

# **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, January 20, 2026 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 – Tuesday, January 20, 2026

1. Quorum Call/Call to Order	Alice Houston, Chair	2:45 -2:50
a. Approval of December Minutes		
2. Staff Reports and Presentation		3:00- 3:20
a. Operations Update	Ozzy Gibson	
b. COO Update	Bruce Withers	
c. New TARC Network Update	Martin Barna	
3. Adjournment		3:25

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



## December 9, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, December 9, 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

Abbie Gilbert  
Alice Houston  
Steve Miller

### Members Virtual

DuWayne Gant

### Declined

Christy Ames  
Justin Brown  
Ted Smith  
Myra Rock

### Call to Order

Alice Houston called the meeting to order at 2:56 p.m.

Approved the November Operation Committee Meeting Minutes.

### Action Items:

Aida Copic presented Resolution 2025-59 TARC's Title VI plan 2025.

- 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 polices 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.
- 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.
- 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 will undertake a new, thorough Title VI analysis for network restructuring and service changes implemented as part of the new TARC network.

The Resolution will move on to the Board

# OPERATIONS MEETING

## TARC BOARD OF DIRECTORS

Ozzy Gibson introduced Bruce Withers to the Operations Committee.



Ozzy Gibson presented the Operations Report.

- Peer City Agency Comparisons were presented.
- Recorded the first TARC Talks with Ozzy Gibson and Lillian Brents and made it available for staff.
- Received a \$2.6 Million FTA Grant for 10<sup>th</sup> Street Brake-Maintenance addition.
- Held our first of Quarterly TARC open house for Coach Operators recruitment.
- Surveyed our Coach Operators and Riders Club members to get their input on the New TARC Network bus stop designs.
- Announced our 26<sup>th</sup> annual Design-a-bus student art contest and the partnership with Portland Museum's Adventure House of you.
- Celebrated Alice K Houston induction into the Entrepreneur Hall of Fame.
- Liz Fust will be joining us in January to present her peer review on paratransit service.

New TARC Network Overview.

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

- We are on target!

Board Members discussed Paratransit services and the upcoming changes to services.

Participation by members from this community will be very important moving forward with NTN process.

Alice Houston adjourned the meeting at 3:33 p.m.

**ADOPTED THIS 20<sup>th</sup> DAY OF JANUARY, 2026.**

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



## BOARD OF DIRECTORS JANUARY 27, 2026

JANUARY OPERATIONAL UPDATE



# EXECUTIVE DIRECTOR REPORT

## SINCE THE LAST BOARD MEETING, TARC ...

- Announced a public review and evaluation process, began public outreach for recommended updates to our passenger fare schedule—the first proposed fare adjustment since 2012
- Celebrated our top 12 riders of 2025—giving each a celebratory gift bag with items from Riders Club partner organizations, and welcomed a select group to special Christmas dinner and Union Station tour
- Welcomed new team members to the TARC family—many to drive for the New TARC Network!
- Route #28 Preston received Transit App's 2025 Riders Choice Award for most improved route—an annual award honoring the best public-transit routes across the U.S. and Canada!
- TARC transported residents from LMHA's St. Catherine Court property to temporary housing after an electrical fire, then back when property was safe again
- TARC ATU 1447 received \$340,000 grant for Employer Incentive Plan to support mentor / apprenticeship program



# PEER CITY AGENCY COMPARISONS

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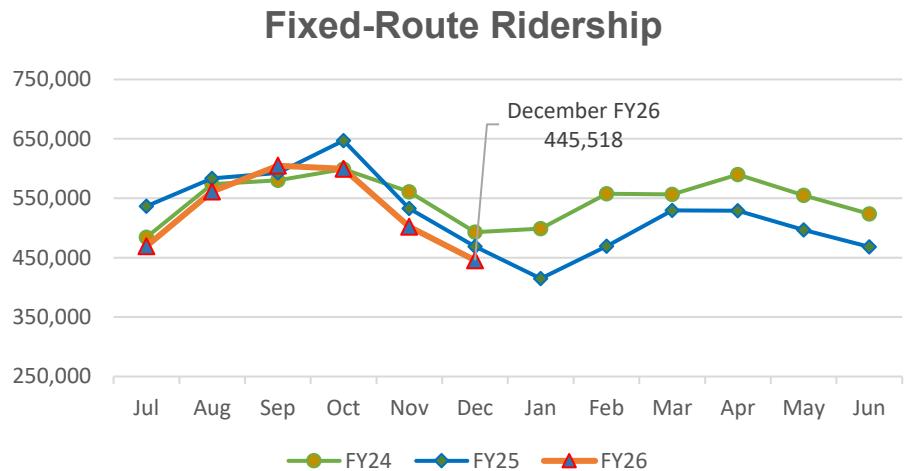
## FIXED ROUTE

City Agency	Total Budget	Fixed-Route Revenue Hours	Average Fixed-Route Boardings	On-Time Performance	% of Missed Service
<b>Louisville (TARC)</b>	<b>\$115,948,533</b>	<b>409,032</b>	<b>502,005**</b>	<b>82.00%</b>	<b>0.29%</b>
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%
<b>New TARC Network</b>	<b>\$108,000,000</b>	<b>354,000</b>			
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%	

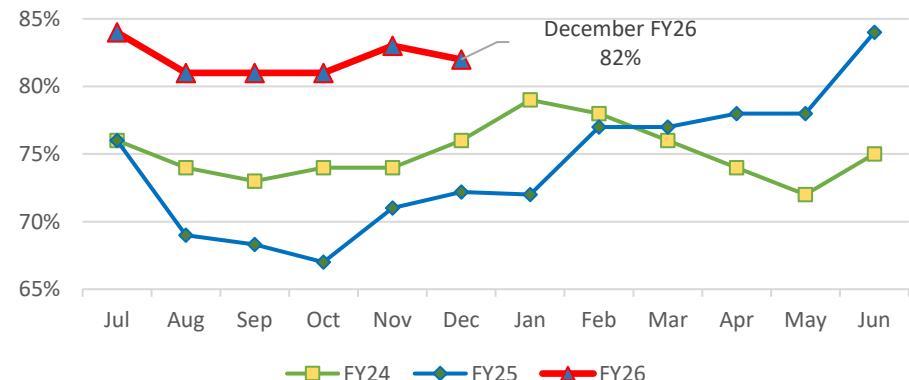
\*Table Sorted by Fixed-Route Revenue Hours

\*\*See Fixed Route Service slide (Average Monthly)

# DECEMBER FIXED ROUTE SERVICE



### Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System			On-Time Performance		
	FY26 YTD	FY25	FY24	FY26	FY25	FY24
System Production						
Total Ridership	3,212,646	6,636,904	6,573,722			
Avg Monthly Ridership	502,005	553,075	547,810			
Total Revenue Miles	2,040,104	5,231,772	6,517,670			
Total Revenue Hours	158,454	409,032	537,581			
Trips per Revenue Mile	1.57	1.20	1.01			
Trips per Revenue Hour	20.27	15.37	12.20			
Monthly Ridership (December)	445,518					
Comparison VLM	-11.25%					
Comparison VLY	-4.97%					
Total YTD Ridership	3,212,646					
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

Fixed-Route FY26 Goal 80%

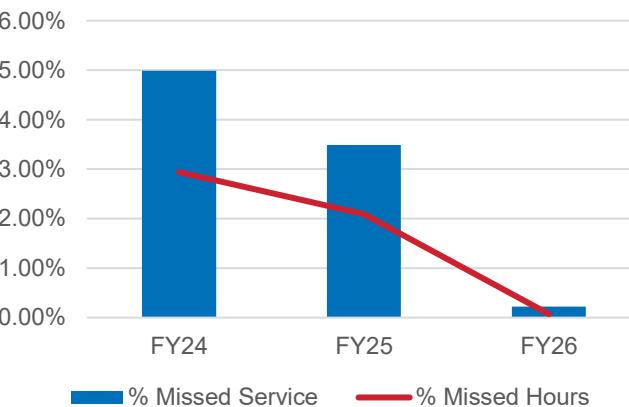
# DECEMBER FIXED-ROUTE MISSED RUNS AND MISSED HOURS

FY24	Total Runs	Missed Service	% Missed Service	Missed Hours	% Missed Hours
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%
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%
<b>Total</b>	<b>93,746</b>	<b>4,665</b>	<b>4.99%</b>	<b>17,683.12</b>	<b>2.94%</b>

FY25	Total Runs	Missed Service	% Missed Service	Missed Hours	% Missed Hours
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%
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%
<b>Total</b>	<b>61,153</b>	<b>2,181</b>	<b>3.49%</b>	<b>9,201.01</b>	<b>2.09%</b>

FY26	Total Runs	Missed Service	% Missed Service	Missed Hours	% Missed Hours
July	4351	6	0.14%	26.56	0.01%
August	4770	9	0.19%	25.5	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	4770	14	0.29%	29.52	0.08%
January					
February					
March					
April					
May					
June					
<b>Total</b>	<b>28,201</b>	<b>62</b>	<b>0.22%</b>	<b>178.48</b>	<b>0.07%</b>

## Missed Service and Hours



\*\*January 2025 adjustment due to winter weather

# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE

- Increased communication by sending a text update once every four hours
- Conducted a call out study from November 3rd – December 14<sup>th</sup>
- Staged Road Supervisors at the “Barn” during pull out
- Compared Year over Year KPI hours used for revenue (with special events built in)

December 2025	
Open Runs	2
Call Outs	1
#Ex / Shines	0
Off-Day Shines	5
Current OPS	89.33%
Projected OPS	85.35%

There has been a reduction in hours used for straight time due to service change.

- Scheduled Over Time is relatively flat year-over-year
- Huge improvements in Unscheduled Over Time from 2023 – 2025
- By increasing operator counts, there has been an increase in subbing hours for 2025
- With the New TARC Network, we can expect to see higher subbing hours as we train operators

	2023	2024	2025
<b>Regular Hours</b>	539,215.15	472,252.05	401,653.82
<b>Schedule OT</b>	27,594.83	28,337.53	26,239.83
<b>Unscheduled OT</b>	78,142.68	74,437.42	38,744.50
<b>Subbing ST</b>	3,285.68	2,175.48	5,683.43
<b>Subbing OT</b>	2,132.38	891.25	2,592.97

# COO / DIRECTOR OF TRANSPORTATION REPORT

## PARATRANSIT

- Saw lower KPIs in the month of December with record ridership.
- An increase in ridership of 8.61% in December.
- MV Transportation increased by 12 operators in December.
- Looked for ways to improve customer experience:
  - Better software – to reduce slack time and increase productivity
  - Improved KPIs
- Measured Same-Day Cancellations and how it effects productivity

December 2025 Scheduled Trips			
Total Trips Performed	37,199		
Same Day Cancel	3,617	9.70%	
Late Cancel	1,660	4.50%	
Cancel at the Door	697	1.90%	
No Show	1,108	3.00%	
	7,082		

## COO / DIRECTOR OF TRANSPORTATION REPORT

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### PRODUCTIVITY – MEASURE OF THE NUMBER OF PEOPLE TRANSPORTED IN AN HOUR

- What effects productivity?
  - Driver availability
  - Traffic or road construction
  - Vehicle availability and space type (Cut Away vs Mini Van vs Ambulatory vehicle)
  - Passenger pick up or drop off locations, and the distance of that trip
  - Late cancels, Cancel at the door, and Passengers that are no shows
  - Scheduling software

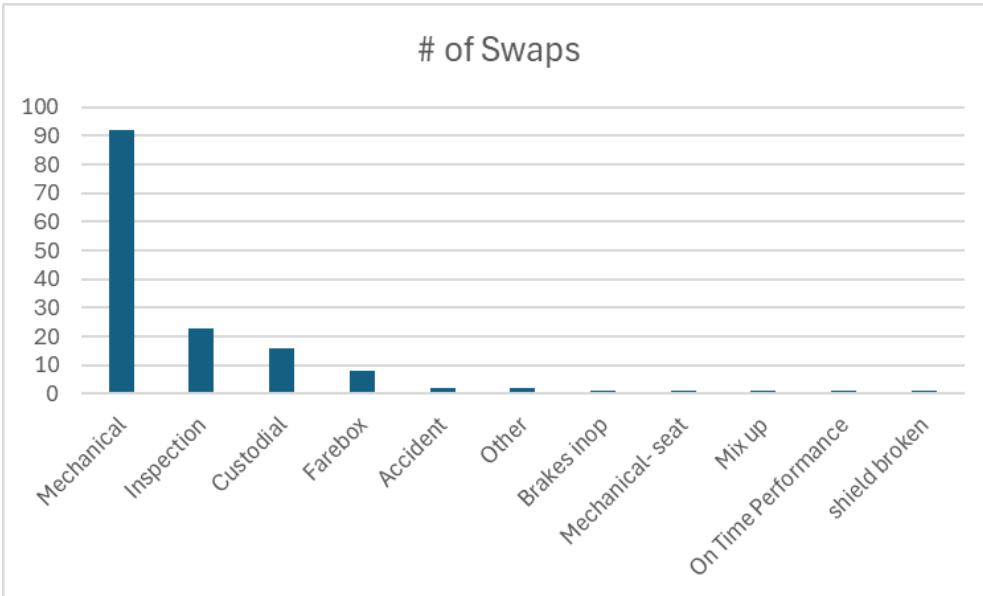
TARC's paratransit is based off service area, rather than the  $\frac{3}{4}$  mile around a fixed route.

- 72% – 80% of all passengers are ambulatory
- As shown in a previous slide, December saw more than 7000 same day cancellations
- Near half of the same day cancellations were late cancels, cancel at the door or no shows
- Wheelchair accessible vehicles can transport most passengers
- Ambulatory vehicles can't transport most mobility devices
  - This causes inefficient routing and or lower productivity
- Envision an upside-down horseshoe, good routing will follow the path of the horseshoe
- When a late cancel, cancel at the door, or a no show occurs, it disrupts the driver's route resulting in the driver travelling out of the way to pick up one passenger rather than multiple passengers, and increasing deadhead

# COO / DIRECTOR OF TRANSPORTATION REPORT

## MAINTENANCE

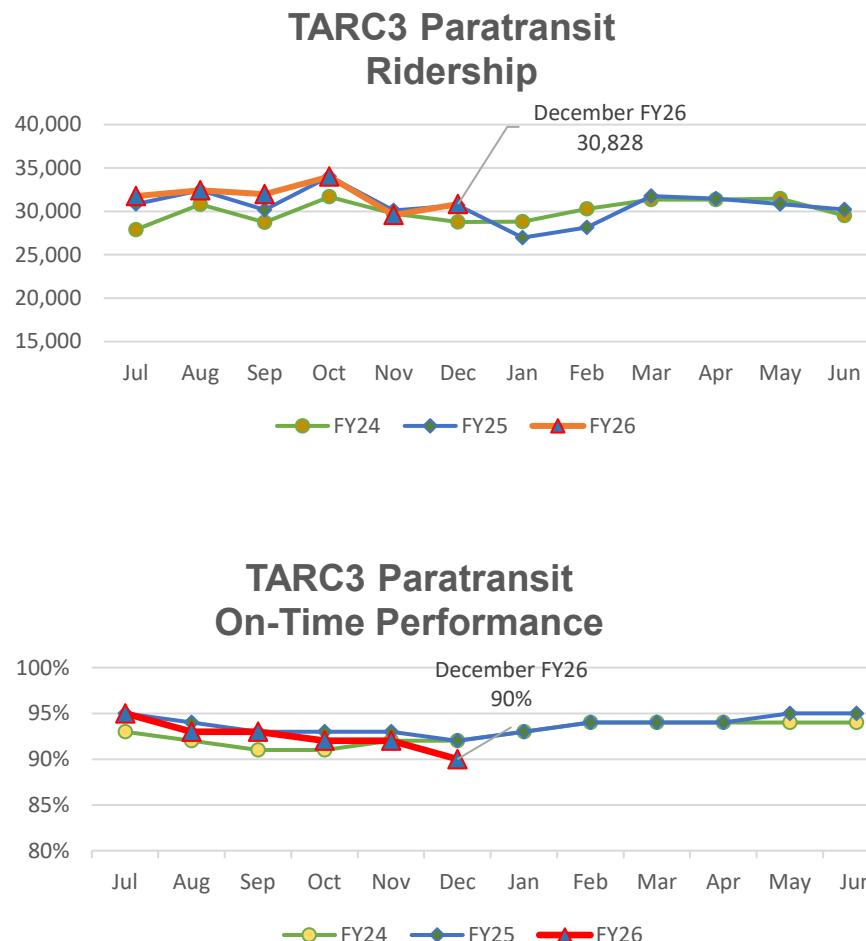
- Measuring the number of swapped buses per month: 149 swaps in December
- Working with TARC management on a vehicle replacement plan for Paratransit



## SAFETY

- Starting monthly Safety Blitz
- Improving security through a temporary badge system for visitors

# DECEMBER PARATRANSIT SERVICE (TARC3)



Performance Indicator	Paratransit (TARC3)			On-Time Performance				
	Paratransit (TARC3)			Paratransit (TARC3)			Paratransit (TARC3)	
System Production	FY26 YTD	FY25	FY24	Jul	FY26	FY25	FY24	
Total Ridership	190,594	367,610	360,456	Jul	95%	95%	93%	
Avg. Monthly Ridership	31,766	30,634	30,038	Aug	93%	94%	92%	
Total Revenue Miles	2,224,097.6	4,374,215	4,364,217	Sep	93%*	93%	91%	
Total Revenue Hours	139,224.8	277,039	284,896	Oct	92%	93%	91%	
Trips per Revenue Mile	0.09	0.08	0.08	Nov	92%	93%	92%	
Trips per Revenue Hour	1.37	1.33	1.27	Dec	90%	92%	92%	
Monthly Ridership (December)		30,828		Jan		93%	93%	
Comparison VLM		+4.2%		Feb		94%	94%	
Comparison VLY		+0.49%		Mar		94%	94%	
Total YTD Ridership		190,594		Apr		94%	94%	
				May		95%	94%	
				Jun		95%	94%	
				FYTD	93%	94%	93%	

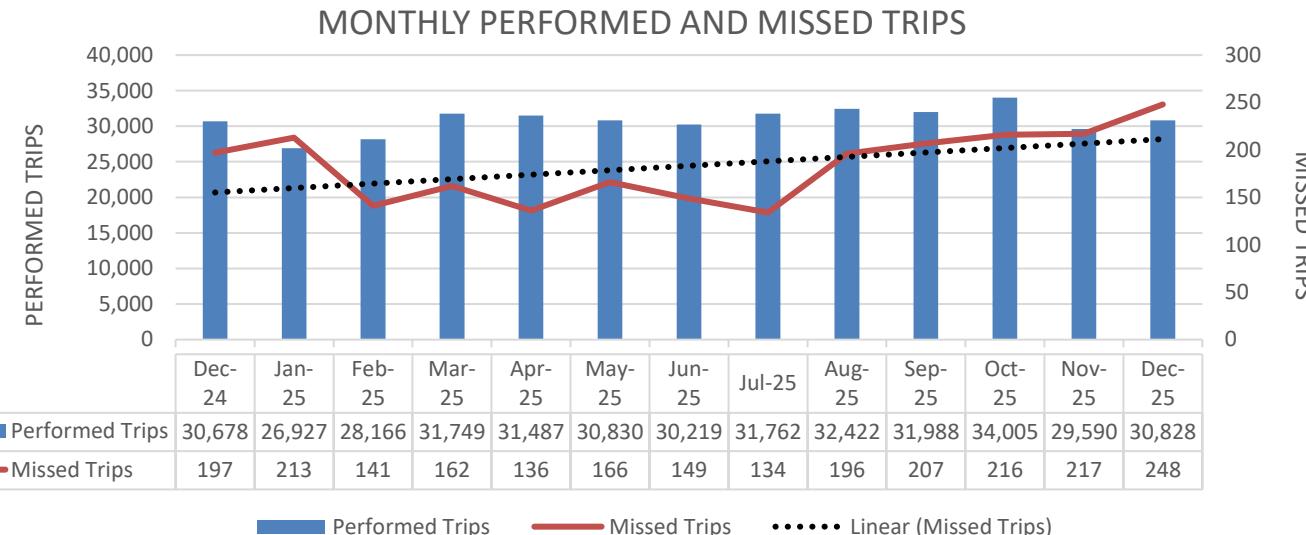
VLM:  
VLY:

A comparison of data between the current month, and the immediately preceding calendar month  
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 – DECEMBER



## Percentage of Missed Trips

Missed Trips (December 2025): 0.80%  
 Performed Trips (December 2025): 30,828

December Missed Trip Reason (Top 5)	Count	% of total	Definition
Tight routing	82	30%	Trips placed on route too close together causing the driver to run behind
Inefficient routing	82	30%	Trips placed in a manner that caused operator to backtrack or go out of the way for pickup
Driver running behind	29	10%	Driver running behind schedule for various reasons (traffic, slow loading passenger, etc)
Driver arrived before window opened	19	7%	Driver arrived before beginning of 30 minute pickup window
Late after lunch	17	6%	Driver returned from lunch late

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

# DECEMBER ON-TIME PERFORMANCE 90% CLUB

Operator	OTP %
Bolus, David	100%
Podbicanin, Ervad	98%
Pitmon, Cheryl	98%
Powell Jr, Tyrone	98%
Patterson, Pamela	98%
Wadlington, Tina	98%
Powell, Ronald	98%
Johnson, Donald	98%
Hurrian, Kimberly	98%
Robb, Larry	98%
Wilson, Jimmy	97%
Edwards, Trina	97%
Murray, Glenn	97%
Sandage, Mary	97%
Bachelor, Michael	97%
Wells, Sheena	97%
Heil, Jesse	97%
Pruitt, Tammy	97%
Tebault, William	97%
Leonard, Tracy	97%
Miller, Erica	97%

Operator	OTP %
Cecil, Shawn	96%
King, Keith	96%
Hayes, Kamika	96%
Lindsey, Damian	96%
Sandifer, Calvin	96%
Jackson, Kevin	96%
Cochran, John	96%
Mitchell, Keith	95%
Rogers, Dewayne	95%
Alexander, Maurice	95%
Williams, Robin	95%
Kenyon-Scott, Melanie	95%
Williams, Leslie	95%
Zipperlein, Melissa	95%
Lucas, Darryl	95%
Malone, Eddie	95%
Carpenter, Garry	95%
Miles, Brittney	95%
Saulsberry, Steve	95%
Maddox, Gwendolyn	95%
Smyzer, Angela	94%

Operator	OTP %
Glenn, Rachelle	94%
Harper, Jeffrey	94%
Bowen, Angela	94%
Scott, Myra	94%
Moore, Timothy	94%
Sloan, Anthony	94%
Jones, Brittany	94%
Cook, Donna	94%
Payne, Kawana	94%
Coleman, Lelia	93%
Mattingly, Stephen	93%
Yarbrough, Demetra	93%
Roberson, David	93%
Bailey, Kendrick	93%
Murray, Alise	93%
Williams, Shuntelle	93%
Harris, Stephon	92%
Stallings, Ronald	92%
Watson, Jason	92%
Gillenwater, David	92%
Williams, Brittany	92%

Operator	OTP %
Keita, Adrahamane	92%
Knights, Donald	92%
Miller, Antonio	92%
Henderson, Stacey	92%
Reed, Bessie	92%
Williams, Rodney	91%
Kennedy, Kyneesha	91%
Offutt, Joseph	91%
Taylor, Lionel	91%
Stoudemire, Deondria	91%
List iii, Frank	91%
Fitzgerald, Birdturam	91%
Brewer, Kelvin	91%
Evans, Shontey	91%
Spaine, Zazzirah	90%
Frazier, Kenneth	90%
Ross, Dawnzell	90%
Neal, Joel	90%
Thomas, Stephanie	90%
Johnson, Ulrike	90%
Edmonds, John	90%
Reynolds, Dale	90%
Wade, Robert	90%
Huskey, Vontee	90%

Total Coach Operators for Service (Dec.): 244  
 Total Coach Operators for Service (Nov.): 233

Total Coach Operators at 90% or better (Dec.): 86  
 Total Coach Operators at 90% or better (Nov.): 71

# DECEMBER ON-TIME PERFORMANCE 80% CLUB

Operator	OTP %
Powell, Tyrone	89%
Wells, Thomas	89%
Lansberg, Jon	89%
McCraney, Yazmin	89%
Wayne, Keith	89%
Scott, Shalayne	89%
Bracken, Alisha	88%
Hill, Roy	88%
Brown, Curtis	88%
Jarrett, Christopher	88%
Mason, Brooklyn	88%
Warner, Jeffery	88%
Pitts, Kendell	88%
Tutt, Frieda	88%
Watts, Reginald	88%
Malone, Dewan	87%
Muhire, Bernond	87%
Dailey, Charlotte	87%
Akimana, Amani	86%
Lucas, Courtney	86%
Durham, John	86%
Foster-Mcfadden, Tarina	86%

**Total Coach Operators for Service (Dec.):** 244  
**Total Coach Operators for Service (Nov.):** 233

Operator	OTP %
Goodwin, Remonda	85%
Ward, Patrick	85%
Johnson, Melissa	85%
Pope, Melissa	85%
Salas, Angel	85%
Westmoreland, Nathan	85%
Diallo, Salim	84%
Meneese, Anita	84%
Bonner, Gwendlyn	84%
Watkins, Joshua	84%
Adams, Robert	84%
Jackson, Andre	84%
Nelson, Paul	83%
Durham, Dawn	83%
Bell, Marcella	83%
Yasharahla, Ahdawan	83%
Knight, Kelley	83%
Bethel, Guy	83%
Colbert, Elonda	83%
Carrico, James	83%
Brown, Teresa	83%
Brown, Garry	83%

Operator	OTP %
Goss, Asher	83%
Love, Autour	83%
Beckham, Cordelro	83%
Brown, Orlando	82%
Henderson, Delisa	82%
Sweat, Renesha	82%
Brents, James	82%
Finn, Davisha	82%
Nathaniel, Ieesha	82%
Yarbrough, Talitha	81%
Carter, Jamar	81%
Taylor, Danielle	81%
Thompson, Cedric	81%
Taylor, Josie	81%
Lescalleet, Jessica	80%
Orndorff, Catrice	80%
Shaw, Algernon	80%
Cockroft, Latisha	80%
Owens, Kim	80%
Cleveland, Sammy	80%
Phillips, Naphatina	80%
Jackson, Dennis E.	80%

**Total Coach Operators at 80% to 89% (Dec.):** 66  
**Total Coach Operators at 80% to 89% (Nov.):** 80 17

# TARC LEADERSHIP

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**Tonya Day**  
Chief Financial  
Administrative Officer



**Bruce Withers**  
COO / Transportation



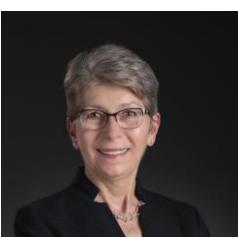
**Jennifer Miles**  
Mobility Services



**Sherri Toohey**  
Human Resources



**Rick Dooley**  
Maintenance



**Aida Copic**  
Planning



**Maria Harris**  
Procurement



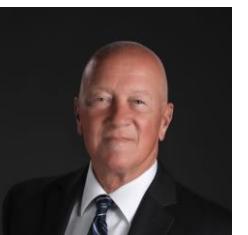
**Dan Franklin**  
Senior Advisor



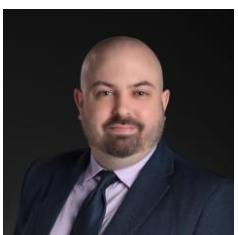
**Jeremy Priddy**  
Marketing &  
Communications



**Anna Cooper**  
Customer Experience



**Keith Shartzer**  
Safety & Security



**Nathan Love**  
Training



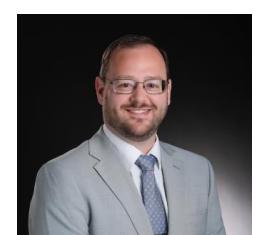
**Chris Ward**  
Capital & Facilities



**Joe Triplett**  
Information  
Technology



**Annalisa Roberson**  
Civil Rights &  
Compliance



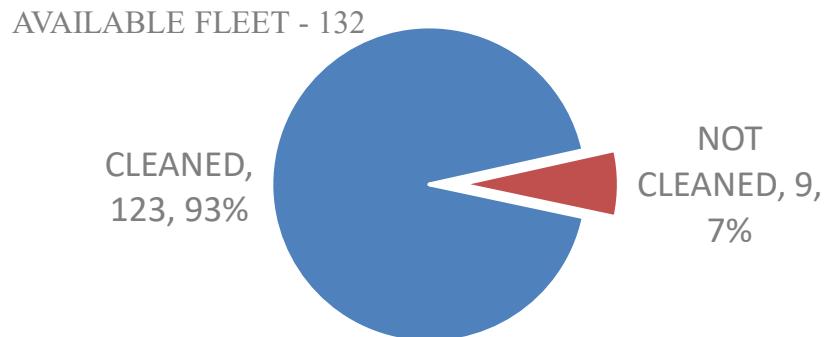
**Matt Abner**  
Finance

# MAINTENANCE

## INSPECTIONS

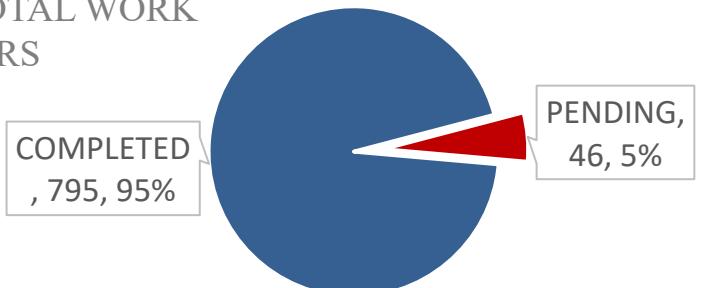
- ALL 159 INSPECTIONS WERE ON TIME PER THE FTA GUIDELINES (no more than  $\pm 10\%$  the variance in miles between inspections)

## COACH CLEANING

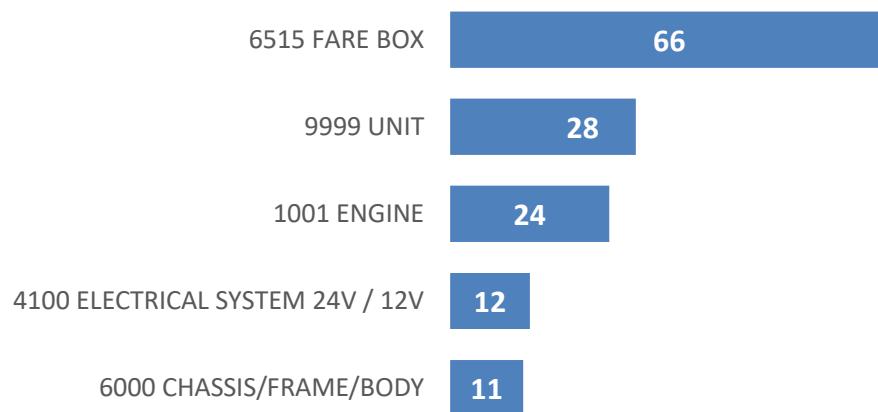


## WORK ORDERS

841 TOTAL WORK ORDERS



## TOP 5 ROAD CALL CATEGORIES





# ADDITIONAL STATS FOR BOARD MEMBER REVIEW



## JANUARY DIRECTORS UPDATE

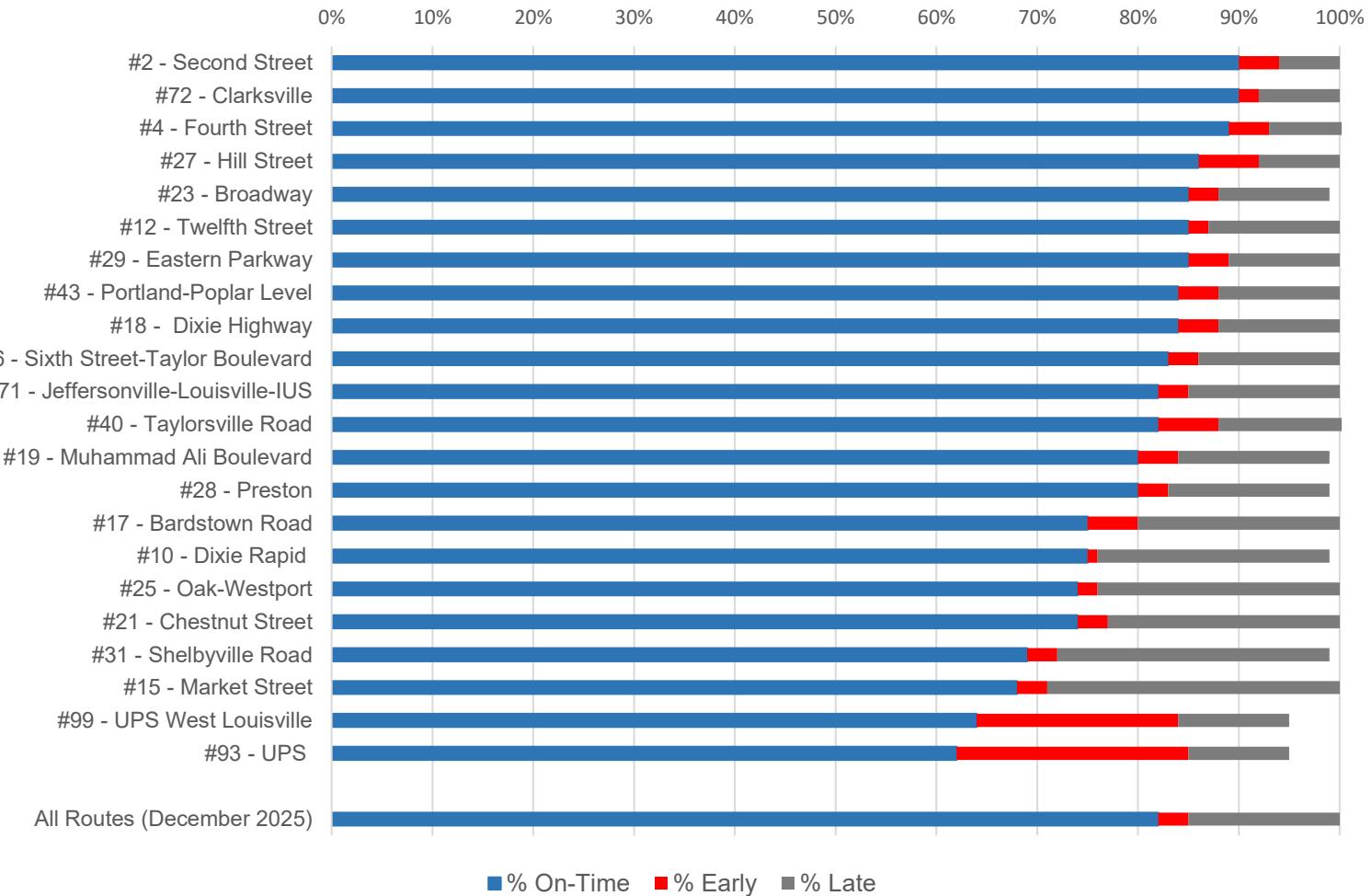
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January 27, 2026

# DECEMBER ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
#2 – Second Street	90%	4%	6%
#72 - Clarksville	90%	2%	8%
#4 – Fourth Street	89%	4%	8%
#27 – Hill Street	86%	6%	8%
#23 - Broadway	85%	3%	11%
#12 – Twelfth Street	85%	2%	13%
#29 – Eastern Parkway	85%	4%	11%
#43 - Portland – Poplar Level	84%	4%	12%
#18 - Dixie Highway	84%	4%	12%
#6 - Sixth Street – Taylor Blvd	83%	3%	14%
#40 – Taylorsville Road	82%	4%	14%
#71 Jeffersonville	82%	3%	15%
#19 – Muhammad Ali Blvd	80%	4%	15%
#28 – Preston	80%	3%	16%
#17 – Bardstown Road	75%	1%	23%
#10 - Dixie Rapid	75%	5%	20%
#25 – Oak - Westport	74%	2%	24%
#21 – Chestnut Street	74%	3%	23%
#31 – Shelbyville Rd	69%	3%	27%
#15 – Market Street	68%	3%	29%
#99 – UPS West Louisville	64%	20%	11%
#93 UPS	62%	23%	10%
<b>Overall</b>	<b>82%</b>	<b>3%</b>	<b>15%</b>

On-Time Performance by Route (December 2025)



# EMERGING ISSUES

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## OVERVIEW

### **Transportation:**

- Continuing with weekly meeting on preparation/training for the NTN. Supervisor and radio route training starts 1/12/26.

### **Mobility Services:**

- Searching for replacement GM at MV
- Increase in Missed Trips from November to December (14%)
- Slight increase in trip volume from November to December (4.2%)
- Addressing driver shortage with national recruiter

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

- Older buses transferred to peer agencies
- Fixed-route fleet with New TARC Network
- Use of Battery Electric Bus (BEB) awards
- Potential federal interest waiver for Proterra assets

# TRENDS

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## OVERVIEW

### Transportation:

- Maintained OTP record of 82%

### Grants & Capital Programs:

- Actively closing aging grants
- Large and mid-sized renovation projects due to age of facilities

# CELEBRATE SUCCESSES

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## OVERVIEW

### Transportation:

- Completed the January 2026 pick with the operators. Missed run number decreased over 50%

### Grants & Capital Programs

- 5339 Bus & Bus Facilities grant award for \$2,624,000 (\$3,280,000 with local match) for brake maintenance addition

# DECEMBER FEEDBACK (FIXED ROUTE)

FEEDBACK CATEGORY	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	PERIOD TOTAL	13 MNTH AVG
	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	49	46	48	41	48	53	54	55	65	65	46	50	34	654	50
PASSED UP PASSENGER	36	46	32	54	63	65	67	62	73	60	81	42	50	731	56
NO SHOW	35	29	31	22	16	9	8	7	18	17	12	7	13	224	17
LATE SCHEDULE	41	39	32	29	34	34	11	21	28	31	40	31	13	384	30
RECKLESS DRIVING	11	20	10	28	30	21	25	17	29	21	25	19	20	276	21
EARLY SCHEDULE	24	24	14	14	12	16	7	9	12	12	22	13	11	190	15
PLANNING/SCHEDULE	23	24	24	25	25	21	28	23	22	25	32	15	8	295	23
IT/MOBILE	1	1	4	6	2	3	1	2	1	1	0	3	0	25	2
NEW TARC NETWORK	0	0	0	0	0	0	0	0	0	0	1	2	2	5	0
OTHER - MISC	54	57	50	46	46	46	49	53	64	73	70	49	55	712	55
COMMENDATIONS	4	8	9	7	4	5	21	8	10	6	10	5	6	103	8

FIXED ROUTE (December 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	4	24	6	1	35
PASSED UP PASSENGER	13	34	2	1	50
NO SHOW	2	9	2	0	13
LATE SCHEDULE	4	9	1	0	14
RECKLESS DRIVING	7	11	2	0	20
EARLY SCHEDULE	0	11	0	0	11
PLANNING/SCHEDULE	7	1	0	0	8
IT/MOBILE	0	0	0	0	0
NEW TARC NETWORK	2	0	0	0	2
OTHER - MISC	15	19	9	12	55

**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.

# DECEMBER FEEDBACK (PARATRANSIT)

FEEDBACK CATEGORY	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	34	35	10	25	28	29	34	23	33	20	33	16	40	360	28
NO SHOW	12	24	17	21	23	18	18	20	23	18	26	19	28	267	21
LATE SCHEDULE	13	11	13	3	20	15	9	11	19	21	31	14	20	200	15
RECKLESS DRIVING	4	8	13	6	7	8	4	7	11	4	7	0	7	86	7
EARLY SCHEDULE	0	1	2	2	2	2	2	0	1	1	1	0	1	15	1
TRIP BOOKING OR SCHEDULING	12	19	7	15	12	14	13	16	18	17	23	14	10	190	15
OTHER - MISC	27	30	25	35	26	28	27	25	32	32	30	26	30	373	29
COMMENDATIONS	6	5	4	7	5	4	4	5	6	9	0	5	3	63	5

PARATRANSIT (December 2025)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	5	28	2	6	41
NO SHOW	1	26	0	0	27
LATE SCHEDULE	14	5	0	0	19
RECKLESS DRIVING	0	6	0	1	7
EARLY SCHEDULE	0	1	0	0	1
TRIP BOOKING OR SCHEDULING	3	8	0	0	11
OTHER - MISC	7	17	1	6	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.

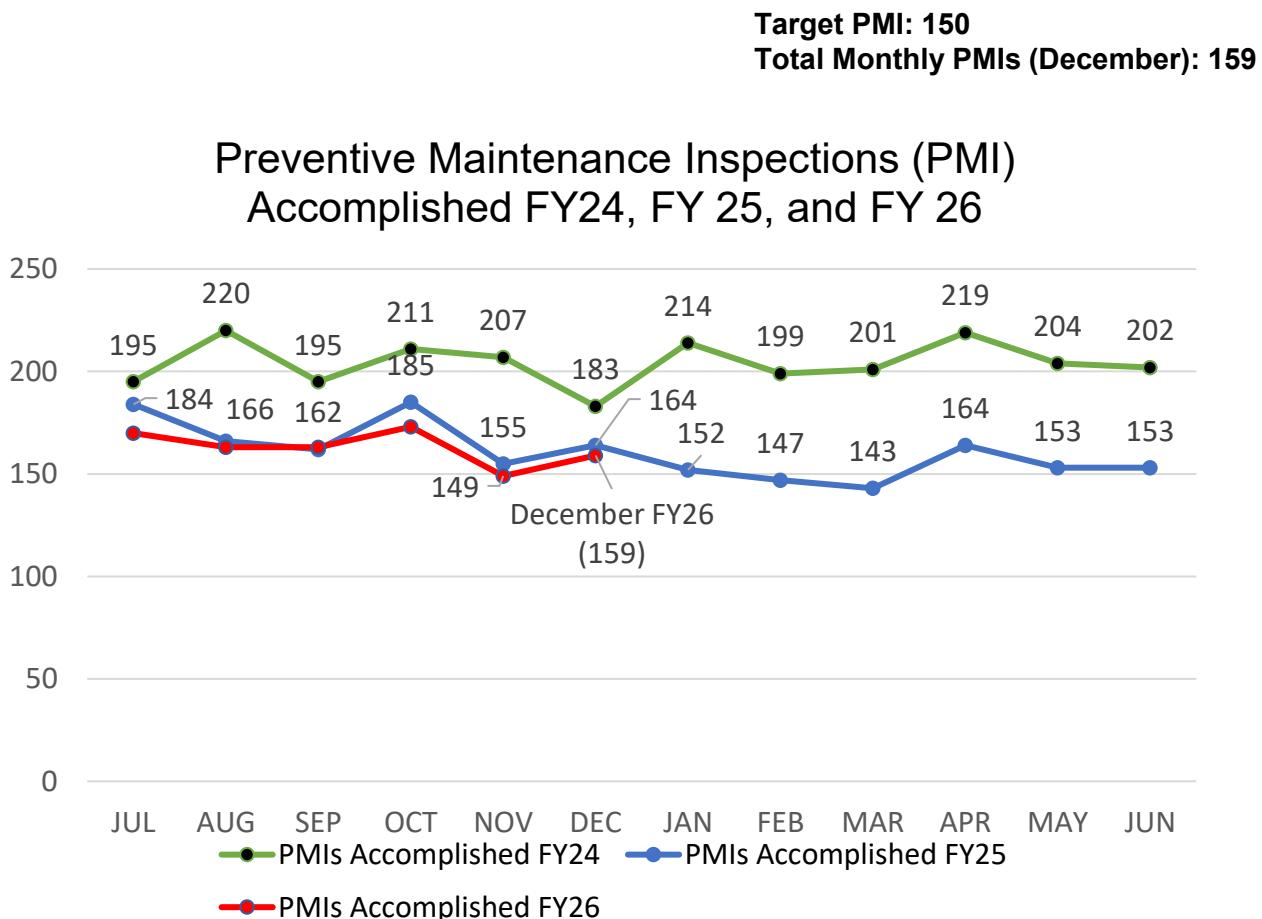
**Late Schedule** – The vehicle arrived after the scheduled window time.

**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



\*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

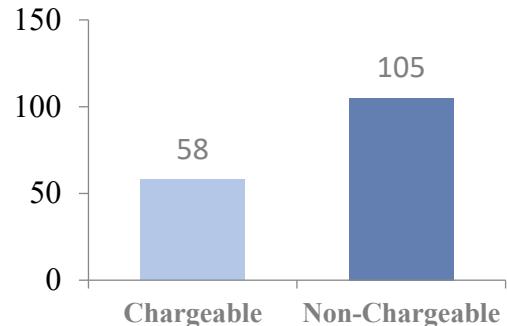
### **96,000 mile inspection**

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

# MAINTENANCE

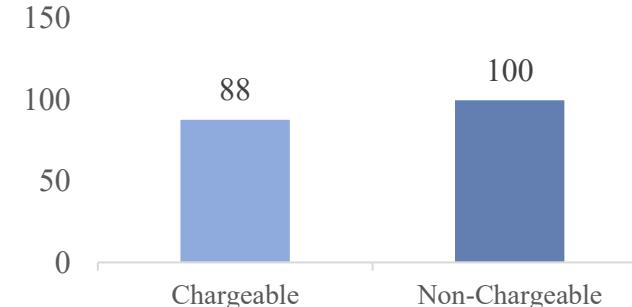
## CHARGEABLE VS NON-CHARGEABLE ROAD CALLS (PREVIOUS MONTH COMPARISON)

Total Road Calls (NOV 2025)



163 Total

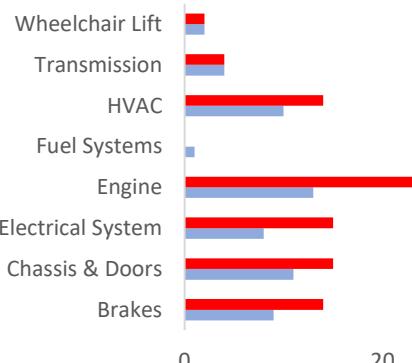
Total Road Calls (DEC 2025)



Total 188

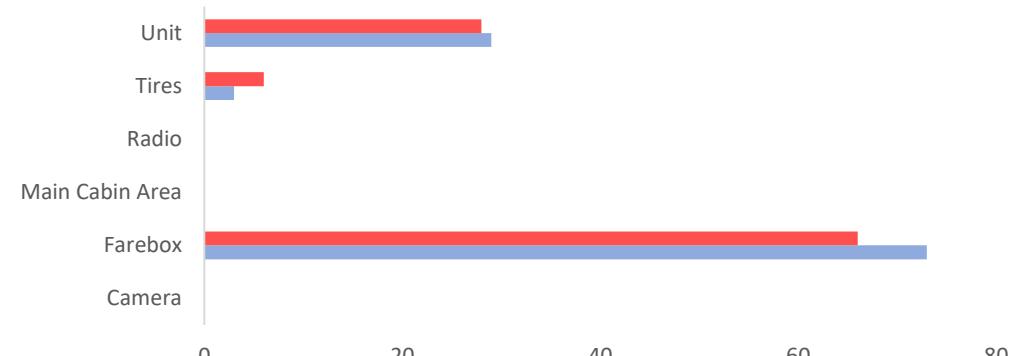
Chargeable Roadcalls By Category

■ DEC ■ NOV



Non Chargeable Roadcalls By Category

■ DEC ■ NOV



Chargeable Road Call:

Non-Chargeable Road Call:

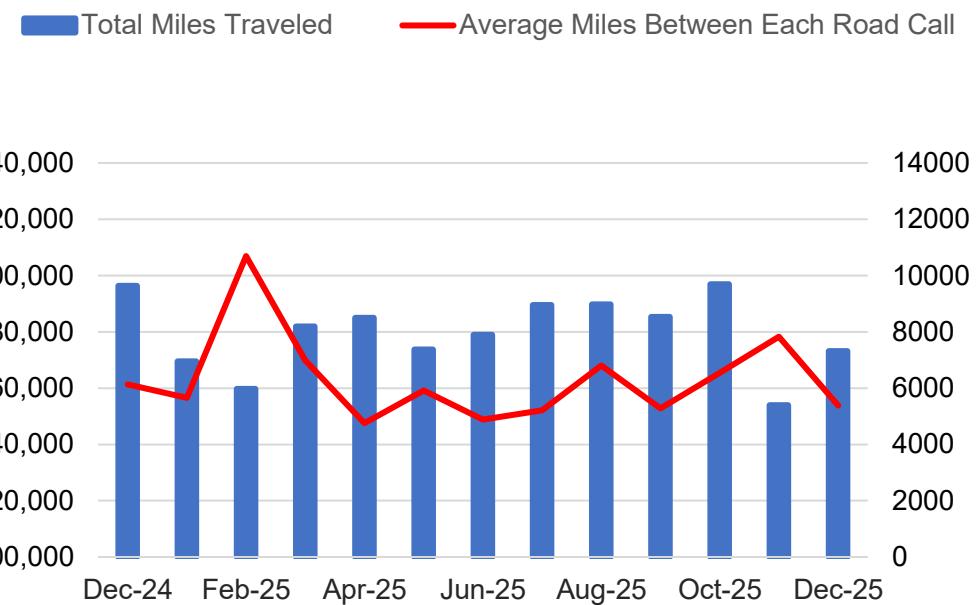
An issue the TARC Maintenance Department IS responsible for fixing

An issue the TARC Maintenance Department IS NOT responsible for fixing

# MAINTENANCE

## MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
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	6,802
Sep-25	485,352	92	5,275
Oct-25	496,899	76	6,538
Nov-25	453,965	58	7,827
Dec-25	473,098	88	5,376



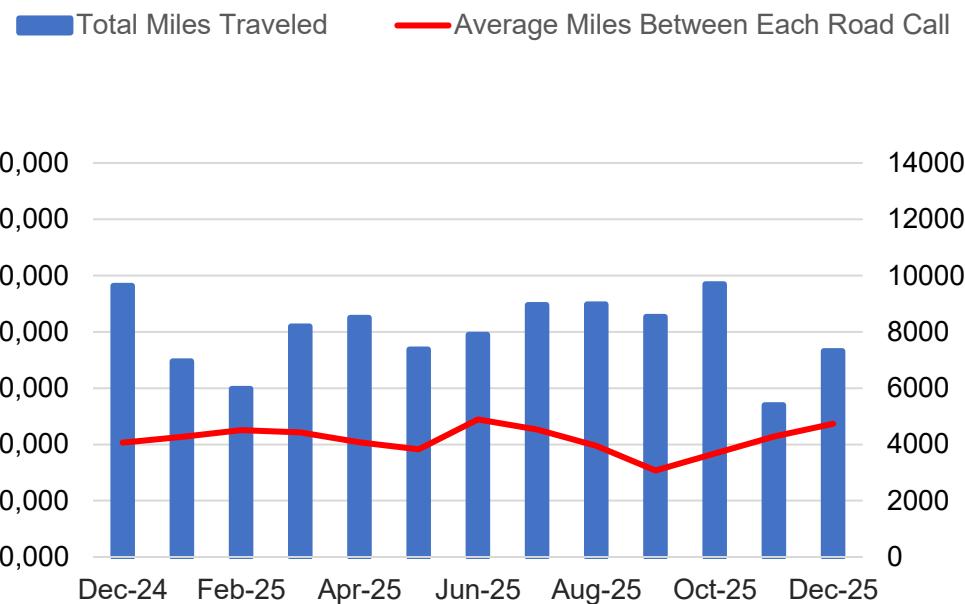
**Total Miles Between Chargeable Road Calls = 5,376**  
**Target Miles Between Road Calls = 5,000**

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.

# MAINTENANCE

## MILES BETWEEN NON-CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Non- Chargeable Road Calls	AVG Miles Between Each Road Call
Dec-24	496,333	122	4,068
Jan-25	469,485	110	4,268
Feb-25	459,735	102	4,507
Mar-25	481,890	109	4,421
Apr-25	485,004	119	4,076
May-25	473,698	124	3,820
Jun-25	478,934	98	4,887
Jul-25	489,556	108	4,533
Aug-25	489,767	124	3,950
Sep-25	485,352	158	3,072
Oct-25	496,899	135	3,681
Nov-25	453,965	106	4,283
Dec-25	473,098	100	4,731



**Total Miles Between Non-Chargeable Road Calls = 4,731**  
**Target Miles Between Road Calls = 5,000**

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 FY26	
8	Fixed object	4	50.0%
	Moving object	2	25.0%
	Backing	2	25.0%

### 4 Fixed Objects

- Going straight at Preston/Outer Loop, 4<sup>th</sup>/Muhammad Ali, 12th/Broadway
- Turning left at Preston/Eastern Parkway

### 2 Backing

- Rear end at Shelby/Meriwether, Hilton Court

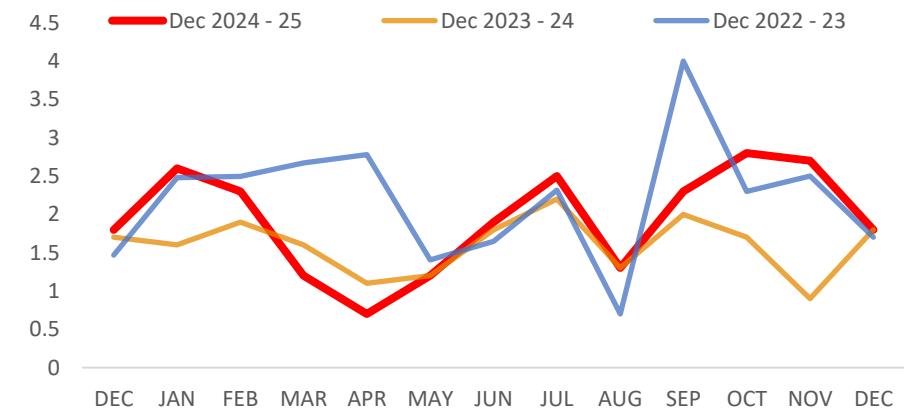
### 2 Moving Objects

- Going straight at Preston/Eastern Parkway, Spring/Court

## PREVENTABLE ACCIDENTS



## PREVENTABLE ACCIDENT AFR



## PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD FY26
1.8	2.1	2.2

# SAFETY

PASSENGER DISRUPTIONS BY ROUTE DEC 25

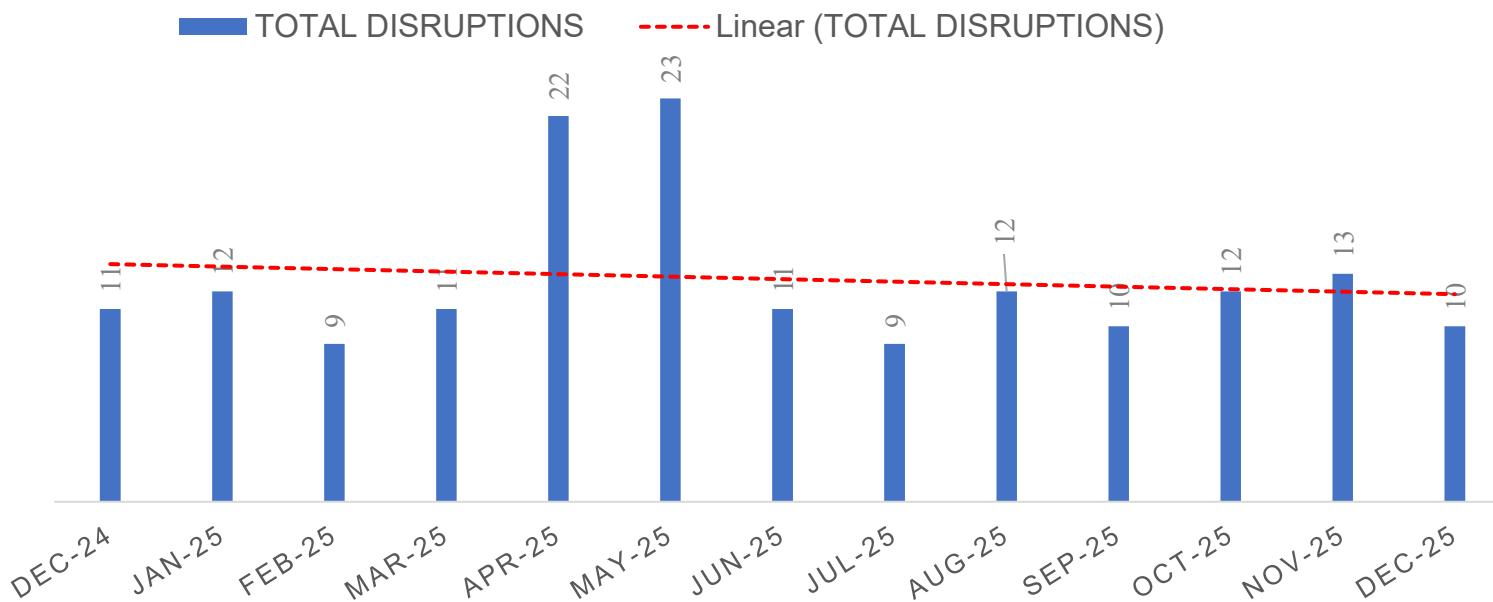
Route ID	Disruptions
Broadway - #23	3
Dixie Rapid - #10	2
J'velle-Lou-New Albany - #71	1
Oak-Westport - #25	1
Portland Poplar Level - #43	1
Preston - #28	1
Sixth St - #6	1

DISRUPTION CATEGORIES DEC 25

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

Disputes(Others) Breakdown	#
Road rage	1
Medical emergency	3
Passenger fall	1
Domestic issue	1
Unresponsive passenger	1
Intoxicated passenger	1
Child left	1
Securement issue	1

TOTAL PASSENGER DISRUPTIONS (DEC 24 – DEC 25)



## PASSENGER DISRUPTIONS\*

This Month Total

10

Monthly Avg

12.69

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

## **New TARC Network – Board Updates**

January 15, 2026

The New TARC Network launch date (August 2) is less than 30 weeks away and the project team has hit the ground running in 2026. Planning and scheduling work has been completed, and the team is now shifting its primary focus to bus stop construction, employee training and customer outreach planning. A full list of updates for each NTN task group is provided below:

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

- Title VI equity analysis for service and fare changes completed with no finding of disproportionate impact or disparate burden on low income or minority riders.
- Met with UPS to review Route 93/99 and discuss NTN outreach to UPS employees.
- Revised GTFS schedule export passed initial review and testing from IT team.
- Reformatted route descriptions provided to Transportation/Training for review.
- Draft NTN marquee signs are being updated to ensure consistency bus stop signs.

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

- Board Resolutions for Bus Stop contractors provided to TARC Board;
- Recurring meetings with LMG Public Works to start up bus stop construction;
- Downtown Transfer Center (DTC) general layout nearing finalization; staff identifying vendors and contractors for DTC improvements; site visit planned for January 22.
- Process for fabrication/installation of new bus stop signs under development with input from Maintenance, Marketing & Planning.

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

- Final NTN Training Plan completed, including classroom trainings, ADP videos, NTN playbooks/cheat sheets and NTN website resources;
- Footage recorded for all 28 route videos; 11 videos completed and under review.
- NTN Training Playbook materials being compiled for printing/binding in mid-February.
- Outreach to MV initiated to ensure readiness to operate Route 57.

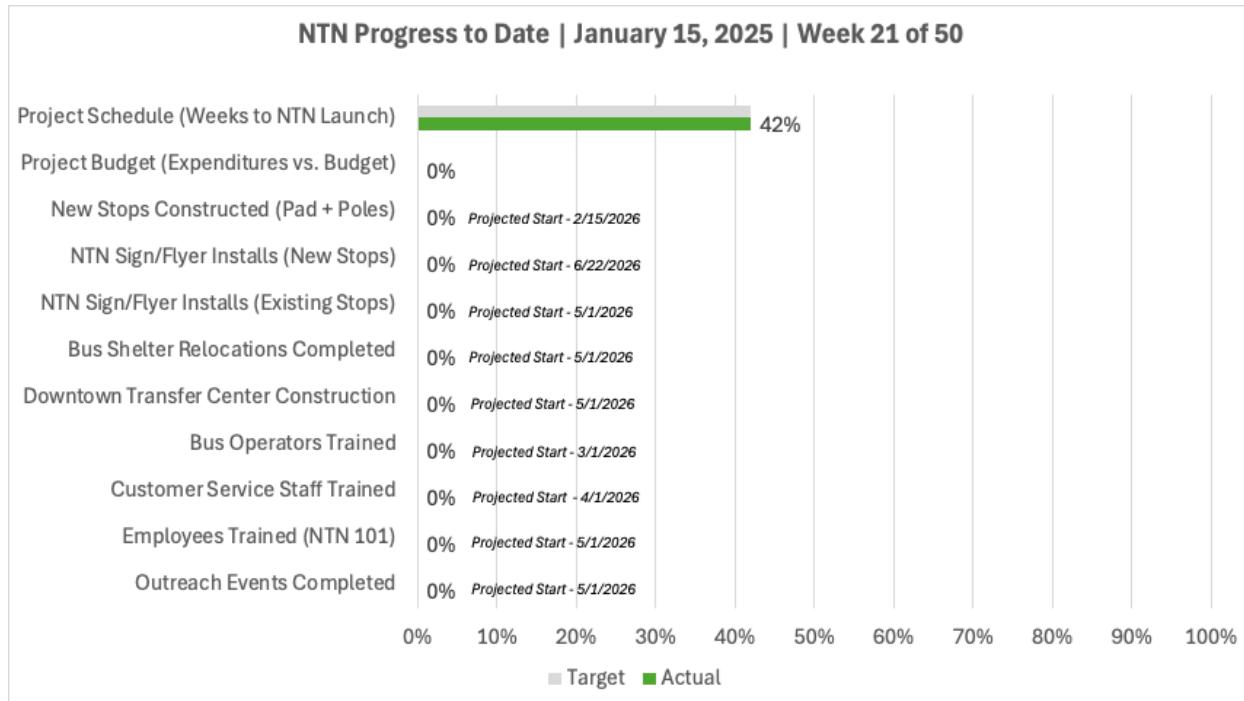
### **Marketing, Outreach + Engagement (MOE)**

- Outreach messaging sent in preparation for Title VI meetings beginning next week.
- Schedule brochure and route maps shared with MOE task group for review and feedback.
- Custom NTN fare card designed and shared with MOE task group for review and feedback.
- Customer touchpoint inventory created in preparation for NTN information updates;
- Draft NTN Marketing & Outreach Plan completed and under review.

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

- Initial testing on a draft GTFS database successfully completed;
- Initial planning for ITS transitions needed for NTN launch; and
- IT Team assessing options for real-time information displays at Downtown Transfer Center.

## New TARC Network Progress Dashboard



## Sample Dashboard (Not Actual Data)

