

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, July 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, July 21, 2026

- | | | |
|---------------------------------------|----------------------|-----------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 2:40-2:45 |
| a. Approval of May Minutes | | |
| b. Approval of June Minutes | | |
|
2. Staff Reports and Presentation | | 2:45-3:25 |
| a. Operations Update | Ozzy Gibson | |
| b. COO Update | Bruce Withers | |
| c. NTN Marketing Update | David Meckle | |
| d. New TARC Network Update | Martin Barna | |
|
3. Adjournment | | 3:25 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



June 16, 2026 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, June 16, 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

Steve Miller

Members Virtual

DuWayne Gant

Myra Rock

Alice Houston

Declined

Christy Ames

Ted Smith

Abbie Gilbert

Justin Brown

Call to Order

Alice Houston called the meeting to order at 2:52 p.m.

Action Items:

Ozzy Gibson presented the Operations Report.

- TARC began the second annual TARC Transit Challenge in partnership with Every Commute Counts: more trips on TARC equals more chances to win.
- Launched the Summer Youth Pass, offering youth ages 6-19 unlimited travel with TARC throughout the summer.
- Attended community events and discussed NTN at District 15 BOB, LIBA Buy Local Fair, Republic Bank Juneteenth, the Portland Festival, Paristown Flea, KY Pride Festival and more.
- Held press conference and unveiled the 26th Annual Design-a-Bus with contest winning artwork from local children in partnership with Portland Museum and JCPS.
- Introduced David Meckle, Director of Marketing, to the Committee.
- The May fixed route ridership and on-time performance numbers were reviewed.
- The May fixed route missed runs and missed hours were reviewed.
- The May Paratransit service numbers were reviewed.

Bruce Withers presented the COO update.

- May Paratransit same day cancellations have increased.
- The I-65 Detours are working well.

New TARC Network Overview.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



David Meckle presented the NTN Marketing Key Accomplishments.

- The website had a 50% increase in NTN page views.
- New signs: over 50% of all new signs are up.
- On-bus information shared through announcements, interior cards, bus wrap and marquee signs.
- Social Media posts with information are posted weekly.
- On going communication with JCPS students, staff and families.
- In person and pop-ups meetings are scheduled for the month of July.

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

- NTN Training for 450 employees has been completed.
- Bus Stop Changes. TARC contractors have completed installations of nearly half of the 1,500+ new bus stop signs that are needed for network launch.
- TARC staff installed flyers at all bus stops prior to sign changes to inform riders about the changes.
- Downtown Street Conversions. Louisville Metro staff will begin the next phase of restriping work for the two-way street conversions along Muhammad Ali Boulevard, 7th Street and 8th Street. This phase is a little behind but should be completed by deadline of August 2.
- TARC is preparing to deploy ambassadors to outreach events across the service area in the final two months leading up the NTN launch to promote awareness of the new network launch, hand out flyers, answer questions and guide customers to the NTN website for additional information.

Alice Houston adjourned the meeting at 3:23 p.m.

ADOPTED THIS 21th DAY OF JULY, 2026.

Alice Houston, Committee Chairperson



BOARD OF DIRECTORS
JULY 28, 2026

JULY OPERATIONAL UPDATE

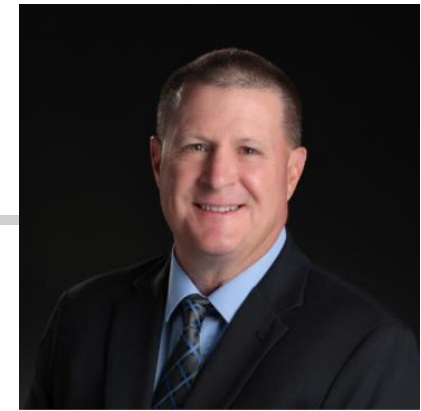




EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...

- Attended 22 community meetings and events promoting The New Network
- Launched TARC to the PARK with Kentucky Shakespeare Festival
- Hosted media Ride-a-long with Ozzy for preview of the New TARC Network
- Hosted US DOT Transportation Safety Institute (TSI) certification training for TARC Road Supervisors and supervisors from outside the agency



Ozzy Gibson
Executive Director



EXECUTIVE DIRECTOR REPORT

DOWNTOWN TRANSFER CENTER (DTC) UPDATE

- All adjustments to the DTC have been approved by Public Works
- Fence installation completed
- DTC Security Trailer delivered and setup
- Security cameras installed
- Sidewalk replacement and shelter pad work started



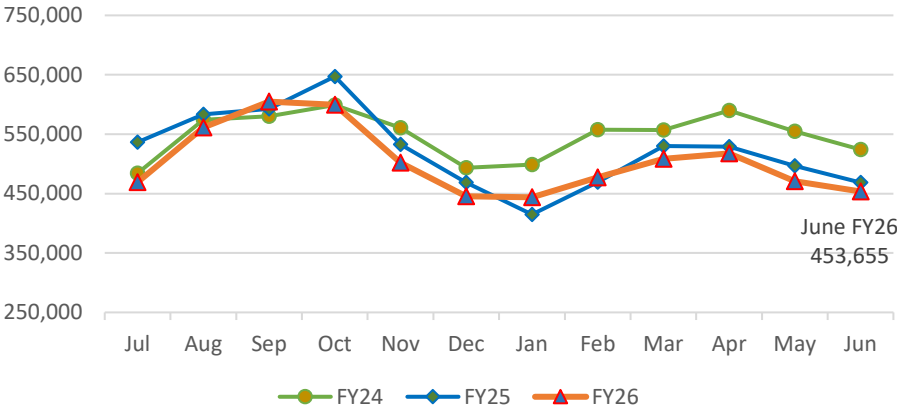
Ozzy Gibson
Executive Director



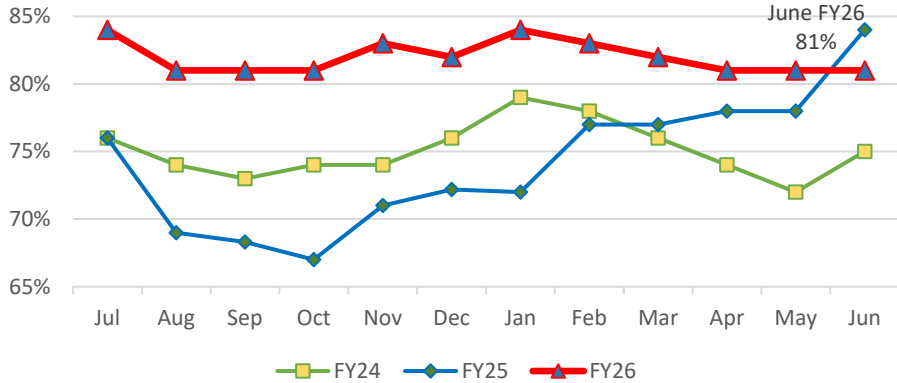


JUNE FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



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	81%	78%	74%
May	81%	78%	72%
June	81%	84%	75%
FYTD	82%	74%	75%

Fixed-Route FY26 Goal **80%**

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



JUNE FIXED ROUTE SERVICE

Performance Indicator	Fixed-Route System		
System Production	FY26 YTD	FY25	FY24
Total Ridership	6,084,730	6,636,904	6,573,722
Avg Monthly Ridership	504,551	553,075	547,810
Total Revenue Miles	4,845,901	5,231,772	6,517,670
Total Revenue Hours	375,471	409,032	537,581
Trips per Revenue Mile	1.26	1.20	1.01
Trips per Revenue Hour	16.21	15.37	12.20

Monthly Ridership 453,655
Comparison VLM -3.70%
Comparison VLY -5.15%

Revenue miles (often called *total revenue miles*) represent **the miles a vehicle travels while it is actively providing scheduled service to riders.**

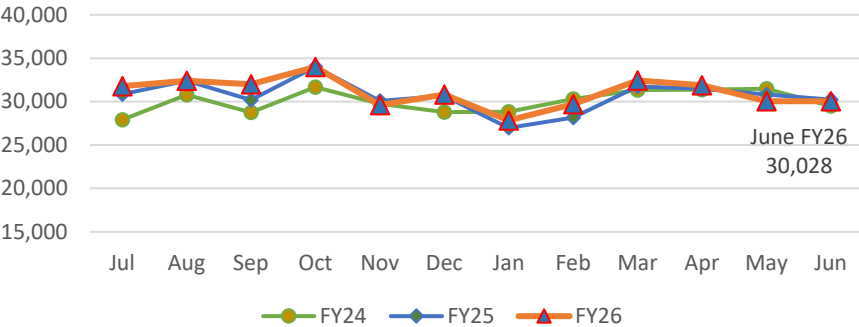
Revenue hours—often referred to as **total revenue hours**—represent the **hours a vehicle spends actively providing scheduled, in-service transportation to passengers.**

- There was a decline in ridership compared to the previous month, likely influenced by UofL and local schools being out of session.
- Year-over-year ridership is down roughly 5%, with the I-65 closure contributing significantly to that decrease.
- Missed service remains extremely low, total revenue miles and hours have also fallen.
- Trips per revenue mile and hour have increased substantially, indicating improved operational efficiency.

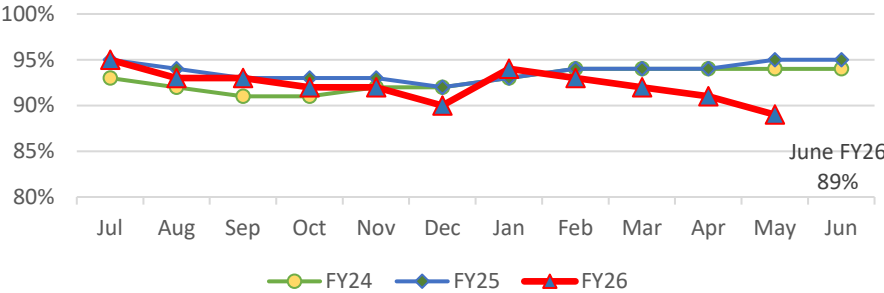


JUNE PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit
Ridership



TARC3 Paratransit
On-Time Performance



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	91%	94%	94%
May	89%	95%	94%
Jun	89%	95%	94%
FYTD	92%	94%	93%

Paratransit FY26 Goal **93%**

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



JUNE PARATRANSIT SERVICE (TARC3)

Performance Indicator	Paratransit (TARC3)		
System Production	FY26 YTD	FY25	FY24
Total Ridership	30,028	367,610	360,456
Avg. Monthly Ridership	31,138	30,634	30,038
Total Revenue Miles	3,983,017	4,374,215	4,364,217
Total Revenue Hours	252,481	277,039	284,896
Trips per Revenue Mile	0.09	0.08	0.08
Trips per Revenue Hour	1.36	1.33	1.27

Monthly Ridership Comparison VLM 30,028
-0.02%

Total YTD Ridership Comparison YLY 342,523
-2.56%

Revenue miles (often called *total revenue miles*) represent the miles a vehicle travels while it is actively providing scheduled service to riders.

Revenue hours—often referred to as **total revenue hours**—represent the hours a vehicle spends actively providing scheduled, in-service transportation to passengers.

- Ridership for the paratransit service has continued to grow slightly month-over-month.
- Revenue miles and hours have significantly decreased, indicating improved operational efficiency.
- Trips per revenue hour also show stronger productivity.
- Continuing to increase productivity will further enhance efficiency and generate cost savings.

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



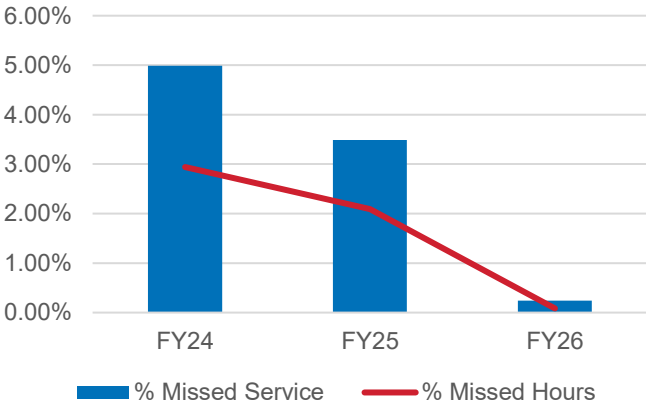
JUNE FIXED-ROUTE MISSED RUNS AND MISSED HOURS

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%
Total	93,746	4,665	4.99%	17,683.12	2.94%

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%
Total	61,153	2,181	3.49%	9,201.01	2.09%

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%	02.86	0.01%
April	4422	10	0.23%	17.30	0.05%
May	4422	8	0.18%	17.63	0.05%
June	4422	10	0.23%	18.40	0.05%
Total	54,438	126	0.23%	337.23	0.07%

Missed Service and Hours



*January 2025 & 2026 adjustment due to winter weather



JUNE ON-TIME PERFORMANCE 90% CLUB

Operator	OTP %
Johnson, Donald	99%
Hawkins, Nisha	98%
King, Keith	98%
Miller, Erica	98%
Sandifer, Calvin	98%
Williams, Shuntelle	97%
Edwards, Trina	97%
Wells, Sheena	97%
Murray, Glenn	97%
Moore, Timothy	96%
Sloan, Anthony	96%
Bolus, David	96%
Carpenter, Garry	96%
Wilson, Jimmy	96%
Bailey, Kendrick	96%
Mason, Brooklyn	96%
Walker, Wayne	96%
Taylor, Lionel	95%
Harper, Jeffrey	95%
Leonard, Tracy	95%
Robb, Larry	95%

Operator	OTP %
Trowell, Laquita	95%
Tebault, William	95%
Lindsey, Damian	95%
Cecil, Shawn	94%
Rogers, Dewayne	94%
Powell, Ronald	94%
Moore, Chalondias	94%
Tutt, Frieda	94%
Miles, Brittney	94%
Pitmon, Cheryl	94%
Alexander, Maurice	94%
Williams, Robin	94%
Smith, Anthony J.	94%
Patterson, Pamela	94%
Glenn, Rachelle	94%
Williams, Leslie	93%
Hurrigan, Kimberly	93%
Hayes, Kamika	93%
Saulsberry, Steve	93%
Powell Jr, Tyrone	93%
Beckham, Cordelro	93%

Operator	OTP %
Stoudemire, Deondria	93%
Harris, Stephon	93%
Keita, Adrahamane	92%
Broyles, Kameran	91%
Pruitt, Tammy	91%
Brown, Curtis	91%
Nathaniel, leesha	91%
Reed, Bessie	91%
Heil, Jesse	91%
Mitchell, Keith	91%
Florence, Albert	91%
Williams, Rodney	91%
List Iii, Frank	90%
Wadlington, Tina	90%
Tidwell, Teven	90%
Cochran, John	90%
Fitzgerald, Birdturam	90%
Jackson, Andre	90%
Powell, Tyrone	90%

Total Coach Operators for Service (June):
Total Coach Operators for Service (May):

250
245

Total Coach Operators at 90% or better (June):
Total Coach Operators at 90% or better (May):

72
74



JUNE ON-TIME PERFORMANCE 80% CLUB

Operator	OTP %
Coleman, Lelia	89%
Smith, William	89%
Miller, Terrence	89%
Jordan, Kenyatta	89%
Pitts, Kendell	88%
Ross, Dawnyell	88%
Lansberg, Jon	88%
Ross, Tamika	88%
Jackson, Kevin	88%
Bowen, Angela	88%
Kenyon-Scott, Melanie	88%
Henderson, Delisa	88%
Roberson, David	88%
RANDALL, PHILEPE	88%
Mattingly, Stephen	87%
Malone, Eddie	87%
Sweat, Renesha	87%
Maddox, Gwendolyn	87%
Taylor, Danielle	87%
Brewer, Kelvin	87%
Yarbrough, Demetra	87%

Operator	OTP %
Wade, Shonda	87%
Carrico, James	87%
Watson, Jason	87%
Williams, Brittany	87%
Sandage, Mary	87%
Podbicanin, Ervad	87%
Jarrett, Christopher	86%
Goss, Asher	86%
Mccraney, Yazmin	86%
Malone, Dewan	86%
Brents, James	86%
House, Jonathan	86%
Ward, Patrick	85%
Wilde, Samuel	85%
Ayers, Steven	85%
Adams, Robert	85%
Prince, Timothy	85%
Watts, Reginald	85%
Swain, Cessli	85%
Cook, Donna	85%
Nelson, Paul	84%

Operator	OTP %
Wade, Robert	84%
Wallace, Sandie	84%
Wayne, Keith	84%
Ellison, Frank	84%
Morgan, Darrell	84%
Pharram, Lashae	84%
Bachelor, Michael	84%
Phillips, Naphatina	84%
Finn, Davisha	83%
Thomas, Stephanie	83%
Taylor, Josie	83%
Warner, Jeffery	83%
Lucas, Courtney	83%
Cunningham, Latoi	83%
Finn, Jadavia	83%
Platt, Damien	83%
Thomas, Yvonne	83%
Diallo, Salim	83%
Cockroft, Latisha	82%
HURST, GENETTA	82%
Murray, Alise	82%

Operator	OTP %
Smyzer, Angela	82%
Rodriguez Villanueva, Ismael	82%
Muhire, Bernond	82%
Goodwin, Remonda	82%
Miller, Antonio	82%
Robert, Anna	82%
Bell, Jessica	81%
Meneese, Anita	81%
Cleveland, Sammy	81%
Westmoreland, Nathan	81%
Watkins, Joshua	81%
Lucas, Darryl	81%
Finisson, Ruby	81%
Neal, Joel	81%
Polen Williams, Starlene	80%
Scott, Shalayne	80%
Gholson, Shanice	80%
Spaine, Zazzirah	80%
Myles, Antonio	80%
Knights, Donald	80%
Jackson, April	80%
Kennedy, Kyneesha	80%
Dailey, Charlotte	80%
Amaefuna, Gina	80%
Withers, Freda	80%

Total Coach Operators for Service (June): 250
Total Coach Operators for Service (May): 245

Total Coach Operators at 80% to 89% (June): 83
Total Coach Operators at 80% to 89% (May): 14 82

COO / DIRECTOR OF TRANSPORTATION REPORT

PARATRANSIT

- Focus on improving customer experience through efficiency, technology, and KPI tracking.
- June scheduled trips: 33,285 with 30,028 performed trips. Very similar to May.
- Late, cancel at the door and no shows: 6.8%, contributing to the overall 15.5% cancellations.
- We have not seen a reduction of ridership compared to March after the fare increased.

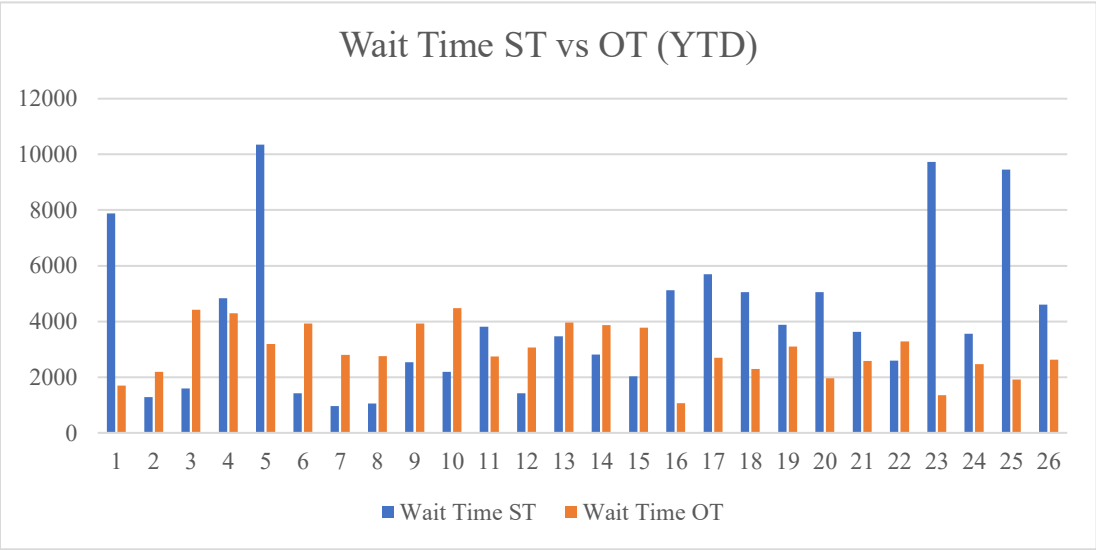
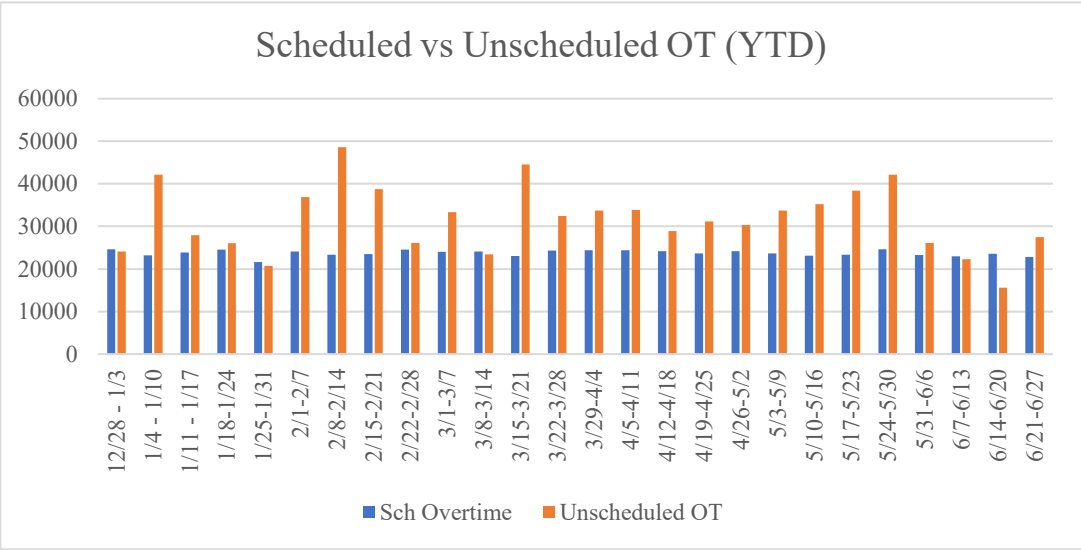
	2025		2026	
	Scheduled	Performed	Scheduled	Performed
January	32377	26966	14104	12656
February	32835	28165	33425	29943
March	35319	31203	36793	32452
April	35492	31483	36829	31896
May	34147	30911	33441	30333
June	33531	30364	33285	30028
July	35312	31853		
August	35739	32485		
September	35587	31990		
October	37267	34182		
November	33251	30324		
December	35727	12856		

June Scheduled Trips	33,285		
Same Day Cancel	2826	8.2%	
Late Cancel	1077	3.1%	\$ 24,189
Cancel at the Door	445	1.3%	\$ 20,915
No Show	826	2.4%	\$ 34,477
Missed	213	0.6%	\$ 3,566
	5387	15.5%	\$ 83,147



COO/Director of Transportation Report

Fixed Route



Scheduled vs. Unscheduled Overtime

- Scheduled overtime remained stable throughout the reporting period.
- Unscheduled overtime has seen an up tick as we prepare for the New TARC Network.
- Staffing and service coverage efforts continue to tread steady, while managing overtime.

Wait Time Straight Time vs. Overtime

- Wait time straight time fluctuates based on daily service needs and operator availability.
- Wait time overtime seems to be under control. With NTN, it is expected to be a little higher on certain days.

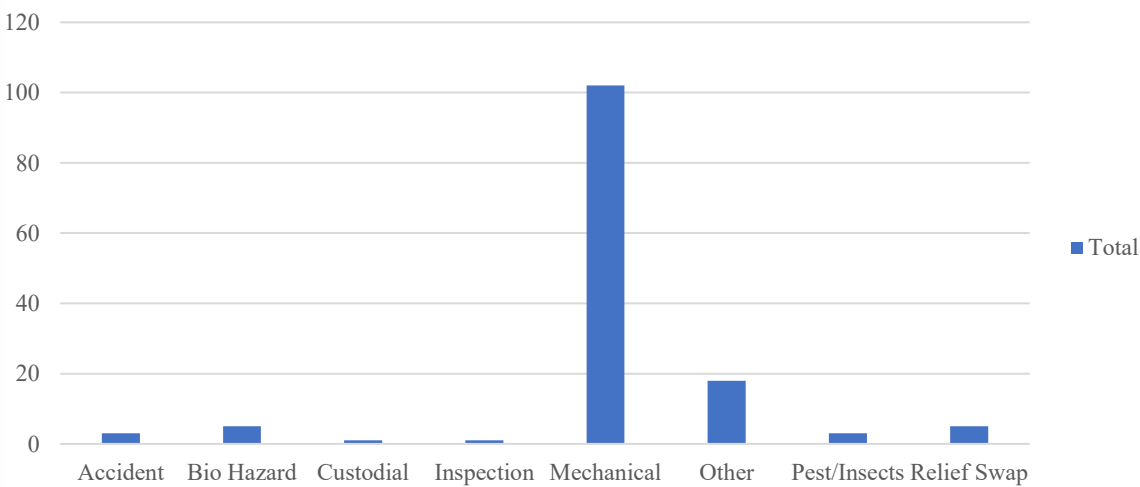


COO/Director of Transportation Report

Maintenance

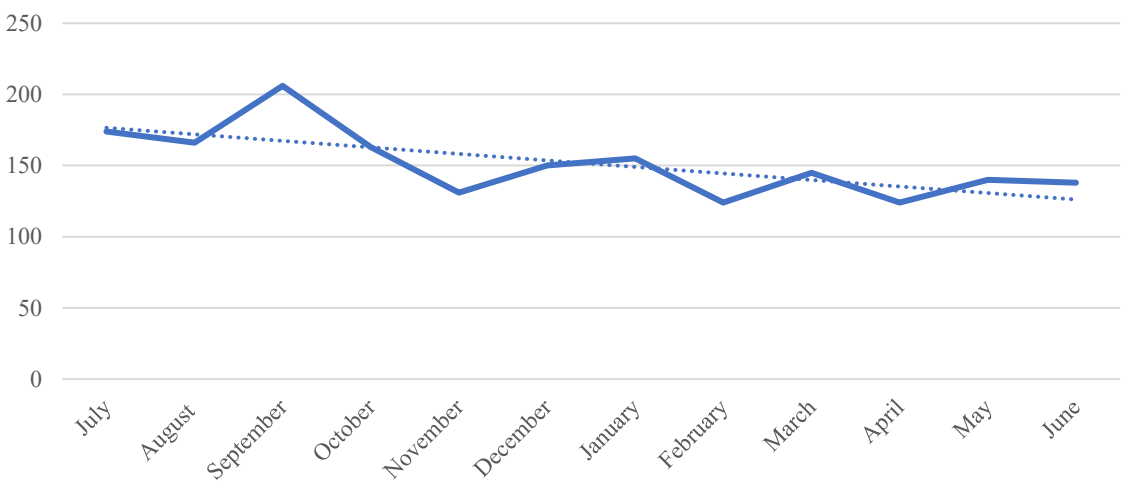
- June recorded **138 bus swaps**, near the same from May, but it is below peak levels seen in September 2025.
- Mechanical issues remained the primary cause of bus swaps.
- Overall swap activity continues to trend below the Fall 2025 levels despite monthly fluctuations.
- Road Supervisors evaluate vehicles prior to authorizing swaps when operationally feasible.

June 2026 Bus Swaps



June Total: 138

Month Over Month Bus Swaps





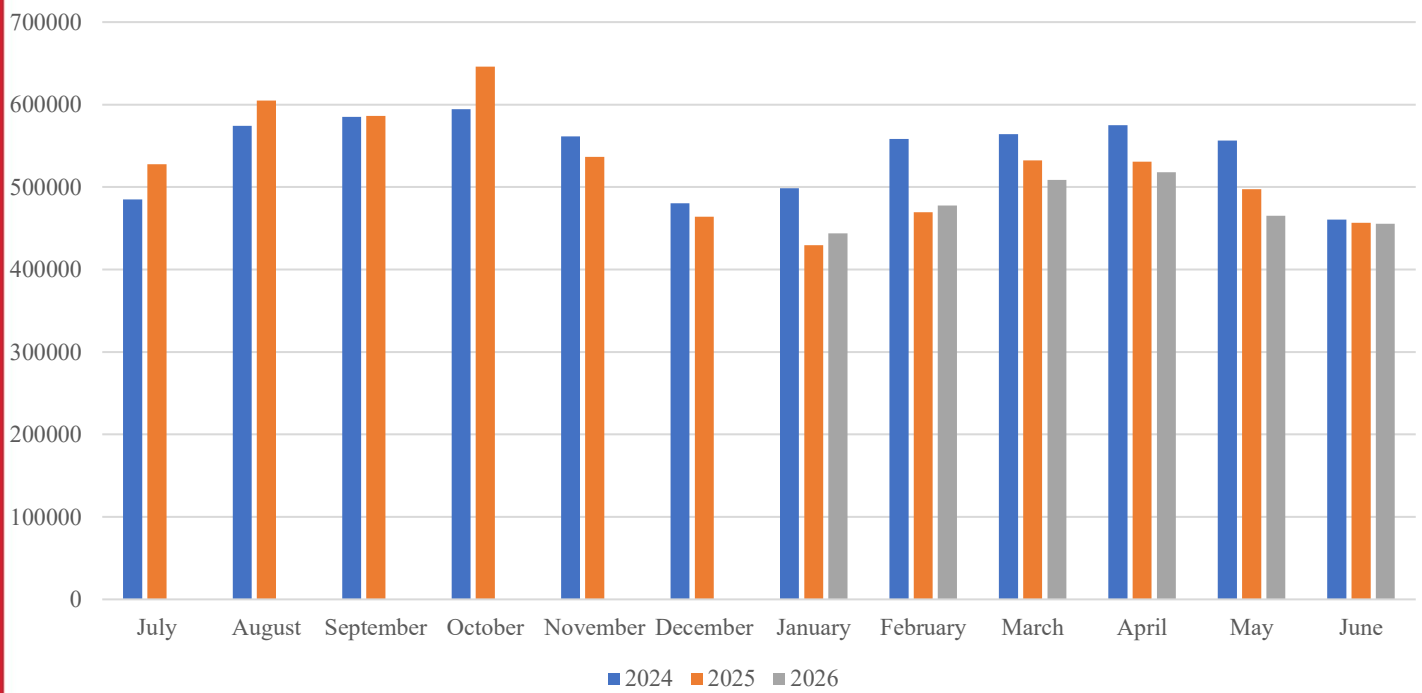
COO/Director of Transportation Report

Fixed Route

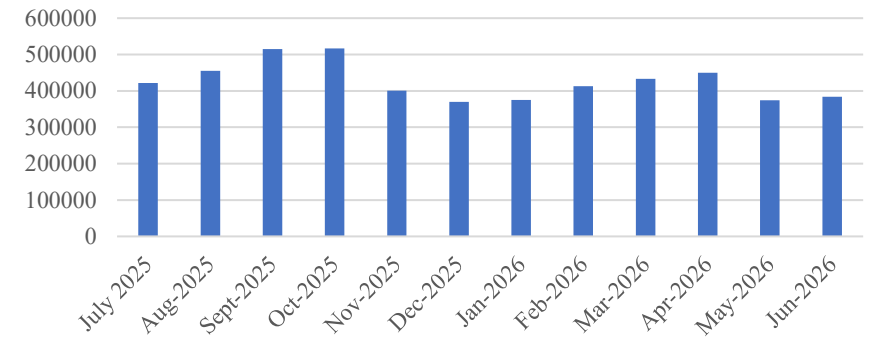
Boardings- Month Over Month Comparison

- Weekday ridership in June is consistent with May.
- Saturday and Sunday ridership dipped slightly.
- Wasn't sure of what to expect with the I-65 closure.
- Transportation did an excellent job communicating and managing detours and so on.

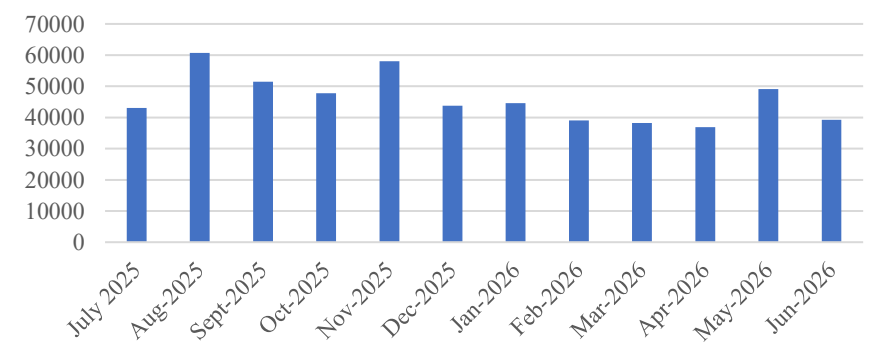
Month Over Month Comparison 2024-2026



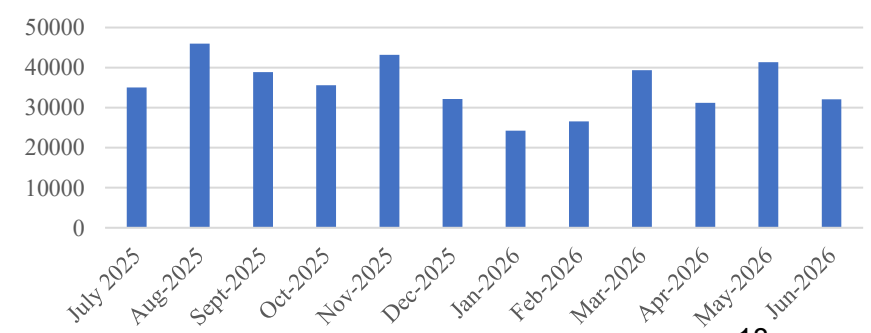
Month Over Month Weekday Boardings



Month Over Month Saturday Boardings



Month Over Month Sunday Boardings



ADDITIONAL STATS FOR BOARD MEMBER REVIEW



JULY DIRECTORS UPDATE

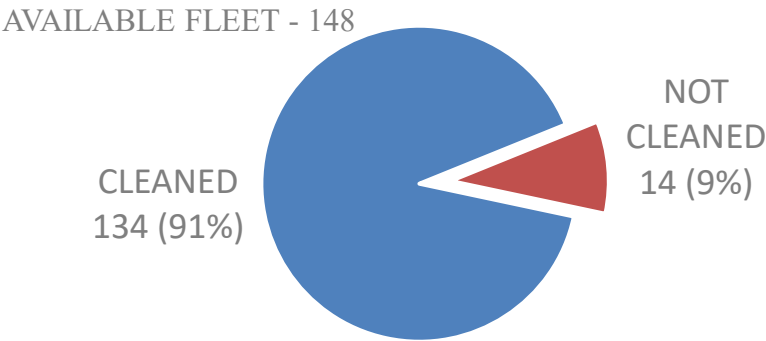
July 28, 2026

MAINTENANCE

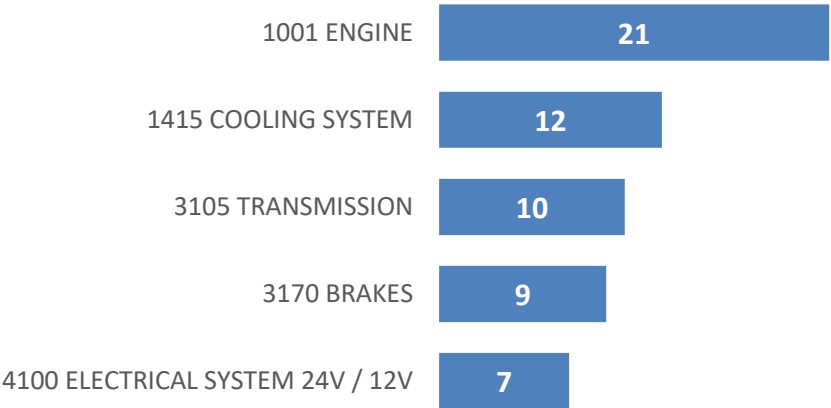
HIGHLIGHTS

- Initial training from Charge Point for Maintenance staff
- Successful initial charging and road testing of new electric buses
- Shop equipment replacement including mobile bus lifts, 2 forklifts, and DTC snow removal equipment on order
- Over 1,100 NTN signs installed as of June 30th

COACH CLEANING



TOP 5 CHARGEABLE ROAD CALL CATEGORIES





JUNE FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	34	23	33	20	33	16	40	24	34	30	25	23	13	348	27
NO SHOW	18	20	23	18	26	19	28	23	23	25	21	22	24	290	22
LATE SCHEDULE	9	11	19	21	31	14	20	17	26	32	23	36	34	293	23
RECKLESS DRIVING	4	7	11	4	7	0	7	10	8	5	6	6	2	77	6
EARLY SCHEDULE	2	0	1	1	1	0	1	3	1	3	4	2	0	19	1
TRIP BOOKING OR SCHEDULING	13	16	18	17	23	14	10	16	15	21	13	18	18	212	16
OTHER - MISC	27	25	32	32	30	26	30	26	32	49	49	51	44	453	35
COMMENDATIONS	4	5	6	9	0	5	3	6	6	9	29	16	6	104	8

PARATRANSIT (June 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	2	7	0	4	13
NO SHOW	2	21	0	1	24
LATE SCHEDULE	27	7	0	0	34
RECKLESS DRIVING	0	1	0	1	2
EARLY SCHEDULE	0	0	0	0	0
TRIP BOOKING OR SCHEDULING	5	10	0	3	18
OTHER - MISC	13	24	0	7	44

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.

FEEDBACK STATUS DEFINITIONS (PARATRANSIT)

DEFINITIONS FOR FEEDBACK STATUS AFTER INVESTIGATION

- Verified - feedback was able to be verified
Example: The information provided allowed us to retrieve video and confirm the incident.
- Unverified - feedback could not be verified based on information provided
Example: The information did not match the details in the recorded call or video.
- Unable to Investigate - feedback could not be confirmed based on the information provided
Example: The customer could not provide the date or time of the incident.
- Under Investigation - additional research is required to reach a conclusion.



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



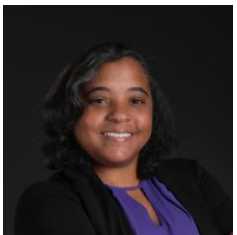
Maria Harris
Procurement



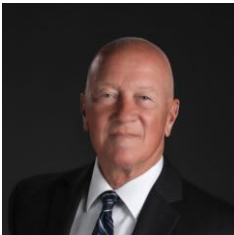
Dan Franklin
Senior Advisor



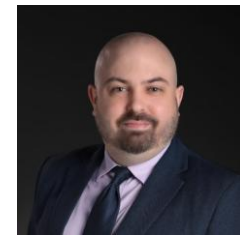
David Meckle
Marketing &
Communications



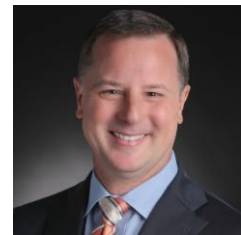
Anna Cooper
Customer Experience



Keith Shartzner
Safety & Security



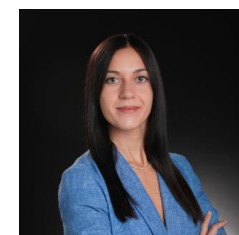
Nathan Love
Training



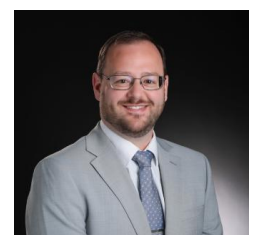
Chris Ward
Capital & Facilities



Joe Triplett
Information
Technology



Annalisa Roberson
Civil Rights &
Compliance



Matt Abner
Finance



JUNE FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	54	55	65	65	46	50	34	52	47	48	39	40	40	635	49
PASSED UP PASSENGER	67	62	73	60	81	42	50	47	60	53	79	54	62	790	61
NO SHOW	8	7	18	17	12	7	13	10	8	10	8	10	9	137	11
LATE SCHEDULE	11	21	28	31	40	31	13	24	14	31	29	25	19	317	24
RECKLESS DRIVING	25	17	29	21	25	19	20	16	26	21	20	16	24	279	21
EARLY SCHEDULE	7	9	12	12	22	13	11	15	15	9	17	12	14	168	13
PLANNING/SCHEDULE	28	23	22	25	32	15	8	23	18	16	17	15	22	264	20
IT/MOBILE	1	2	1	1	0	3	0	0	1	0	1	3	1	14	1
NEW TARC NETWORK	0	0	0	0	1	2	2	6	5	6	2	1	13	38	3
OTHER - MISC	49	53	64	73	70	49	55	67	52	60	61	55	51	759	58
COMMENDATIONS	21	8	10	6	10	5	6	8	8	9	6	5	4	106	8

FIXED ROUTE (June 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	12	19	2	7	40
PASSED UP PASSENGER	12	46	1	3	62
NO SHOW	5	3	0	1	9
LATE SCHEDULE	15	4	0	0	19
RECKLESS DRIVING	5	1	2	16	24
EARLY SCHEDULE	11	3	0	0	14
PLANNING/SCHEDULE	20	2	0	0	22
IT/MOBILE	0	0	0	1	1
NEW TARC NETWORK	13	0	0	0	13
OTHER - MISC	18	12	1	20	51

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.



SAFETY

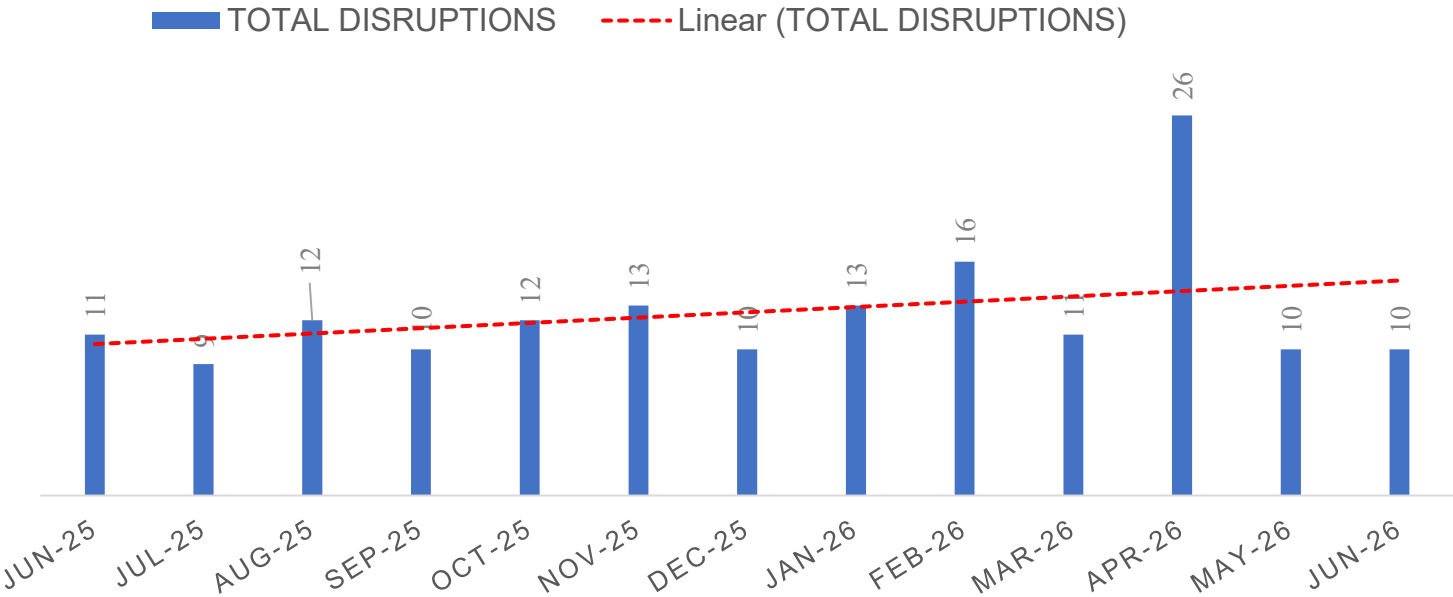
PASSENGER DISRUPTIONS BY ROUTE JUN 26

Route ID	Disruptions
Broadway - #23	3
J'ville-Lou-New Albany - #71	2
Fourth St - #4	1
Sixth St - #6	1
Muhammad Ali - #19	1
Preston - #28	1
Taylorsville Rd - #40	1

DISRUPTION CATEGORIES JUN 26

Category	#	Disputes(Others) Breakdown	#
Fare Evaders	0	Dispute w/passenger (4)	2
Passenger Fights	1	Intoxicated	2
Profane Language	1	Smoking	1
Disputes(Others)	8	Requested EMS	1
Verbal Assaults	0	Not depart coach at EOL	1
Physical Assaults	0	Passenger fall	1

TOTAL PASSENGER DISRUPTIONS (JUN 25 – JUN 26)



PASSENGER DISRUPTIONS*

This Month Total

10

Monthly Avg

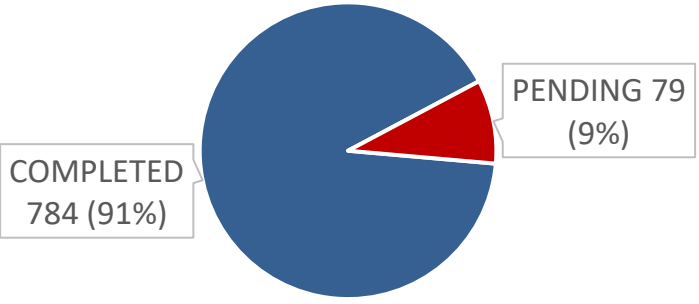
12.53

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

MAINTENANCE

WORK ORDERS

WORK ORDER STATUS



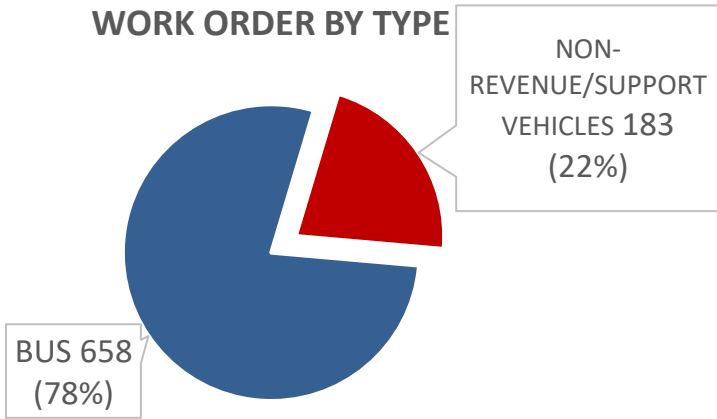
TOTAL BUS WORK ORDER SUBMITTED

658

TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED

183

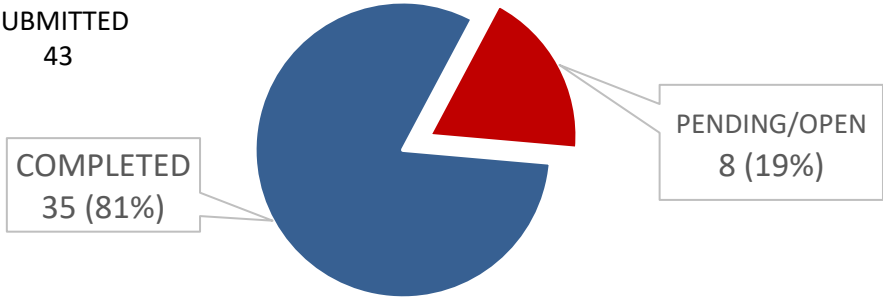
WORK ORDER BY TYPE



BUILDING MAINTENANCE WORK ORDERS

TOTAL REQUESTS SUBMITTED

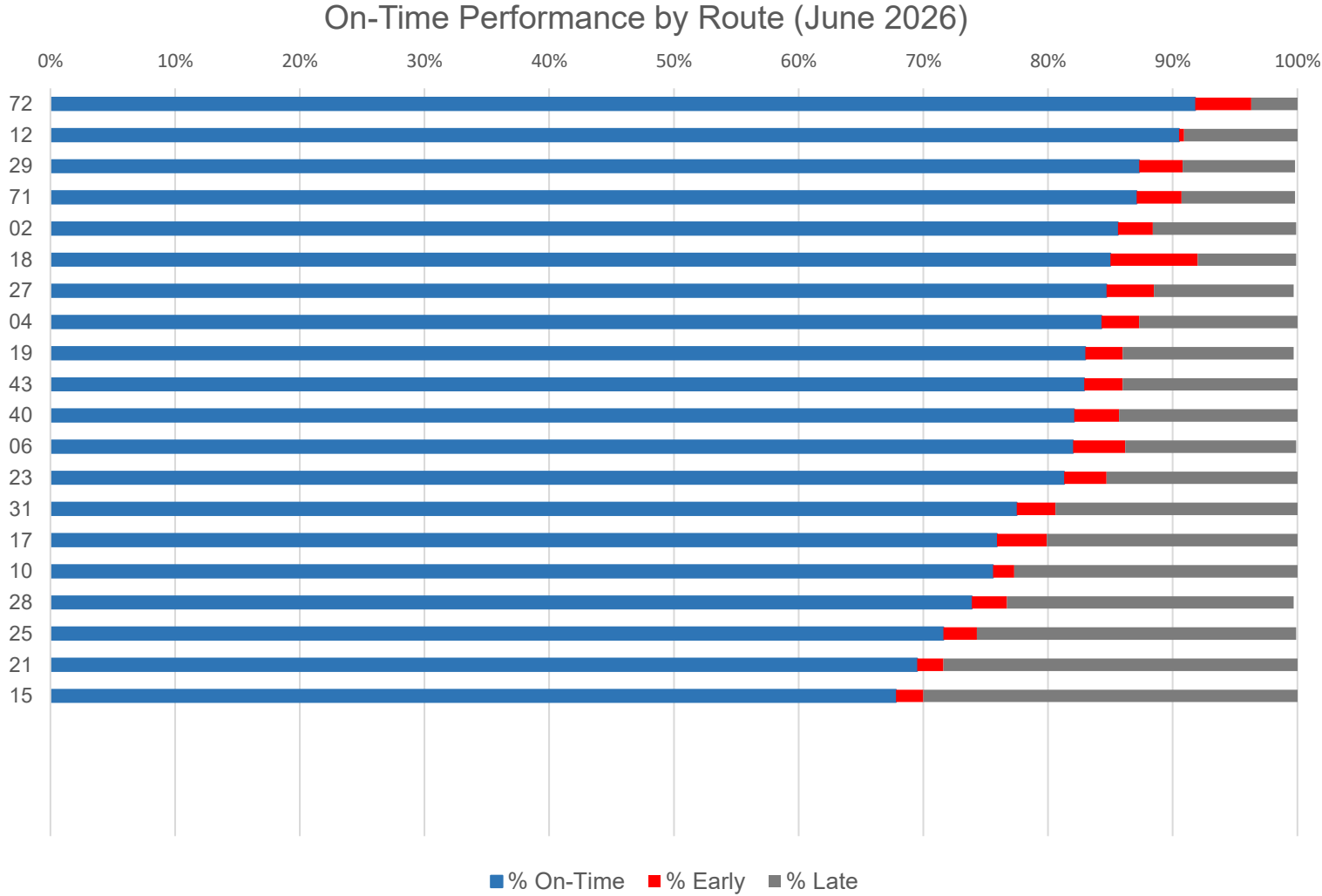
43





JUNE ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
72	91.80%	4.50%	3.70%
12	90.50%	0.40%	9.10%
29	87.30%	3.50%	9.00%
71	87.10%	3.60%	9.10%
02	85.60%	2.80%	11.50%
18	85.00%	7.00%	7.90%
27	84.70%	3.80%	11.20%
04	84.30%	3.00%	12.70%
19	83.00%	3.00%	13.70%
43	82.90%	3.10%	14.00%
40	82.10%	3.60%	14.30%
06	82.00%	4.20%	13.70%
23	81.30%	3.40%	15.30%
31	77.50%	3.10%	19.40%
17	75.90%	4.00%	20.10%
10	75.60%	1.70%	22.70%
28	73.90%	2.80%	23.00%
25	71.60%	2.70%	25.60%
21	69.50%	2.10%	28.40%
15	67.80%	2.20%	30.00%
Overall	81%	3.23%	15.72%

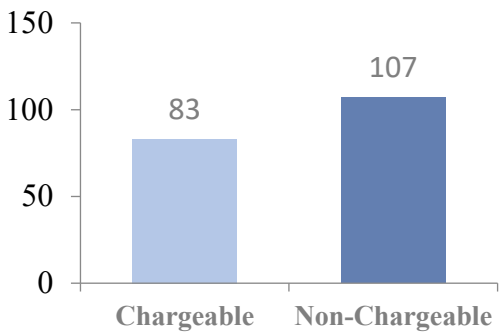




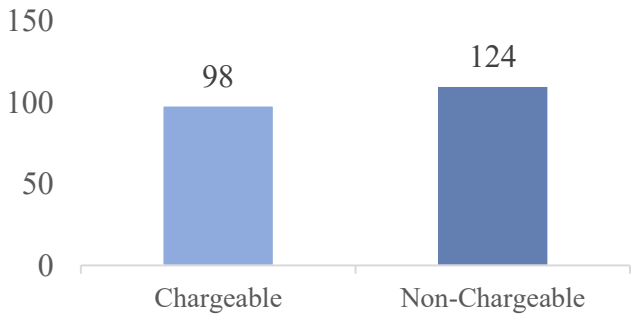
MAINTENANCE

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

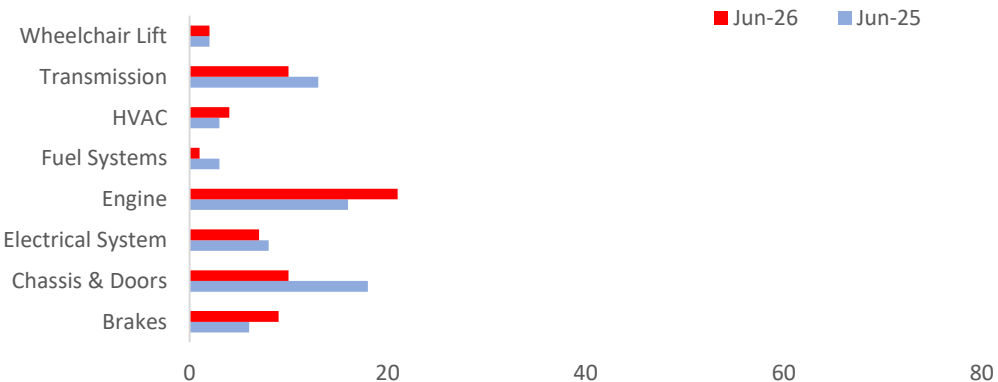
Total Road Calls (June 2026) **Total 190**



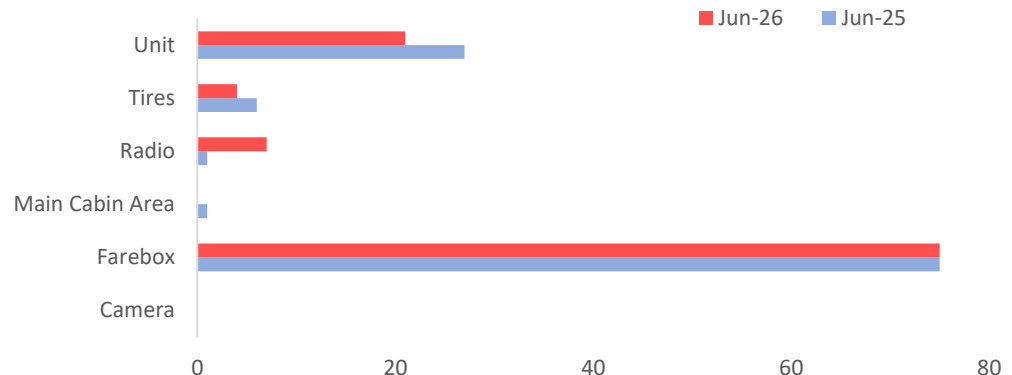
Total Road Calls (June 2025) **Total 208**



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

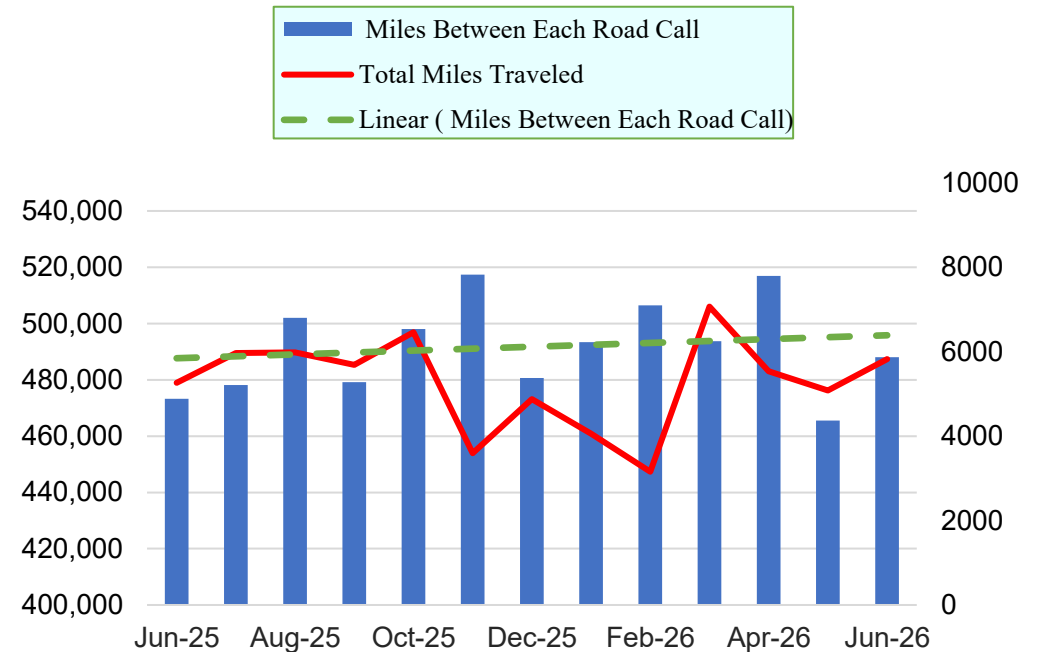
Non-Chargeable Road Call:

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
Jun-26	487,404	83	5,872
May-26	476,230	109	4,369
Apr-26	483,069	62	7,791
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	4,887



Total Miles Between Chargeable Road Calls = 5,872

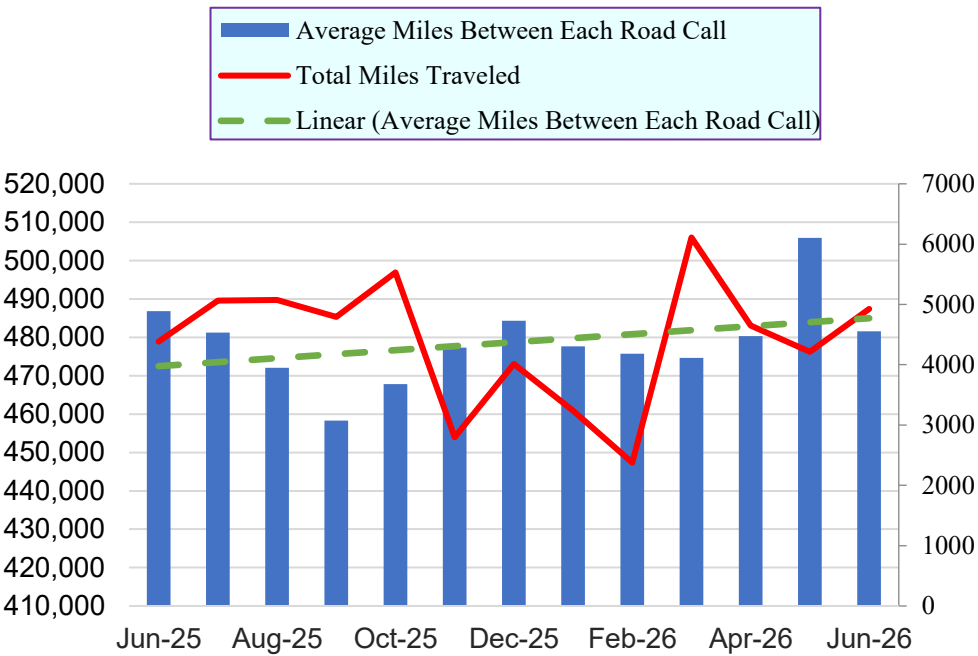
Target Miles Between Road Calls = 6,000

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
Jun-26	487,404	107	4,555
May-26	476,230	78	6,106
Apr-26	483,069	108	4,473
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



Total Miles Between Non-Chargeable Road Calls = 4,555
Period Average = 4,269

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
20	Fixed object	14	70.0%	128	
	Backing	4	20.0%		
	Moving vehicle	2	10.0%		

14 Fixed Objects

- Going straight at TARC property (5), Frankfort/Clifton, Preston/Eastern Pkwy, 2nd/Oak, 4th/Winkler, Brownsboro Rd, Grinstead/Bardstown, Shelby/Jacob, Bardstown/Douglass, E. Main
- Turning left at Frankfort Ave

4 Backing

- TARC property (4)

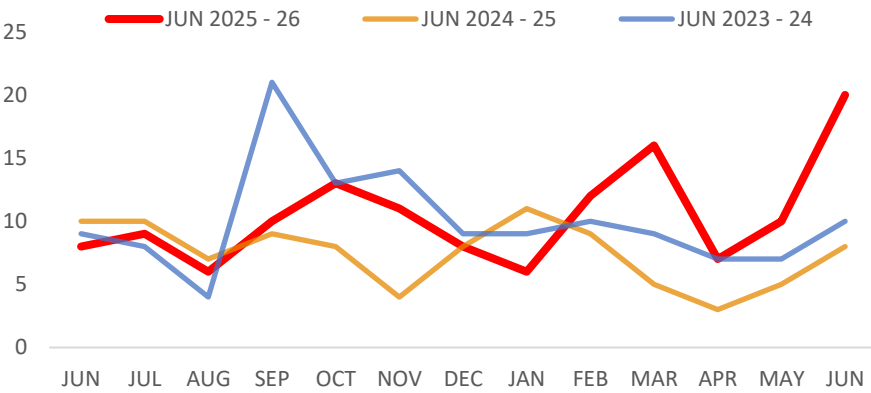
2 Moving Vehicle

- UL student center, 1st/Market

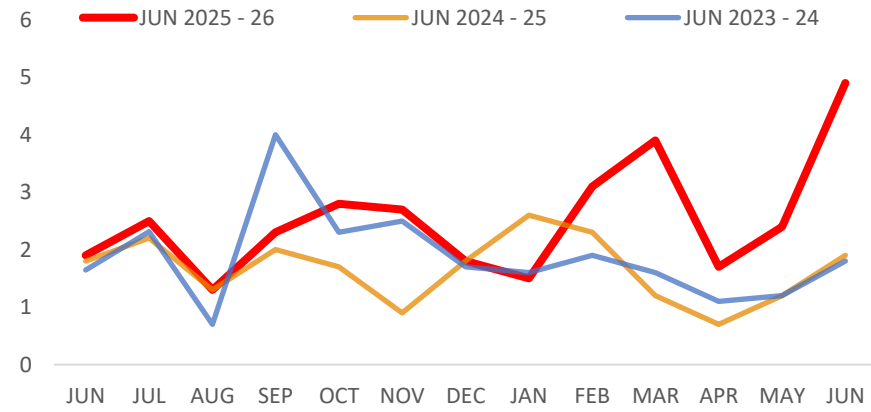
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD FY26
4.9	2.1	2.6

PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR



NTN MARKETING UPDATE

- **Website:** New stop webpage added
 - Link: [New TARC Network: Bus Stop Changes](#)
- **TV Ad Campaign**
 - 30-second commercial to promote NTN; two-week media ad buy
- **New Pocket Schedules:** Complete and currently being distributed
- **Social Media:** Ads and community events info/pics posted weekly
- **Community Outreach/Ambassadors:** Ride-alongs/pop-ups, community meetings/events
- **Internal Comms:** TARC Talks with Ozzy, monthly TARC Team News, internal monitors, staff events
- **Public Relations Campaign**
 - Media ride-alongs with Ozzy (6/24)
 - Morning show blitz with Ozzy the week of 7/20
 - Two-week countdown press release (7/17)
 - Press event for launch day (8/3)



NTN MARKETING UPDATE – Key Campaign Metrics

- NTN Web Page Views: **72,638** (44.9% of all web traffic)
- Trips Planned with Online Tool: **15,000+**
- META Social Paid Campaign (past 30 days)
 - Instagram: **801K views**
 - Facebook: **2.5M views**
- New Bus Stop Changes Web Page: **750** page views
- Community Outreach
 - Completed **48** public meetings; **32** bus stop pop-ups/ride alongs – **99** more scheduled
 - **387** new signups for NTN emails

New TARC Network Update for TARC Board of Directors | July 2026

The New TARC Network is officially arriving at the end of the month. TARC staff have been working non-stop behind the scenes to make final preparations for the August 2nd launch date:

- **NTN Outreach Events.** Staff have held three “Lunch and Learn” events with Riders Club members and have attended (or are scheduled to attend) over 60 community meetings.
- **NTN Ambassador Events.** TARC is holding a series of daily pop-up and ride-along events across the region for the next month to help riders prepare for the changes. These events are staffed by a team of NTN ambassadors and TARC staff from the Transportation and Marketing Departments who hand out information and talk to TARC riders.
- **Community Group Outreach.** TARC has contacted more than 300 community groups about the new network and offered to attend any upcoming community meetings. TARC is preparing special customized flyers for JCPS, UPS, GE, University of Louisville, Portland Now, West End Partnership, Kentucky School for the Blind, and the McDowell Center.
- **NTN Advertisements.** TARC has initiated a major advertising campaign on buses, shelters, websites and social media. TARC has also recorded its first television ad which will be airing on local channels in the coming weeks.
- **Launch Week Activities.** TARC is planning several major events during launch week. TARC employees will be signing up to support TARC operators as they pull out from the garage on Sunday, August 2nd and Monday, August 3rd. TARC will also be holding a media event on the morning of Monday, August 3rd to commemorate the launch of the new network. All TARC staff and officials are invited to attend.
- **Bus Stop Signage.** TARC contractors are nearing completion of the 1,500+ new bus stop sign installations that are needed for network launch. TARC staff have placed flyers at all bus stops prior to sign changes to inform riders about the changes.
- **Bus Stop Construction.** Over 70 new ADA-compliant bus stops have been constructed by TARC contractors. All new bus stops will have stanchions and bus stop signs on August 2nd, however, some stops will not have pads until after the launch due to permitting delays.
- **Downtown Street Conversions.** Louisville Metro staff are expected to complete two-way street conversions and striping of Muhammad Ali Boulevard and 8th Street by late July.
- **Downtown Transfer Center.** TARC has begun construction of its temporary DTC, including a security trailer and fencing on the service station lot. Sidewalk replacements and shelter installations have also begun and shelters, benches, pylons, trash cans and real-time signage will be installed by the end of the month.
- **NTN Training.** Required NTN training has been completed, but optional refresher trainings on specific routes are being offered to operators in the weeks leading up to the launch date.

NTN Updates – July 2026

- Rider Outreach & Engagement
- Media Engagement
- Bus Stop Signs & Flyers
- Downtown Transfer Center
- Launch Week Preview
 - Bus Stop Cover Removals
 - First Pullouts on Sunday (8/2) and Monday (8/3)
 - Media Event on Monday (8/3)
 - Cheering Squads & Goody Bags
- Free Fares from August 2-16!





NTN Implementation Dashboard | July 14, 2026 | Week 47 of 50

