

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, August 18, 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, August 18, 2026

- | | | |
|---|----------------------|-----------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 2:35-2:40 |
| a. Approval of July Minutes | | |
| 2. Action Items | | |
| a. Resolution 2026-35 Employee Handbook | Sherri Toohey | 2:40-2:55 |
| 3. Staff Reports and Presentation | | 2:55-3:30 |
| a. Operations Update | Ozzy Gibson | |
| b. COO Update | Bruce Withers | |
| c. NTN Marketing Update | David Meckle | |
| d. New TARC Network Update | Martin Barna | |
| 4. Adjournment | | 3:30 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



July 16, 2026, Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, July 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
Alice Houston

Members Virtual

DuWayne Gant
Myra Rock

Declined

Christy Ames
Ted Smith
Abbie Gilbert
Justin Brown

Call to Order

Alice Houston called the meeting to order at 2:52 p.m.
June Operation Committee Meeting Minutes Approved.

Action Items:

Ozzy Gibson presented the Operations Report.

- He thanked everyone for all of hard work and long hours leading up to he launch on August 2.
- TARC has attended 22 community events promoting New TARC Network.
- Launched TARC & Park with KY Shakespeare Festival.
- Hosted media Ride-A-Long with Ozzy for the preview of NTN.
- Hosted US DOT Transportation Safety Institute (TSI) certification training for TARC Road Supervisors and supervisors from outside the agency.
- Downtown Transfer Center (DTC) Update.
 - All adjustments to the DTC have been approved by Public Works.
 - Fences installation completed around property.
 - Security Trailer delivered and set up.
 - Security cameras installed and operating.
 - Sidewalk replacement and shelter pad work started.
 - Two-way streets changes are in the process of being completed.
- The June fixed route ridership and on-time performance numbers were reviewed.
- The June fixed route missed runs and missed hours were reviewed.
- The June Paratransit service numbers were reviewed.

Board Members discussed the good fixed-route on-time performance numbers on page 8 of the PowerPoint presentation.

Ozzy Gibson explained that the steady uptick in performance is due to the attendance policy changes.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Bruce Withers presented the COO update.

- June Paratransit numbers reviewed.
- Cancellations and no-shows continue to cost TARC \$83,147 per month.
- June Fixed-Route missed runs and missed hours shared.

New TARC Network Overview.

David Meckle presented the NTN Marketing Key Accomplishments.

- Played the 30-second TV-Ad commercial to promote NTN for two (2) weeks.
- NTN Web page views is 44.9 % of all web traffic, with 72,638 views.
- New signs: over 50% of all new signs are up.
- On-bus information is shared through announcements, interior cards, bus wrap and marquee signs.
- Social Media posts with information are posted weekly.
- Community outreach portion of the awareness campaign include: ride-alongs; pop-ups; community meetings; and community events.
- Public Relations Campaign includes: Media ride-alongs with Ozzy, Morning Show Blitz week of 7/20, two Week countdown press release, and press event for launch day.
- Trips planned with online tool: 15,000+

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

- Launch week activities include cheerleaders cheering each bus as they leave the garage.
- Goodie bags for all employees.
- Bus Stop Changes. TARC contractors have almost 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 should be complete with all the lining by August 2 and 3.
- DTC site trailer, fencing and line stripping is complete. The shelters are being added at the different stops. Most of them should be in place by August 2.

Alice Houston adjourned the meeting at 3:13 p.m.

ADOPTED THIS 18th DAY OF AUGUST 2026.

Alice Houston, Committee Chairperson

MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: August 25, 2026

Re: Resolution 2026-35 Amendments and Updates to TARC Employee Handbook

The Employee Handbook has long served as a central resource for communicating our organization's policies, expectations, and commitments to team members. In 2020, the Board approved a comprehensive revision of the Handbook, followed by additional updates in 2023. As our organization continues to evolve, it is essential that the Handbook remain accurate, compliant, and reflective of current operational practices and legal requirements.

Over the past several months, management has undertaken a thorough review of the Handbook. This review included evaluating recent regulatory changes, updates to internal procedures, evolving workplace standards, and recommendations from both HR and leadership teams. As a result, we are proposing a new set of revisions to ensure the Handbook remains a reliable, up-to-date resource for team members and supports consistent, fair administration of policies across the organization.

A Summary of Changes outlining all major updates is included in this packet for your review. This summary highlights the key policy adjustments, additions, and clarifications incorporated into the revised Employee Handbook.

Enclosed for your review is a resolution seeking formal Board approval of the revised Employee Handbook. Upon approval, HR will implement the updates and ensure timely distribution to all team members.

Please call me at 561-5100 if you have any questions. Thank you.

RESOLUTION 2026-35

AMENDMENTS AND UPDATES TO TARC EMPLOYEE HANDBOOK

A Resolution to approve amendments and updates to the TARC's Employee Handbook and to authorize the Executive Director or designee to make team members aware of such changes.

WHEREAS, TARC wants its team members to know that TARC takes very seriously its obligations and responsibilities to follow all applicable federal, state and local laws and for its team members to know what those laws are; and

WHEREAS, in order to ensure laws are adhered to by TARC and its team members, TARC has created policies, procedures and guidelines, which are set forth in an Employee Handbook which was most recently adopted by the Board in 2023; and

WHEREAS, management has conducted a thorough review of the Employee Handbook and is proposing a new set of revisions to address recent changes in laws, internal policies, and best practices; and

WHEREAS, the Board of Directors has reviewed the proposed revisions and finds them appropriate and in the best interest of the organization and its team members;

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Transit Authority of River City hereby approves the latest revisions to the Employee Handbook as presented and that:

The Executive Director is hereby authorized to implement the updated Employee Handbook, distribute it to all team members, and take any necessary actions to ensure a smooth transition to the revised procedures.

ADOPTED THIS 25th DAY OF AUGUST 2026

Abbie Gilbert, Chair of the TARC Board of Directors



2.1 Code of Conduct section updates

- Added language requiring **explicit duty to cooperate** during TARC investigations.

2.3 Equal Opportunity Statement

- Added Management responsibilities and complaint procedure.

3.3 Posting of Openings

- Added verbiage to address internal promotions for those who have been employed less than 6 months. "Exceptions may be made on a case-by-case basis and with final approval from the Director of Human Resources"

3.4 Training Program

- A new sentence added under General Guidelines: "All team members are required to complete job related training."
- A new sentence added under General Guidelines that refers to team members who attend external training: "Should report info back to training and department on what was learned."

3.6 Hiring of Family/Significant Others

- Edited to add that you may not work under the direct supervision of family member or significant other and are **"not eligible to bid on or apply for jobs,"** that would put them in such position.

4.1 Attendance Rules

- Added that Administrative team members must call in "within one hour" of scheduled work time.

4.5 Pay Practices – *New Section added*

- Section addresses what the process is if a team member is overpaid or underpaid, how and who to report this to. Also address the manual payroll check process.

5.1 Standards of Conduct

- Strengthened language: "Violations of a serious nature may begin at any level up to termination of employment."
- Clarifications to disciplinary examples to include illegal drugs, refusal or failure to cooperate in a TARC investigation, sleeping on the job and any conduct incompatible with the team member's job and job duties, and/or the trust, integrity, professionalism and responsibility expected of TARC team members.

5.2 Profanity/Derogatory Language –*New Section added*

- Section states the restriction of inappropriate and/or disrespectful language in the workplace and how to report misconduct.

5.3 Communication – *New Section added*

- Section addresses internal and external communications and proper chain of command to assist a team member. All requests for information or interviews from external sources should be forwarded to the Marketing Department.

5.4 Criminal Activity/Arrests

- Added **48-hour reporting requirement** for arrests/charges.
- Added "Indictment of a team member on criminal charges" may result in disciplinary action.
- Added that the team member can be placed on unpaid administrative leave until a court case is final.

5.5 Outside employment

- Added that team member must report any outside employment to the direct supervisor and Human Resources. Failure to do so may result in disciplinary action up to and including termination of employment.

5.7 AI Use Guidelines — *New Section added*

- Entire AI policy is newly created section establishing:
 - Data privacy requirements
 - Review/verification of AI outputs
 - Limitation to approved tools
 - Anti-harassment and copyright safeguards
 - Transparency requirements
 - Reporting obligations

5.8 Dress Code

- New requirements for **Dress for Your Day** including Office days, Business Casual and Business Attire. Lists prohibited attire.
- Clarification of fragrant product use, safety-based restrictions, and public-facing distinctions.

5.9 Performance - Progressive Discipline

- Added that supervisors must document the incident of misconduct and confer with HR for appropriate discipline.
- Removed "and final written warning"

- Added suspension pending
- Lists out termination approval process – only the Executive Director or Designee has approval to terminate a team member.
- Added Performance Improvement Plan under Performance Reviews, took it out of Discipline area.

5.10 Employment Verifications

- Added that supervisors or managers shall not release any information regarding past or current team members. All inquiries must be directed to the HR Department.

6.1 Bulletin Boards

- Added "TARC also communicates important information through TV monitors in various locations throughout the organization. Team members are strictly prohibited from tampering with TV monitors displaying this valuable information, including turning them off, adjusting the volume, or making any unauthorized changes."

6.3 Driving Record

- Added that failure to notify Safety by the end of first business day after receiving loss of driving privileges may result in discipline up to and including termination of employment.

6.5 Cell Phone/Mobile Device Policy

- Added language that informs team member that all communications, records, and readable data on a TARC cell phone constitutes records within the possession of TARC and are subject to disclosure pursuant to the Kentucky Open Records Act.
- Added language restricting device use and explicit prohibition while operating vehicles.

6.6 Personal Data Changes

- Added email addresses to a team members' personal data.

6.11 Teleworking

- Included language for any team member needing to telework longer than one (1) week, the CFAO and COO need to be notified prior to the Director's approval.

6.12 Telephone - added "And radio use"

- Added telephone etiquette, voicemail guidelines, and base radio etiquette.

6.13 Team member Identification – *New Section added*

- Stated that team members should have their team member badge on them at all times when on property or doing TARC business.
- Addresses the cost of badge replacement if lost or damaged. - \$5 fee for first offense, \$10 fee for second offense and \$20 fee and one day unpaid suspension for third offense.
- Included language to never “badge” someone else into a secure location if they do not have their badge.

6.17 Non-Fraternization – *New Section added*

- Prohibits any involvement of an inappropriate relationship between a director, manager, supervisor or agent of the organization and anyone he/she supervises, either directly or indirectly is prohibited.

7.2 & 7.3 Group Insurance Plan/Supplemental Voluntary Benefits

- Removed the lists of plans offered, but refers team members to the Benefits Guide.

7.4 Team member Assistance Program (EAP)

- Added that TARC reserves the right to engage in a mandatory referral to EAP when behavior is unacceptable or safety is of concern.

7.6 Former section – Tuition Reimbursement - REMOVED

- This section has been removed as we no longer offer tuition reimbursement.

7.6 Leave

- This addresses Absent Without Leave (AWOL) as stated in the Attendance Rules: In the event you exhaust all your paid and approved, unpaid leave, any absence thereafter will be considered an absence without leave, or AWOL, which may subject you to disciplinary action, up to and including termination of employment. A first occurrence will result in 3 days of suspension, and a 2nd offense subjects you to termination of employment as stated in the Attendance Rules.
- Removed entire section labeled “Continued Medical Leave of Absence” and “Leave of Absence” and now only have section labeled “Personal Leave of Absence”.
- Added that requests for personal leave of absence must be submitted in advance and not be filed retroactively to cover periods in which a team member was AWOL.
- Team members on STD who exhaust FML, must contact STD to pause their claim and take vacation time to extend employment.

7.9 Paid Vacation

- Clarification that vacation pay is forfeited if team member leaves within first 90 days.
- Removed area referring to advanced vacation pay.

7.12 Workers' Compensation Insurance Policy

- TARC will run FMLA concurrent with Workers' Compensation if the team member is eligible for FMLA at any time during Workers' Compensation leave.
- In the instance where team members are receiving worker's compensation payments such as Total Temporary Disability (TTD), TARC will supplement the difference between the team member's TTD payment amount and their regular 40-hour weekly wages by utilizing the team member's available sick leave balance until it is exhausted, followed by their vacation balance until it is depleted. Should a team member remain out due to a worker's compensation claim beyond the exhausted leave balances, the team member will only receive the TTD payments.

7.14 Family Medical Leave (FML) Policy

- Revised language to mirror Federal guidelines

8.3 Parking

- Added additional language about double-parking, ADA- designated spaces and blocking other vehicles. Failure to follow parking guidelines may result in disciplinary action.

8.5 Safety & Accidents

- Newly added instructions:
 - Nurse triage reporting
 - DOs and DON'Ts for injury response
 - Expanded hazardous spill protocols
 - No space heaters, microwaves, warmers, candles, etc. should be left unattended.
 - Notify supervisor of any equipment malfunctions or if first aid supplies are needed.

8.12 Policy Against Workplace Violence

- Possession of Firearms Guidance added
- Expanded definitions and added a detailed legal explanation tied to KRS 65.870.
- Added explicit delineation of prohibited areas, team member liability, and firearm storage restrictions.



BOARD OF DIRECTORS
AUGUST 25, 2026

AUGUST OPERATIONAL UPDATE

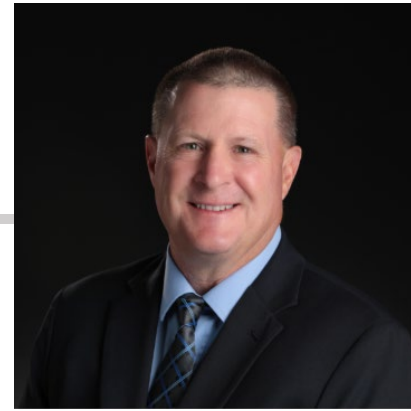




EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...

- Launched the New TARC Network!
- Staffed the Downtown Transfer Center and buses throughout the system to help passengers with their new network trips
- Helped connect the city to the Kentucky State Fair via the new route #3
- Installed charging stations and finished striping for electric buses



Ozzy Gibson
Executive Director



The
NEW TARC
has arrived!
¡El NUEVO TARC ha llegado!

**FARE-FREE
AUG 2-16**

Sin costo de pasaje del 2 al 16 de agosto.

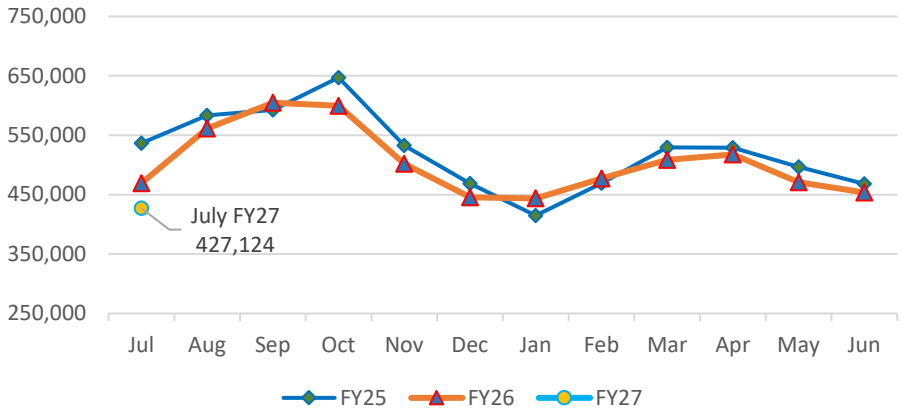
ridetarc.org/new



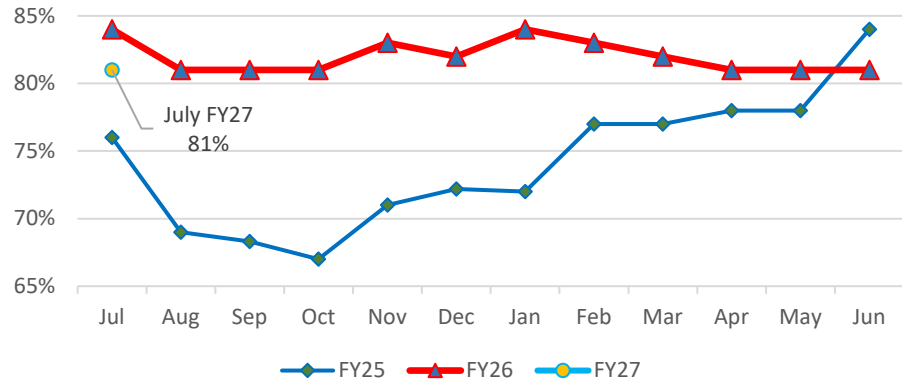


JULY FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
	FY27 YTD	FY26	FY25
Total Ridership	427,124	6,084,730	6,636,904
Avg Monthly Ridership	427,124	504,551	553,075
Total Revenue Miles	425,202	4,845,901	5,231,772
Total Revenue Hours	32,155	375,471	409,032
Trips per Revenue Mile	1.00	1.26	1.20
Trips per Revenue Hour	13.28	16.21	15.37

Monthly Ridership Comparison VLM -5.85%
Comparison VLY -8.81%

Total YTD Ridership 427,124

On-Time Performance			
Fixed-Route			
	FY27	FY26	FY25
Jul	81%	84%	72%
Aug		81%	69%
Sept		81%	69%
Oct		81%	67%
Nov		83%	71%
Dec		82%	72%
Jan		84%	**
Feb		83%	77%
Mar		82%	77%
Apr		81%	78%
May		81%	78%
June		81%	84%
FYTD		82%	74%

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



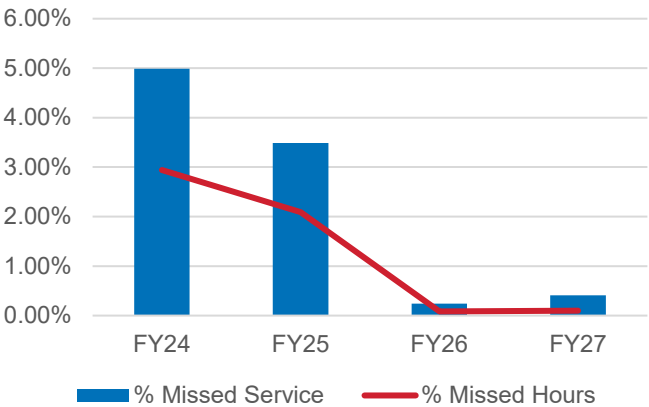
JULY FIXED-ROUTE MISSED RUNS AND MISSED HOURS

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%

FY27	Total Runs	Missed Service	% Missed Service (Avg)	Missed Hours	% Missed Hours (Avg)
July	4422	18	0.41%	36.32	0.10%
August					
September					
October					
November					
December					
January*					
February					
March					
April					
May					
June					
Total	4422	18	0.41%	36.32	0.10%

Missed Service and Hours



*January 2025 & 2026 adjustment due to winter weather



JULY ON-TIME PERFORMANCE 90% CLUB

Operator	OTP %
Bolus, David	99%
Johnson, Donald	99%
Powell, Ronald	98%
Wilson, Jimmy	98%
Carpenter, Garry	98%
Moore, Chalondias	97%
Murray, Glenn	97%
Edwards, Trina	97%
Miller, Erica	97%
Bailey, Kendrick	96%
King, Keith	96%
Alexander, Maurice	96%
Leonard, Tracy	96%
Cook, Donna	96%
Swain, Cessli	95%
Moore, Timothy	95%
Lindsey, Damian	95%
Pitmon, Cheryl	95%
Taylor, Lionel	95%
Wells, Sheena	95%
Mason, Brooklyn	95%
Sandifer, Calvin	94%

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

Operator	OTP %
Williams, Shuntelle	94%
Sloan, Anthony	94%
Tebault, William	94%
Mitchell, Keith	93%
Saulsberry, Steve	93%
Keita, Adrahamane	93%
Robb, Larry	93%
Miles, Brittney	93%
Pruitt, Tammy	93%
Harper, Jeffrey	92%
Kenyon-Scott, Melanie	92%
Bachelor, Michael	92%
Coleman, Lelia	92%
Beckham, Cordelro	92%
Broyles, Kameran	92%
RANDALL, PHILEPE	92%
Malone, Eddie	92%
Hawkins, Nisha	92%
Hayes, Kamika	92%
Hurrigan, Kimberly	92%
Cecil, Shawn	92%
Neal, Joel	92%

233
250

Operator	OTP %
Patterson, Pamela	91%
Muhire, Bernond	91%
Heil, Jesse	91%
Williams, Rodney	91%
Williams, Robin	91%
Cockroft, Latisha	91%
Smith, William	91%
Glenn, Rachelle	91%
Withers, Freda	91%
Rogers, Dewayne	91%
Cochran, John	91%
Lucas, Courtney	91%
Jackson, April	91%
Reed, Bessie	90%
Tidwell, Teven	90%
Walker, Wayne	90%
Roberson, David	90%
Jackson, Andre	90%
Sandage, Mary	90%
Jordan, Kenyatta	90%
Trowell, Laquita	90%

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

65
72



JULY ON-TIME PERFORMANCE 80% CLUB

Operator	OTP %
Pitts, Kendell	89%
Fitzgerald, Birdturam	89%
Bowen, Angela	89%
Miller, Terrence	89%
List Iii, Frank	89%
Nathaniel, leesha	89%
Finn, Jadavia	88%
Wadlington, Tina	88%
Wallace, Sandie	88%
Harris, Stephon	88%
Powell Jr, Tyrone	88%
Smith, Anthony J.	88%
Nelson, Paul	88%
Watson, Jason	88%
Cleveland, Sammy	87%
Mccraney, Yazmin	87%
Knight, Kelley	87%
Stoudemire, Deondria	86%
Lansberg, Jon	86%
Malone, Dewan	86%
Florence, Albert	86%
Brents, James	86%

Operator	OTP %
Adams, Robert	86%
Mattingly, Stephen	86%
Brewer, Kelvin	86%
Yarbrough, Demetra	86%
Wade, Robert	85%
Cunningham, Latoi	85%
Podbicanin, Ervad	85%
Colbert, Keyshulmaria	85%
Polen Williams, Starlene	85%
Ross, Dawnyell	85%
Finn, Davisha	85%
Brown, Curtis	85%
Ellison, Frank	85%
Williams, Brittany	85%
Reynolds, Dale	85%
Offutt, Joseph	85%
HURST, GENETTA	85%
Robert, Anna	85%
Goss, Asher	84%
Johnson, Lisa	84%
Henderson, Delisa	84%
Maddox, Gwendolyn	84%

Operator	OTP %
Ward, Patrick	84%
Jarrett, Christopher	84%
Sweat, Renesha	84%
Wade, Shonda	84%
Spaine, Zazzirah	84%
Warner, Jeffery	84%
Miller, Antonio	84%
Taylor, Danielle	84%
Finisson, Ruby	84%
Thomas, Stephanie	83%
Goodwin, Remonda	83%
Watkins, Joshua	83%
Kennedy, Kyneesha	83%
Yasharahla, Ahdawan	83%
Brown, Orlando	82%
Brown, Teresa	82%
Myles, Antonio	82%
Wayne, Keith	82%
Wells, Thomas	82%
Yarbrough, Talitha	82%
Rodriguez Villanueva, Ismael	81%
Wilde, Samuel	81%

Operator	OTP %
Murray, Alise	80%
Smith, Stacey	80%
Colbert, Elonda	80%
Kirk, Nicole	80%
Johnson, Melissa	80%
Meneese, Anita	80%
Jackson, Dennis E.	80%
Knights, Donald	80%

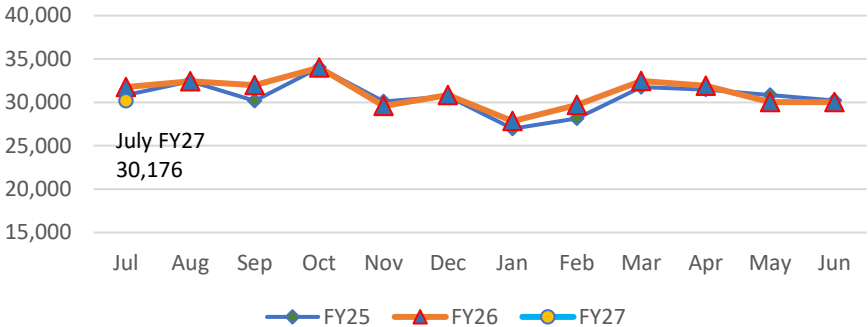
Total Coach Operators for Service (July): 233
Total Coach Operators for Service (June): 250

Total Coach Operators at 80% to 89% (July): 74
Total Coach Operators at 80% to 89% (June): 17 83

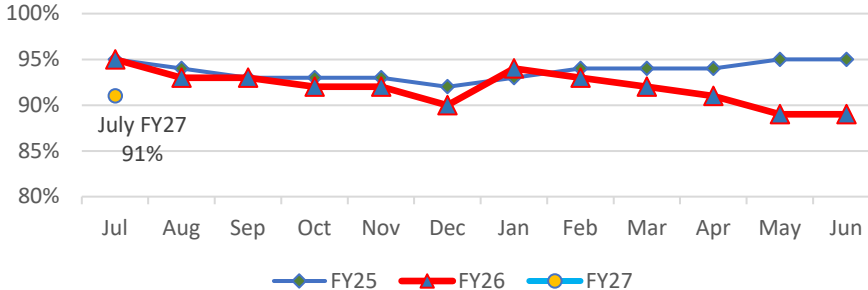


JULY PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit Ridership



TARC3 Paratransit On-Time Performance



Performance Indicator	Paratransit (TARC3)		
System Production	FY27 YTD	FY26	FY25
Total Ridership	30,176	372,551	367,610
Avg. Monthly Ridership	30,176	30,634	30,634
Total Revenue Miles	345,644	4,374,215	4,374,215
Total Revenue Hours	22,118	277,039	277,039
Trips per Revenue Mile	0.09	0.08	0.08
Trips per Revenue Hour	1.36	1.33	1.33

Monthly Ridership

Comparison VLM

Comparison VLY

Total YTD Ridership

30,176

0.49%

-4.99%

30,176

On-Time Performance			
Paratransit (TARC3)			
	FY27	FY26	FY25
Jul	91%	95%	95%
Aug		93%	94%
Sep		93%*	93%
Oct		92%	93%
Nov		92%	93%
Dec		90%	92%
Jan		94%	93%
Feb		93%	94%
Mar		92%	94%
Apr		91%	94%
May		89%	95%
Jun		89%	95%
FYTD		92%	94%

Paratransit FY27 Goal 91%

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

COO / DIRECTOR OF TRANSPORTATION REPORT

PARATRANSIT

- Focus on improving customer experience through efficiency, technology, and KPI tracking.
- July scheduled trips: 34,042 with 30,176 performed trips. Very similar to May.
- Late cancels, cancel at the door and no shows: 6.7%, contributing to the overall 13.9% cancellations.

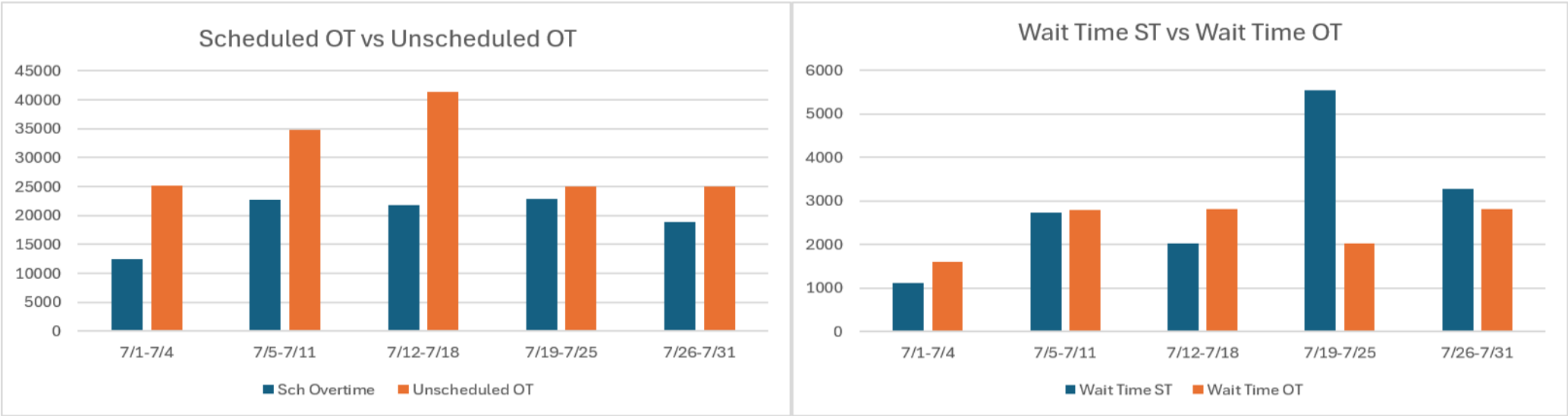
	2025		2026	
	Scheduled	Performed	Scheduled	Performed
January	32377	26966	14104	12656
February	32835	28165	33425	29943
March	35319	31203	36793	32452
April	35492	31483	36829	31896
May	34147	30911	33441	30033
June	33531	30364	33327	30030
July	35312	31853	34042	30176
August	35739	32485		
September	35587	31990		
October	37267	34182		
November	33251	30324		
December	35727	12856		

July 2026 Scheduled Trips	34042		
Same Day Cancel	2511	7.2%	
Late Cancel	1051	3.0%	\$ 23,605
Cancel at the Door	422	1.2%	\$ 19,834
No Show	876	2.5%	\$ 36,564
	4860	13.9%	\$ 80,004



COO/Director of Transportation Report

Fixed Route



Scheduled vs. Unscheduled Overtime

- Scheduled overtime remained relatively consistent throughout the reporting period, with only minor week-to-week fluctuations.
- Unscheduled overtime increased during the weeks of **7/5–7/18**, peaking mid-month before declining during the final two weeks of July.
- Reduction in unscheduled overtime at month's end indicates improved staffing stability and workforce management while continuing preparations for the New TARC Network.

Wait Time Straight Time vs. Overtime

- Wait time paid at straight time fluctuated throughout the month, with a notable increase during the week of **7/19–7/25**, reflecting operational or service coverage demands.
- Wait time paid at overtime remained relatively stable overall and decreased during the same period that straight-time wait increased, indicating that available straight-time resources were utilized before assigning overtime.

ADDITIONAL STATS FOR BOARD MEMBER REVIEW



AUGUST DIRECTORS UPDATE

August 25, 2026



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



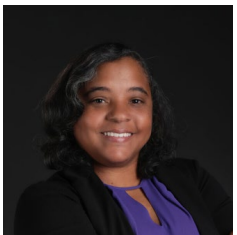
Maria Harris
Procurement



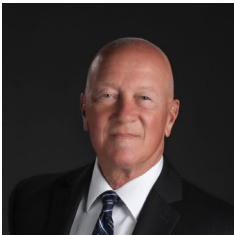
Dan Franklin
Senior Advisor



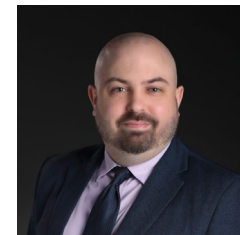
David Meckle
Marketing &
Communications



Anna Cooper
Customer Experience



Keith Shartzner
Safety & Security



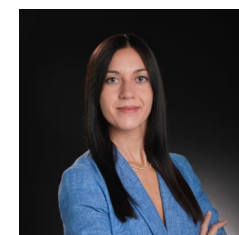
Nathan Love
Training



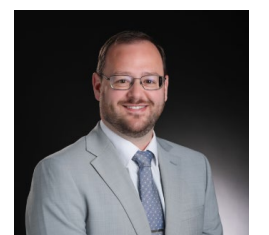
Chris Ward
Capital & Facilities



Joe Triplett
Information
Technology



Annalisa Roberson
Civil Rights &
Compliance



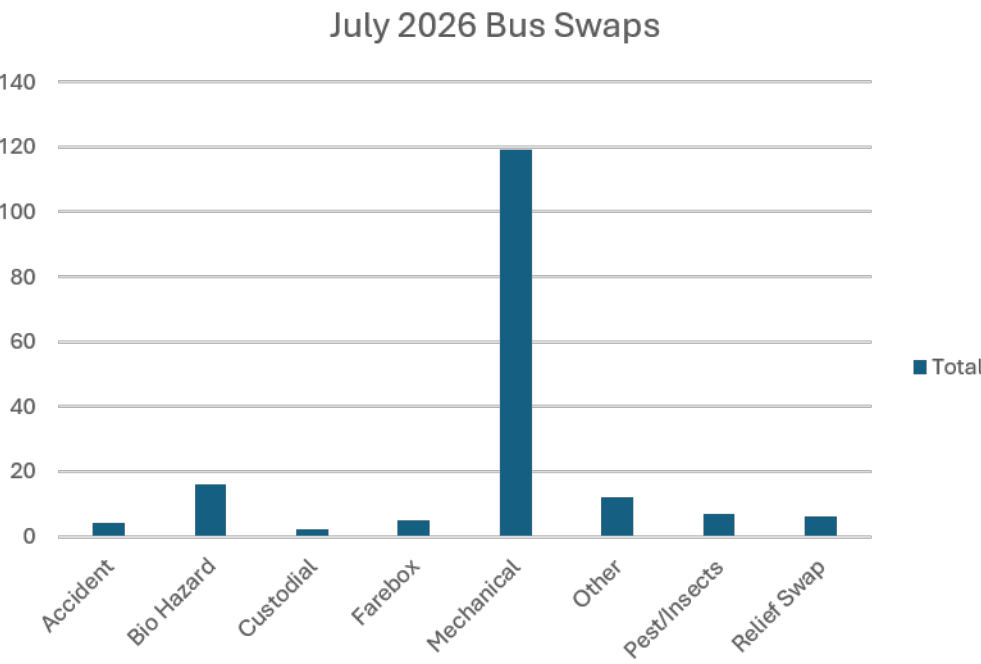
Matt Abner
Finance



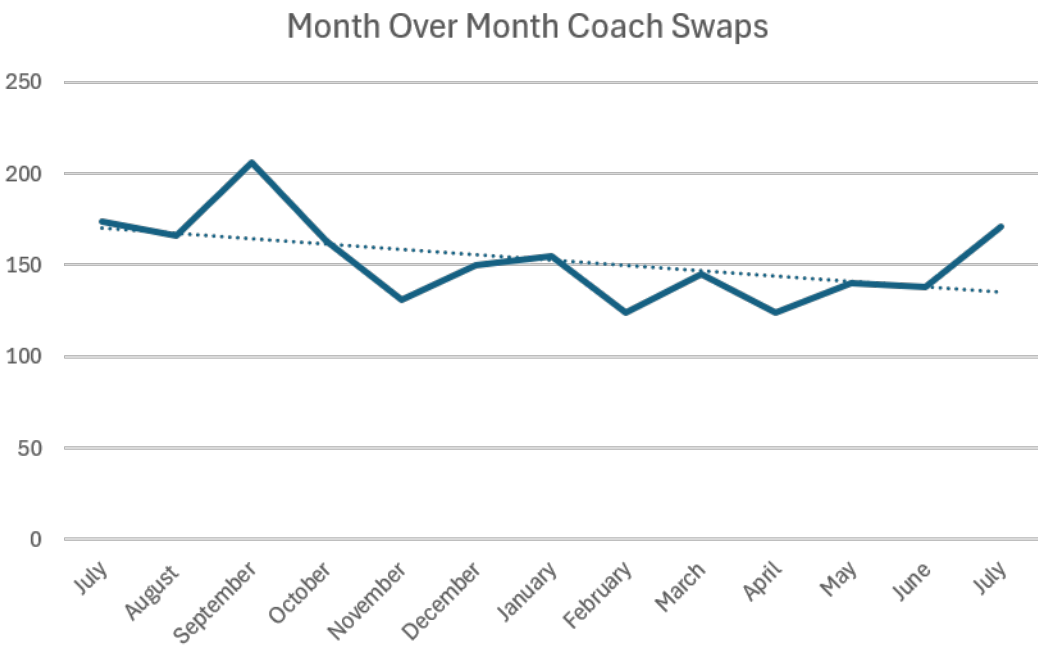
COO/Director of Transportation Report

Maintenance

- July recorded **171 bus swaps**, near the same from higher than June, but it is below peak levels seen in September 2025.
 - Weekday 23, Saturdays 4 and Sundays 4
- Mechanical issues remained the primary cause of bus swaps.
- Overall swap activity continues to trend below last year’s levels despite monthly fluctuations.
- Road Supervisors evaluate vehicles prior to authorizing swaps when operationally feasible.
- Getting the Maintenance Supervisor involved before sending a swap to the operator.



July Total: 171



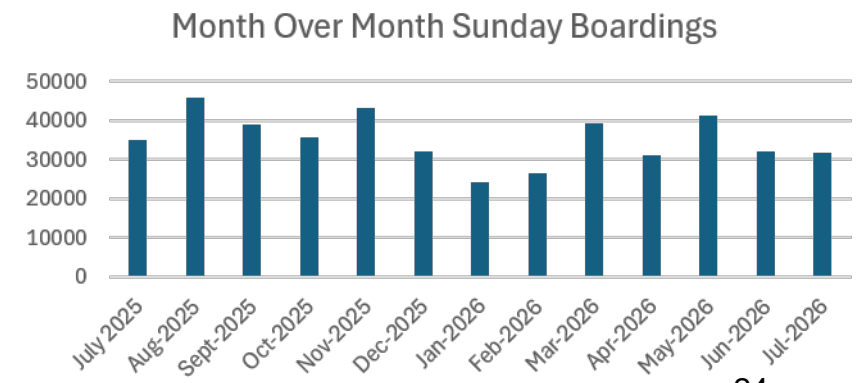
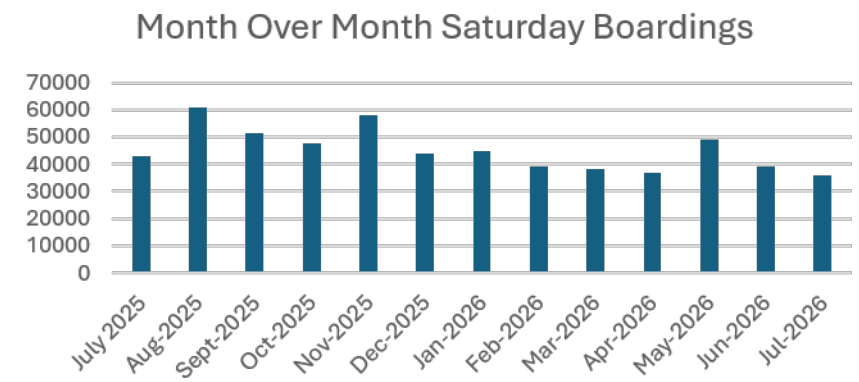
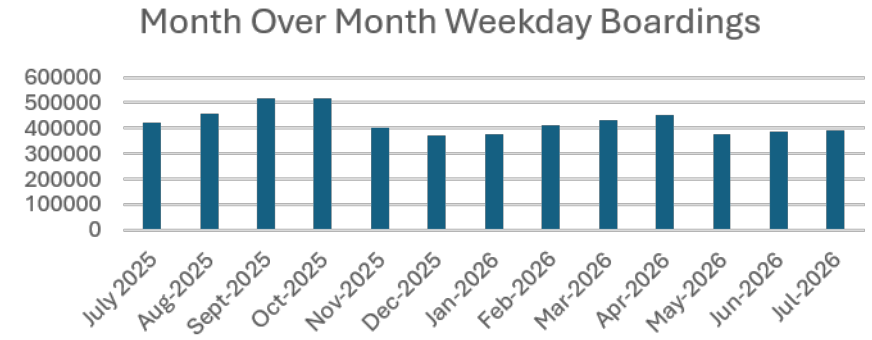
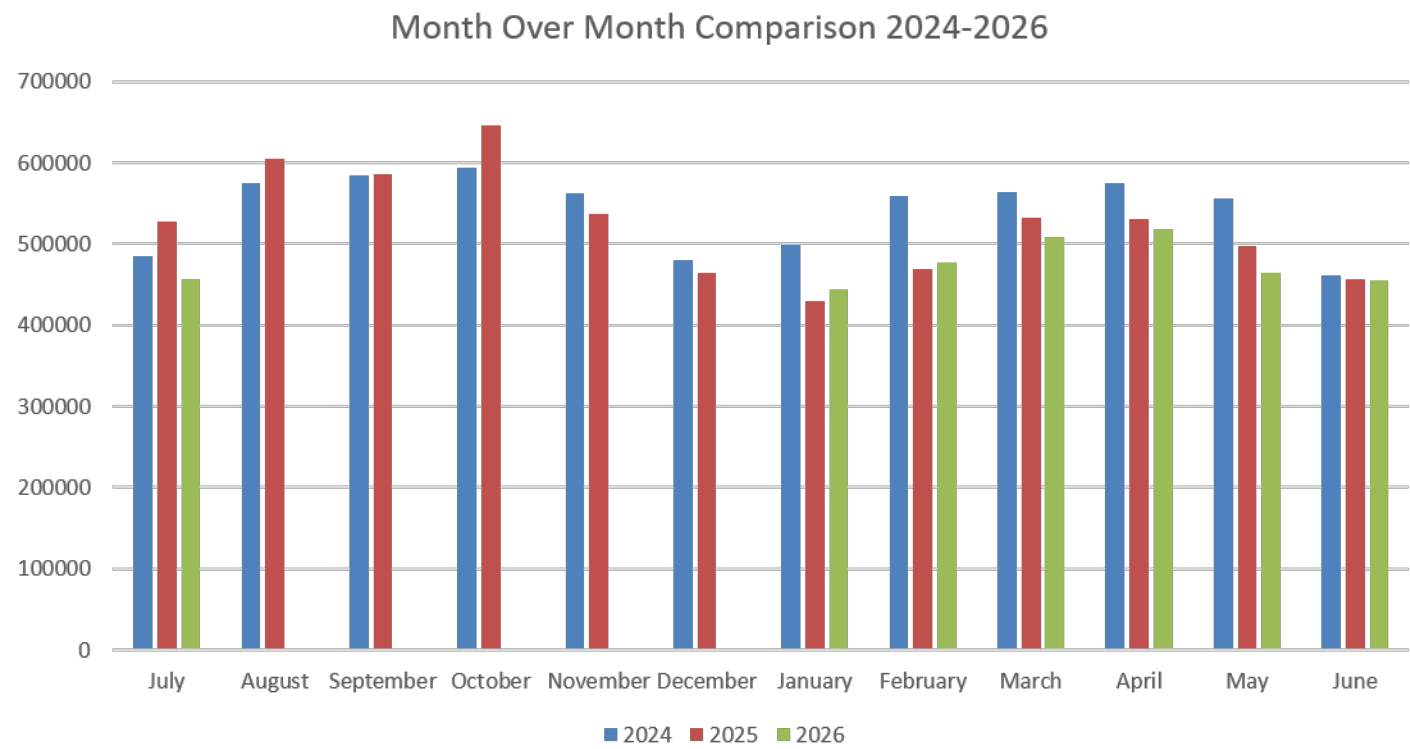


COO/Director of Transportation Report

Fixed Route

Boardings- Month Over Month Comparison

- Weekday boardings in July was consistent with previous months.
- Saturday and Sunday ridership dipped slightly.
- I-65 closure may have slowed down ridership.
- Transportation did an excellent job communicating and managing detours and so on.



MAINTENANCE

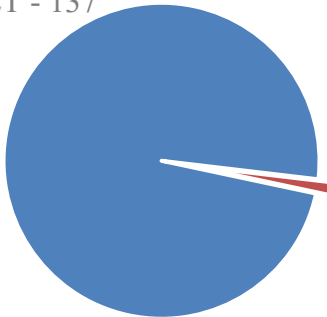
HIGHLIGHTS

- Bus Barn floor striping for electric bus safety and charging alignment
- DTC bus shelter and amenity installation
- NTN signage installs
- 925 Broadway roof and HVAC replacement underway
- Took delivery of 2 sets of mobile bus lifts

COACH CLEANING

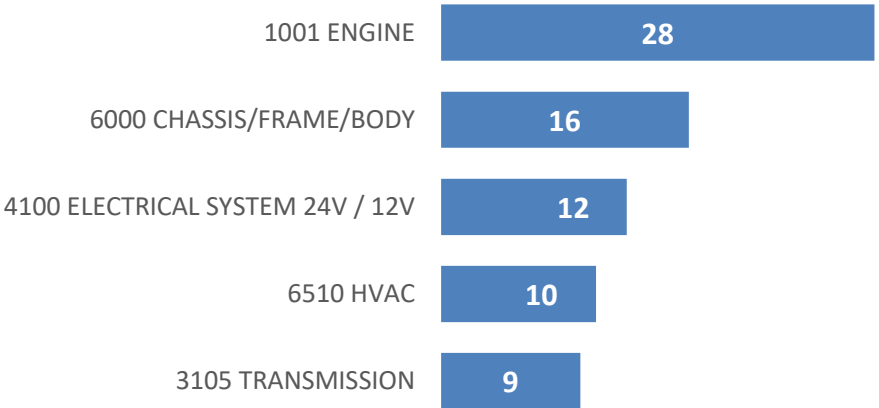
AVAILABLE FLEET - 137

CLEANED
135, 98%



NOT
CLEANED 2,
2%

TOP 5 CHARGEABLE ROAD CALL CATEGORIES





JULY FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	23	33	20	33	16	40	24	34	30	25	23	13	26	340	26
NO SHOW	20	23	18	26	19	28	23	23	25	21	22	24	19	291	22
LATE SCHEDULE	11	19	21	31	14	20	17	26	32	23	36	34	24	308	24
RECKLESS DRIVING	7	11	4	7	0	7	10	8	5	6	6	2	8	81	6
EARLY SCHEDULE	0	1	1	1	0	1	3	1	3	4	2	0	1	18	1
TRIP BOOKING OR SCHEDULING	16	18	17	23	14	10	16	15	21	13	18	18	17	216	17
OTHER - MISC	25	32	32	30	26	30	26	32	49	49	51	44	34	460	35
COMMENDATIONS	5	6	9	0	5	3	6	6	9	29	16	6	6	106	8

PARATRANSIT (July 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	3	12	5	6	26
NO SHOW	3	16	0	0	19
LATE SCHEDULE	15	9	0	0	24
RECKLESS DRIVING	1	2	2	3	8
EARLY SCHEDULE	0	1	0	0	1
TRIP BOOKING OR SCHEDULING	6	7	1	3	17
OTHER - MISC	11	17	5	1	34

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.



JULY FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	55	65	65	46	50	34	52	47	48	39	40	40	39	620	48
PASSED UP PASSENGER	62	73	60	81	42	50	47	60	53	79	54	62	67	790	61
NO SHOW	7	18	17	12	7	13	10	8	10	8	10	9	13	142	11
LATE SCHEDULE	21	28	31	40	31	13	24	14	31	29	25	19	15	321	25
RECKLESS DRIVING	17	29	21	25	19	20	16	26	21	20	16	24	22	276	21
EARLY SCHEDULE	9	12	12	22	13	11	15	15	9	17	12	14	8	169	13
PLANNING/SCHEDULE	23	22	25	32	15	8	23	18	16	17	15	22	14	250	19
IT/MOBILE	2	1	1	0	3	0	0	1	0	1	3	1	0	13	1
NEW TARC NETWORK	0	0	0	1	2	2	6	5	6	2	1	13	59	97	7
OTHER - MISC	53	64	73	70	49	55	67	52	60	61	55	51	56	766	59
COMMENDATIONS	8	10	6	10	5	6	8	8	9	6	5	4	9	94	7

FIXED ROUTE (July 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	13	25	0	1	39
PASSED UP PASSENGER	13	52	0	2	67
NO SHOW	12	0	1	0	13
LATE SCHEDULE	14	1	0	0	15
RECKLESS DRIVING	4	5	0	13	22
EARLY SCHEDULE	8	0	0	0	8
PLANNING/SCHEDULE	12	0	0	2	14
IT/MOBILE	0	0	0	0	0
NEW TARC NETWORK	51	0	0	8	59
OTHER - MISC	22	7	3	24	56

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

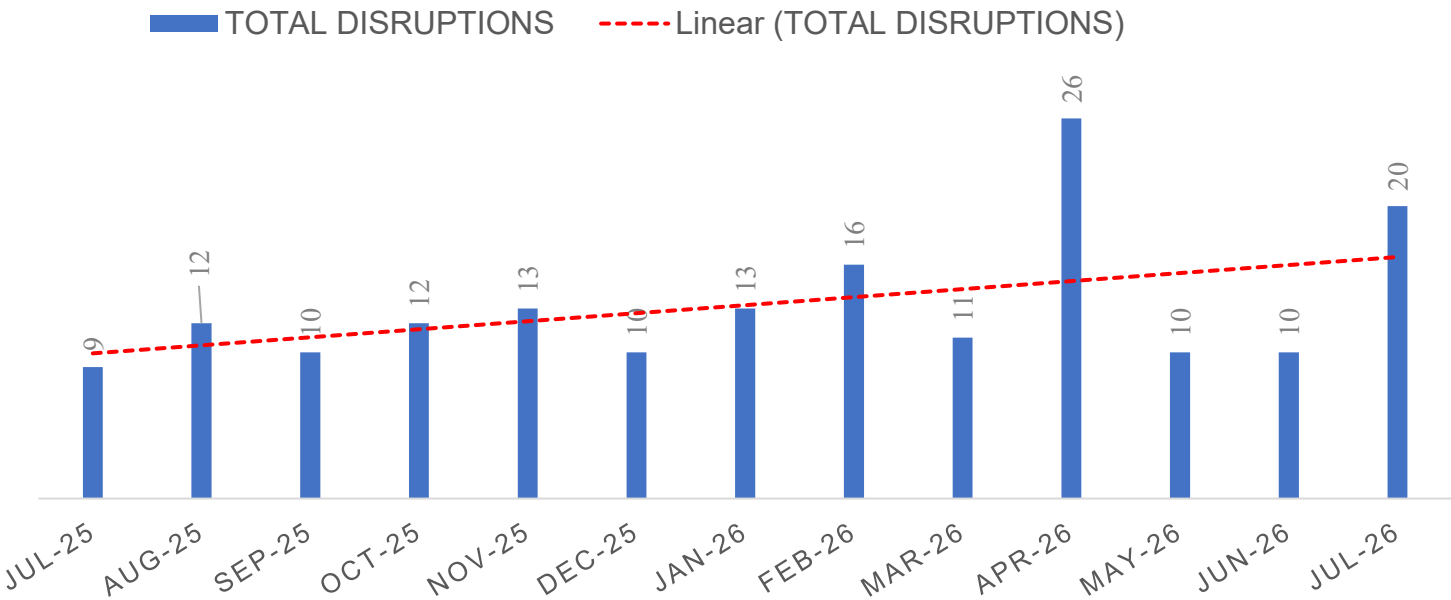
PASSENGER DISRUPTIONS BY ROUTE JUL 26

Route ID	Disruptions
Dixie Hwy - #18	1
Muhammad Ali - #19	1
Hill St - #27	1
Taylorsville Rd - #40	1
Clarksville - #72	1
Market St - #15	2
Preston - #28	2
Dixie Rapid - #10	3
Fourth St - #4	4
Broadway - #23	4

DISRUPTION CATEGORIES JUL 26

Category	#	Disputes(Others) Breakdown	#
Fare Evaders	3	Medical issue	5
Passenger Fights	1	Intoxicated	1
Profane Language	0	Missing child	2
Disputes(Others)	16	Arguing w/operator	1
Verbal Assaults	0	Lost earpods - argumentative	1
Physical Assaults	0	Loud music	2
		Bike rack issue	1
		Passenger urinating	1
		Ran over sewer plate	1
		Stroller issue	1

TOTAL PASSENGER DISRUPTIONS (JUL 25 – JUL 26)



PASSENGER DISRUPTIONS*

This Month Total

20

Monthly Avg

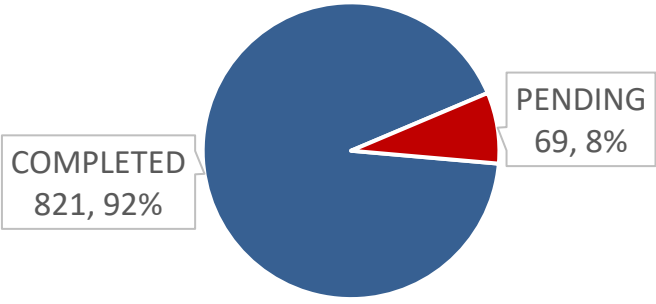
13.23

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

MAINTENANCE

WORK ORDERS

WORK ORDER STATUS



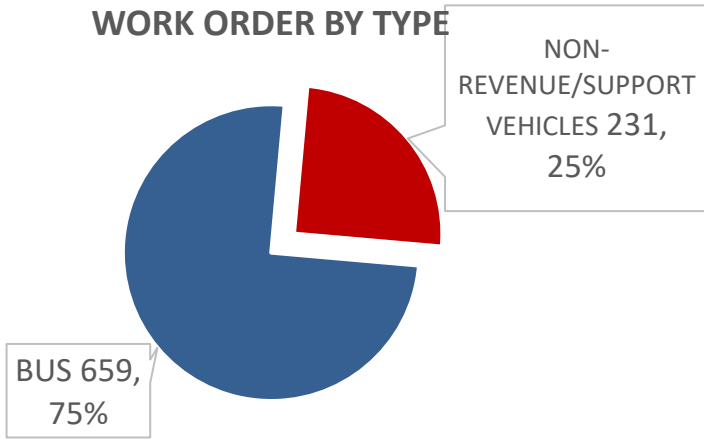
TOTAL BUS WORK ORDER SUBMITTED

659

TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED

231

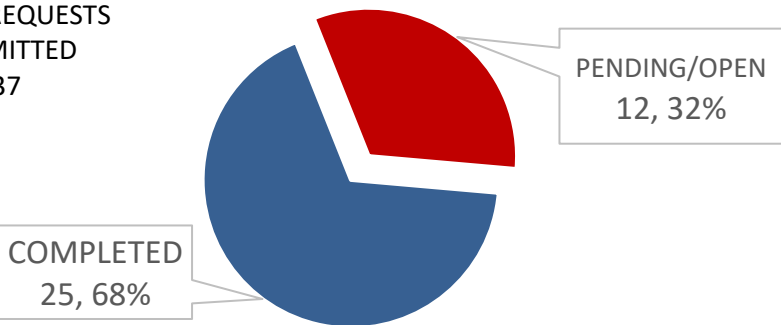
WORK ORDER BY TYPE



BUILDING MAINTENANCE WORK ORDERS

TOTAL REQUESTS SUBMITTED

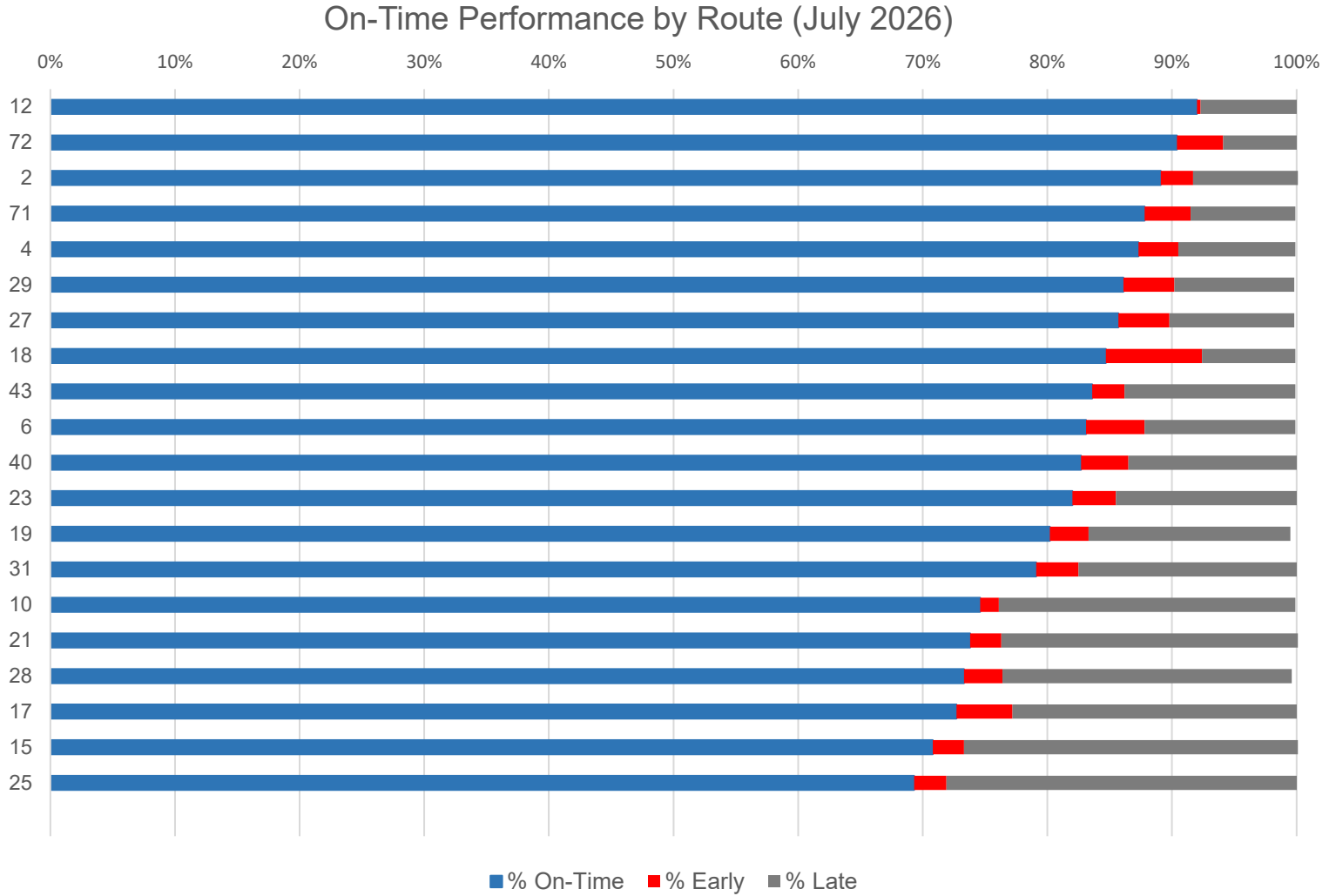
37





JULY ON-TIME PERFORMANCE

Route	% On-Time	% Early	% Late
12	92.00%	0.30%	7.70%
72	90.40%	3.70%	5.90%
02	89.10%	2.60%	8.40%
71	87.80%	3.70%	8.40%
4	87.30%	3.20%	9.40%
29	86.10%	4.10%	9.60%
27	85.70%	4.10%	10.00%
18	84.70%	7.70%	7.50%
43	83.60%	2.60%	13.70%
06	83.10%	4.70%	12.10%
40	82.70%	3.80%	13.50%
23	82.00%	3.50%	14.50%
19	80.20%	3.10%	16.20%
31	79.10%	3.40%	17.50%
10	74.60%	1.50%	23.80%
21	73.80%	2.50%	23.80%
28	73.30%	3.10%	23.20%
17	72.70%	4.50%	22.80%
15	70.80%	2.50%	26.80%
25	69.30%	2.60%	28.10%
Overall	81%	3.23%	15.72%

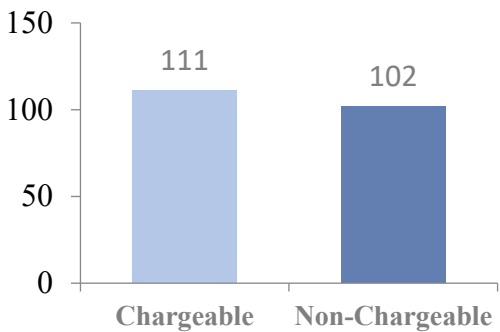




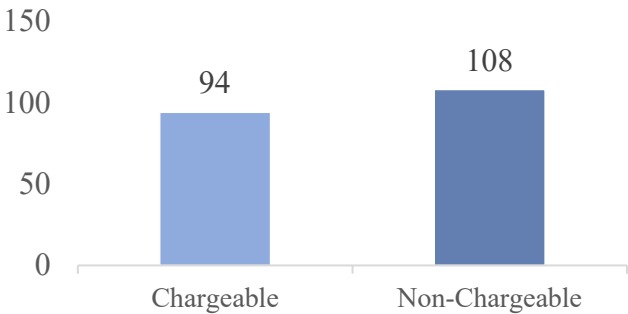
MAINTENANCE

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

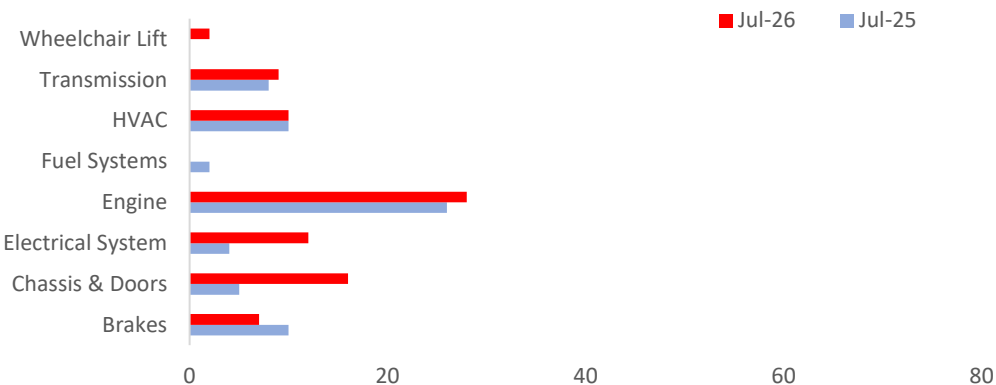
Total Road Calls (July 2026) **Total 213**



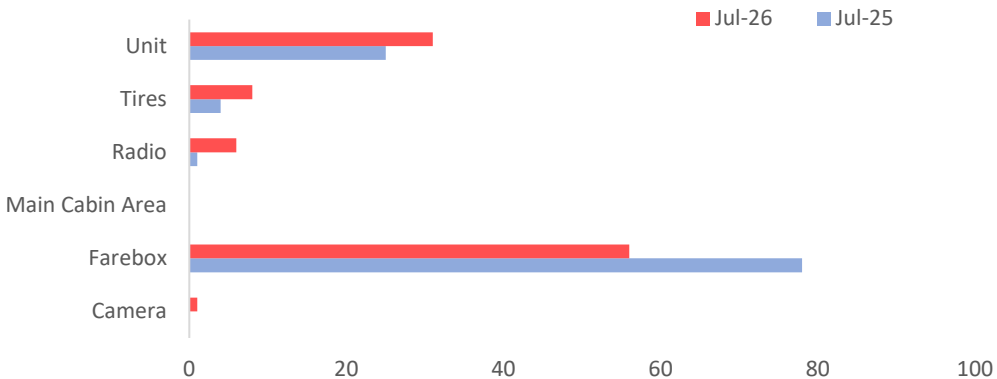
Total Road Calls (July 2025) **Total 202**



Chargeable Roadcalls By Category



Non Chargeable Roadcalls By Category



Chargeable Road Call:

Non-Chargeable Road Call:

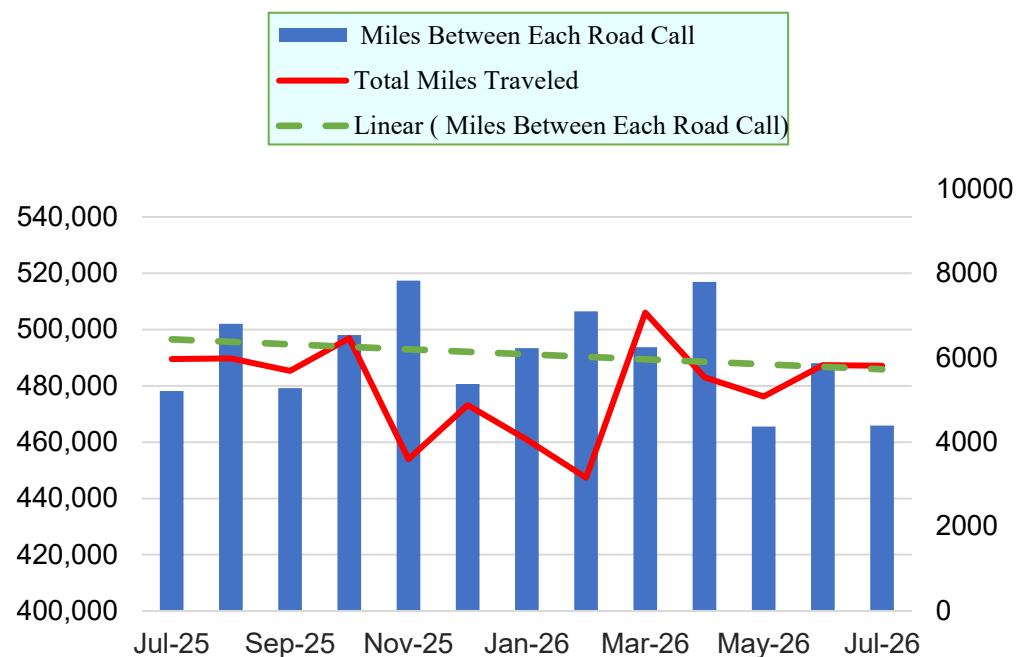
An issue the TARC Maintenance Department may be able to prevent or mitigate

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
Jul-26	487,116	111	4,388
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



Total Miles Between Chargeable Road Calls = **4,388**

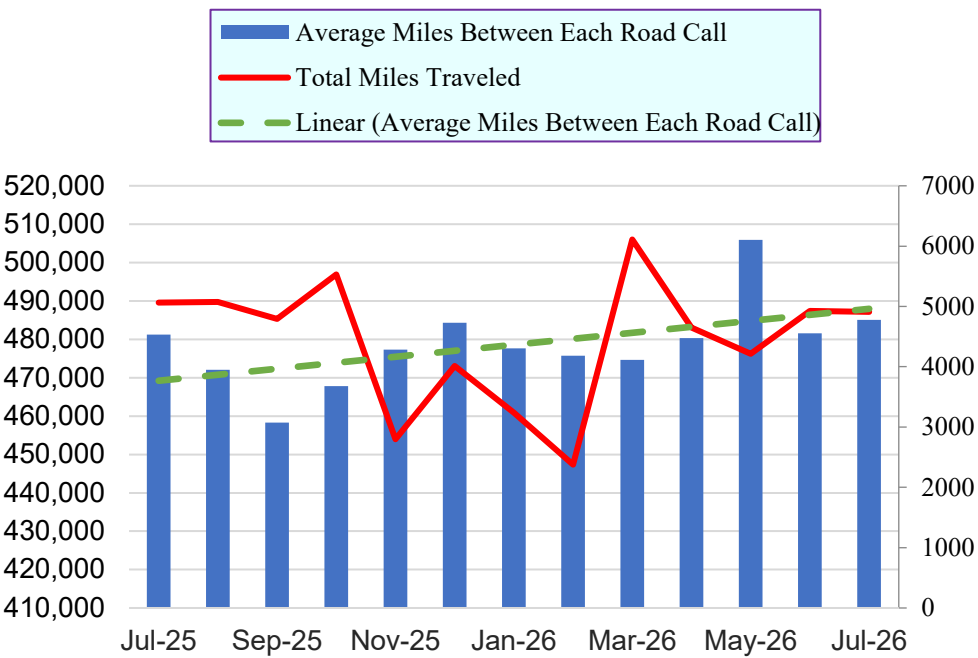
Target Miles Between Road Calls = **6,000**

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
Jul-26	487,116	102	4,775
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



Total Miles Between Non-Chargeable Road Calls = 4,775
Period Average = 4,730

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 FY27
15	Fixed object	9	60.0%	15	
	Moving vehicle	3	20.0%		
	Rear ended OV	2	13.4%		
	Backing	1	6.6%		

9 Fixed Objects

- Going straight at Chamberlain/Westport, 4th/Oak, 3rd/Eastern Pkwy, Brandeis, TARC Barn
- Turning left at TARC Barn
- Pulling into stop at 4th/Broadway, 9th/Broadway

3 Moving Vehicles

- Going straight at Shawnee Park
- Turning left at Preston/Eastern Pkwy
- Pulling out of stop at Bardstown/Napoleon

1 Backing

- Six Mile Lane

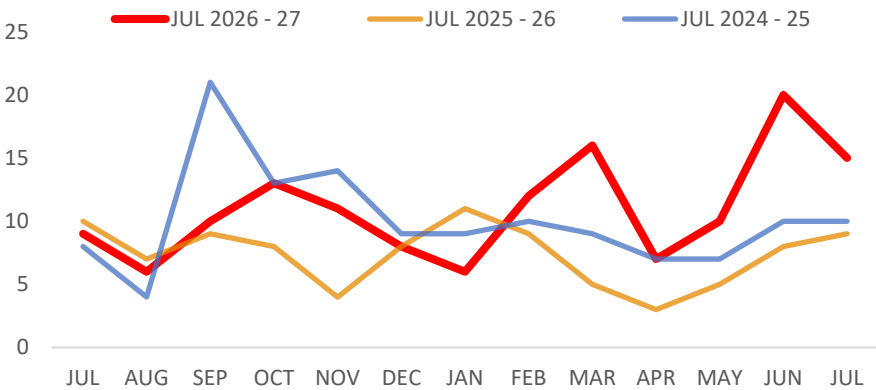
2 Rear Ended OV

- Dixie/Barrett, 3rd/Broadway

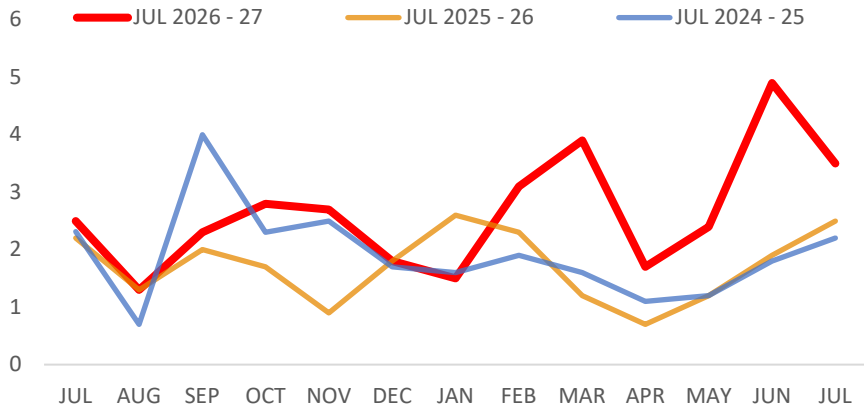
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD FY27
3.5	2.1	3.5

PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR





NTN UPDATE



NTN MARKETING UPDATE – Campaign Results: Sept. ‘25 to Launch

TACTIC	IMPACT/RESULTS
Trips Planned in the New TARC Network (with the Comparative Trip Planner)	30,161
TV Ad Campaign (7/20-8/2)	240 spots, WAVE, WLKY, WDRB, WHAS newscasts Adults 25-54 impressions: 1,319,000 Adults 35+ impressions: 5,644,000 Digital impressions 704,606
Public Relations/News Stories (May-July)	TV: 150+ stories, 2.5M audience Web: 10 articles, 1M+ views
Social Media	35 posts: 900,000 impressions
Community/Public Events	60 public meetings (not including NTN Ambassadors)
On Bus Communications *(through June ‘26)	3.3M impressions (PIDs, ABCs, etc.)
Open Houses/Lunch & Learns	5 events / 170 attendees
Paid Media (Spotify, Google, Meta)	6M+ impressions, 70,597 clicks
NTN page (ridetarc.org/new)	140,000+ page views
IVR (CSR auto messaging to 585-1234)	NTN announcements played 309,377 times
Bus and Shelter Ad Campaign	53.9M impressions

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

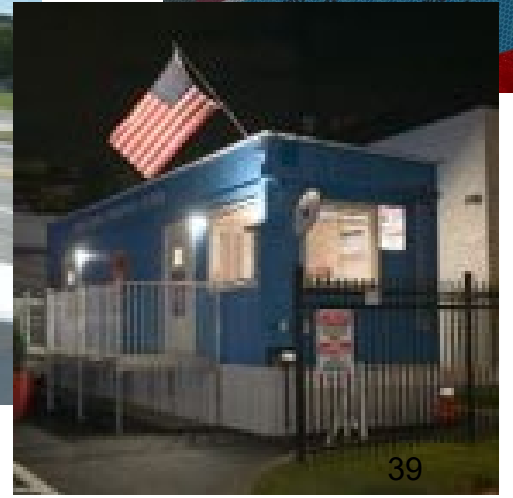
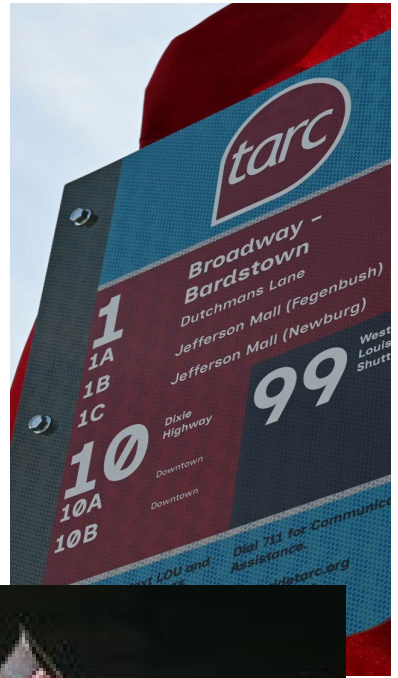
The New TARC Network officially launched on Sunday, August 2nd with new route numbers, routes, schedules and bus stops. The rollout has gone relatively well with no major challenges that were not anticipated by the project team. Additional details on the launch are provided below:

- **Ridership.** System usage has remained high during the first two weeks of service. Despite the reduction in service hours, TARC has recorded 18,000 average weekday boardings, 12,500 average Saturday boardings, and 8,800 average Sunday boardings. These numbers are roughly equivalent or slightly higher than ridership levels from the same period in 2025.
- **Service Reliability.** On-Time Performance has fluctuated in the first two weeks of service, but no trips have been missed. On weekdays, the system has maintained an on-time performance of 75-80 percent, but certain routes – particularly those serving Indiana – are operating well below OTP standards. TARC staff monitors all service throughout the day and is able to deploy extra buses to assist with routes that are running behind schedule.
- **Customer Service.** The Customer Service team has been very busy in the first two weeks since launch but has benefitted from extra staff and extended operating hours. More than 2,200 calls were received on Monday (8/3), which is more than twice the normal amount for a weekday. Most callers ask questions about the new routes and stops, but some are calling to express frustration about the changes. All public input is documented for future consideration by Planning staff. The number of calls decreased throughout the first week and has dropped to roughly 1,200 per day in the second week, slightly higher than average.
- **Safety.** TARC recorded no major accidents in the first two weeks of the new network. Several minor fixed-object collisions (e.g. signs, tree branches, etc) have been recorded but damages have been minor and no passenger injuries have occurred. TARC has employed additional measures at the DTC to ensure the safety of riders and employees.
- **Ambassadors.** TARC deploys teams of ambassadors and field supervisors to the DTC each day to assist passengers throughout the day.
- **First Pullouts.** Many TARC employees volunteered to support TARC operators during the first two days of the new network by cheering them on as they pulled out of the garage. Volunteer shifts started as early as 3:00 AM and they ran throughout the day for afternoon and evening operators. Staff provided operators with goody bags, water bottles, and thank you cards, and cheered them on as they pulled out of the garage.
- **Downtown Transfer Center.** The temporary DTC opened on August 2nd with 11 on-street bays, shelters, customer maps, and real-time information displays. The DTC is averaging roughly 1,500 boardings per day, well above the 1,000 daily passengers that were projected. Riders have spoken positively about the new DTC, citing the onsite ambassadors, shelters, system maps and real-time information displays.
- **Bus Stop Signs.** TARC staff and contractors teamed up to install or replace signs at 1,500 stops in the new network by launch day. A team of contractors was also deployed to remove covers from nearly 200 new signs on the night before the launch.



NTN UPDATES – AUGUST 2026

- NTN Launched August 2nd!
- Launch Week Recap
- Key Performance Metrics
 - Ridership
 - Service Reliability
 - Customer Service
 - Safety
- Downtown Transfer Center
- Bus Stop Signs
- Operator Feedback



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