

**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, April 21, 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, April 21, 2026**

- |                                   |                      |           |
|-----------------------------------|----------------------|-----------|
| 1. Quorum Call/Call to Order      | Alice Houston, Chair | 2:50-2:55 |
| a. Approval of March Minutes      |                      |           |
| 2. Staff Reports and Presentation |                      | 2:55-3:25 |
| 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



## March 17, 2026 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, March 17, 2026 at 3:00 p.m. in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

### Members in Person

Alice Houston  
Justin Brown

### Members Virtual

DuWayne Gant  
Ted Smith  
Myra Rock

### Declined

Steve Miller  
Christy Ames  
Abbie Gilbert  
Steve Miller

### Call to Order

Alice Houston called the meeting to order at 3:35 p.m.

Approved the February Operation Committee Meeting Minutes.

### Action Items:

New TARC Network Overview.

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

- Less than five months out to the implementation of NTN.
- The NTN Progress to Date charts were presented.
- The focus has now shifted to bus stop work, signage, employee training and customer outreach planning.
- The Playbooks have been delivered from the printer and are now in the distribution process.
- Employee training began on March 16 with 13 employees completing the two-day NTN training.
- Public outreach for new bus stop construction locations has begun with notices posted and letters distributed to adjacent businesses and property owners.
- Questions from community members will be directed to TARC customer service.
- NTN Stakeholder Workshop has been scheduled for April 15, 2026
- NTN onboard announcements have been provided to IT and are under review. They will begin playing in both English and Spanish in April.
- NTN Jeopardy Game for employees is planned for Transit Employee Appreciation Day.

Jeremy Priddy presented the NTN Marketing & Outreach Plan.

- TARC will present positive messaging about the NTN and its many benefits but will be sensitive to customers with maybe losing service as part of this overall service reduction.
- TARC will emphasize accessibility and provide specific outreach to customers with disabilities.
- TARC will also work to provide translations of information to Spanish and other key languages wherever possible.

The overall timeline for NTN Marketing & Outreach activities is in four phases.



## **OPERATIONS MEETING TARC BOARD OF DIRECTORS**

- Phase 1 Initial announcement of New TARC Network Fall 2025: Completed.
- Phase 2 Intermittent Messaging, Title VI Outreach: Dec 2025- April 2026.
- Phase 3 Main Rider Outreach/Education Campaign: May 1-July 15, 2026.
- Phase 4 Final Sprint, NTN Launch & Post -Launch: July 16-August 13, 2026.

NTN Marketing & Outreach Plan chart was presented.

Ozzy Gibson presented the Operations Report.

- Recorded the third TARC Talks with Ozzy. Interview with Jamie Monck (Marketing) and Rob Monsma (Planning), about the upcoming bus stop changes.
- Received \$623,000 from KY GRANT Program in matching dollars to fund TARC 10<sup>th</sup> Street brake-maintenance addition.
- Received finals student submissions for this year's Design-a -Bus.

Bruce Withers presented the COO update.

- Board Members discussed the need of clarification regarding the response on the February Feedback for Fixed Routes and Paratransit listed as "unable to verify".

Alice Houston adjourned the meeting at 4:10 p.m.

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

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



**BOARD OF DIRECTORS**  
**APRIL 24, 2026**

APRIL OPERATIONAL UPDATE

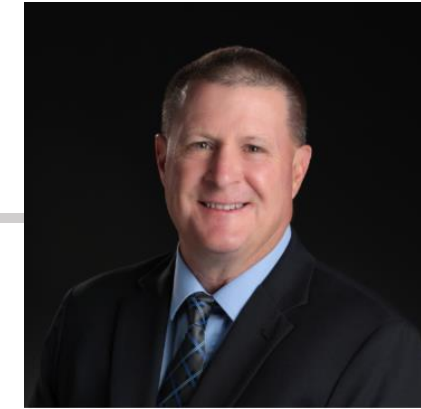




# EXECUTIVE DIRECTOR REPORT

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

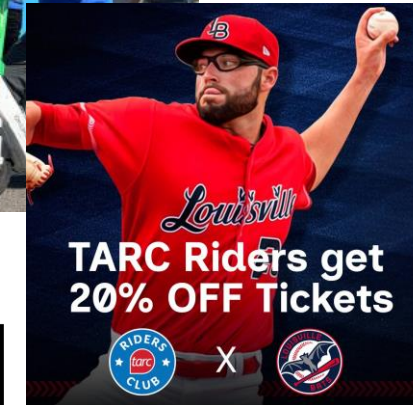
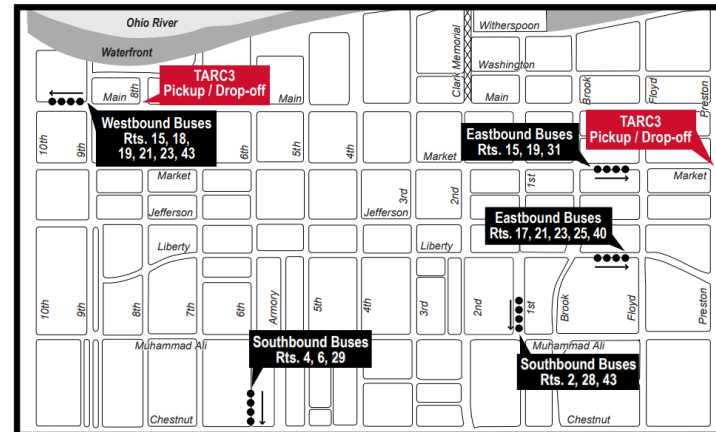
- Announced the Louisville Bats as a new Riders Club partner, offering 20% off Friday night home games
- Joined Louisville Metro Department of Transportation for a new strategic partnership with Lime scooters and bikes
- Provided fare-free service to Thunder Over Louisville
- Participated in NuLu’s Bock Fest, and Paristown’s Louisville Hospitality Expo
- Returned vintage, Cleveland-style fare boxes to the lobby
- Began utilizing a newly arrived “Coach Simulator”—offering multiple environmental scenarios and real-world bus operating features to train existing and new operators for the road
- Celebrated employees with six-months of perfect attendance:
  - Transportation (24)
  - Maintenance (14)
  - Customer Service (1)



**Ozzy Gibson**  
Executive Director



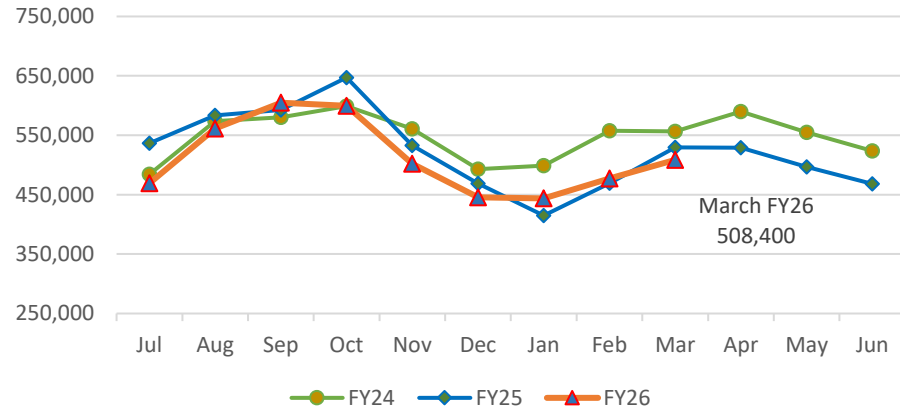
2026 Post-Thunder TARC Boarding Stops Your Journey. Our Priority.



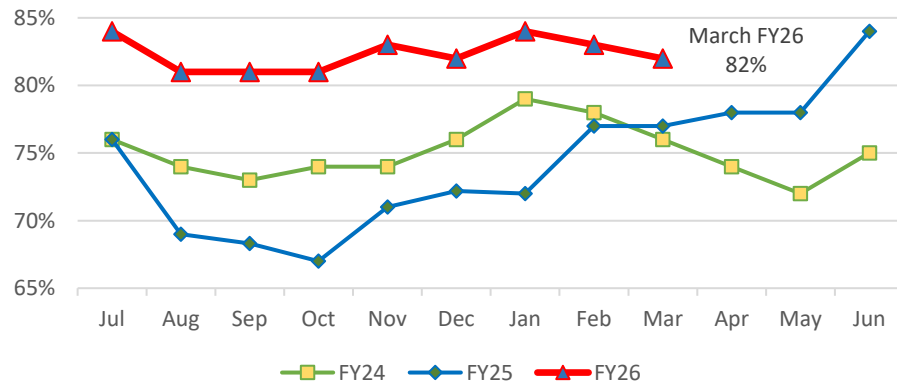


# MARCH FIXED ROUTE SERVICE

### Fixed-Route Ridership



### Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
	FY26 YTD	FY25	FY24
Total Ridership	4,642,264	6,636,904	6,573,722
Avg Monthly Ridership	512,461	553,075	547,810
Total Revenue Miles	3,616,236.23	5,231,772	6,517,670
Total Revenue Hours	280,442.18	409,032	537,581
Trips per Revenue Mile	1.28	1.20	1.01
Trips per Revenue Hour	16.55	15.37	12.20

Monthly Ridership Comparison VLM **508,400**  
 +6.47%  
 Comparison VLY -4.05%

Total YTD Ridership **4,642,264**

	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	83%	77%	78%
Mar	82%	77%	76%
Apr		78%	74%
May		78%	72%
June		84%	75%
FYTD	<b>82%</b>	<b>74%</b>	<b>75%</b>

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



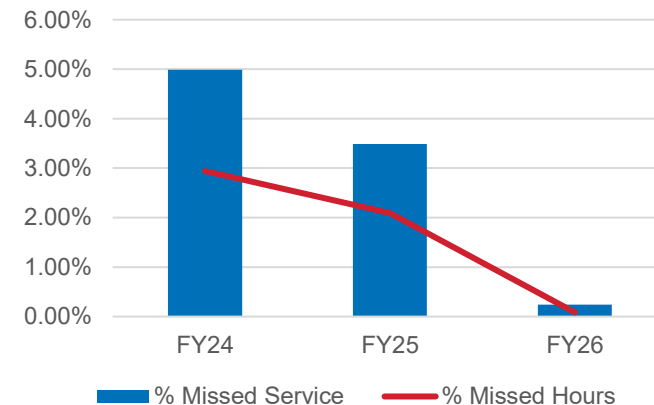
# MARCH FIXED-ROUTE MISSED RUNS AND MISSED HOURS

FY24	Total Runs	Missed Service	% Missed Service (Avg)	Missed Hours	% Missed Hours (Avg)
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 (Avg)	Missed Hours	% Missed Hours (Avg)
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	4770	14	0.29%	29.52	0.08%
January*	4542	24	0.53%	76.73	0.15%
February	4148	11	0.26%	25.83	0.08%
March	4581	1	0.02%	2.86	0.01%
April					
May					
June					
<b>Total</b>	<b>41,172</b>	<b>98</b>	<b>0.24%</b>	<b>283.90</b>	<b>0.05%</b>

FY25	Total Runs	Missed Service	% Missed Service (Avg)	Missed Hours	% Missed Hours (Avg)
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

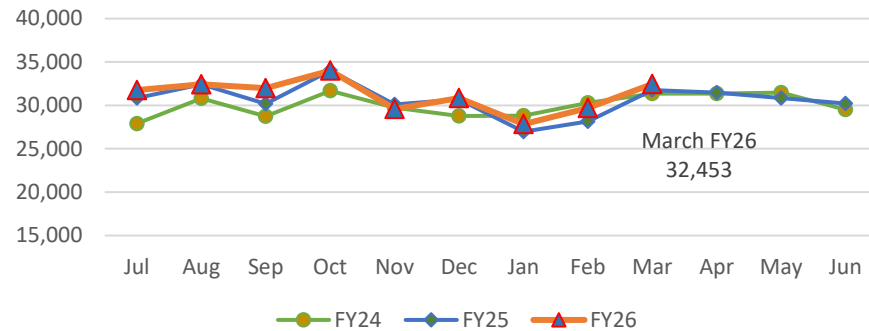


\*January 2025 & 2026 adjustment due to winter weather

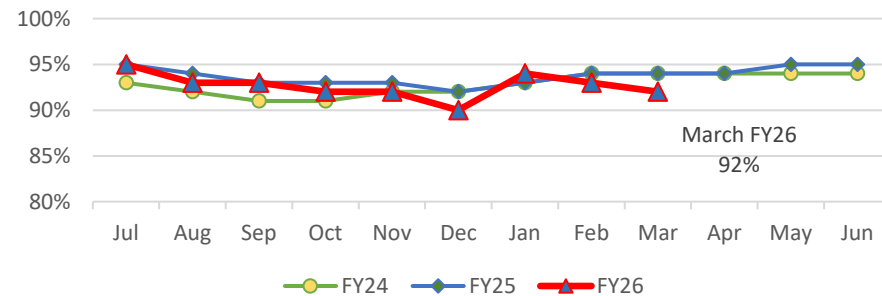


# MARCH PARATRANSIT SERVICE (TARC3)

### TARC3 Paratransit Ridership



### TARC3 Paratransit On-Time Performance



Performance Indicator	Paratransit (TARC3)		
	FY26 YTD	FY25	FY24
<b>System Production</b>			
Total Ridership	280,592	367,610	360,456
Avg. Monthly Ridership	31,177	30,634	30,038
Total Revenue Miles	3,273,476	4,374,215	4,364,217
Total Revenue Hours	207,252	277,039	284,896
Trips per Revenue Mile	0.09	0.08	0.08
Trips per Revenue Hour	1.35	1.33	1.27

Monthly Ridership **32,453**  
 Comparison VLM **+9.24%**  
 Comparison VLY **+2.22%**  
 Total YTD Ridership **280,592**

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

Paratransit FY26 Goal **93%**

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

VLM: A comparison of data between the current month, and the immediately preceding calendar month  
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# COO / DIRECTOR OF TRANSPORTATION REPORT

## PARATRANSIT

- Looking for ways to improve customer experience.
  - Better software – to reduce slack time and increase productivity
  - Improved KPIs
- Measuring Same-Day Cancellations and how it effects productivity
- Comparing trip counts Month-over-Month and Year-over-Year

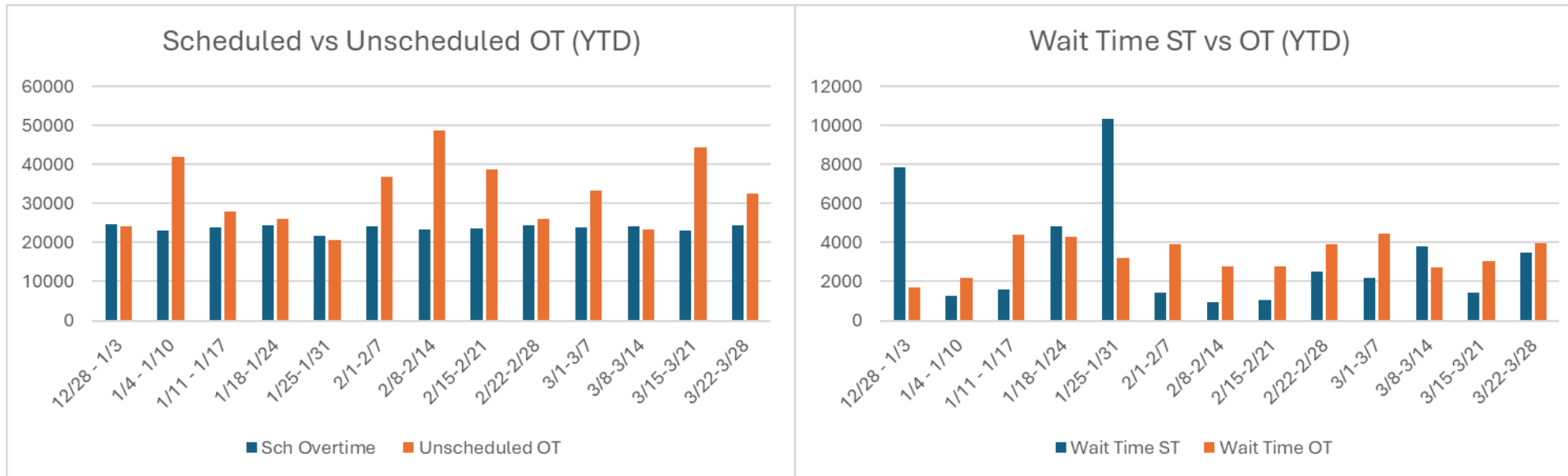
March 2026 Scheduled Trips		
Total Trips Performed	37,713	
Same Day Cancel	3,154	8.40%
Late Cancel	1,329	3.50%
Cancel at the Door	498	1.30%
No Show	985	2.60%
<b>Total same-day cancellations</b>	<b>5,966</b>	<b>15.80%</b>

	2025		2026	
	Scheduled	Preformed	Scheduled	Preformed
January	32377	26966	14104	12656
February	32835	28165	33425	29943
March	35319	31203	36793	32452
April	35492	31483		
May	34147	30911		
June	33531	30364		
July	35312	31853		
August	35739	32485		
September	35587	319990		
October	37267	34182		
November	33251	30324		
December	35727	12856		



# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE



### Scheduled vs. Unscheduled Overtime

- Scheduled overtime remained relatively stable throughout March, continuing to support planned service coverage.
- Unscheduled overtime fluctuated during the month, mid-March increase followed by a decline toward the end of the reporting period.
- Attendance monitoring and staffing adjustments remain a focus to help reduce reliance on unscheduled overtime.

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

- Wait time at straight time remained generally consistent throughout March.
- Overtime wait time varied slightly week to week, with a slight increase late in the month due to operational coverage needs.
- Dispatch continues to manage wait time within operational guidelines.

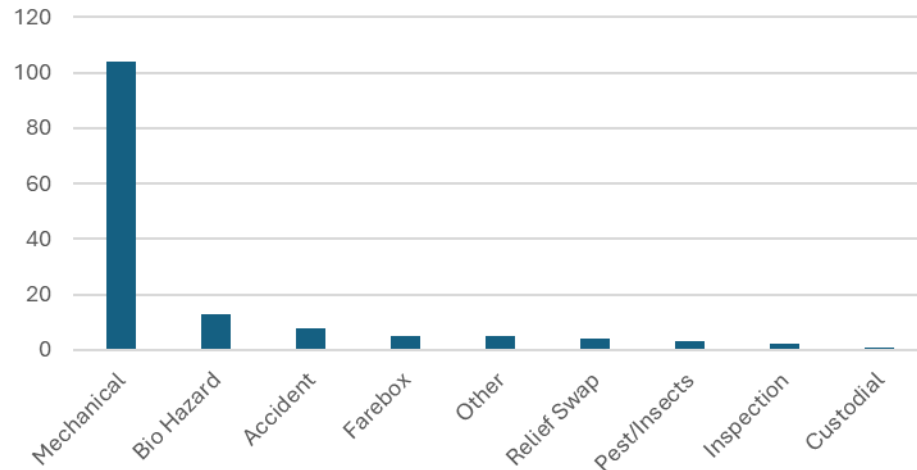


# COO / DIRECTOR OF TRANSPORTATION REPORT

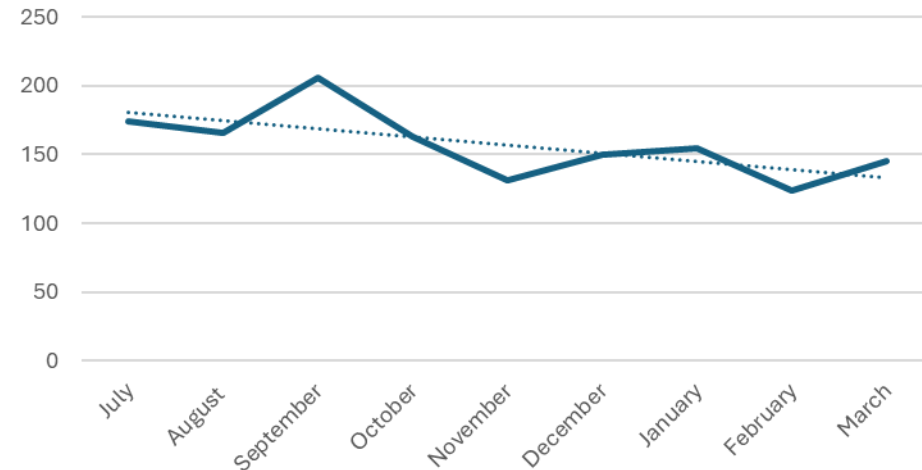
## MAINTENANCE

- Measuring the number of swapped buses per month (Swaps/ Road Calls in March)
- Maintenance Director implementing a 3000-mile PM program
- Working with TARC management on a vehicle replacement plan for Paratransit
- Implementing a MBRC (Miles Between Road Calls) plan

March Bus Swaps



Month Over Month Trend





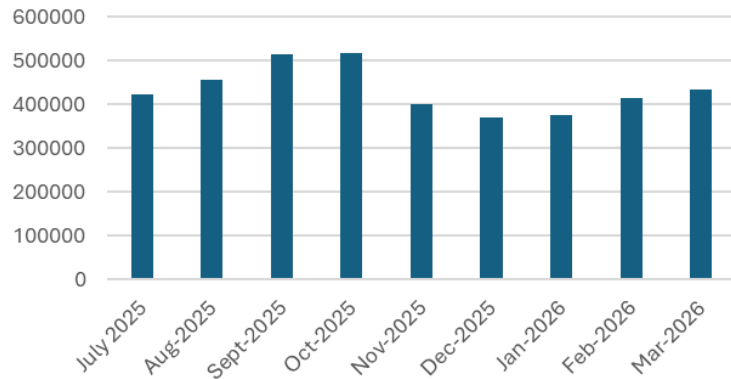
# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE

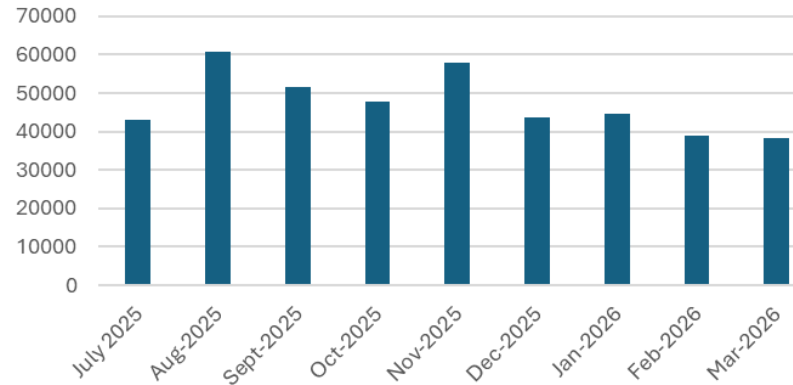
### Month-over-Month view

July 2025	Aug-2025	Sept-2025	Oct-2025	Nov-2025	Dec-2025	Jan-2026	Feb-2026	Mar-2026	July 2025	Aug-2025	Sept-2025	Oct-2025	Nov-2025	Dec-2025	Jan-2026	Feb-2026	Mar-2026	July 2025	Aug-2025	Sept-2025	Oct-2025	Nov-2025	Dec-2025	Jan-2026	Feb-2026	Mar-2026
421690	454833	514801	516587	401049	369862	375136	413297	433537	43087	60683	51447	47815	58028	43770	44597	39079	38231	35010	45951	38846	35555	43155	32133	24255	26569	39353

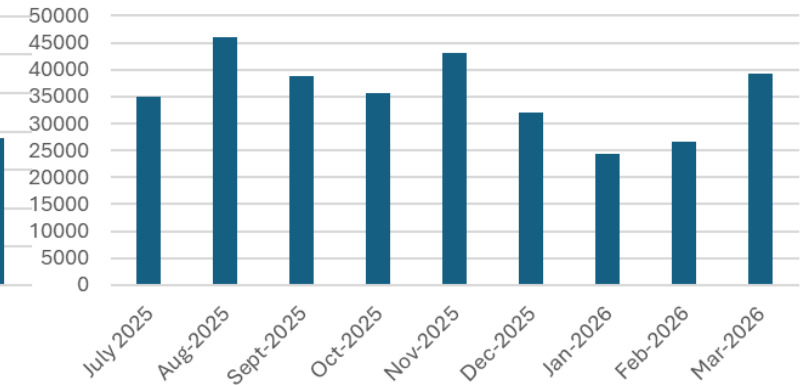
Month Over Month Weekday Boardings



Month Over Month Saturday Boardings



Month Over Month Sunday Boardings



### Boardings (Month-Over-Month) Comparison

- Weekday boardings increased in March, reflecting stronger weekday travel demand.
- Saturday ridership saw a slight decline, while Sunday boardings increased compared to the previous month.
- Overall ridership trends remain stable and consistent with expected weekday and weekend travel patterns.
- 32,176 more boarding than in the month of February



# 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



**Liann Alfaro**  
Planning



**Maria Harris**  
Procurement



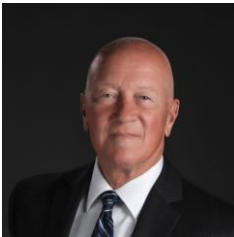
**Dan Franklin**  
Senior Advisor



**David Meckle**  
Marketing &  
Communications



**Anna Cooper**  
Customer Experience



**Keith Shartzner**  
Safety & Security



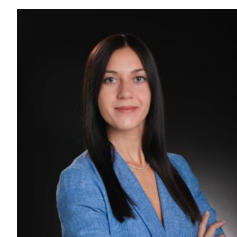
**Nathan Love**  
Training



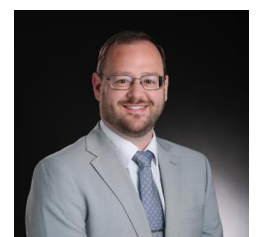
**Chris Ward**  
Capital & Facilities



**Joe Triplett**  
Information  
Technology



**Annalisa Roberson**  
Civil Rights &  
Compliance



**Matt Abner**  
Finance



# MARCH ON-TIME PERFORMANCE 90% CLUB

Operator	OTP %
Walker, William	100%
Willis, Jasmine	100%
Miller, Erica	99%
Ross, Tamika	98%
Sandifer, Calvin	98%
King, Keith	98%
Wilson, Jimmy	97%
Johnson, Donald	97%
Patterson, Pamela	97%
Tutt, Frieda	97%
Edwards, Trina	97%
Powells, Briauna	97%
Sandage, Mary	97%
Powell, Ronald	96%
Wells, Sheena	96%
Moore, Timothy	96%
Miles, Brittney	96%
Podbicanin, Ervad	96%
Kenyon-Scott, Melanie	96%
Harper, Jeffrey	96%
Alexander, Maurice	96%

Operator	OTP %
Heil, Jesse	96%
Cochran, John	95%
Leonard, Tracy	95%
Williams, Shuntelle	95%
Sloan, Anthony	95%
Cook, Donna	95%
Salas, Angel	95%
Glenn, Rachelle	95%
Bolus, David	95%
Pitmon, Cheryl	95%
Malone, Eddie	94%
Johnson, Ulrike	94%
Mitchell, Keith	94%
Carpenter, Garry	94%
Pruitt, Tammy	94%
Lindsey, Damian	94%
Murray, Glenn	94%
Williams, Leslie	94%
Radford, LaTricie	93%
Cunningham, Latoi	93%
Brown, Orlando	93%

Operator	OTP %
Coleman, Lelia	93%
Stoudemire, Deondria	93%
Brown, Curtis	93%
Roberson, David	93%
Bailey, Kendrick	93%
Florence, Albert	93%
Jackson, Kevin	93%
Mason, Brooklyn	93%
Beckham, Cordelro	93%
Robb, Larry	93%
Powell Jr, Tyrone	93%
Powell, Tyrone	93%
Williams, Brittany	92%
Cecil, Shawn	92%
Yarbrough, Demetra	92%
Fitzgerald, Birdturam	92%
Reynolds, Dale	92%
Harris, Stephon	92%
Rogers, Dewayne	92%
List Iii, Frank	92%
Williams, Robin	92%

Operator	OTP %
Jarrett, Christopher	92%
Wadlington, Tina	91%
Miller, Terrence	91%
Bachelor, Michael	91%
Neal, Joel	91%
Keita, Adrahamane	91%
Cleveland, Sammy	91%
Saulsberry, Steve	91%
Hawkins, Nisha	91%
Thomas, Stephanie	91%
Jordan, Kenyatta	91%
Lansberg, Jon	91%
Malone, Dewan	91%
Muhire, Bernond	90%
Bowen, Angela	90%
Jones, Brittany	90%
Smith, William	90%
Yarbrough, Talitha	90%
Henderson, Stacey	90%
Colbert, Keyshulmaria	90%

**Total Coach Operators for Service (March): 246**  
**Total Coach Operators for Service (Feb.): 241**

**Total Coach Operators at 90% or better (March): 83**  
**Total Coach Operators at 90% or better (Feb.): 68**



# MARCH ON-TIME PERFORMANCE 80% CLUB

Operator	OTP %
Wade, Robert	89%
Zipperlein, Melissa	89%
Martin, Audrey	89%
Brown, Garry	89%
Wells, Thomas	89%
Edmonds, John	89%
Pitts, Kendell	89%
Hayes, Kamika	89%
Nathaniel, leesha	89%
Parsons, Melanie	88%
Brents, James	88%
Brewer, Kelvin	88%
Miller, Antonio	88%
Jackson, Dennis C.	88%
Diallo, Salim	88%
Goodwin, Remonda	88%
Wade, Shonda	88%
Scott, Myra	88%
Durham, John	88%
Rodriguez Villanueva, Ismael	87%
Wallace, Sandie	87%
Maddox, Gwendolyn	87%

Operator	OTP %
Finn, Davisha	87%
Knight, Kelley	87%
Wayne, Keith	87%
Akimana, Amani	87%
Williams, Rodney	87%
Pope, Melissa	87%
Reed, Bessie	87%
Meneese, Anita	87%
Taylor, Lionel	87%
Myles, Antonio	86%
Frazier, Kenneth	86%
Jackson, April	86%
Murray, Alise	86%
Sweat, Renesha	86%
Spaine, Zazzirah	85%
Broyles, Kameran	85%
Watson, Jason	85%
Warner, Jeffery	85%
Ward, Patrick	85%
Foster-Mcfadden, Tarina	85%
Goss, Asher	85%
Adams, Robert	84%

Operator	OTP %
Phillips, Naphatina	84%
Taylor, Danielle	84%
Wilde, Samuel	84%
Ross, Dawnyell	84%
Hill, Roy	84%
Smyzer, Angela	84%
Tebault, William	84%
Mccraney, Yazmin	84%
Payne, Kawana	84%
Hurrigan, Kimberly	84%
Owens, Kim	84%
Dailey, Charlotte	84%
Mattingly, Stephen	84%
Love, Autour	84%
Jackson, Andre	83%
Polen Williams, Starlene	83%
Cockroft, Latisha	83%
Yasharahla, Ahdawan	83%
Westmoreland, Nathan	83%
Kennedy, Kyneesha	83%
Robert, Anna	83%
Durham, Dawn	83%

Operator	OTP %
Smith, Stacey	83%
Scott, Shalayne	82%
Taylor, Josie	82%
Mcallister, Teniesha	82%
Brown, Teresa	82%
Puckett, Alvin	82%
Duncan, Thomas	81%
Thomas, Yvonne	81%
Lockett, Calvin	81%
Lucas, Courtney	81%
Finn, Jadavia	81%
Penny, Shauntina	81%
Tidwell, Teven	81%
Knights, Donald	81%
Bracken, Alisha	81%
Nelson, Paul	81%
Horton, Ronald	81%
Watts, Reginald	81%
Amaefuna, Gina	81%
Stallings, Ronald	81%
Colbert, Elonda	80%
Huskey, Vontee	80%
Bell, Jessica	80%
Lucas, Darryl	80%
Shaw, Algernon	80%
Walker, Wayne	80%
Breed, Shelitha	80%
Wells, Marie	80%

**Total Coach Operators for Service (March): 246**  
**Total Coach Operators for Service (Feb.): 241**

**Total Coach Operators at 80% to 89% (March): 92**  
**Total Coach Operators at 80% to 89% (Feb): 86**



# MARCH FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	41	48	53	54	55	65	65	46	50	34	52	47	48	658	51
PASSED UP PASSENGER	54	63	65	67	62	73	60	81	42	50	47	60	53	777	60
NO SHOW	22	16	9	8	7	18	17	12	7	13	10	8	10	157	12
LATE SCHEDULE	29	34	34	11	21	28	31	40	31	13	24	14	31	341	26
RECKLESS DRIVING	28	30	21	25	17	29	21	25	19	20	16	26	21	298	23
EARLY SCHEDULE	14	12	16	7	9	12	12	22	13	11	15	15	9	167	13
PLANNING/SCHEDULE	25	25	21	28	23	22	25	32	15	8	23	18	16	281	22
IT/MOBILE	6	2	3	1	2	1	1	0	3	0	0	1	0	20	2
NEW TARC NETWORK	0	0	0	0	0	0	0	1	2	2	6	5	6	22	2
OTHER - MISC	46	46	46	49	53	64	73	70	49	55	67	52	60	730	56
COMMENDATIONS	7	4	5	21	8	10	6	10	5	6	8	8	9	107	8

FIXED ROUTE (March 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	31	17	0	0	48
PASSED UP PASSENGER	45	7	0	1	53
NO SHOW	10	0	0	0	10
LATE SCHEDULE	24	7	0	0	31
RECKLESS DRIVING	8	12	1	0	21
EARLY SCHEDULE	9	0	0	0	9
PLANNING/SCHEDULE	14	1	0	1	16
IT/MOBILE	0	0	0	0	0
NEW TARC NETWORK	5	0	1	0	6
OTHER - MISC	34	10	3	13	60

**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.



# MARCH FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	25	28	29	34	23	33	20	33	16	40	24	34	30	369	28
NO SHOW	21	23	18	18	20	23	18	26	19	28	23	23	25	285	22
LATE SCHEDULE	3	20	15	9	11	19	21	31	14	20	17	26	32	238	18
RECKLESS DRIVING	6	7	8	4	7	11	4	7	0	7	10	8	5	84	6
EARLY SCHEDULE	2	2	2	2	0	1	1	1	0	1	3	1	3	19	1
TRIP BOOKING OR SCHEDULING	15	12	14	13	16	18	17	23	14	10	16	15	21	204	16
OTHER - MISC	35	26	28	27	25	32	32	30	26	30	26	32	49	398	31
COMMENDATIONS	7	5	4	4	5	6	9	0	5	3	6	6	9	69	5

PARATRANSIT (March 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	1	23	1	5	30
NO SHOW	3	19	1	2	25
LATE SCHEDULE	22	10	0	0	32
RECKLESS DRIVING	1	1	2	1	5
EARLY SCHEDULE	1	1	0	1	3
TRIP BOOKING OR SCHEDULING	3	14	2	2	21
OTHER - MISC	7	28	5	9	49

**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.



# SAFETY

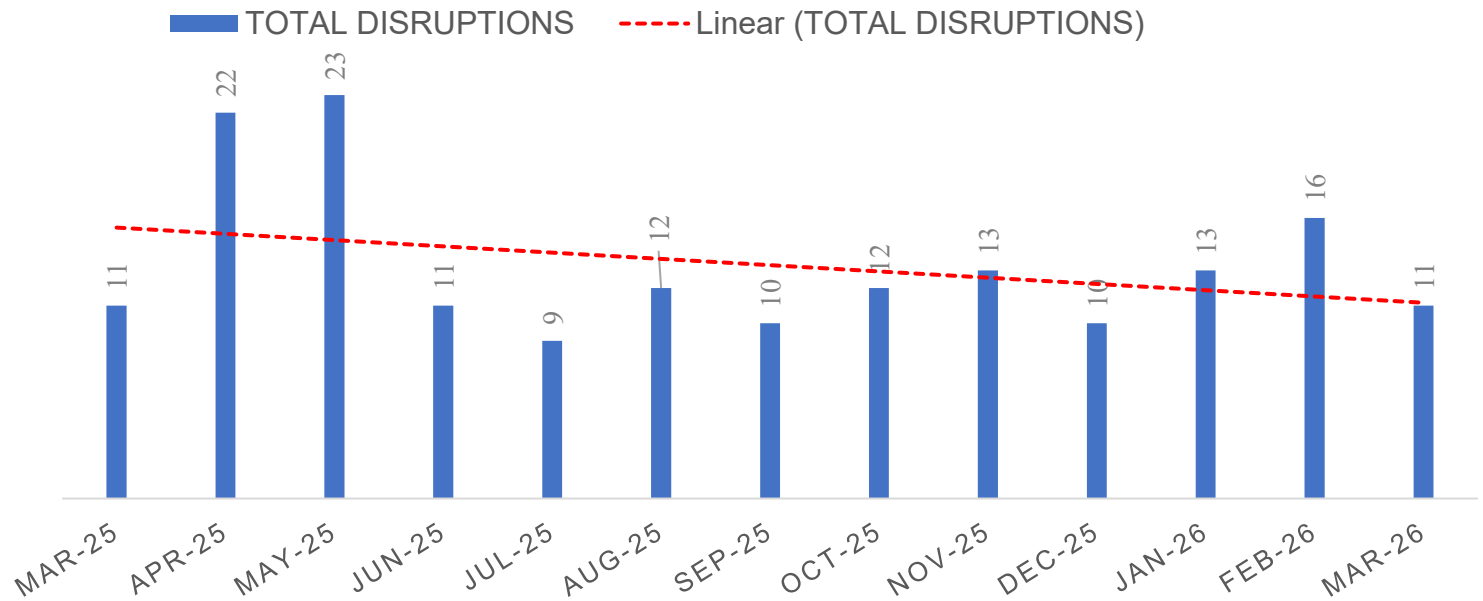
PASSENGER DISRUPTIONS BY ROUTE MAR 26

Route ID	Disruptions
Broadway - #23	3
Dixie Rapid - #10	2
Sixth St - #6	1
Muhammad Ali - #19	1
Oak-Westport - #25	1
Preston - #28	1
Eastern Pkwy - #29	1
Clarksville - #72	1

DISRUPTION CATEGORIES MAR 26

Category	#	Disputes(Others) Breakdown	#
Fare Evaders	0	Bodily fluids (BBP)	2
Passenger Fights	2	Passengers removed	2
Profane Language	1	Bike securement	1
Disputes(Others)	8	Intoxicated passenger	1
Verbal Assaults	0	Operator injury (unk substan)	1
Physical Assaults	0	Passenger fall	1

TOTAL PASSENGER DISRUPTIONS (MAR 25 – MAR 26)



## PASSENGER DISRUPTIONS\*

This Month Total

**11**

Monthly Avg

**13.31**

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

# ADDITIONAL STATS FOR BOARD MEMBER REVIEW



## APRIL DIRECTORS UPDATE

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April 24, 2026

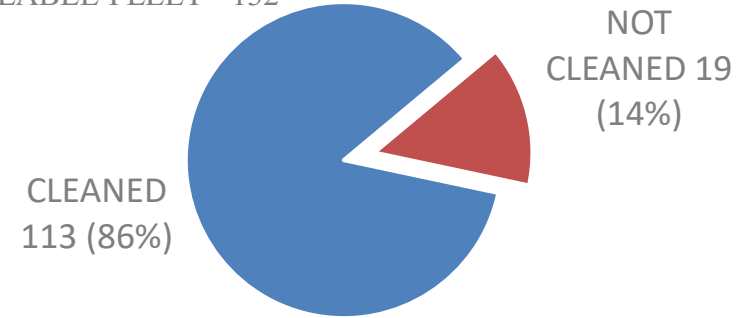
# MAINTENANCE

## HIGHLIGHTS

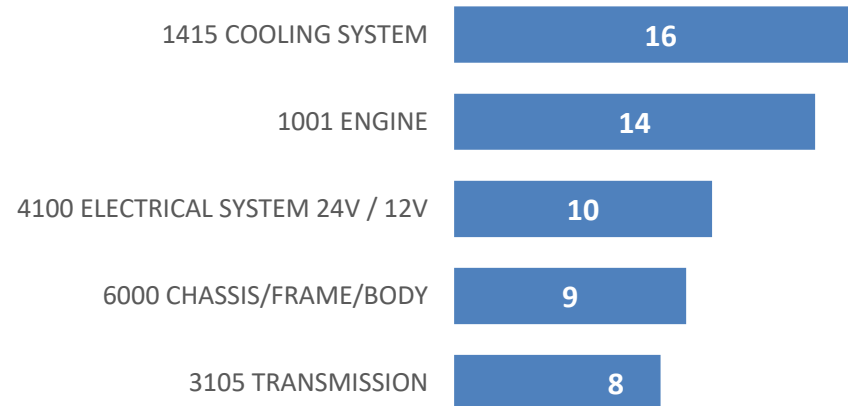
- Hybrid bus battery replacement, bus 1630
- Large E-Waste disposal for multiple departments
- Over 50% completion of TARC3 retired vehicles disposed of
- Concrete repairs around in-ground fuel tank in front of Annex

## COACH CLEANING

AVAILABLE FLEET - 132



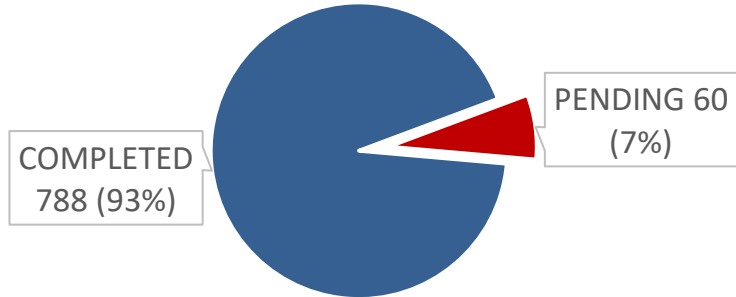
## TOP 5 CHARGEABLE ROAD CALL CATEGORIES



# MAINTENANCE

## WORK ORDERS

**WORK ORDER STATUS**



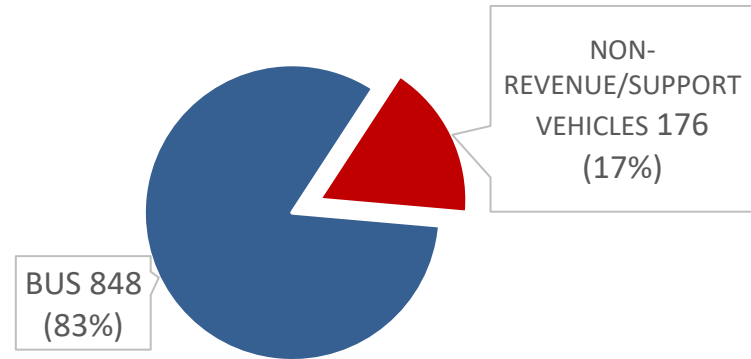
**TOTAL BUS WORK ORDER SUBMITTED**

848

**TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED**

176

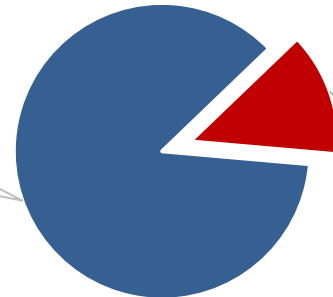
**WORK ORDER BY TYPE**



## BUILDING MAINTENANCE WORK ORDERS

**TOTAL REQUESTS SUBMITTED**  
59

COMPLETED  
51 (86%)

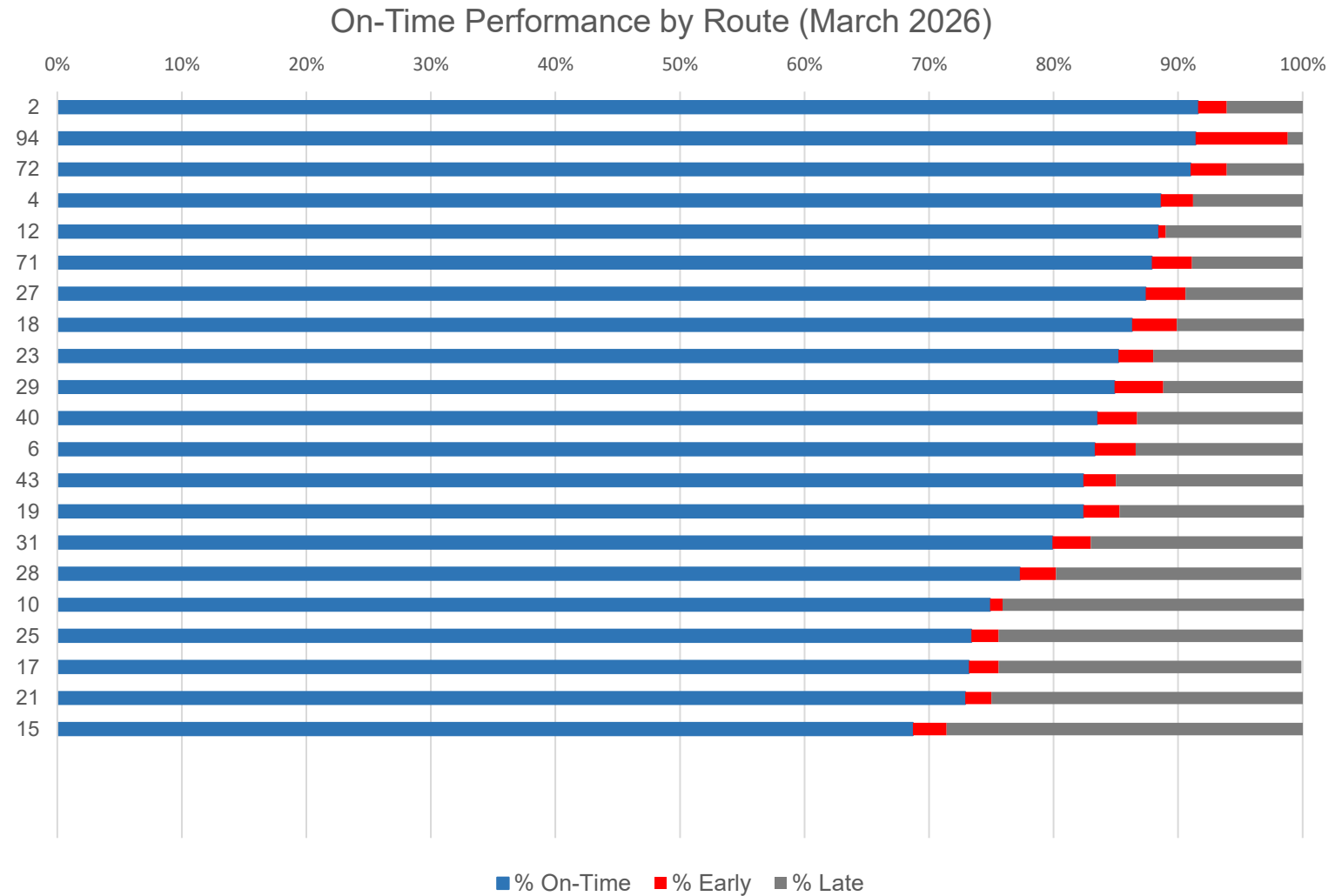


PENDING/OPEN  
8 (14%)



# MARCH ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
02	91.60%	2.30%	6.10%
94	91.40%	7.40%	1.20%
72	91.00%	2.90%	6.20%
04	88.60%	2.60%	8.80%
12	88.40%	0.60%	10.90%
71	87.90%	3.20%	8.90%
27	87.40%	3.20%	9.40%
18	86.30%	3.60%	10.20%
23	85.20%	2.80%	12.00%
29	84.90%	3.90%	11.20%
40	83.50%	3.20%	13.30%
06	83.30%	3.30%	13.40%
43	82.40%	2.60%	15.00%
19	82.40%	2.90%	14.80%
31	79.90%	3.10%	17.00%
28	77.30%	2.90%	19.70%
10	74.90%	1.00%	24.20%
25	73.40%	2.20%	24.40%
17	73.20%	2.40%	24.30%
21	72.90%	2.10%	25.00%
15	68.70%	2.70%	28.60%
<b>Overall</b>	<b>82%</b>	<b>2.8%</b>	<b>14.7%</b>

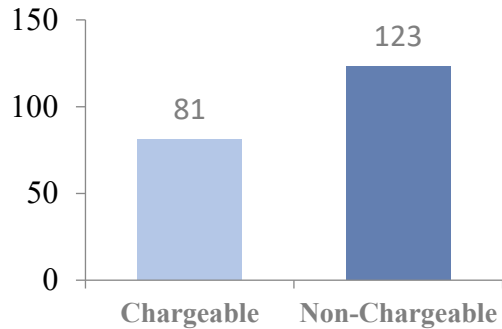




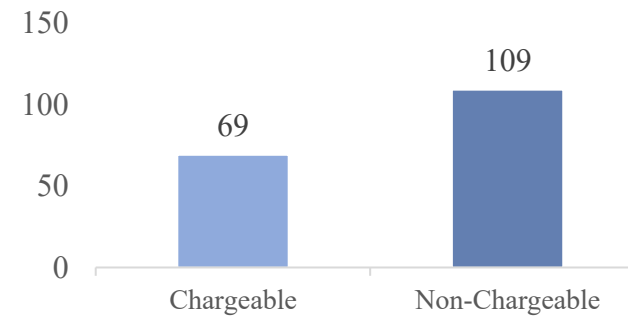
# MAINTENANCE

## CHARGEABLE VS NON-CHARGEABLE ROAD CALLS (VS SAME MONTH LAST YEAR)

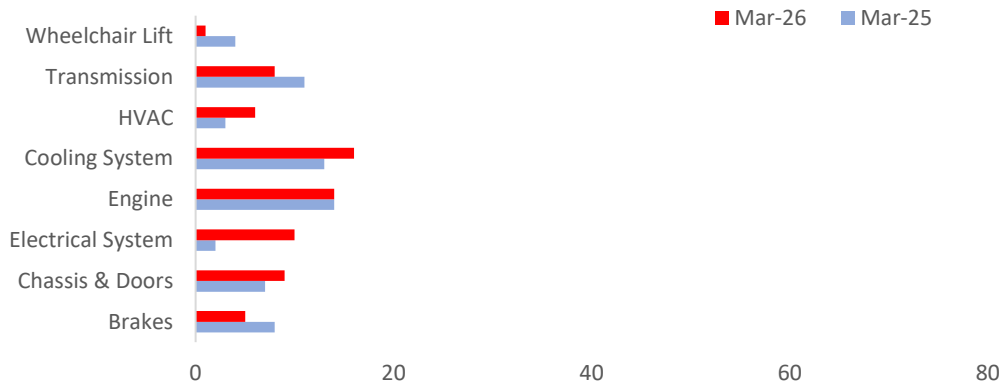
Total Road Calls (March 2026) **Total 204**



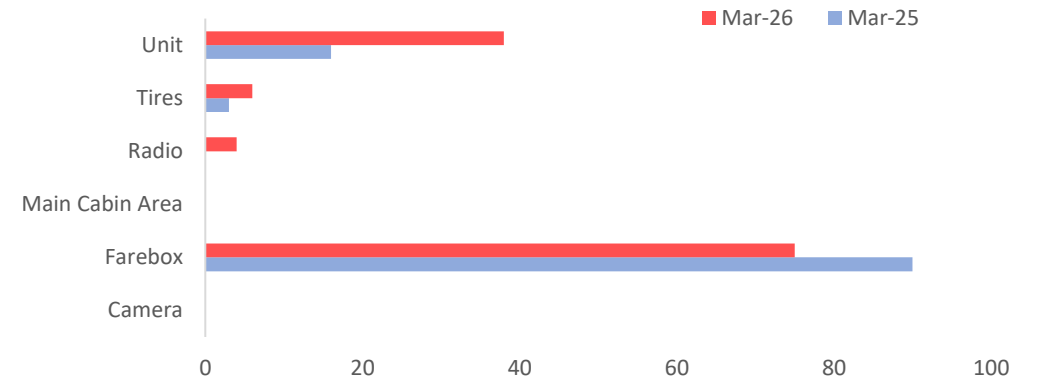
Total Road Calls (March 2025) **Total 178**



Chargeable Roadcalls By Category



Non Chargeable Roadcalls By Category



Chargeable Road Call:

An issue the TARC Maintenance Department may be able to prevent or mitigate

Non-Chargeable Road Call:

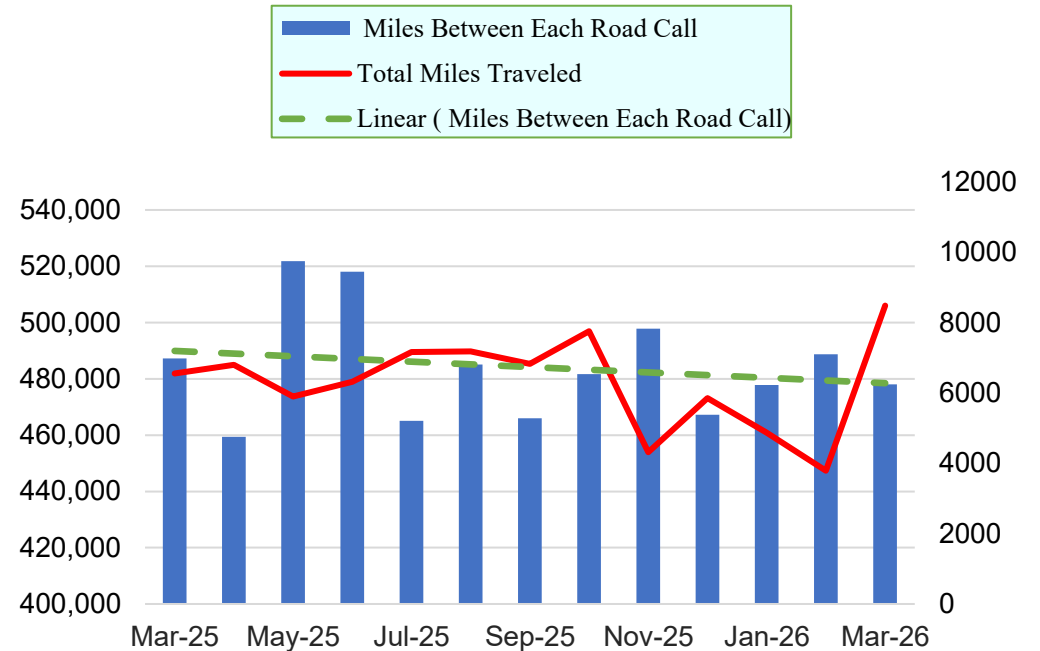
An issue the TARC Maintenance Department has no control or prevention of



# MAINTENANCE

## MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
Mar-26	506,016	81	6,247
Feb-26	447,352	63	7,101
Jan-26	460,852	74	6,228
Dec-25	473,098	88	5,376
Nov-25	453,965	58	7,827
Oct-25	496,899	76	6,538
Sep-25	485,352	92	5,275
Aug-25	489,767	72	6,802
Jul-25	489,556	94	5,208
Jun-25	478,934	98	9,241
May-25	473,698	80	9,741
Apr-25	485,004	102	4,755
Mar-25	481,890	69	6,984



**Total Miles Between Chargeable Road Calls = 6,247**  
**Target Miles Between Road Calls = 6,000**

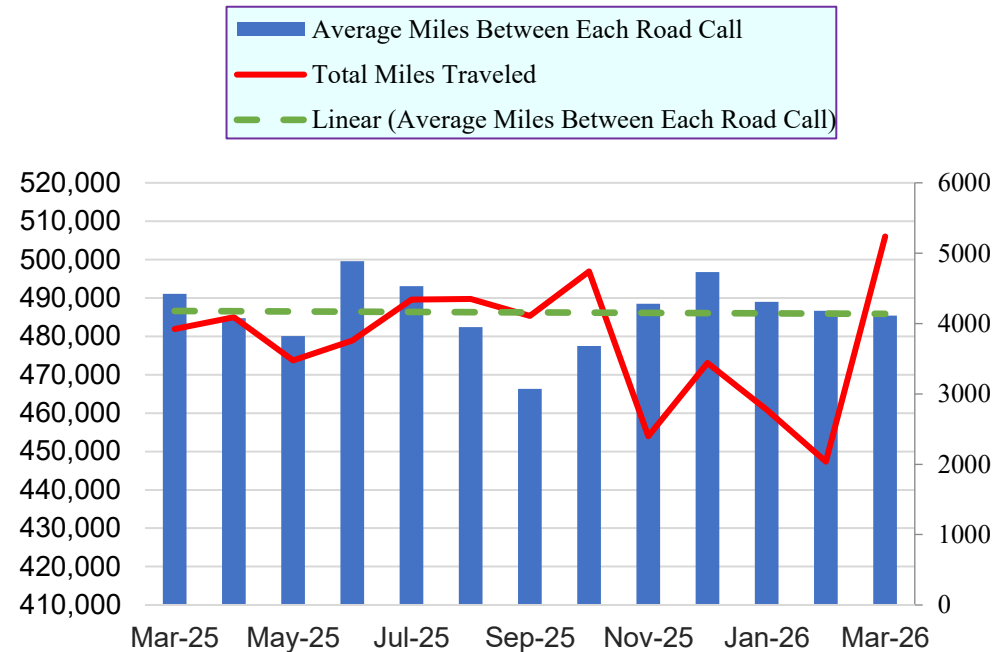
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



# MAINTENANCE

## MILES BETWEEN NON-CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Non-Chargeable Road Calls	AVG Miles Between Each Road Call
Mar-26	506,016	123	4,113
Feb-26	447,352	107	4,181
Jan-26	460,852	107	4,307
Dec-25	473,098	100	4,731
Nov-25	453,965	106	4,283
Oct-25	496,899	135	3,681
Sep-25	485,352	158	3,072
Aug-25	489,767	124	3,950
Jul-25	489,556	108	4,533
Jun-25	478,934	98	4,887
May-25	473,698	124	3,820
Apr-25	485,004	119	4,076
Mar-25	481,890	109	4,421



**Total Miles Between Non-Chargeable Road Calls = 4,113**  
**Period Average = 4,188**

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
<b>16</b>	Fixed object	12 100.0%	<b>91</b>

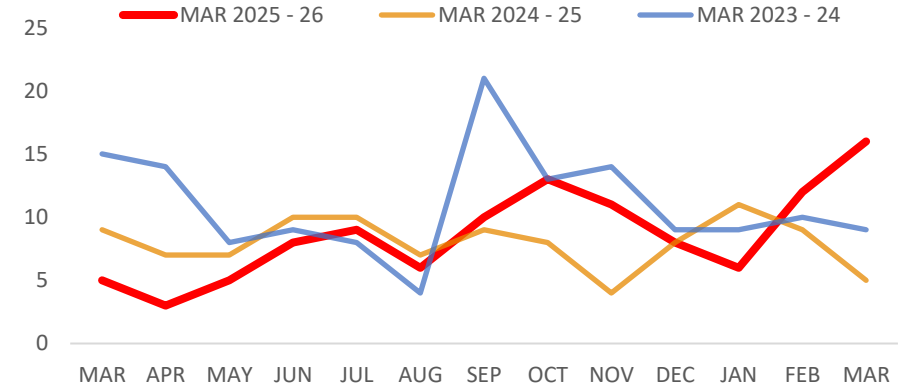
### 12 Fixed Objects

- Going straight at Main St (2), Bohne Ave, Barn (3), 10<sup>th</sup>/Broadway, 4<sup>th</sup>/Oak, Hazel
- Turning right at 34<sup>th</sup>/Slevin, Chestnut/Hancock, 28<sup>th</sup>/Wilson, LaGrange/Old Whipps Mill
- Turning left at Preston/Eastern Pkwy, Ewing/Frankfort
- Pulling into coach stop at Norton Commons

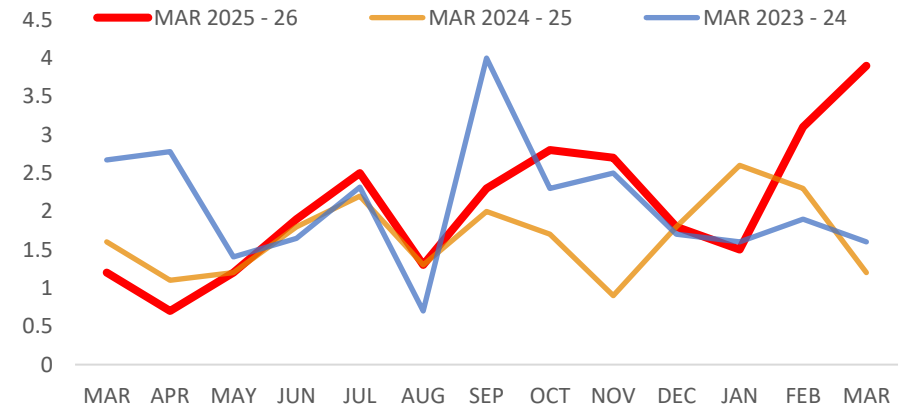
## PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD FY26
<b>3.9</b>	<b>2.1</b>	<b>2.4</b>

## PREVENTABLE ACCIDENTS



## PREVENTABLE ACCIDENT AFR



## **New TARC Network Updates for TARC Board of Directors**

April 2026

The process of preparing for the launch the New TARC Network on August 2, 2026 is over two-thirds complete. During the month of April, TARC is continuing with bus stop construction, employee training and customer outreach. Additional updates are provided below:

### **Service Planning & Scheduling**

- **Operator Bid.** Bid materials for have been posted for the upcoming operator bid that will begin earlier than normal so that operators have plenty of time to prepare and receive additional training before the August 2<sup>nd</sup> effective date.
- **Maps & Schedules.** The new TARC system maps and brochures have been finalized and are shared below. The new system map will be featured on the TARC website, included in a special brochure, and displayed in shelter display cases at the DTC.

### **Passenger Facilities**

- **Bus Stop Pad Construction.** Construction of new bus stops began in late February and has continued over the last two months. Bus stop work has been completed for several dozen new stops on Browns Lane, 34<sup>th</sup> Street and other corridors across the service area. TARC staff are now coordinating with KYTC to secure permits to construct bus stops on state corridors.
- **Bus Stop Signage.** New TARC bus stop signs are being produced and will be installed starting in early May. All TARC stops will also have flyers informing customers of the status of the stop in the New TARC Network.
- **Bus Stop Changes.** Detailed lists of bus stop changes will be posted on the TARC website beginning in early May. The New TARC Network will have roughly 1,500 bus stops, less than half of the current TARC system.
- **Downtown Street Conversions.** Staff continues to meet with Louisville Metro staff on two-way street conversions for DTC along Muhammad Ali Boulevard, 7<sup>th</sup> Street and 8<sup>th</sup> Street, including signage and striping modifications. The next phase of work will begin in mid-May.
- **Downtown Transfer Center.** Planning and Procurement staff have secured approvals from Louisville Metro on plans for DTC security booth, restroom, custodial services, fencing, and security. The lease for TARC use of the service station lot has been finalized.

### **Transportation & Training**

- **NTN Training.** Employee training for the New TARC Network began on March 16 and has continued over the last month. Roughly 1/3 of bus operators have completed the two-day training, along with all customer service staff and over 50 administrative employees.

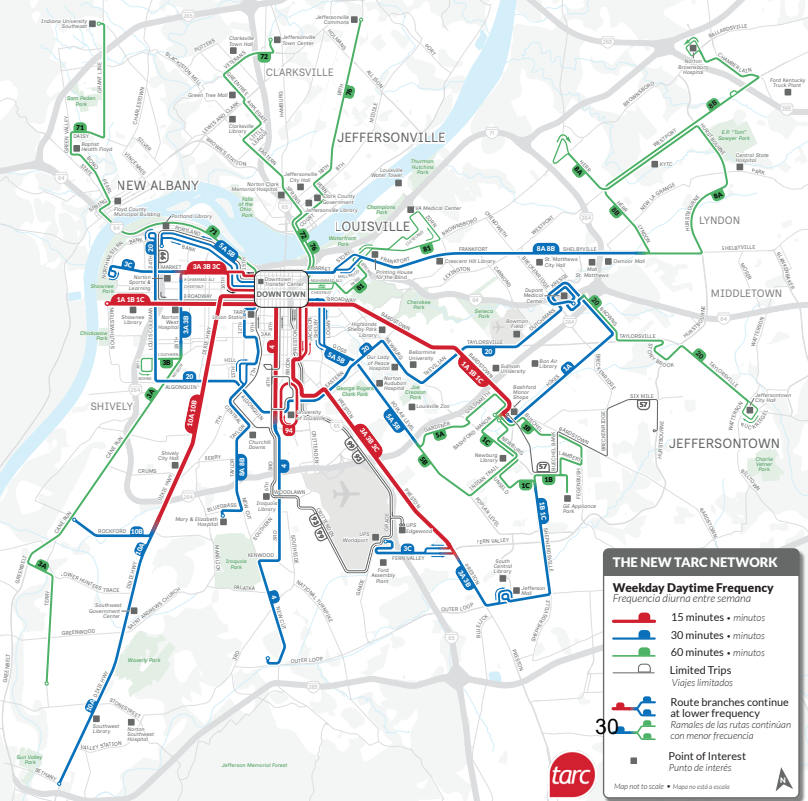
- **NTN Playbook.** Staff have continued to revise the NTN Playbook to provide better information to staff, including an expanded FAQ section and URL's for route videos.
- **Employee Engagement.** In the week leading up to the operator bid pick, TARC will be holding an NTN Spirit Week to increase employee engagement for the New TARC Network and share more information about the project. Activities will include smoothies, cornhole and other events.

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

- **NTN Website.** The Marketing team is preparing for the launch of the full New TARC Network website on May 4. Additional features will include route maps, schedules, bus stop lists, comparative trip planner, route comparison table, and a DTC diagram.
- **Stakeholder Outreach.** TARC held the final Stakeholder Advisory Group meeting for the TARC 2025/New TARC Network on April 15. The team shared information and updates about the New TARC Network launch, previewed upcoming marketing and outreach activities and encouraged stakeholder to help promote awareness of the NTN.
- **Community Group Outreach.** TARC has contacted more than 300 community groups to share information about the New TARC network and offer to attend any upcoming community meetings.
- **TARC Ambassador Events.** TARC is preparing to deploy dozens of ambassadors to locations across the service area in the final months leading up the NTN launch. These ambassadors will include temporary staff, TARC staff, Riders Club members and stakeholders. The goal of these events will be to promote awareness of the new network launch, hand out flyers, answer questions and guide customer to the NTN website for additional information.

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

- **GTFS Database.** IT team has received final database and is preparing for deployment.
- **Onboard Announcements.** NTN onboard announcements began playing in both English and Spanish in April. Announcements will continue up through the launch date to make sure riders are aware of the upcoming changes.
- **Downtown Transfer Center.** IT team has selected a vendor for real-time information displays at DTC, pending board approval. IT Team is also working to identify options for internet/WIFI at DTC, and will install an access control keypad on the Security Trailer.





**Southbound** towards  
Hacia el sur •

**Outer Loop**

**Northbound** towards  
Hacia el norte •

**Downtown**  
**Louisville**

Stouffville Transfer Center	Brookway @ 4th	4th @ Concord Blvd	3rd @ Central Station Blvd (Southbound)	3rd @ Central Station Blvd (Northbound)	3rd @ Woodlawn	New Cut @ 3rd Street Blvd	Webbroot Outer Loop
A	B	C	D	D	E	F	G
8:00	8:20	8:30	8:32	-	8:34	8:38	8:47
8:35	8:55	9:05	-	9:04	-	9:06	9:17
9:05	9:30	9:40	9:35	-	9:36	9:40	9:47
9:35	10:00	10:10	-	10:05	-	10:06	10:17
1:00	1:20	1:30	1:31	-	1:32	1:37	1:47
3:35	3:55	4:05	-	4:04	-	4:06	4:17
6:05	6:30	6:40	6:34	-	6:36	6:40	6:47
8:35	9:00	9:10	9:05	-	9:06	9:10	9:17
9:00	9:30	9:40	9:34	-	9:36	9:40	9:47
9:35	10:00	10:10	-	10:05	-	10:06	10:17
12:05	12:30	12:40	12:34	-	12:36	12:40	12:47
3:35	3:55	4:05	-	4:04	-	4:06	4:17
6:05	6:30	6:40	6:34	-	6:36	6:40	6:47
8:35	9:00	9:10	9:05	-	9:06	9:10	9:17
9:00	9:30	9:40	9:34	-	9:36	9:40	9:47
9:35	10:00	10:10	-	10:05	-	10:06	10:17
12:05	12:30	12:40	12:34	-	12:36	12:40	12:47
1:40	2:00	2:10	2:04	-	2:06	2:10	2:17
2:05	2:30	2:40	2:34	-	2:36	2:40	2:47
2:35	3:00	3:10	3:04	-	3:06	3:10	3:17
3:00	3:30	3:40	3:34	-	3:36	3:40	3:47
3:35	4:00	4:10	4:04	-	4:06	4:10	4:17
4:05	4:30	4:40	4:34	-	4:36	4:40	4:47
4:35	5:00	5:10	5:04	-	5:06	5:10	5:17
5:00	5:30	5:40	5:34	-	5:36	5:40	5:47
5:35	6:00	6:10	6:04	-	6:06	6:10	6:17
6:00	6:30	6:40	6:34	-	6:36	6:40	6:47
6:35	7:00	7:10	7:04	-	7:06	7:10	7:17
7:00	7:30	7:40	7:34	-	7:36	7:40	7:47
7:35	8:00	8:10	8:04	-	8:06	8:10	8:17
8:00	8:30	8:40	8:34	-	8:36	8:40	8:47
8:35	9:00	9:10	9:04	-	9:06	9:10	9:17
9:00	9:30	9:40	9:34	-	9:36	9:40	9:47

Webbroot Outer Loop	New Cut @ 3rd Street Blvd	3rd @ Woodlawn	3rd @ Central Station Blvd (Northbound)	4th @ Woodlawn	4th @ Brookway	Stouffville Transfer Center
G	F	E	D	C	B	A
-	-	-	8:00	8:10	8:20	8:30
8:11	8:20	8:30	8:35	8:40	8:50	9:00
8:41	8:50	9:00	9:05	9:10	9:20	9:30
9:11	9:20	9:30	9:35	9:40	9:50	10:00
9:41	9:50	10:00	10:05	10:10	10:20	10:30
10:11	10:20	10:30	10:35	10:40	10:50	11:00
10:41	10:50	11:00	11:05	11:10	11:20	11:30
11:11	11:20	11:30	11:35	11:40	11:50	12:00
11:41	11:50	12:00	12:05	12:10	12:20	12:30
12:11	12:20	12:30	12:35	12:40	12:50	13:00
1:40	1:50	2:00	2:05	2:10	2:20	2:30
2:11	2:20	2:30	2:35	2:40	2:50	3:00
2:41	2:50	3:00	3:05	3:10	3:20	3:30
3:11	3:20	3:30	3:35	3:40	3:50	4:00
3:41	3:50	4:00	4:05	4:10	4:20	4:30
4:11	4:20	4:30	4:35	4:40	4:50	5:00
4:41	4:50	5:00	5:05	5:10	5:20	5:30
5:11	5:20	5:30	5:35	5:40	5:50	6:00
5:41	5:50	6:00	6:05	6:10	6:20	6:30
6:11	6:20	6:30	6:35	6:40	6:50	7:00
6:41	6:50	7:00	7:05	7:10	7:20	7:30
7:11	7:20	7:30	7:35	7:40	7:50	8:00
7:41	7:50	8:00	8:05	8:10	8:20	8:30
8:11	8:20	8:30	8:35	8:40	8:50	9:00
8:41	8:50	9:00	9:05	9:10	9:20	9:30
9:11	9:20	9:30	9:35	9:40	9:50	10:00

Transfer and 3rd @ Central Station Blvd. Eye vide open side area Downtown Transfer Center y 3rd @ Central Station Blvd.  
 Transfer en las paradas.

## NTN Progress to Date | April 15, 2026 | Week 35 of 50

