

**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, February 17, 2026**

**This meeting will begin immediately following the conclusion of the Finance Committee Meeting.**

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, February 17, 2026**

- |                                   |                      |           |
|-----------------------------------|----------------------|-----------|
| 1. Quorum Call/Call to Order      | Alice Houston, Chair | 2:50-2:55 |
| a. Approval of January Minutes    |                      |           |
| 2. Staff Reports and Presentation |                      | 2:55-3:20 |
| 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



## January 20, 2026 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, January 20, 2026 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  
Myra Rock  
Abbie Gilbert

### Declined

Christy Ames  
Justin Brown  
Ted Smith  
Steve Miller

### Call to Order

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

Approved the December Operation Committee Meeting Minutes.

### Action Items:

Ozzy Gibson presented the Operations Report.

- Bad weather prep over the weekend.
- TARC shut down service on Monday and resumed service on Tuesday.
- Peer City Agency Comparisons were presented.
- Announced a public meeting to review updates to our passenger fare schedule.
- TARC celebrated our top 12 riders of 2025.
- Route #28 Preston received Transit App's 2025 Rider's Choice Award for most improved route!
- TARC transported residents from LMHAS's St. Catherine Court property to temporary housing.
- TARC ATU 1447 received \$340,000 grant for Employer Incentive Plan.

Bruce Withers presented the COO update.

- Board Members discussed the timing of canceled trips and when the information is shared with the drivers.

New TARC Network Overview.

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

- Only 30 weeks away.
- The NTN Progress to Date charts were presented.
- Planning and scheduling work has been completed.
- Primary focus now is bus stop construction.
- Other groups are now focused on training and customer outreach.

**OPERATIONS MEETING  
TARC BOARD OF DIRECTORS**



Alice Houston adjourned the meeting at 3:12 p.m.

**ADOPTED THIS 17<sup>th</sup> DAY OF FEBRUARY, 2026.**

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



**BOARD OF DIRECTORS**  
**FEBRUARY 24, 2026**

FEBRUARY OPERATIONAL UPDATE

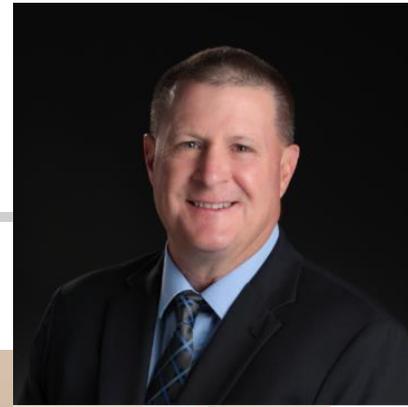




# EXECUTIVE DIRECTOR REPORT

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

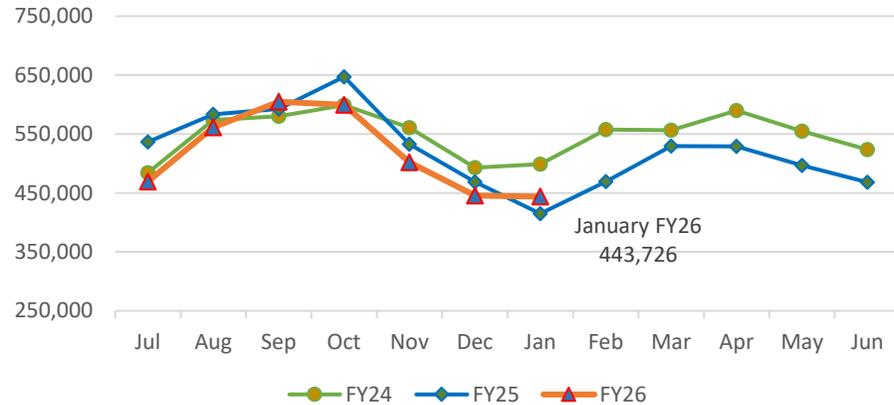
- Recorded the second TARC Talks with Ozzy Gibson — a video update on the New TARC Network for staff. This installment features Director of Training Nathan Love, and covers upcoming training opportunities for staff
- Received \$850K in federal funding through a Community Project Funding (CPF) award thanks to Congressman Morgan McGarvey — to be used for the purchase of eight new paratransit vehicles
- Saved a Seat for Black History Month; on-site events included a Black History Month talk, and Black-owned business showcase
- Held community meetings to inform the public on proposed fare changes, and New TARC Network Title VI policy
- Scheduled a meeting with Public Works to strategize about snow problem



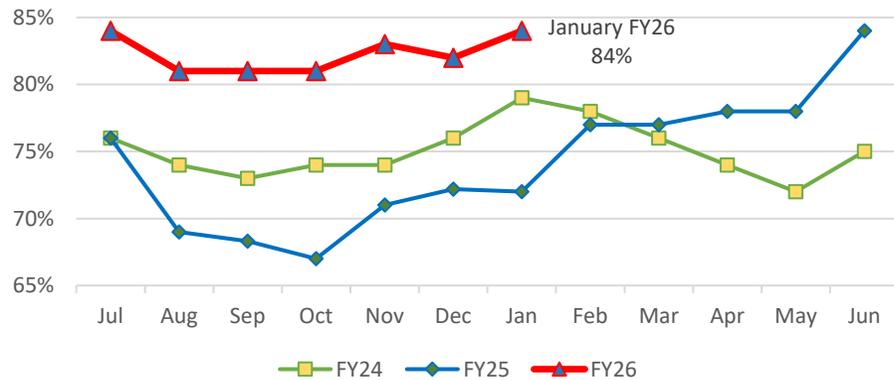


# JANUARY FIXED ROUTE SERVICE

### Fixed-Route Ridership



### Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
	FY26 YTD	FY25	FY24
Total Ridership	3,656,372	6,636,904	6,573,722
Avg Monthly Ridership	518,036	553,075	547,810
Total Revenue Miles	2,815,965.94	5,231,772	6,517,670
Total Revenue Hours	218,298.1	409,032	537,581
Trips per Revenue Mile	1.3	1.20	1.01
Trips per Revenue Hour	16.75	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	83%	71%	74%
Dec	82%	72%	76%
Jan	84%	**	79%
Feb		77%	78%
Mar		77%	76%
Apr		78%	74%
May		78%	72%
June		84%	75%
FYTD	82%	74%	75%

Monthly Ridership (January)  
 Comparison VLM -0.4%  
 Comparison VLY +7%

Total YTD Ridership **3,656,372**

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



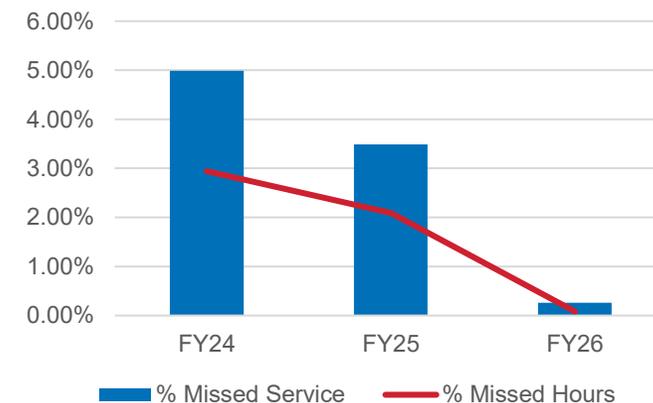
# DECEMBER FIXED-ROUTE MISSED RUNS AND MISSED HOURS

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>

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*	4542	24	0.53%	76.73	0.15%
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>

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>

Missed Service and Hours

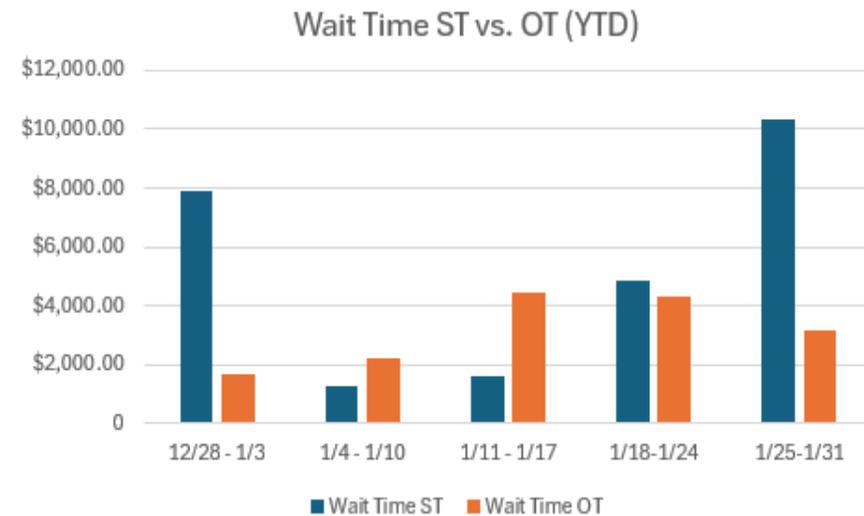
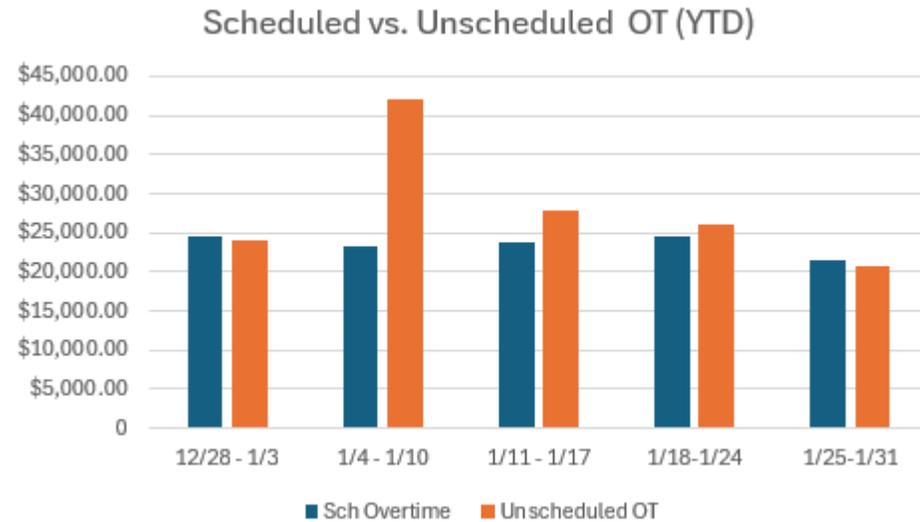


\*January 2025 & 2026 adjustment due to winter weather



# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE



### Scheduled vs. Unscheduled Overtime (YTD)

- Unscheduled overtime has steadily decreased since the first full week of the year, indicating improved workforce stability and coverage.
- Ongoing call-out analysis is being used to better align scheduled staffing with actual operational needs.
- Focus remains on controlling overtime costs while maintaining service reliability.

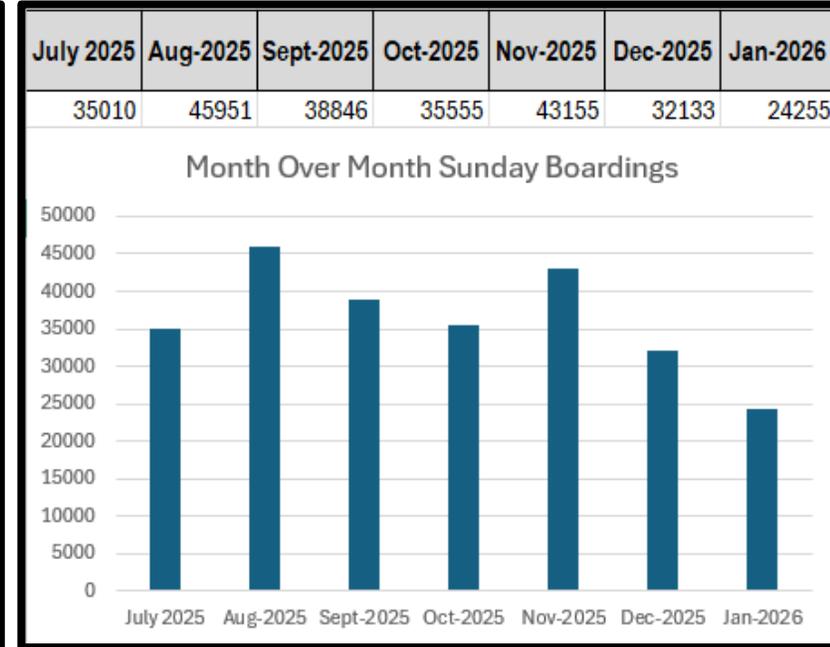
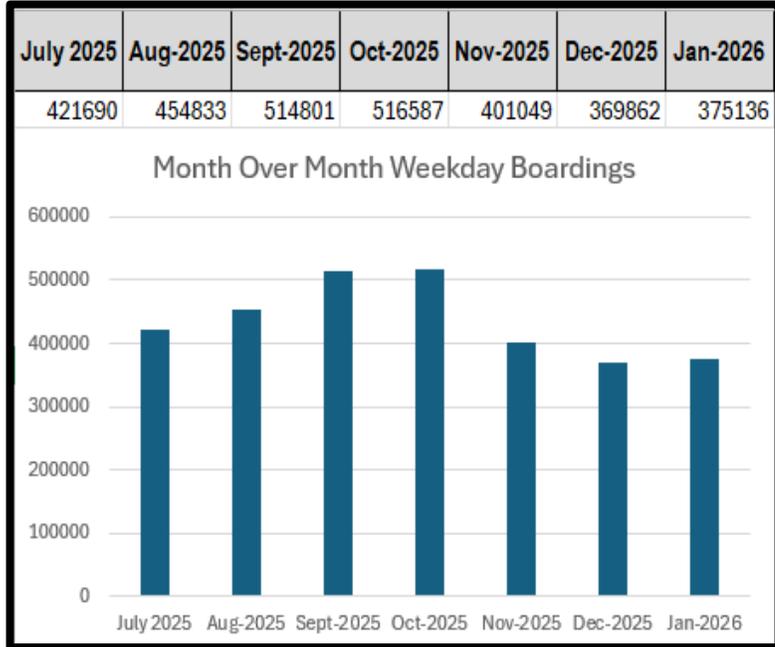
### Wait-Time Straight Time vs. Overtime (YTD)

- Wait time continues to be managed within established guidelines, with operators released within the two-hour threshold when coverage is no longer needed.
- Increased compliance with the updated attendance policy has resulted in improved show-up rates and reduced overtime exposure.
- Ongoing monitoring and improved communication ensures wait time is used efficiently and when only operationally necessary.



# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE



### Boardings- Month Over Month Comparison

- Overall ridership declined during the winter months, consistent with historical seasonal trends.
- Weekday boardings peaked in early fall and began tapering in November, with stabilization in January.
- Weekend ridership (Saturday and Sunday) showed greater variability, reflecting discretionary travel patterns and weather sensitivity.
- January ridership was further impacted by inclement weather events toward the end of the month.
- Despite seasonal declines, ridership levels remain aligned with projected winter expectations.

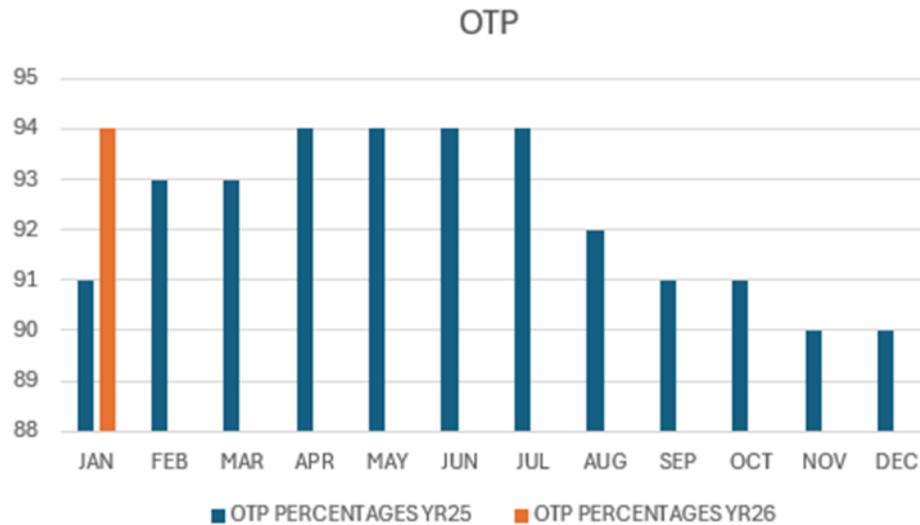


# COO / DIRECTOR OF TRANSPORTATION REPORT

## PARATRANSIT

- Began the year with strong performance, achieving 94% on-time performance (OTP), an improvement of 1% year over year.
- Missed trips decreased by 0.25% compared to the previous month and remain well below the 2% performance target.
- Cancellation and no-show trends remain an area of focus to improve efficiency and trip completion rates.
- Overall service reliability remains stable despite ongoing operational challenges.

OTP PERCENTAGES		
MONTH	YR25	YR26
JAN	91	94
FEB	93	
MAR	93	
APR	94	
MAY	94	
JUN	94	
JUL	94	
AUG	92	
SEP	91	
OCT	91	
NOV	90	
DEC	90	



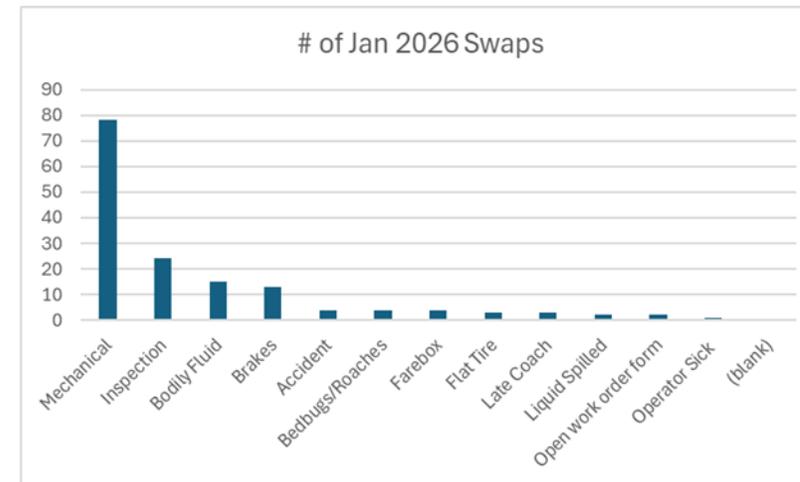
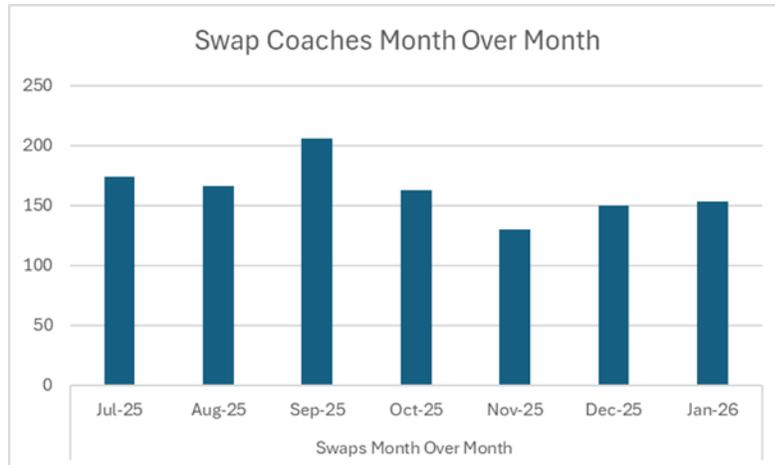
January 2026 Scheduled Trips		
Total Trips Performed	33,739	
Same Day Cancel	3,231	9.60%
Late Cancel	1,298	3.80%
Cancel at the Door	457	1.40%
No Show	1,108	3.30%
<b>Total same-day cancellations</b>	<b>6,094</b>	



# COO / DIRECTOR OF TRANSPORTATION REPORT

## MAINTENANCE

- 153 bus swaps occurred in response to 181 road calls in January.
- Introduced a 6,000-mile PM cycle to identify and correct issues earlier.
- Implemented a Miles Between Road Calls (MBRC) plan to reduce in-service failures and stabilize operations.
- Expected outcomes are a reduction in road calls and bus swaps, improved service reliability, and more efficient use of fleet and maintenance resources.





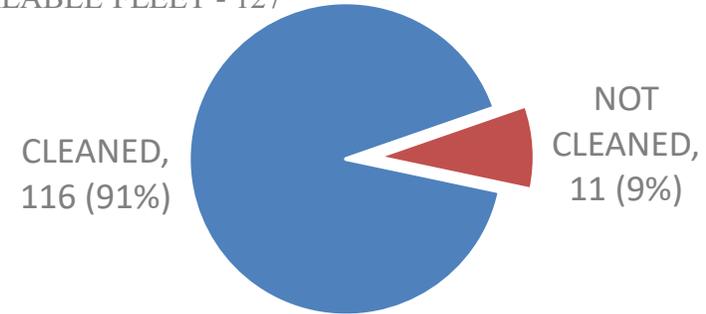
# MAINTENANCE

## INSPECTIONS

- ALL 160 INSPECTIONS WERE ON TIME PER THE FTA GUIDELINES (no more than  $\pm 10\%$  the variance in miles between inspections)

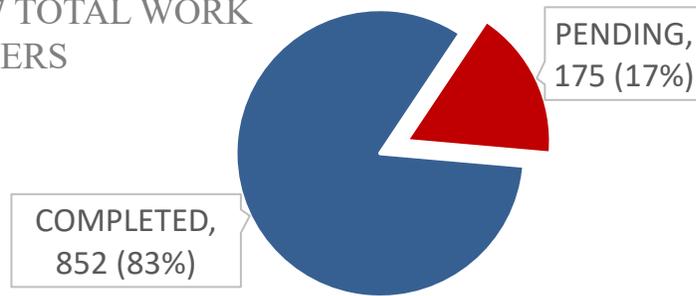
## COACH CLEANING

AVAILABLE FLEET - 127



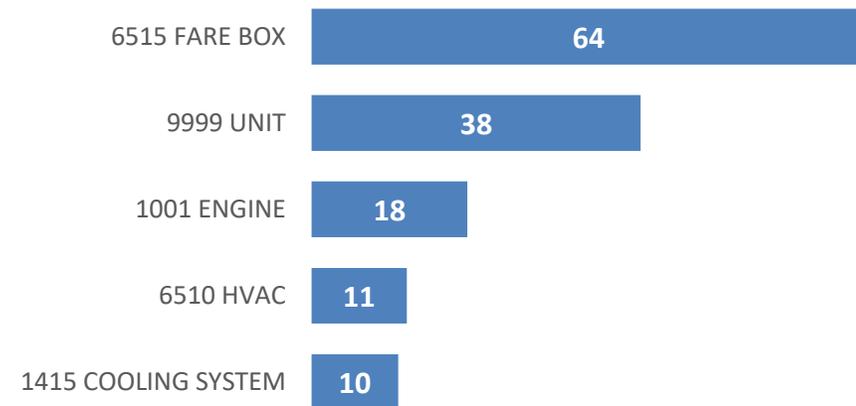
## WORK ORDERS

1,027 TOTAL WORK ORDERS



129 OF THE 175 STILL OPEN WORK ORDERS ARE CAMPAIGN WORK ORDERS---1 FOR EACH BUS IN THE FLEET

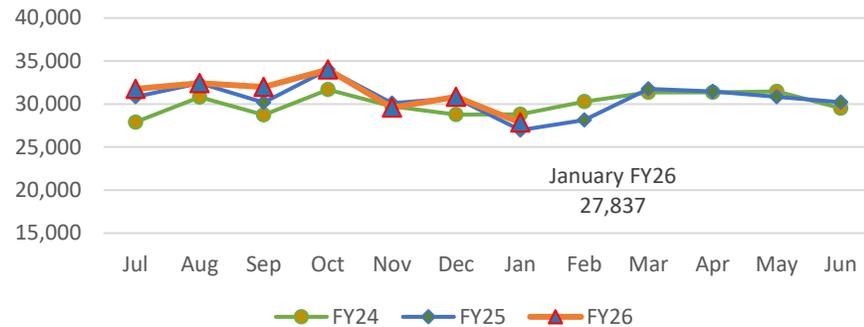
## TOP 5 ROAD CALL CATEGORIES



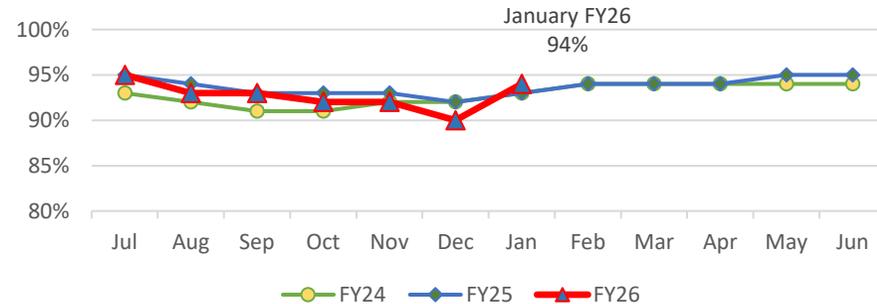


# JANUARY PARATRANSIT SERVICE (TARC3)

### TARC3 Paratransit Ridership



### TARC3 Paratransit On-Time Performance



Performance Indicator	Paratransit (TARC3)		
	FY26 YTD	FY25	FY24
<b>System Production</b>			
Total Ridership	218,431	367,610	360,456
Avg. Monthly Ridership	31,204	30,634	30,038
Total Revenue Miles	2,550,589.61	4,374,215	4,364,217
Total Revenue Hours	161,029.8	277,039	284,896
Trips per Revenue Mile	0.09	0.08	0.08
Trips per Revenue Hour	1.36	1.33	1.27

	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	90%	92%	92%
Jan	94%	93%	93%
Feb		94%	94%
Mar		94%	94%
Apr		94%	94%
May		95%	94%
Jun		95%	94%
<b>FYTD</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>

Monthly Ridership **27,837**  
 Comparison VLM **-9.70%**  
 Comparison VLY **+3.38%**

Total YTD Ridership **218,431**

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) 14



# JANUARY ON-TIME PERFORMANCE 90% CLUB

Operator	OTP %
Wilde, Samuel	100%
Bolus, David	100%
Miller, Erica	98%
King, Keith	98%
Pitmon, Cheryl	98%
Powell, Ronald	98%
Wilson, Jimmy	98%
Robb, Larry	97%
Jackson, Kevin	97%
Patterson, Pamela	97%
Edwards, Trina	97%
Sandage, Mary	97%
Johnson, Donald	96%
Sandifer, Calvin	96%
Totten, Larry	96%
Leonard, Tracy	96%
Malone, Eddie	96%
Williams, Robin	96%
Pruitt, Tammy	96%
Murray, Glenn	96%
Powell Jr, Tyrone	96%

Operator	OTP %
Williams, Leslie	96%
Podbicanin, Ervad	96%
Lindsey, Damian	96%
Wells, Sheena	96%
Tebault, William	96%
Bailey, Kendrick	96%
Miles, Brittney	95%
Cecil, Shawn	95%
Sloan, Anthony	95%
Hurrigan, Kimberly	95%
Carpenter, Garry	95%
Smith, William	95%
Moore, Timothy	95%
Williams, Rodney	95%
Cochran, John	94%
Alexander, Maurice	94%
Bowen, Angela	94%
Coleman, Lelia	94%
Rogers, Dewayne	94%
Trowell, Laquita	94%
Mitchell, Keith	94%

Operator	OTP %
Heil, Jesse	94%
Fitzgerald, Birdturam	94%
Bachelor, Michael	93%
Cook, Donna	93%
Kenyon-Scott, Melanie	93%
Glenn, Rachelle	93%
Henderson, Stacey	93%
Tutt, Frieda	93%
Neal, Joel	93%
Saulsberry, Steve	93%
Maddox, Gwendolyn	93%
Kennedy, Kyneesha	93%
Keita, Adrahamane	92%
Murray, Alise	92%
Watson, Jason	92%
Yarbrough, Demetra	92%
Williams, Shuntelle	92%
Pitts, Kendell	92%
Stoudemire, Deondria	92%
Salas, Angel	92%
Harris, Stephon	92%

Operator	OTP %
Roberson, David	92%
List Iii, Frank	91%
Watts, Reginald	91%
Mattingly, Stephen	91%
Miller, Antonio	91%
Mason, Brooklyn	91%
Spaine, Zazzirah	91%
Reed, Bessie	91%
Thomas, Stephanie	91%
Hayes, Kamika	91%
Payne, Kawana	91%
Ross, Tamika	91%
Frazier, Kenneth	91%
Brown, Curtis	91%
Wadlington, Tina	91%
Malone, Dewan	91%
Scott, Myra	90%
Beckham, Cordelro	90%
Williams, Brittany	90%
Wade, Robert	90%
Jarrett, Christopher	90%
Harper, Jeffrey	90%
Muhire, Bernond	90%
Gillenwater, David	90%
Zipperlein, Melissa	90%

**Total Coach Operators for Service (Jan.): 236**  
**Total Coach Operators for Service (Dec.): 244**

**Total Coach Operators at 90% or better (Jan.): 88**  
**Total Coach Operators at 90% or better (Dec.): 86**



# JANUARY ON-TIME PERFORMANCE 80% CLUB

Operator	OTP %
Taylor, Lionel	89%
Lucas, Courtney	89%
Westmoreland, Nathan	89%
Brewer, Kelvin	89%
Edmonds, John	89%
Offutt, Joseph	89%
Huskey, Vontee	89%
Jones, Brittany	89%
Reynolds, Dale	89%
Nathaniel, Ieasha	89%
Ross, Dawnyell	89%
Powell, Tyrone	89%
Goodwin, Remonda	88%
Stallings, Ronald	88%
Colbert, Keyshulmaria	88%
Brown, Garry	88%
Nelson, Paul	88%
Lucas, Darryl	88%
Hill, Roy	88%
Carrico, James	88%
Dailey, Charlotte	87%
Mccraney, Yazmin	87%

Operator	OTP %
Brents, James	87%
Pope, Melissa	87%
Lansberg, Jon	87%
Wells, Thomas	87%
Finisson, Ruby	87%
Durham, John	87%
Henderson, Delisa	87%
Smyzer, Angela	87%
Warner, Jeffery	86%
Diallo, Salim	86%
Wade, Shonda	86%
Harris, Pamela	86%
Wayne, Keith	86%
Johnson, Ulrike	86%
Ward, Patrick	86%
Smith, Stacey	86%
Carter, Jamar	86%
Jackson, Andre	86%
Yasharahla, Ahdawan	86%
Brown, Teresa	85%
Hawkins, Nisha	85%
Adams, Robert	85%

Operator	OTP %
Yarbrough, Talitha	85%
Jordan, Kenyatta	85%
Scott, Shalayne	85%
Goss, Asher	85%
Bracken, Alisha	85%
Cunningham, Latoi	85%
Durham, Dawn	84%
Evans, Shontey	84%
Taylor, Josie	84%
Johnson, Melissa	84%
Brown, Orlando	84%
Phillips, Naphatina	84%
Love, Autour	84%
Jackson, April	83%
Rodriguez Villanueva, Ismael	83%
Knights, Donald	83%
Owens, Kim	83%
Duncan, Thomas	83%
Cockroft, Latisha	83%
Knight, Kelley	83%
Jackson, Dennis E.	82%

Operator	OTP %
Akimana, Amani	82%
Johnson, Lisa	82%
Orndorff, Catrice	82%
Foster-Mcfadden, Tarina	81%
Bethel, Guy	81%
Jackson, Dennis C.	81%
Florence, Albert	81%
Colbert, Elonda	81%
Parsons, Melanie	81%
Watkins, Joshua	81%
Finn, Davisha	81%
Meneese, Anita	81%
Bell, Marcella	80%
Robert, Anna	80%
Cleveland, Sammy	80%
Thomas, Yvonne	80%

**Total Coach Operators for Service (Jan.): 236**  
**Total Coach Operators for Service (Dec.): 244**

**Total Coach Operators at 80% to 89% (Jan): 80**  
**Total Coach Operators at 80% to 89% (Dec): 66**



# TARC LEADERSHIP



**Tonya Day**  
Chief Financial  
Administrative Officer



**Bruce Withers**  
COO / Transportation



**John Hardesty**  
General Counsel



**Jennifer Miles**  
Mobility Services



**Sherri Toohey**  
Human Resources



**Rick Dooley**  
Maintenance



**Geoffrey Hobin**  
Planning



**Maria Harris**  
Procurement



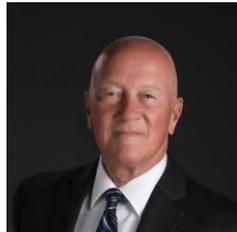
**Dan Franklin**  
Senior Advisor



**Jeremy Priddy**  
Marketing &  
Communications



**Anna Cooper**  
Customer Experience



**Keith Shartzner**  
Safety & Security



**Nathan Love**  
Training



**Chris Ward**  
Capital & Facilities



**Joe Triplett**  
Information  
Technology



**Annalisa Roberson**  
Civil Rights &  
Compliance



**Matt Abner**  
Finance

# ADDITIONAL STATS FOR BOARD MEMBER REVIEW



## FEBRUARY DIRECTORS UPDATE

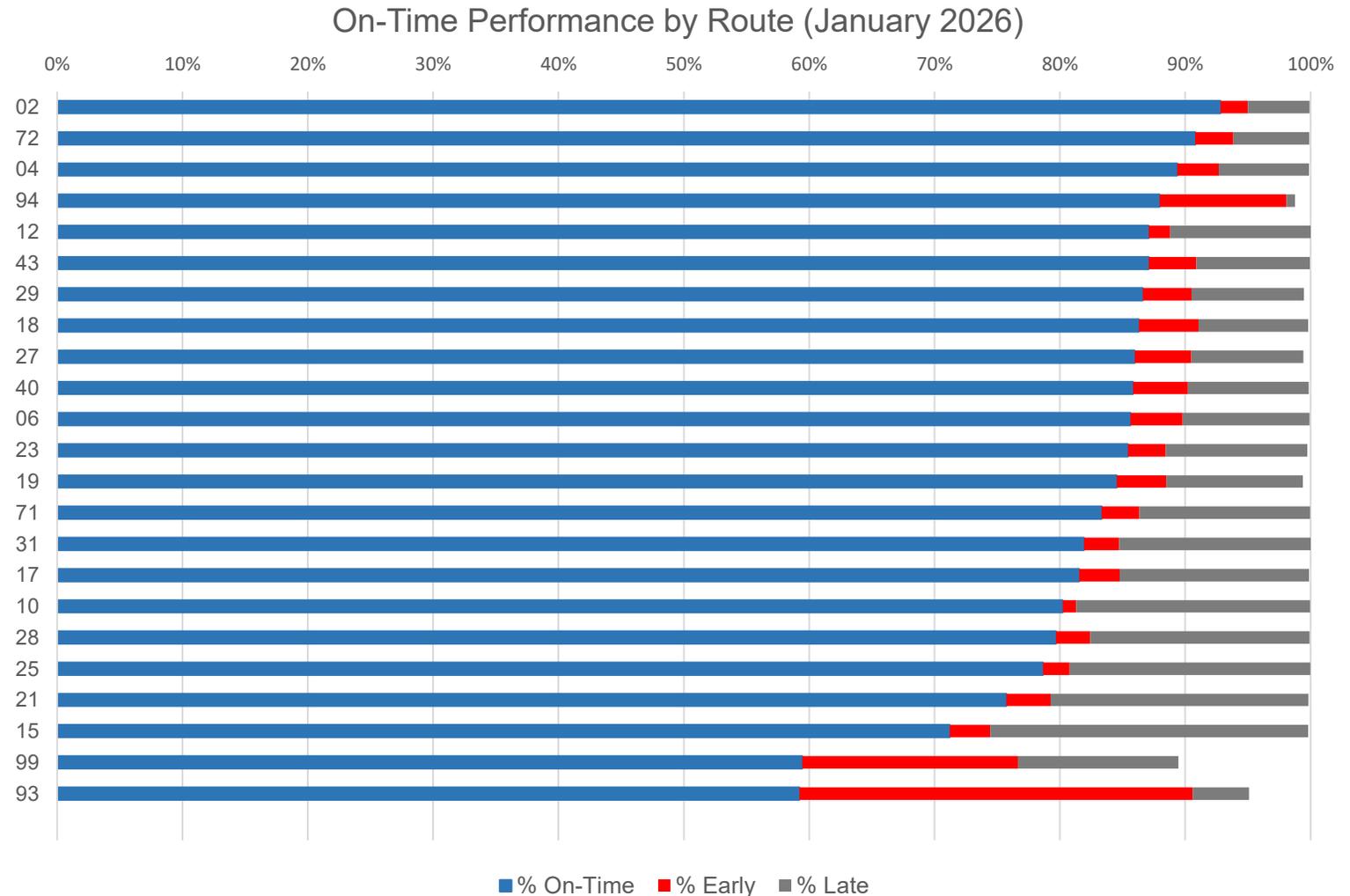
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February 24, 2026



# JANUARY ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
02	92.8%	2.2%	4.9%
72	90.8%	3.1%	6.0%
04	89.4%	3.3%	7.2%
94	87.9%	10.1%	0.7%
12	87.1%	1.7%	11.2%
43	87.1%	3.8%	9.1%
29	86.6%	3.9%	9.0%
18	86.3%	4.8%	8.8%
27	86.0%	4.5%	9.0%
40	85.8%	4.4%	9.6%
06	85.6%	4.2%	10.1%
23	85.4%	3.0%	11.3%
19	84.5%	4.0%	10.9%
71	83.3%	3.0%	13.6%
31	81.9%	2.8%	15.3%
17	81.5%	3.3%	15.1%
10	80.2%	1.1%	18.6%
28	79.7%	2.7%	17.5%
25	78.7%	2.1%	19.2%
21	75.7%	3.5%	20.6%
15	71.2%	3.3%	25.4%
99	59.4%	17.2%	12.8%
93	59.2%	31.4%	4.5%
<b>Overall</b>	<b>84.0%</b>	<b>3.3%</b>	<b>12.4%</b>





# JANUARY FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	46	48	41	48	53	54	55	65	65	46	50	34	52	657	51
PASSED UP PASSENGER	46	32	54	63	65	67	62	73	60	81	42	50	47	742	57
NO SHOW	29	31	22	16	9	8	7	18	17	12	7	13	10	199	15
LATE SCHEDULE	39	32	29	34	34	11	21	28	31	40	31	13	24	367	28
RECKLESS DRIVING	20	10	28	30	21	25	17	29	21	25	19	20	16	281	22
EARLY SCHEDULE	24	14	14	12	16	7	9	12	12	22	13	11	15	181	14
PLANNING/SCHEDULE	24	24	25	25	21	28	23	22	25	32	15	8	23	295	23
IT/MOBILE	1	4	6	2	3	1	2	1	1	0	3	0	0	24	2
NEW TARC NETWORK	0	0	0	0	0	0	0	0	0	1	2	2	6	11	1
OTHER - MISC	57	50	46	46	46	49	53	64	73	70	49	55	67	725	56
COMMENDATIONS	8	9	7	4	5	21	8	10	6	10	5	6	8	107	8

FIXED ROUTE (January 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	4	33	9	6	52
PASSED UP PASSENGER	5	28	2	12	47
NO SHOW	1	9	0	0	10
LATE SCHEDULE	4	18	2	0	24
RECKLESS DRIVING	6	10	0	0	16
EARLY SCHEDULE	2	12	0	1	15
PLANNING/SCHEDULE	20	3	0	0	23
IT/MOBILE	0	0	0	0	0
NEW TARC NETWORK	5	0	0	1	6
OTHER - MISC	14	22	4	27	67

**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.



# JANUARY FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	35	10	25	28	29	34	23	33	20	33	16	40	24	350	27
NO SHOW	24	17	21	23	18	18	20	23	18	26	19	28	23	278	21
LATE SCHEDULE	11	13	3	20	15	9	11	19	21	31	14	20	17	204	16
RECKLESS DRIVING	8	13	6	7	8	4	7	11	4	7	0	7	10	92	7
EARLY SCHEDULE	1	2	2	2	2	2	0	1	1	1	0	1	3	18	1
TRIP BOOKING OR SCHEDULING	19	7	15	12	14	13	16	18	17	23	14	10	16	194	15
OTHER - MISC	30	25	35	26	28	27	25	32	32	30	26	30	26	372	29
COMMENDATIONS	5	4	7	5	4	4	5	6	9	0	5	3	6	63	5

PARATRANSIT (January 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	4	16	0	4	24
NO SHOW	1	19	0	3	23
LATE SCHEDULE	11	6	0	0	17
RECKLESS DRIVING	1	5	2	2	10
EARLY SCHEDULE	1	1	0	1	3
TRIP BOOKING OR SCHEDULING	0	15	0	1	16
OTHER - MISC	4	13	3	6	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.

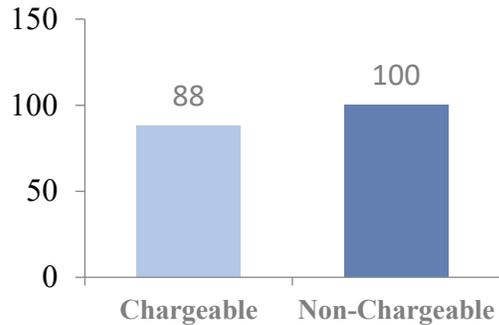
**Trip Booking or Schedule** – Customer complains of a problem with how their trip was booked. Could be times, origin or destination, or date of trip.



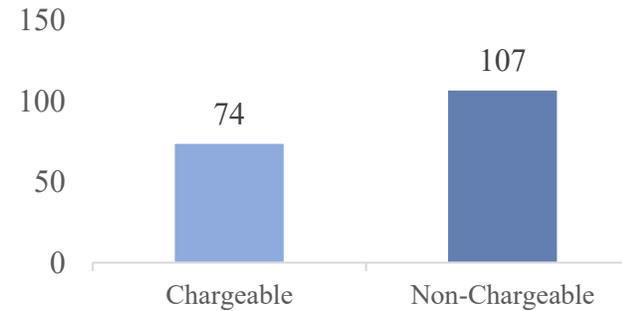
# MAINTENANCE

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

Total Road Calls (DEC 2025) 188 Total

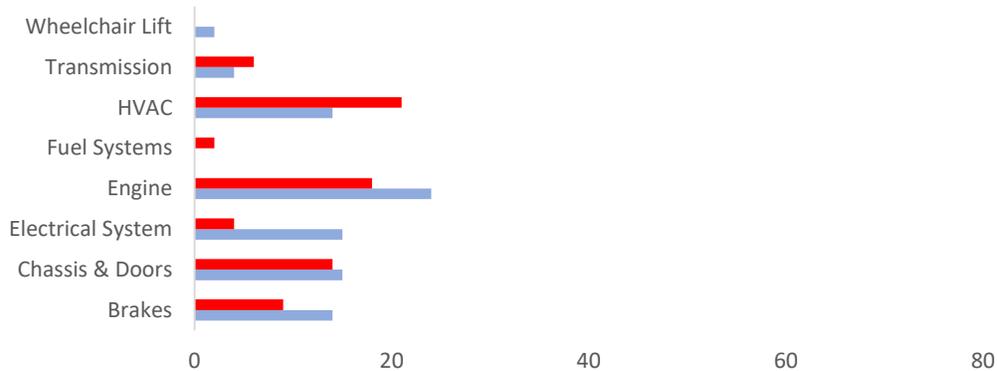


Total Road Calls (JAN 2026) Total 181



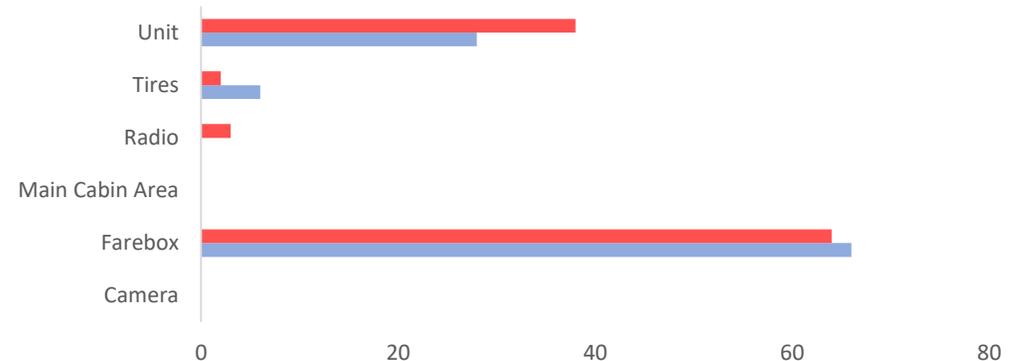
Chargeable Roadcalls By Category

JAN DEC



Non Chargeable Roadcalls By Category

JAN DEC



Chargeable Road Call:

An issue the TARC Maintenance Department IS responsible for fixing

Non-Chargeable Road Call:

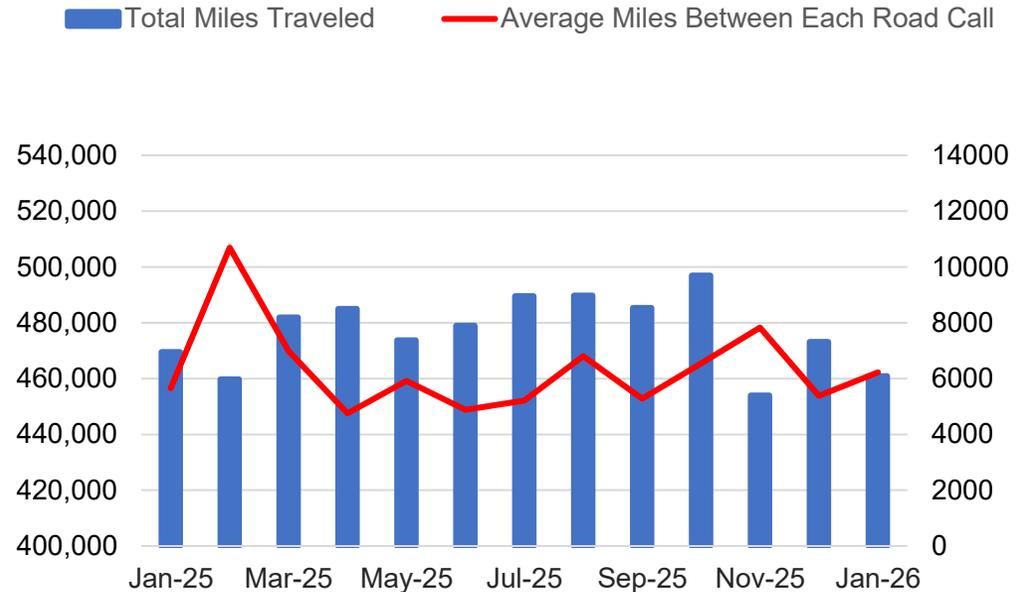
An issue the TARC Maintenance Department IS NOT responsible for fixing



# MAINTENANCE

## MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
Jan-25	469,485	83	5,656
Feb-25	459,735	43	10,692
Mar-25	481,890	69	6,984
Apr-25	485,004	102	4,755
May-25	473,698	80	5,921
Jun-25	478,934	98	4,887
Jul-25	489,556	94	5,208
Aug-25	489,767	72	6,802
Sep-25	485,352	92	5,276
Oct-25	496,899	76	6,538
Nov-25	453,965	58	7,827
Dec-25	473,098	88	5,376
Jan-26	460,852	74	6,228



**Total Miles Between Chargeable Road Calls = 6,228**  
**Target Miles Between Road Calls = 5,000**

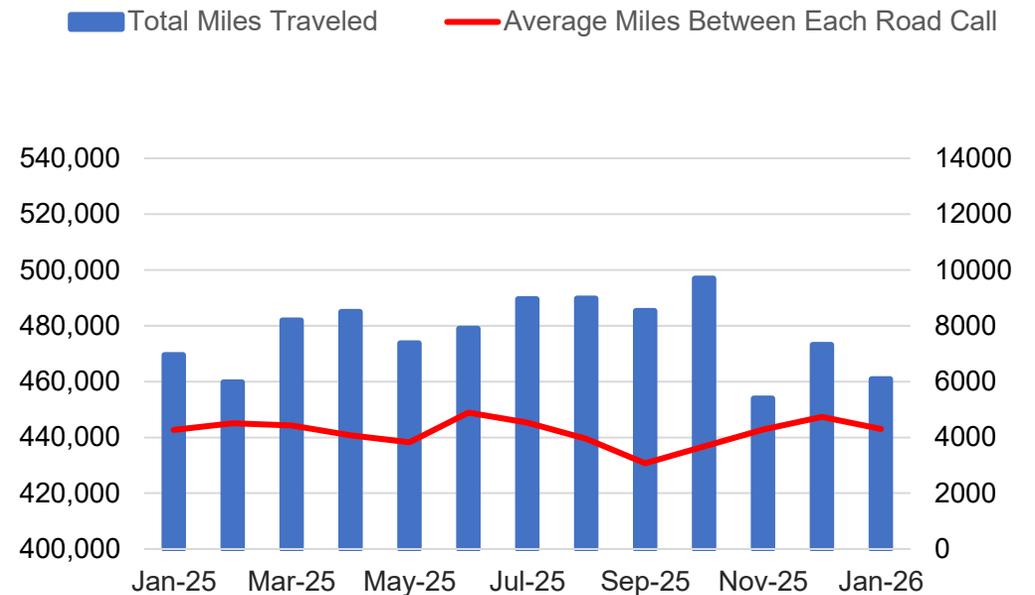
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



# MAINTENANCE

## MILES BETWEEN NON-CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Non-Chargeable Road Calls	AVG Miles Between Each Road Call
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
Jan-26	460,852	107	4,307



**Total Miles Between Non-Chargeable Road Calls = 4,307**  
**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

6

TYPE OF ACCIDENT

Fixed object	5	83.3%
Backing	1	16.7%

YTD FY26

63

### 5 Fixed Objects

- Going straight at 3<sup>rd</sup>/Southern Pkwy, Crums/Dixie, Shelbyville Rd/Breckenridge Lane, Bardstown Rd
- Lane change at Baxter/Highland

### 1 Backing

- Going straight at Southwestern Pkwy

## PREVENTABLE ACCIDENTS / 100K MILES

Monthly

1.5

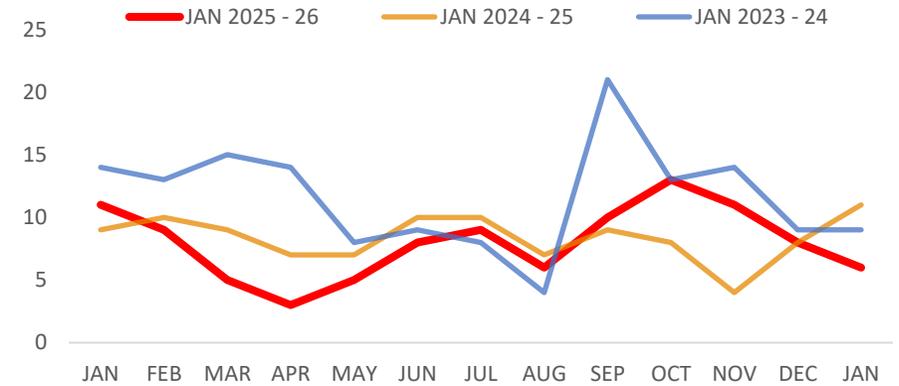
YTD AFR Goal

2.1

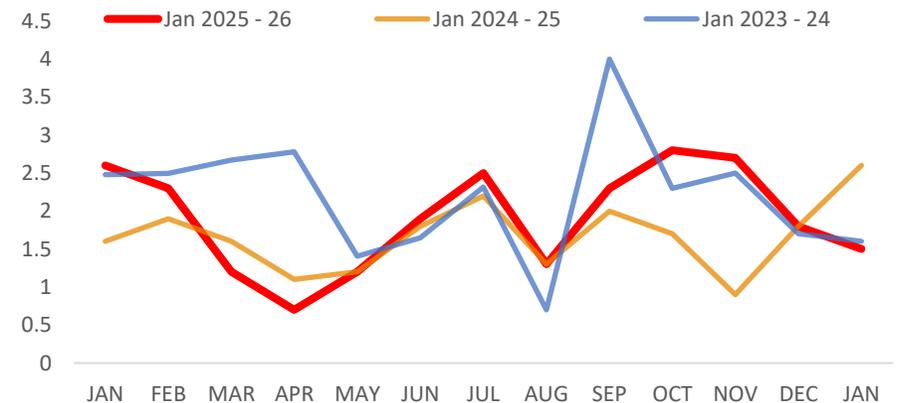
YTD FY26

2.1

## PREVENTABLE ACCIDENTS



## PREVENTABLE ACCIDENT AFR





# SAFETY

## PASSENGER DISRUPTIONS BY ROUTE JAN 26

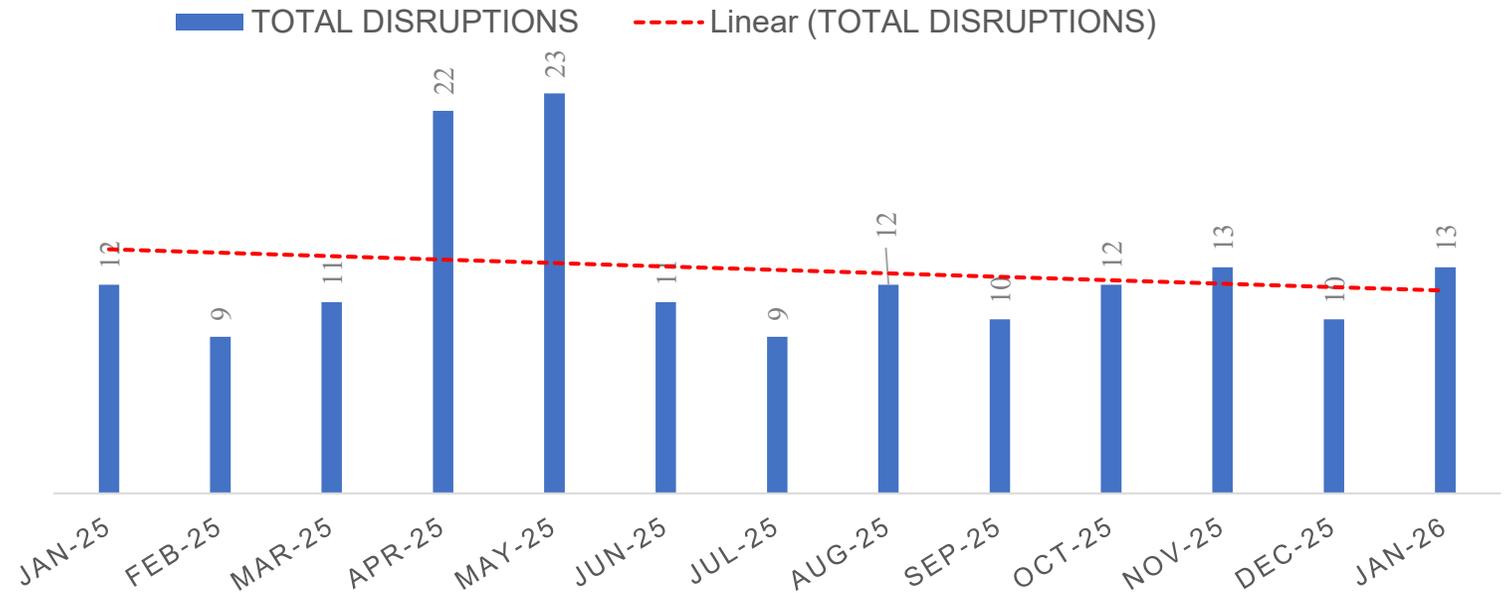
Route ID	Disruptions
Fourth St - #4	2
Dixie Rapid - #10	2
Broadway - #23	2
Portland Poplar Level - #43	2
Dixie Hwy - #18	1
Oak-Westport - #25	1
Preston - #28	1
Shelbyville Rd - #31	1
J'ville-Lou-New Albany - #71	1

## DISRUPTION CATEGORIES JAN 26

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

Disputes(Others) Breakdown	#
Road rage	1
Medical emergency	4
Passenger fall	1
No courtesy stop	1
End of line issue	1
Late relief	1
Passenger spit on coach	1

## TOTAL PASSENGER DISRUPTIONS (JAN 25 – JAN 26)



## PASSENGER DISRUPTIONS\*

This Month Total

13

Monthly Avg

12.9

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

## New TARC Network Updates for TARC Board of Directors

February 2026

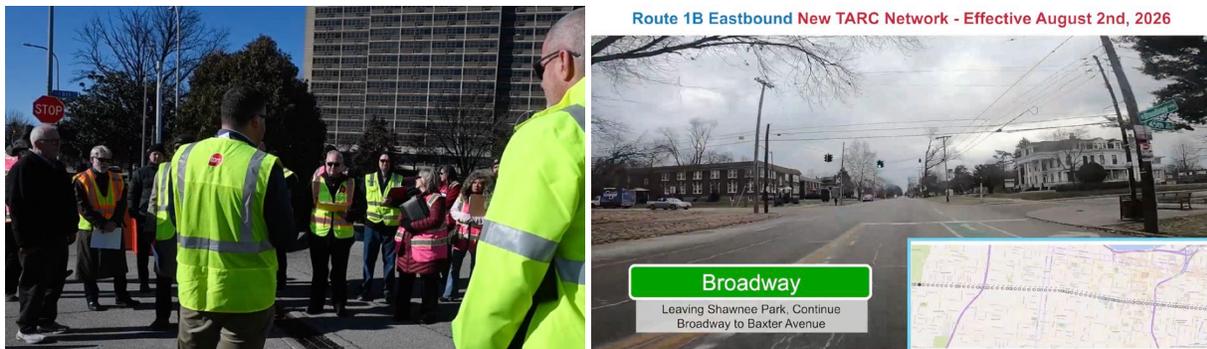
TARC has entered the final six months leading up to the implementation of the New TARC Network on August 2, 2026. The focus has now shifted to bus stop work, signage, employee training, and customer outreach planning.

### Service Planning & Scheduling

- Final GTFS database approved by IT; final bid materials under development.
- Draft route maps and new brochure templates reviewed by Planning team.
- Draft operator restroom location guide under review by Planning team.
- Final Route Description QC nearing completion for Training Playbook.
- Final marquee signs updated for consistency with bus stop signs and schedules.

### Passenger Facilities

- Bus stop contractor to begin concrete pad installs for new stops by February 27.
- DTC Site Visit completed with TARC and Louisville Metro staff on January 23.
- Staff continuing coordination with Louisville Metro staff on two-way street conversions for DTC as well as parking removals and any tree work needed.
- Lease negotiations for TARC use of DTC service station lot nearing completion.
- DTC survey for site easements needed for bus shelter pads scheduled for February 18-20 as part of Task 0 of permanent DTC Site Feasibility Study.
- Procurement team moving forward with DTC vendor outreach and negotiations for security booth, restroom, custodial services, fencing, and security/cameras.
- Process for ordering, fabrication and installation of new bus stop signs under development with input from Maintenance, Marketing & Planning.



### Transportation & Training

- Transportation & Training teams finalizing preparations for NTN 101 classroom sessions and on-route trainings, which will begin March 16.
- Route videos on schedule to be completed and posted by early March.
- Draft NTN Playbook prepared and under review by Training/Transportation.
- Outreach to MV initiated to ensure readiness to operate Route 57.

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

- NTN Marketing & Outreach Plan finalized with detailed schedule of activities.
- Public outreach for new bus stop construction locations initiated; public notice flyers and letter to be distributed starting the week of February 23.
- Title VI Outreach completed with feedback compiled for TARC Board review.
- NTN maps and information posted for employees at Customer Service Center.
- Custom DTC/NTN logo and fare card designed and shared with PMT for input.
- Final NTN Marketing & Outreach Plan & Timeline completed, pending review.
- Wayfinding signage and customer information for DTC under development.
- Internal engagement events scheduled for mid-March with more details to follow.
- TARC Talks Video #2 featuring Nathan Love (Training) released to employees.

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

- Final GTFS database received from Planning and prepared for deployment.
- IT Team preparing recommendation for real-time information displays at DTC.
- IT Team working with Spectrum to identify work needed for internet/WIFI at DTC.

## **Downtown Transfer Center (DTC) Overview**

February 2026

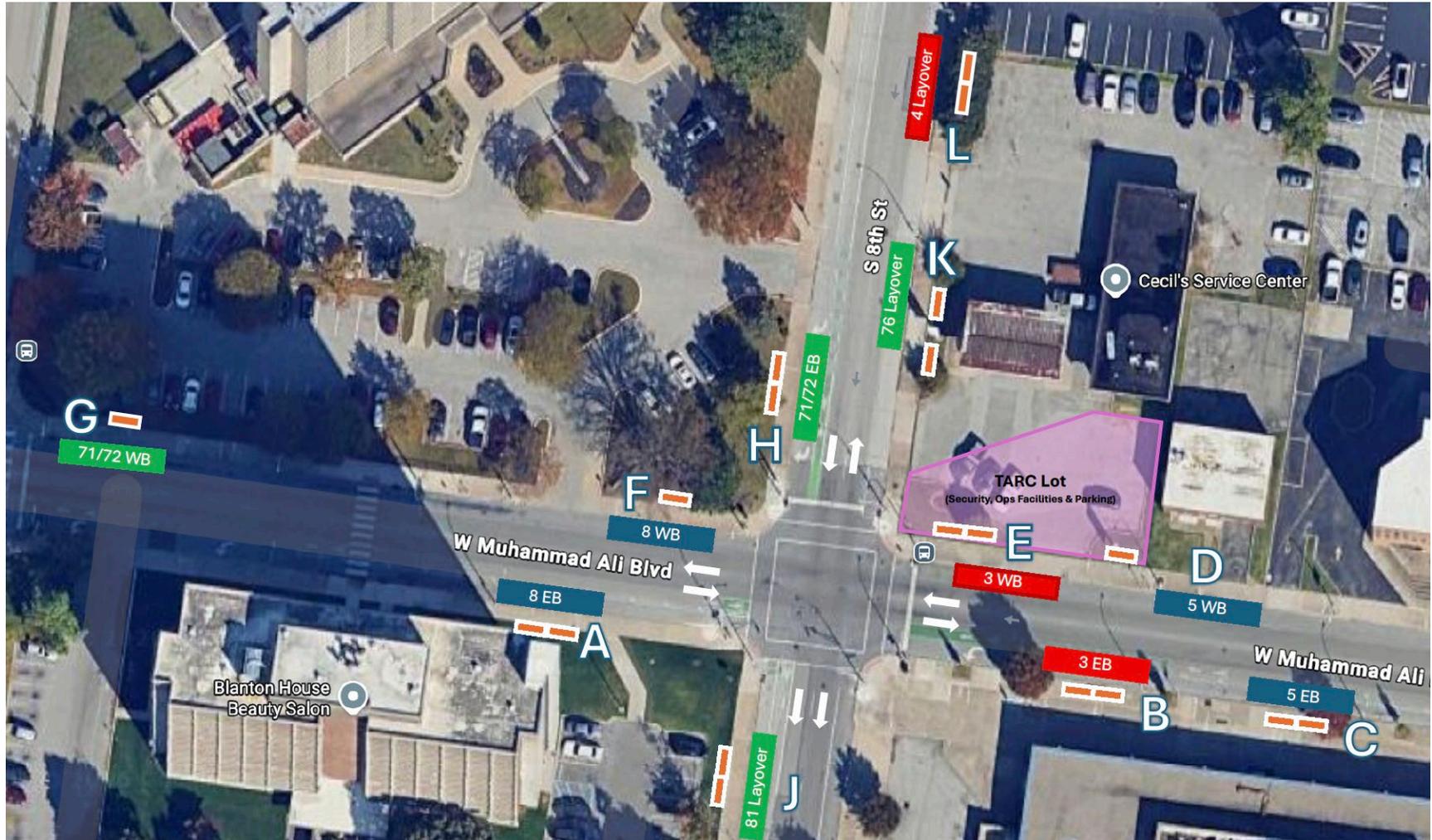
One of the most important features of the New TARC Network will be the new, temporary Downtown Transfer Center (DTC), which will be established at the intersection of Muhammad Ali Boulevard and 8<sup>th</sup> Street, just southwest of Downtown Louisville. A diagram of the location and layout of the facility is included below.

The DTC will provide a central location at which TARC passengers can make convenient, timed transfers between routes. It will include eleven (11) on-street bus bays, shelters, real-time information displays, wayfinding signage, trash receptacles, and customer information. In addition to the bus bays, TARC is also planning to lease a section of the surface parking lot in front of Cecil's Service Center (shown in purple below). This section of the parking lot will be used to support TARC operations with a manned security booth, operator restrooms, and parking spaces for TARC vehicles. The temporary DTC will open with the launch of the New TARC Network in August 2026 and will be utilized until a permanent Downtown Transit Center is constructed.

The Downtown Transfer Center will be a focal point of the New TARC Network and will be critical to overall network function. Since many TARC routes will only be operating every 30 or 60 minutes, the TARC Planning team has created schedules that will allow multiple routes to arrive at the DTC at the same time and sit for 5-10 minutes to allow passengers to make transfers between routes. These coordinated "pulses" or "timed transfers" will make it easy for passengers to connect between different routes to reach destinations across the Louisville region. Without these timed transfers, passengers would be forced to wait 30-45 minutes to make connections between routes.

TARC has been working closely with Louisville Metro staff and adjacent property owners to prepare for the construction of the temporary Downtown Transfer Center. In order for TARC to be able to use this location, several of the one-way streets in the immediate vicinity of the site must be converted to two-way operations. The Louisville Metro Public Works team will be leading these striping and signage changes, which are expected to be implemented by early summer.

# Downtown Transfer Center (DTC) Bays & Layout



## NTN Progress to Date | February 17, 2025 | Week 26 of 50

