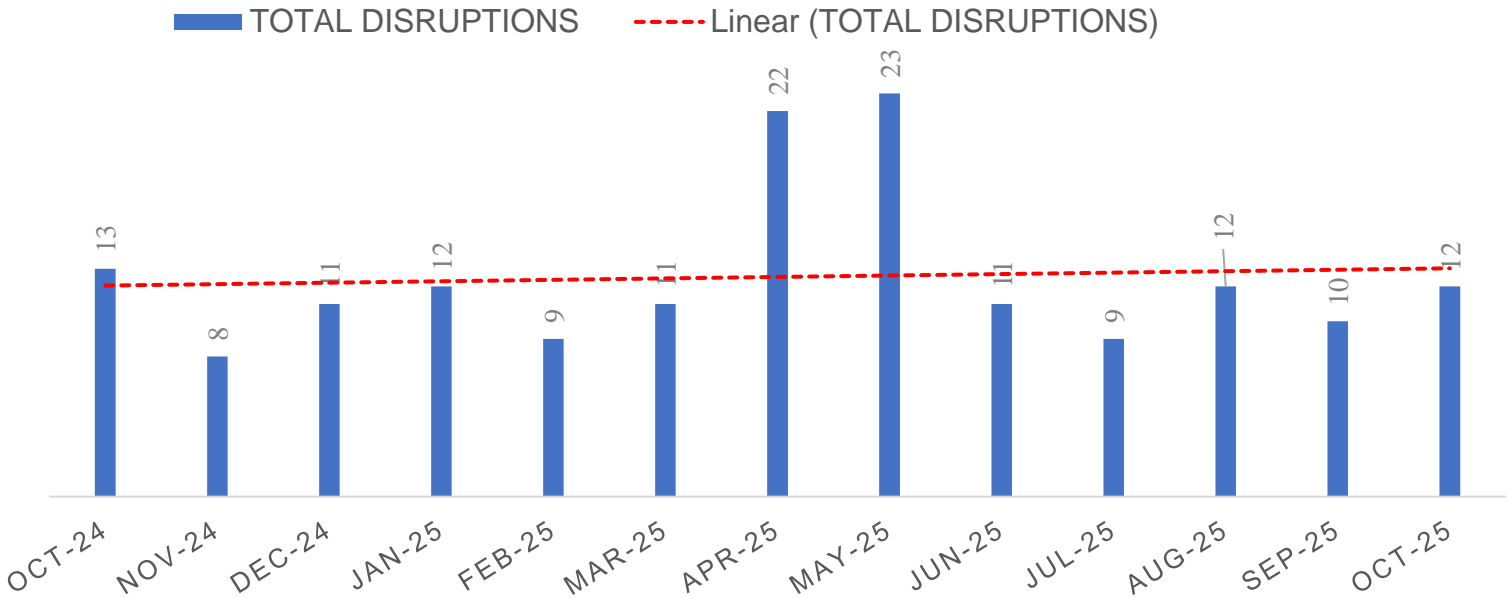
Route ID	Disruptions
Dixie Rapid - #10	3
Sixth St - #6	2
Broadway - #23	2
Preston - #28	2
Fourth St - #4	1
Eastern Pkwy - #29	1
J'ville-Lou-New Albany - #71	1

## DISRUPTION CATEGORIES OCT 25

Category	#
Fare Evaders	1
Passenger Fights	0
Profane Language	0
Disputes(Others)	10
Verbal Assaults	0
Physical Assaults	1

Disputes(Others) Breakdown	#
Accident(branch)	3
Passenger fall	2
Farebox repair	1
Witnessed accident	1
Passenger exposing self	1
Unresponsive passenger	1
Teens	1

## TOTAL PASSENGER DISRUPTIONS (OCT 24 – OCT 25)



## PASSENGER DISRUPTIONS\*

This Month Total

12

Monthly Avg

12.54

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

## **New TARC Network – Project Update 11-11-2025**

The TARC team continues to work towards the implementation of the New TARC Network in August 2026. A summary of the work completed by each of the project task groups in recent weeks is provided below.

### **Service Planning & Scheduling (SPS)**

- NTN route alignments finalized with new downtown routings;
- NTN service levels revised to match final annual revenue hour target;
- Review of Operator facilities at route terminals will begin in coming weeks.
- Draft NTN destination signs under development.

### **Passenger Facilities (PFTG)**

- Meetings conducted with local/state staff and potential contractors to review bus stop improvement scope and processes.
- TARC staff has begun detailed site designs for new boarding pad locations starting with four pilot corridors.
- Process for redistributed amenities from discontinued stops beginning this week.
- Downtown Transfer Center Bay locations finalized; staff developing detailed layouts for bays, amenities, operator restroom, etc.

### **Transportation & Training (TNT)**

- Training/Transportation teams have reviewed all NTN routings and input has been incorporated into final routings;
- Memorandums distributed to staff for NTN project timeline and upcoming bid schedules, including the agreement to forego June 2026 operator bid.
- Draft NTN Training Plan presented to task group, including classroom trainings, ADP videos, NTN playbooks/cheat sheets and NTN website resources.
- Training department has created a sample route video to be used for operator training; additional route videos will be created for each route and made available to staff.
- Ongoing consideration of SOP changes to coincide with NTN launch.
- NTN website updated with more detailed project information.

## **Marketing, Outreach + Engagement (MOE)**

- NTN information provided in weekly internal/external newsletters.
- Final set of Bus Stop Sign design concepts are under development and will be shared internally with staff for review/input.
- Internal engagement videos planned to begin next week via ADP
- Council outreach email planned to be sent next week with updates on NTN implementation.
- Stakeholder Advisory Group meeting held on Oct. 28th; follow-up communications sent to group this week.

## **Intelligent Transportation Systems (ITS)**

- Group to hold second meeting next week (11/10)
- GTFS database process timeline is under development
- Initial planning for ITS transitions needed for NTN launch.