

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, December 9, 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 – December 9, 2025

- | | | |
|---|----------------------|------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 2:45 -2:50 |
| a. Approval of November Minutes | | |
| 2. Action Items | | |
| a. Resolution 2025-59 TARC's Title VI Plan 2025 | Aida Copic | 2:50-3:00 |
| 3. Staff Reports and Presentation | | 3:00- 3:20 |
| a. Operations Update | Ozzy Gibson | |
| a. Introduce Bruce Withers | | |
| b. New TARC Network Update | Martin Barna | |
| 4. Adjournment | | 3:25 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



November 11, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, November 11, 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

Members Virtual

DuWayne Gant
Alice Houston

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 October Operation Committee Meeting Minutes.

Action Items:

Ozzy Gibson presented the October Executive Directors Report.

- Peer City Agency Comparisons were presented.
- Halloween Costume Contest for TARC staff.
- November 6 the TARC Staff celebrated, Safety, on Time Performance, Perfect Attendance and Above and Beyond awards. A total of 86 awards were presented: Safety Awards 14, On Time Performance 49, Perfect Attendance 16, and Above and Beyond 7.
- St. Matthews Elementary students and staff enjoyed a presentation of Jobs on Wheels.
- Presentation at Friendship House regarding the New TARC Network.
- TARC Staff visited IndyGo transfer hub to help plan for our downtown transfer Center.
- NIA Center paperwork due regarding purchase agreement.

New TARC Network Overview.

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

Alice Houston adjourned the meeting at 3:06 p.m.

ADOPTED THIS 9th DAY OF DECEMBER, 2025

Alice Houston, Chair of the Operations Committee.



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: December 16, 2025

Re: Resolution 2025-59 TARC Title VI Plan Update

Per the Federal Transit Administration (FTA) regulations, guidelines, and Circular FTA C 4702.1B, TARC has prepared an updated 2025 Title VI Plan that provides programmatic, process and policy information on major services, fare changes, and service policies that relate to minority and low-income populations. TARC has a longstanding commitment to meet both the spirit and letter of Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on race, color or national origin in programs or activities that receive federal financial assistance, and is committed to full compliance under the FTA regulations.

TARC's goal is to avoid, eliminate, or minimize any adverse impacts of service or fare changes that would be borne disproportionately by minority or low-income populations. Any potential adverse or disproportionate effects of service or fare changes on minority or low-income passengers will be mitigated with proposed alternative measures. Under FTA requirements and as part of the Title VI Plan update process, TARC presents the 2025 Title VI Plan update to the Board of Directors for its consideration and final approval. Upon approval, the plan will be included on TARC's website and available for review by members of the public.

There were no policy changes made during the time detailed in the Title VI Plan update (2022-2025). The changes reflected in the document were updates to data and demographics.

Please note, TARC is in the process of developing 2025 Draft Plans for network restructuring and efficiency improvements to be implemented in the summer of 2026 as part of the New TARC Network. This will constitute a major change in TARC's service and will require TARC to make significant policy amendments, which will include public meetings and the opportunity for public comment. Once these changes are implemented, TARC undertake a new, thorough Title VI analysis for network restructuring and service changes implemented as part of the new TARC network.

The attached resolution seeks approval of TARC's 2025 Title VI Plan Update.

If you have any questions, please call me at 502-561-5100.



RESOLUTION 2025-59

TARC's Title VI Plan Update

A Resolution requesting the approval of the 2025 Title VI Plan update per the FTA Title VI regulations and requirements.

WHEREAS, Pursuant to Federal Transit Administration requirements and guidelines for Federal Transit Administration recipients, Circular FTA C 4702.1B, TARC has updated its 2025 Title VI Program and related major service and fare change policies that address potential impacts of service and fare changes on minority and low-income populations; and

WHEREAS, TARC is committed to adhering to Title VI regulations, which are part of the Civil Rights Act of 1964 and prohibit discrimination based on race, color or national origin in programs or activities that receive federal financial assistance; and

WHEREAS, TARC is committed to full compliance with all FTA regulations; and

WHEREAS, TARC's goal is to prohibit, eliminate or minimize any adverse impacts of service changes or fare increases that would be borne disproportionately by minority or low income populations; and

WHEREAS, potential adverse or disproportionate effects of service or fare changes on minority or low income passengers will be mitigated with proposed alternative measures; and

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

The TARC 2025 Title VI Plan has been updated and approved pursuant to the Federal Transit Administration requirement and guidelines, Circular FTA C 4702.1B.

Adopted this 16th day of December 2025

Abbie Gilbert, Chair of the TARC Board of Directors



BOARD OF DIRECTORS
DECEMBER 16, 2025

DECEMBER OPERATIONAL UPDATE





PEER CITY AGENCY COMPARISONS

FIXED ROUTE

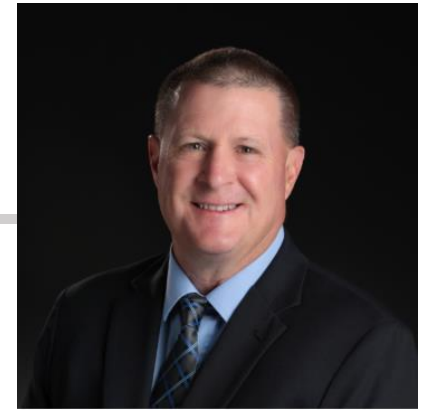
City Agency	Total Budget	Fixed-Route Revenue Hours	Average Fixed-Route Boardings	On-Time Performance	% of Missed Service
Louisville (TARC)	\$115,948,533	409,032	547,402**	82.60%	0.42%
Columbus	\$238,000,000	985,346	927,408	80.77%	
Cincinnati	\$160,168,013	774,497	1,204,438	78.90%	1.20%
Charlotte	\$202,908,235	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 ...

- Recorded the first TARC Talks with Ozzy Gibson and Lillian Brents—a video update on the New TARC Network for staff
- Received \$2.6 Million FTA Grant for 10th Street brake-maintenance addition
- Held first of quarterly TARC Open-House events for Coach Operator and Maintenance recruitment
- Surveyed our Coach Operators and Riders Club members to get their input on New TARC Network bus-stop designs
- Announced our 26th annual Design-a-Bus student art contest—this year in partnership with the Portland Museum's Adventure House of You
- Kicked off the holiday season by attending the Light Up Louisville parade



ALICE K. HOUSTON: ENTREPRENEUR HALL OF FAME

On November 12, Alice K. Houston was honored as a pillar of our Commonwealth's entrepreneur community at the Central Bank Center in Lexington.



Alice K. Houston was educated in the Louisville, Kentucky public schools and received her high school diploma in 1964. She graduated cum laude from Baldwin Wallace College in Berea, Ohio, in 1968 and received a Danforth Foundation Fellowship in Latin American History to attend graduate school at Vanderbilt University. She attended Vanderbilt from 1968 to 1969.

Alice left Vanderbilt in 1969 to marry Wade Houston, who was pursuing a career in professional sports. The two traveled and lived in Strasbourg, France, where Wade played and coached basketball. Upon returning to the United States, Alice began a long and successful association with the University of Louisville.

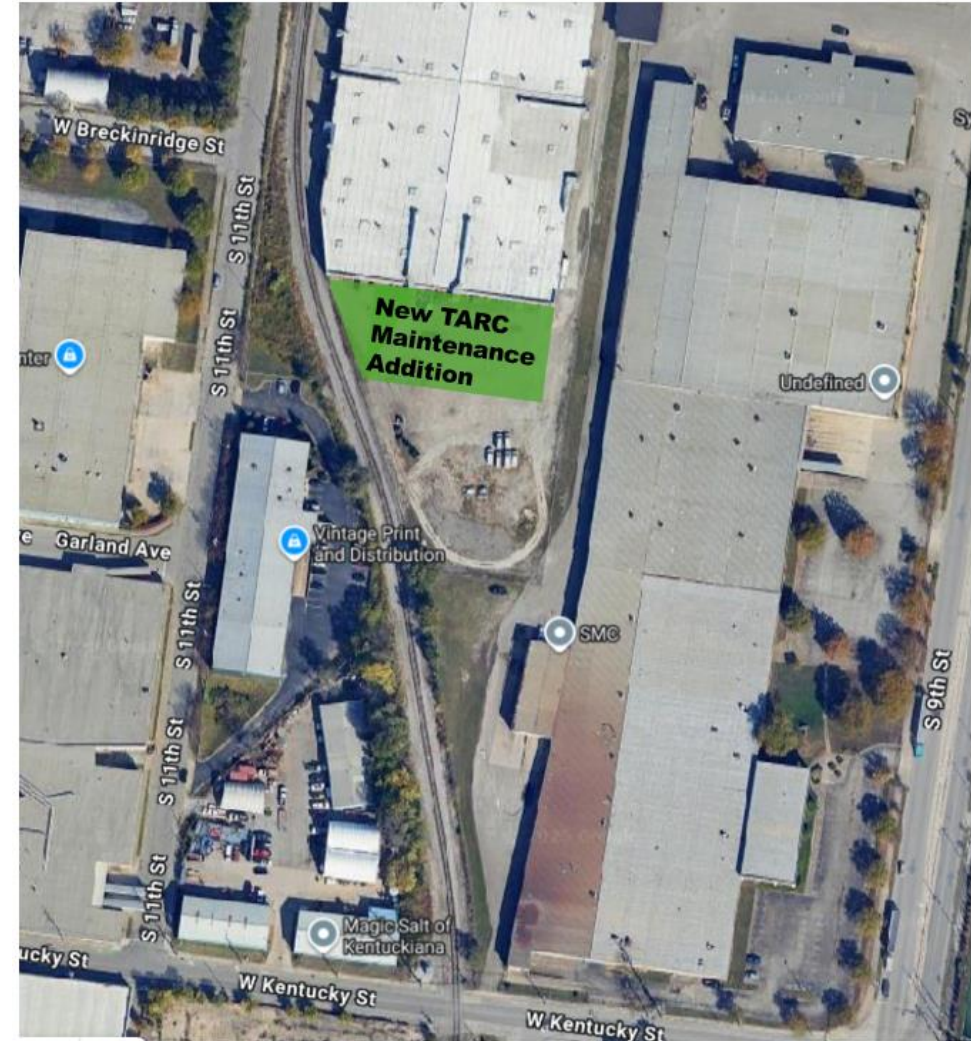
In August 2020, Alice resigned as CEO after successfully completing a six-year succession plan to transition ownership to the second generation.

TARC RECEIVES \$2.6 MILLION FTA GRANT

TARC has received a Buses and Bus Facilities Program 5339 Competitive Grant Award of \$2,624,000 from the FTA to be used specifically for the expansion of its existing bus maintenance facility at 10th Street.

The new addition to the bus-brake maintenance shop will consolidate maintenance operations, allowing TARC to improve bus performance on the street, and create a better, more efficient work environment for its maintenance crew.

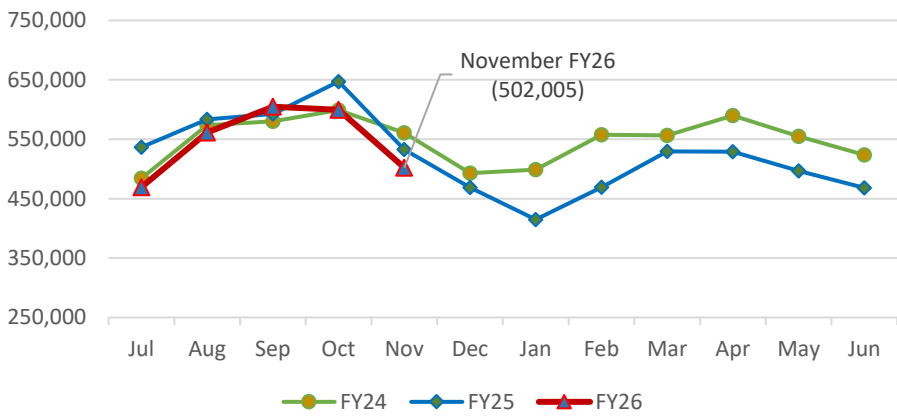
“TARC is committed to providing great service to the city of Louisville; this award places us in a better position to do just that as we move toward implementing the New TARC Network next August,” said Ozzy Gibson, TARC Executive Director. “With the expansion of the 10th street facility, service reliability and performance across the fleet will improve for the Greater Louisville area; TARC is incredibly grateful to Secretary Duffy, Senator McConnell, Senator Paul, Congressman McGarvey, and Mayor Greenberg for their support of this grant.”



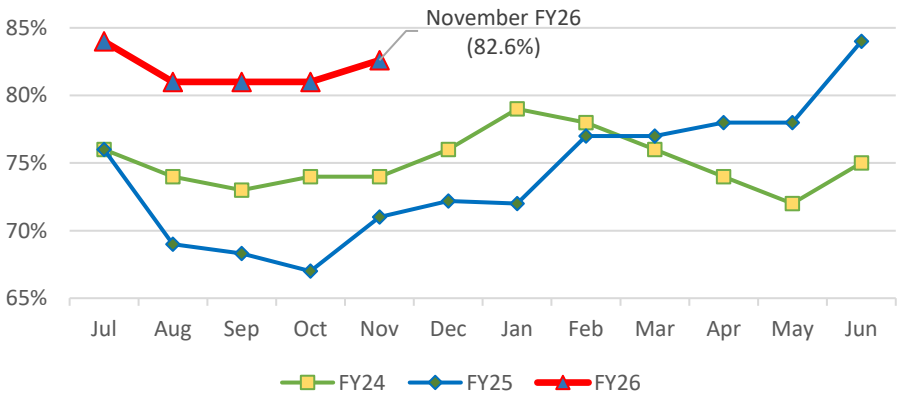


NOVEMBER FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
System Production	FY26 YTD	FY25	FY24
Total Ridership	2,767,128	6,636,904	6,573,722
Avg Monthly Ridership	547,402	553,075	547,810
Total Revenue Miles	1,996,773.73	5,231,772	6,517,670
Total Revenue Hours	155,091	409,032	537,581
Trips per Revenue Mile	1.39	1.20	1.01
Trips per Revenue Hour	17.84	15.37	12.20

On-Time Performance			
Fixed-Route			
	FY26	FY25	FY24
Jul	84%	72%	76%
Aug	81%	69%	74%
Sept	81%	69%	73%
Oct	81%	67%	74%
Nov	82.6 %	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 (November) **502,005**
Comparison VLM **-16.28%**
Comparison VLY **-5.78%**

Total YTD Ridership **2,767,128**

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



NOVEMBER 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	4770	20	0.42%	67.65	0.20%
December					
TOTAL	52,441.00	756.00	1.44%	2,965.32	0.75%

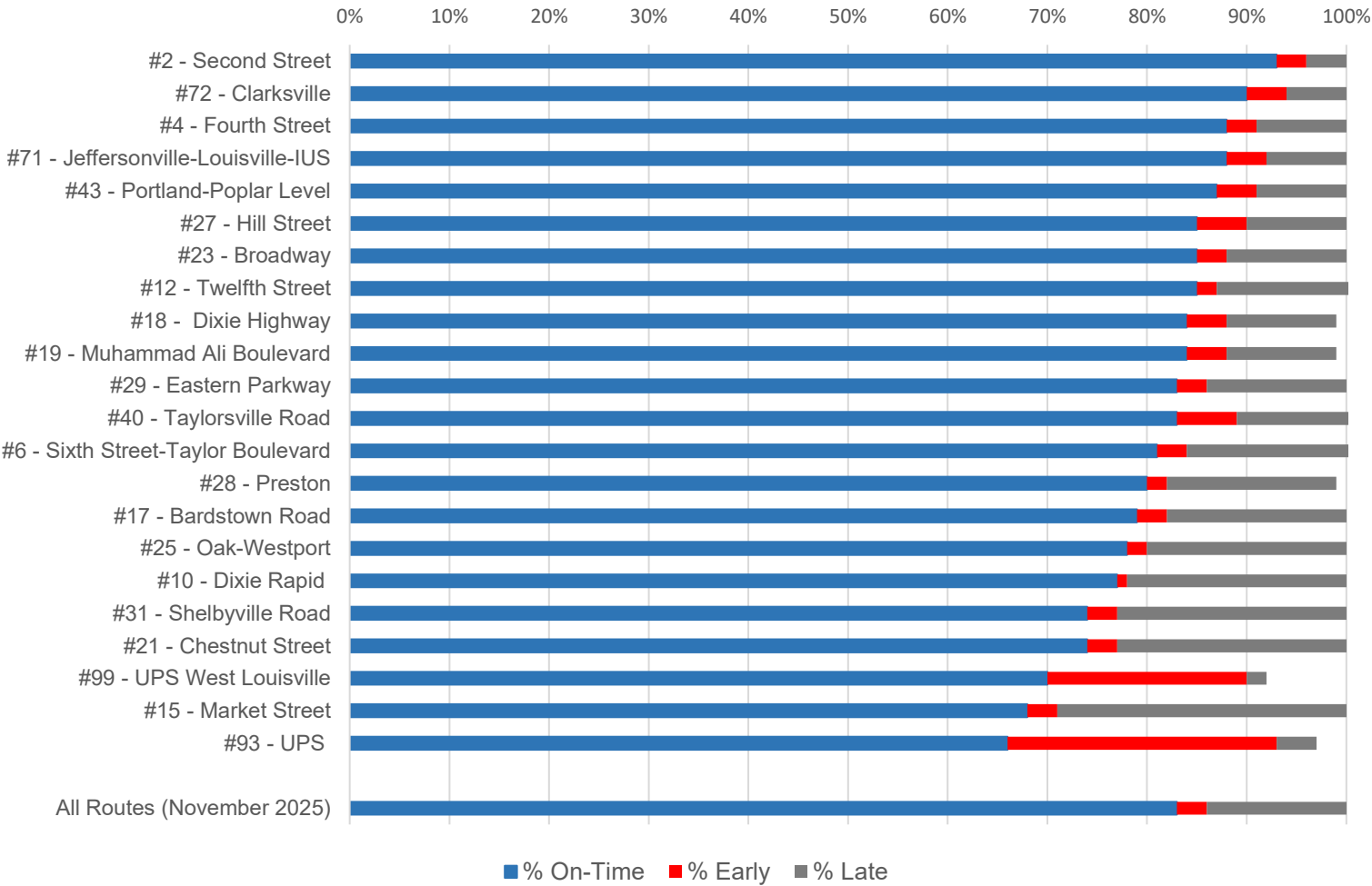
**January 2025 adjustment due to winter weather



NOVEMBER ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
#2 - Second Street	93%	3%	4%
#72 - Clarksville	90%	4%	6%
#4 - Fourth Street	88%	3%	9%
#71 - Jeffersonville-Louisville-IUS	88%	4%	8%
#43 - Portland-Poplar Level	87%	4%	9%
#27 - Hill Street	85%	5%	10%
#23 - Broadway	85%	3%	12%
#12 - Twelfth Street	85%	2%	14%
#18 - Dixie Highway	84%	4%	11%
#19 - Muhammad Ali Boulevard	84%	4%	11%
#29 - Eastern Parkway	83%	3%	14%
#40 - Taylorsville Road	83%	6%	12%
#6 - Sixth Street-Taylor Boulevard	81%	3%	17%
#28 - Preston	80%	2%	17%
#17 - Bardstown Road	79%	3%	18%
#25 - Oak-Westport	78%	2%	20%
#10 - Dixie Rapid	77%	1%	22%
#31 - Shelbyville Road	74%	3%	23%
#21 - Chestnut Street	74%	3%	23%
#99 - UPS West Louisville	70%	20%	2%
#15 - Market Street	68%	3%	29%
#93 - UPS	66%	27%	4%
All Routes (November 2025)	82.6%	3%	14%

On-Time Performance by Route (November 2025)





PEER CITY AGENCY COMPARISONS

PARATRANSIT

City Agency	Paratransit Revenue Hours	Average Paratransit Trips	On-Time Performance
Louisville (TARC)	277,039	31,953	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	

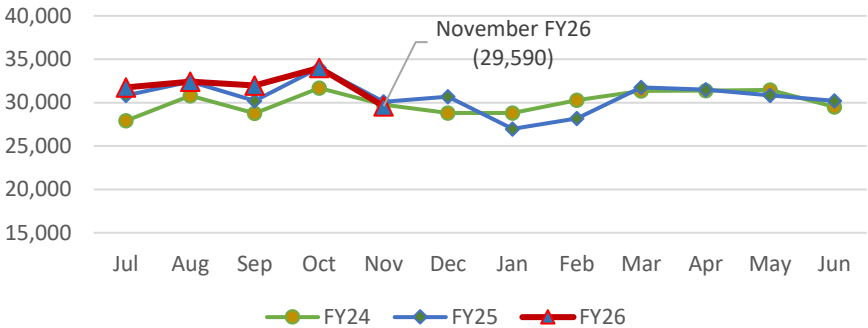
*Table Sorted by Average Paratransit Trips

**See Paratransit Service slide (Average Monthly)

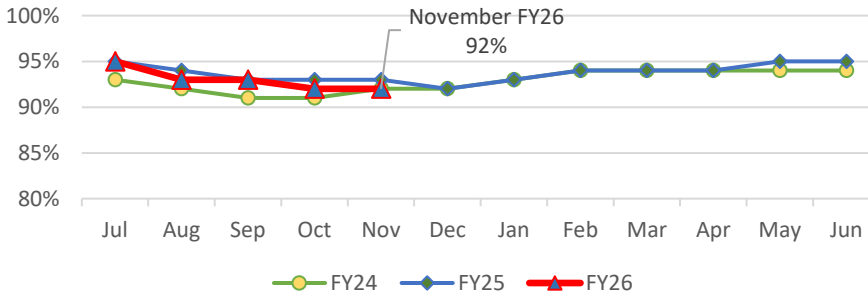


NOVEMBER PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit Ridership



TARC3 Paratransit On-Time Performance



Performance Indicator	Paratransit (TARC3)		
System Production	FY26 YTD	FY25	FY24
Total Ridership	159,766	367,610	360,456
Avg. Monthly Ridership	31,953	30,634	30,038
Total Revenue Miles	1,871,893	4,374,215	4,364,217
Total Revenue Hours	116,272	277,039	284,896
Trips per Revenue Mile	0.09	0.08	0.08
Trips per Revenue Hour	1.37	1.33	1.27

Monthly Ridership (November) **29,590**
Comparison VLM -12.98%
Comparison VLY -1.67%

Total YTD Ridership **159,766**

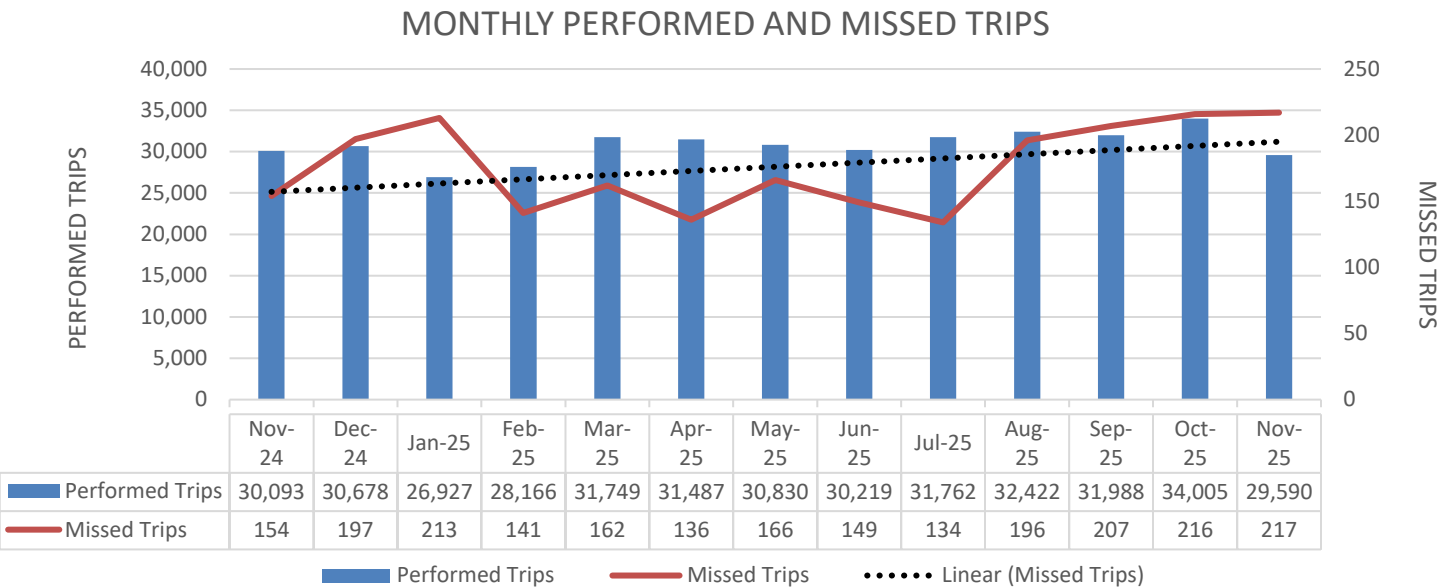
On-Time Performance			
Paratransit (TARC3)			
	FY26	FY25	FY24
Jul	95%	95%	93%
Aug	93%	94%	92%
Sep	93%*	93%	91%
Oct	92%	93%	91%
Nov	92%	93%	92%
Dec		92%	92%
Jan		93%	93%
Feb		94%	94%
Mar		94%	94%
Apr		94%	94%
May		95%	94%
Jun		95%	94%
FYTD	93%	94%	93%

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 – NOVEMBER



Percentage of Missed Trips

Missed Trips (November 2025): 0.73%
Performed Trips (November 2025): 29,590

November Missed Trip Reason (Top 5)	Count	% of total	Definition
Inefficient routing	78	36%	Trips placed in a manner that caused operator to backtrack or go out of the way for pickup
Tight routing	50	23%	Trips placed on route too close together causing the driver to run behind
Driver running behind	25	12%	Driver running behind schedule for various reasons (traffic, slow loading passenger, etc)
Driver didn't wait 5 mins	21	10%	Driver left before waiting the full 5 minutes after attempting to make contact with customer
Driver arrived before window opened	13	6%	Driver arrived before beginning of 30 minute pickup window

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

ADDITIONAL STATS FOR BOARD MEMBER REVIEW



DECEMBER DIRECTORS UPDATE

December 16, 2025



EMERGING ISSUES, TRENDS, AND CELEBRATE SUCCESSES



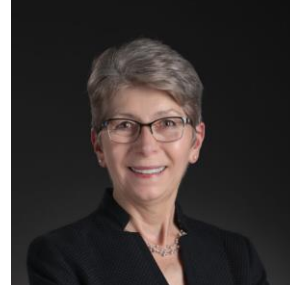
Jennifer Miles
Mobility Services



Sherri Toohey
Human Resources



Rick Dooley
Maintenance



Aida Copic
Planning



Maria Harris
Procurement



Bruce Withers
COO / Transportation



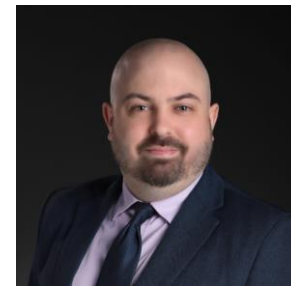
Jeremy Priddy
Marketing &
Communications



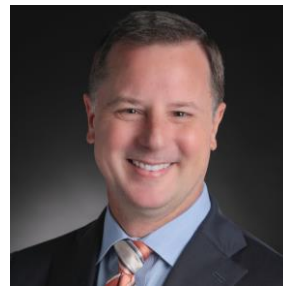
Anna Cooper
Customer Experience



Keith Shartzer
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:

- Continuing with weekly meetings on preparation/training for the NTN. January 2026 pick underway with the operators. Training:



TRENDS

OVERVIEW

Transportation:

- Set a new on time performance record of 82.6% for the month of November

Grants & Capital Programs:

- Actively closing aging grants
- Sub-fleet of 7 Gillig electric buses by April 2026.



CELEBRATE SUCCESSES

OVERVIEW

Transportation:

- Transportation team members trip to IndyGo to learn how they manage their “pulse” system and operations. Created video to share with the agency.



NOVEMBER ON-TIME PERFORMANCE

On-time Performance 90% Club

Operator	OTP
Carpenter, Garry	100%
Murray, Glenn	99%
Patterson, Pamela	99%
Johnson, Donald	99%
King, Keith	98%
Pruitt, Tammy	97%
Robb, Larry	97%
Malone, Eddie	97%
Powell Jr, Tyrone	97%
Jarrett, Christopher	97%
Powell, Ronald	96%
Wilson, Jimmy	96%
Salas, Angel	96%
Pettigrew, Jamara	96%
Harper, Jeffrey	96%
Brewer, Kelvin	96%
Sloan, Anthony	96%
Ross, Tamika	95%

Operator	OTP
Jackson, Kevin	95%
Martin, Sharlene	95%
Lindsey, Damian	95%
Pitmon, Cheryl	95%
Tutt, Frieda	95%
Nathaniel, Ieesha	95%
Tebault, William	94%
Offutt, Joseph	94%
Alexander, Maurice	94%
Glenn, Rachelle	94%
Wilde, Samuel	94%
Frazier, Kenneth	94%
Williams, Robin	94%
Smith, Anthony J.	94%
Smith, William	94%
Wells, Sheena	94%
Leonard, Tracy	94%
Bolus, David	94%

Operator	OTP
Mitchell, Keith	94%
Zipperlein, Melissa	94%
Sandage, Mary	93%
Williams, Shuntelle	93%
Taylor, Lionel	93%
Heil, Jesse	93%
Cochran, John	93%
Knight, Kelley	93%
Hurrigan, Kimberly	93%
Williams, Leslie	93%
List Iii, Frank	93%
Moore, Timothy	93%
Love, Autour	93%
Sandifer, Calvin	93%
Powell, Tyrone	93%
Harris, Stephon	93%
Mason, Brooklyn	93%
Bachelor, Michael	93%

Operator	OTP
Thomas, Stephanie	92%
Rogers, Dewayne	92%
Miles, Brittney	92%
Lauderdale, Lisa	92%
Brown, Curtis	92%
Maddox, Gwendolyn	92%
Martin, Leonard	92%
Kennedy, Kyneesha	92%
Harris, Pamela	92%
Williams, Brittany	91%
Trowell, Laquita	91%
Edwards, Trina	91%
Yarbrough, Demetra	91%
Hayes, Kamika	90%
Reed, Bessie	90%
Wadlington, Tina	90%
Roberson, David	90%
Childress, Jazette	90%

Total Coach Operators for Service (Nov.): 233
Total Coach Operators for Service (Oct.): 236

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



NOVEMBER ON-TIME PERFORMANCE

On-time Performance 80% Club

Operator	OTP
Williams, Rodney	89%
Scott, Shalayne	89%
Henderson, Stacey	89%
Neal, Joel	89%
Westmoreland, Nathan	89%
Yasharahla, Ahdawan	89%
Payne, Kawana	89%
Bailey, Kendrick	89%
Ross, Dawnyell	89%
Cecil, Shawn	89%
Kenyon-Scott, Melanie	89%
Smith, Stacey	89%
Wade, Robert	89%
Durham, Dawn	88%
Phillips, Naphatina	88%
Muhire, Bernond	88%
Bethel, Guy	88%
Finisson, Ruby	88%

Operator	OTP
Duncan, Thomas	88%
Henderson, Delisa	88%
Stoudemire, Deondria	88%
Coleman, Lelia	88%
Watts, Reginald	88%
Brents, James	88%
Goodwin, Remonda	87%
Nelson, Paul	87%
Edmonds, John	87%
Saulsberry, Steve	87%
Cook, Donna	87%
Bowen, Angela	87%
Durham, John	86%
Malone, Dewan	86%
Lucas, Courtney	86%
Smyzer, Angela	86%
Wade, Shonda	86%
Bracken, Alisha	86%

Operator	OTP
Murray, Alise	86%
Keita, Adrahamane	86%
Miller, Erica	85%
Wells, Marie	85%
Mccraney, Yazmin	85%
Hawkins, Nisha	85%
Miller, Antonio	84%
Carter, Jamar	84%
Fitzgerald, Birdturam	84%
Rodriguez Villanueva, Ismael	84%
Pope, Melissa	84%
Webb, Sarah	84%
Colbert, Elonda	84%
Jackson, Dennis C.	83%
Carrico, James	83%
Glenn, Redmond	83%
Thompson, Melton	82%
Byiringiro, Ndutiye	82%

Operator	OTP
Jackson, April	82%
Robert, Anna	82%
Brown, Orlando	82%
Adams, Robert	82%
Jackson, Andre	82%
Lansberg, Jon	82%
Miller, Terrence	81%
Stokes, Tracy	81%
Taylor, Josie	81%
Mattingly, Stephen	81%
Dryden, Robert	81%
Lescalleet, Jessica	81%
Goss, Asher	81%
Warner, Jeffery	81%
Evans, Shontey	80%
Holmes, Charles	80%
Brown, Garry	80%
Roberson, Facrecia	80%

Operator	OTP
Yarbrough, Talitha	80%
Taylor, Danielle	80%
Dailey, Charlotte	80%
Thomas, Yvonne	80%
Williams, Djuan	80%
Myles, Antonio	80%
Foster-Mcfadden, Tarina	80%
Akimana, Amani	80%

Total Coach Operators for Service (Nov.): 233
Total Coach Operators for Service (Oct.): 236

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



NOVEMBER FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	45	49	46	48	41	48	53	54	55	65	65	46	50	665	51
PASSED UP PASSENGER	44	36	46	32	54	63	65	67	62	73	60	81	42	725	56
NO SHOW	33	35	29	31	22	16	9	8	7	18	17	12	7	244	19
LATE SCHEDULE	64	41	39	32	29	34	34	11	21	28	31	40	31	435	33
RECKLESS DRIVING	16	11	20	10	28	30	21	25	17	29	21	25	19	272	21
EARLY SCHEDULE	11	24	24	14	14	12	16	7	9	12	12	22	13	190	15
PLANNING/SCHEDULE	22	23	24	24	25	25	21	28	23	22	25	32	15	309	24
IT/MOBILE	2	1	1	4	6	2	3	1	2	1	1	0	3	27	2
NEW TARC NETWORK	0	0	0	0	0	0	0	0	0	0	0	1	2	3	0
OTHER - MISC	86	54	57	50	46	46	46	49	53	64	73	70	49	743	57
COMMENDATIONS	14	4	8	9	7	4	5	21	8	10	6	10	5	111	9

FIXED ROUTE (November 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	1	29	7	13	50
PASSED UP PASSENGER	5	25	4	8	42
NO SHOW	1	5	0	1	7
LATE SCHEDULE	5	21	2	3	31
RECKLESS DRIVING	5	11	3	0	19
EARLY SCHEDULE	3	8	1	1	13
PLANNING/SCHEDULE	11	3	0	1	15
IT/MOBILE	2	0	0	1	3
NEW TARC NETWORK	2	0	0	0	2
OTHER - MISC	14	19	2	14	49

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.



NOVEMBER FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	22	34	35	10	25	28	29	34	23	33	20	33	16	342	26
NO SHOW	24	12	24	17	21	23	18	18	20	23	18	26	19	263	20
LATE SCHEDULE	15	13	11	13	3	20	15	9	11	19	21	31	14	195	15
RECKLESS DRIVING	10	4	8	13	6	7	8	4	7	11	4	7	0	89	7
EARLY SCHEDULE	3	0	1	2	2	2	2	2	0	1	1	1	0	17	1
TRIP BOOKING OR SCHEDULING	8	12	19	7	15	12	14	13	16	18	17	23	14	188	14
OTHER - MISC	26	27	30	25	35	26	28	27	25	32	32	30	26	369	28
COMMENDATIONS	6	6	5	4	7	5	4	4	5	6	9	0	5	66	5

PARATRANSIT (November 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	1	11	1	3	16
NO SHOW	1	16	1	1	19
LATE SCHEDULE	7	6	0	1	14
RECKLESS DRIVING	0	0	0	0	0
EARLY SCHEDULE	0	0	0	0	0
TRIP BOOKING OR SCHEDULING	5	8	1	0	14
OTHER - MISC	6	14	4	2	26

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.

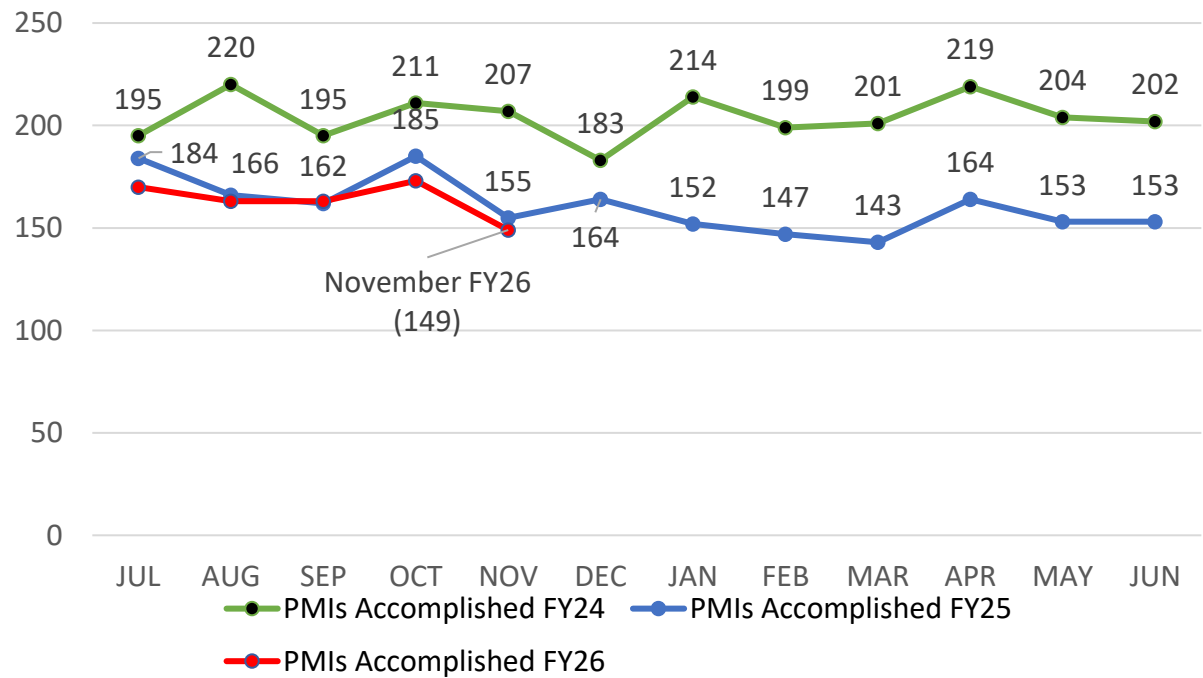
Trip Booking or Schedule – Customer complains of a problem with how their trip was booked. Could be times, origin or destination, or date of trip.



MAINTENANCE

Target PMI: 150
Total Monthly PMIs (November): 149

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

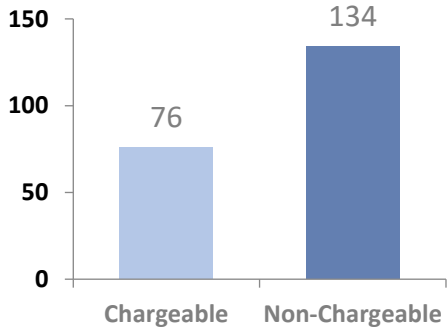
- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid



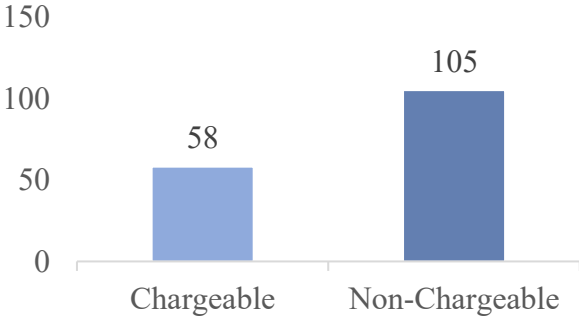
MAINTENANCE

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

Total Road Calls (OCT 2025) 210 Total

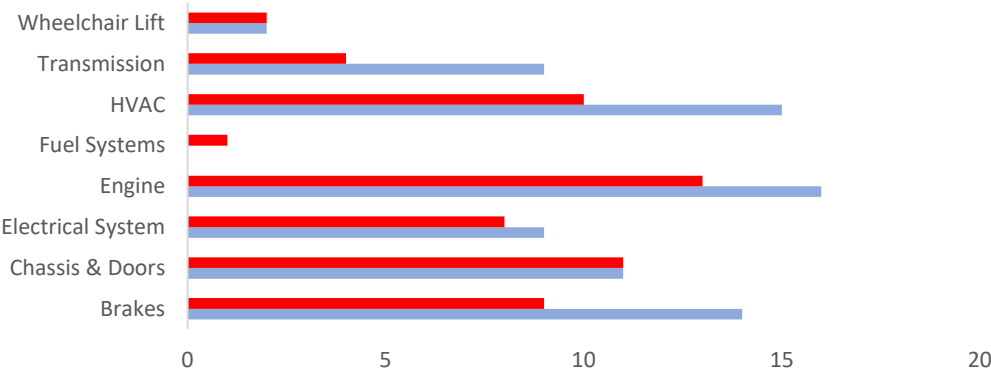


Total Road Calls (NOV 2025) Total 163



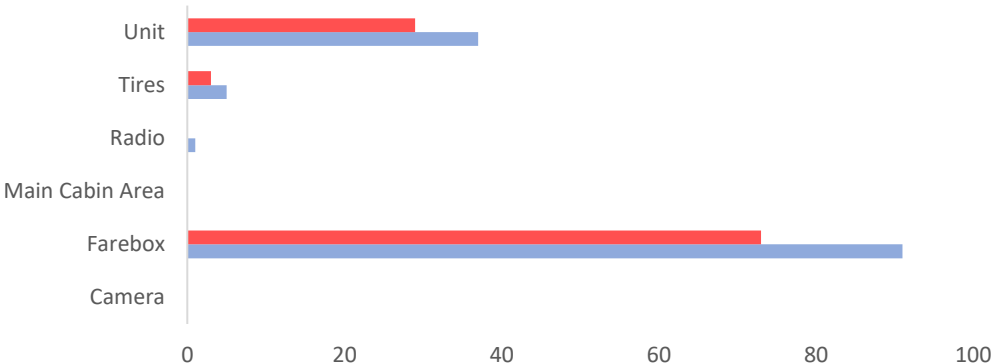
Chargeable Roadcalls By Category

■ Nov ■ Oct



Non Chargeable Roadcalls By Category

■ Nov ■ Oct



Chargeable Road Call:

An issue the TARC Maintenance Department IS responsible for fixing

Non-Chargeable Road Call:

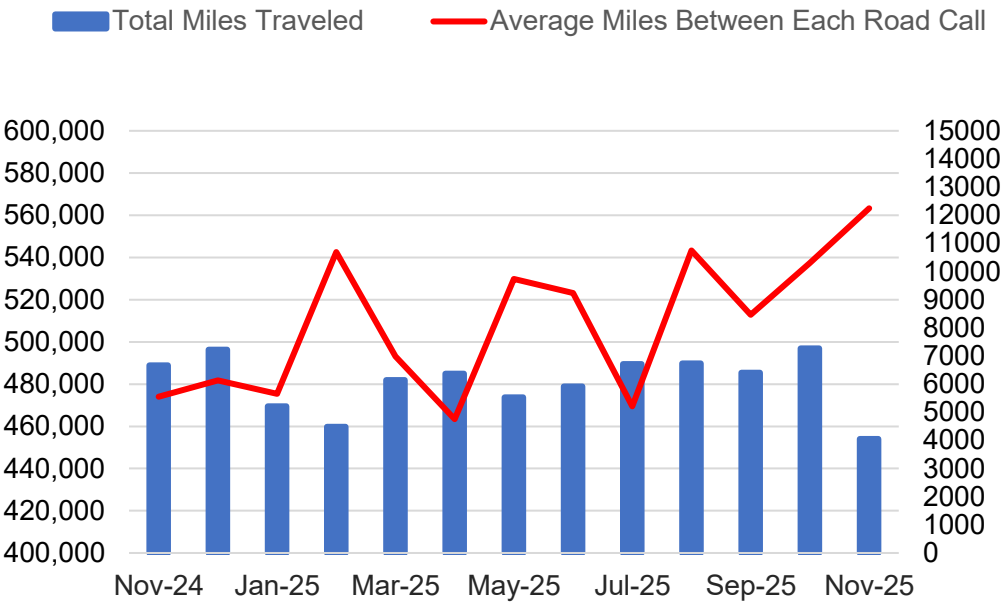
An issue the TARC Maintenance Department IS NOT responsible for fixing



MAINTENANCE

MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
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
Nov-25	453,965	58	12,246



Total Miles Between Road Calls = 12,246
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

11

TYPE OF ACCIDENT

Fixed object	7	63.7%
Backing	2	18.1%
Rear end	1	9.1%
Moving object	1	9.1%

YTD

49

7 Fixed Objects

- Going straight at TARC garage (2), Shelbyville Rd/Breckenridge, VA Hospital, 12th/Broadway
- Turning left at Preston/Jackson, TARC garage (pulling into track)

2 Backing

- TARC barn (2 – Maintenance)

1 Read End

- Rear end at 7th/Market

1 Moving Object

- Rear end at 28th/Greenwood

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

2.7

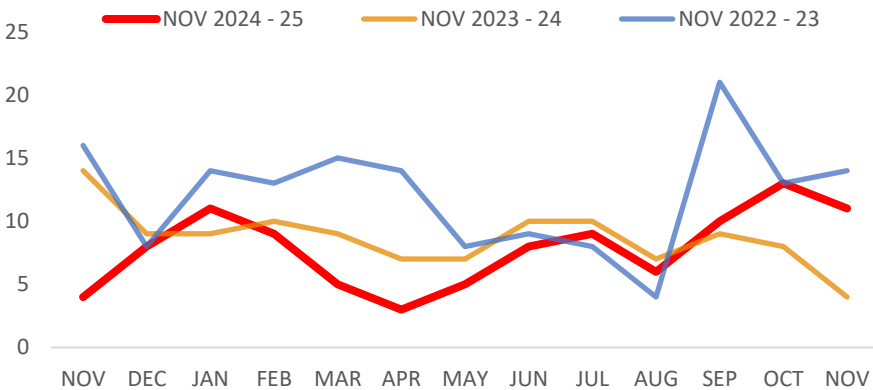
YTD AFR Goal

2.1

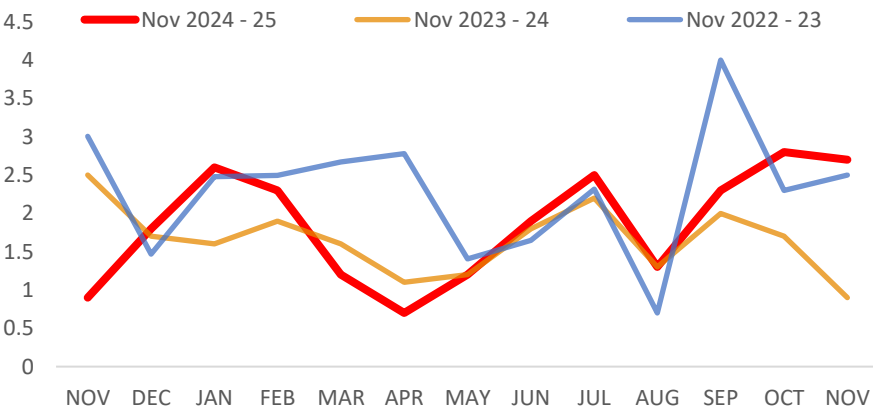
YTD

2.3

PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR





SAFETY

PASSENGER DISRUPTIONS BY ROUTE NOV 25

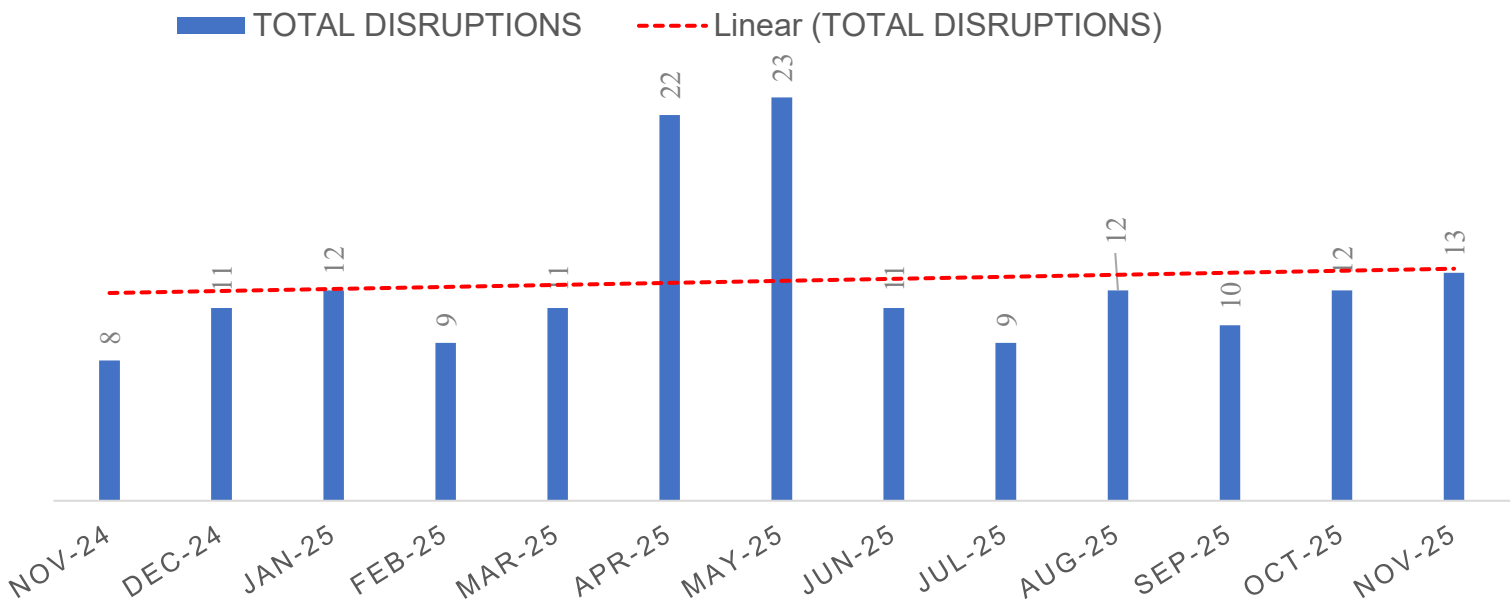
Route ID	Disruptions
Fourth St - #4	2
Dixie Rapid - #10	2
Broadway - #23	2
Portland Poplar Level - #43	2
Dixie Hwy - #18	1
Oak-Westport - #25	1
Preston - #28	1
Shelbyville Rd - #31	1
J'ville-Lou-New Albany - #71	1

DISRUPTION CATEGORIES NOV 25

Category	#
Fare Evaders	1
Passenger Fights	0
Profane Language	2
Disputes(Others)	10
Verbal Assaults	0
Physical Assaults	0

Disputes(Others) Breakdown	#
Fare evasion	1
Profane language	2
Walker issue	1
Medical emergency	3
Passenger fall	1
Domestic issue	1
Unresponsive passenger	1
Intoxicated passenger	1
Passenger assistance	1
Stolen bike	1

TOTAL PASSENGER DISRUPTIONS (NOV 24 – NOV 25)



PASSENGER DISRUPTIONS*

This Month Total

13

Monthly Avg

12.54

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

NTN Task Group Progress Updates (12/5/2025):

Service Planning & Scheduling (SPS)

- New [NTN downtown map](#) created to show final downtown routings.
- Established key deadlines for Schedule + GTFS development for next two months;
- NTN route alignments (1B to GE, 93/99) finalized pending GE/UPS confirmation;
- Review of Operator facilities at route terminals will begin in coming weeks; and
- Draft NTN marquee signs have been completed and are under review.

Passenger Facilities (PFTG)

- Downtown Transfer Center bay locations finalized; staff circulating detailed layouts for bays, amenities, operator restroom, security provisions, etc. for internal review.
- Meetings conducted with local/state staff and potential contractors to review bus stop improvement scope and processes.
- Scoping documents for bus stop field work sent to contractors for cost estimates;
- PFTG team members met with staff from WMATA in Washington, DC to learn about bus stop signage in their recent Better Bus Network implementation.
- Process for fabrication/installation of new bus stop signs under development with input from Maintenance, Marketing & Planning;
- TARC staff continues to prepare detailed site designs for new bus stop boarding pad locations throughout the system.

Transportation & Training (TNT)

- NTN information prepared to share with Operators during bid pick starting Jan. 8th.
- Final NTN Training Plan completed, 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; and
- Ongoing consideration of SOP changes to coincide with NTN launch.

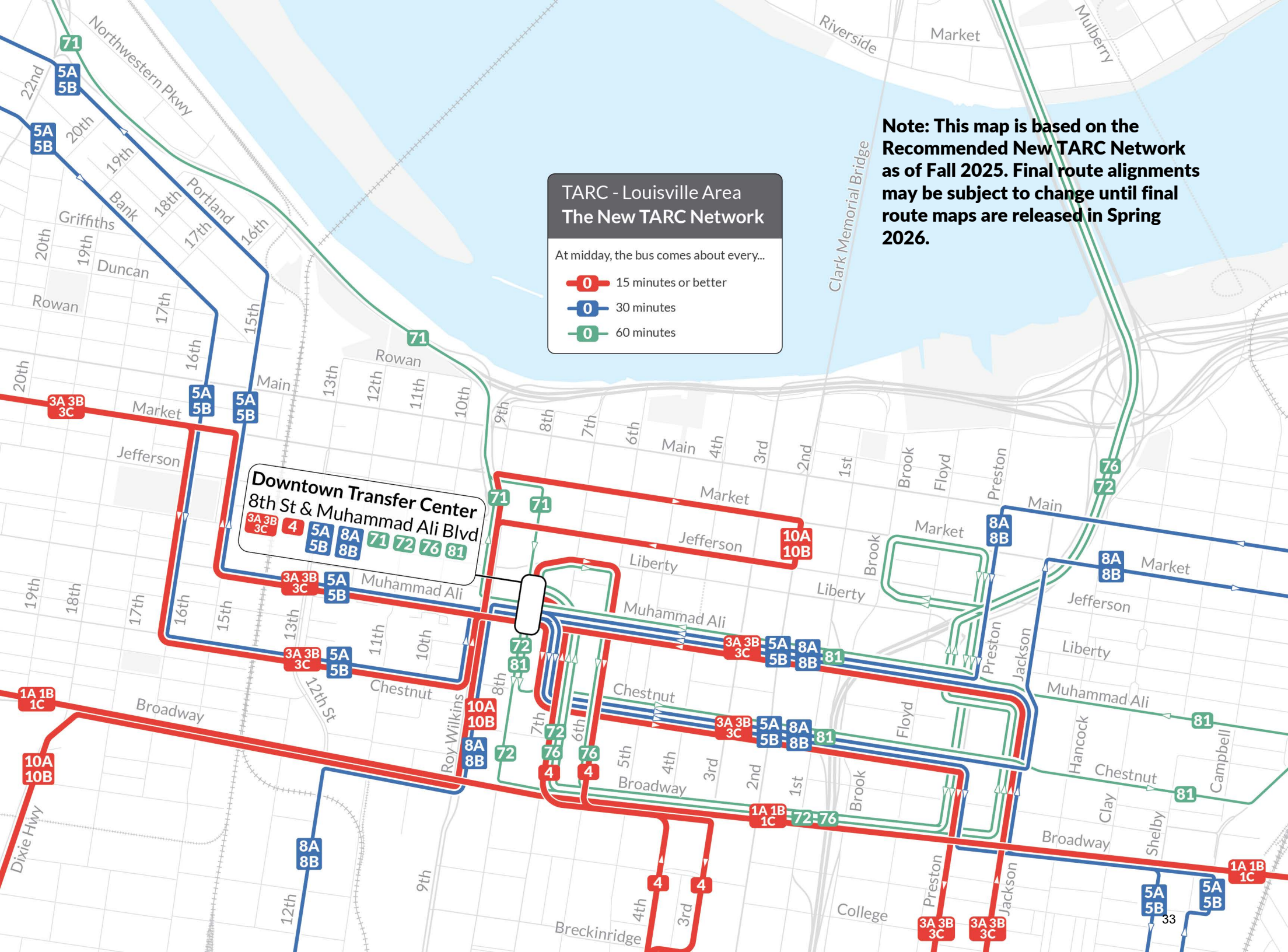
Marketing, Outreach + Engagement (MOE)

- Final [bus stop sign design survey](#) distributed to staff;
- First Internal engagement video produced and will be released via ADP by next week;

- Onboard audio announcements and special bus marquee signs for NTN finalized and provided to IT team for display beginning in April 2026;
- Customer touchpoint inventory created in preparation for NTN information updates.\
- Draft NTN Marketing & Outreach Plan under development.

Intelligent Transportation Systems (ITS)

- Third ITS task group meeting conducted this past week;
- GTFS database process timeline is being finalized with input from Planning team;
- Initial planning for ITS transitions needed for NTN launch; and
- IT Team reviewing possible real-time information display options for Downtown Transfer Center.




TARC - Louisville Area The New TARC Network

At midday, the bus comes about every...

- 0 15 minutes or better
- 0 30 minutes
- 0 60 minutes

Note: This map is based on the Recommended New TARC Network as of Fall 2025. Final route alignments may be subject to change until final route maps are released in Spring 2026.

Downtown Transfer Center
8th St & Muhammad Ali Blvd
3A 3B 3C 4 5A 5B 8A 8B 71 72 76 81




Bus Stop

3A, 3B, 3C
Preston Highway

5A, 5B
Portland Poplar Level

Stop ID:
1234


www.ridetarc.org
502.585.1234
For next bus, text LOU and
your Stop ID to 321123.



Bus Stop

3A, 3B, 3C
Preston Highway

5A, 5B
Portland Poplar Level

 Stop ID:
1234
www.ridetarc.org
502.585.1234
For next bus, text the
Stop ID to 321123.



STOP

3A, 3B, 3C
Preston Highway

5A, 5B
Portland Poplar Level

Stop ID:
1234

www.ridetarc.org
502.585.1234
For next bus, text the
Stop ID to 321123.