

# **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, September 15, 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, September 15, 2026

- |                                   |                      |           |
|-----------------------------------|----------------------|-----------|
| 1. Quorum Call/Call to Order      | Alice Houston, Chair | 2:35-2:40 |
| a. Approval of August Minutes     |                      |           |
| 2. Staff Reports and Presentation |                      | 2:40-3:15 |
| a. Operations Update              | Bruce Withers        |           |
| b. COO Update                     | Bruce Withers        |           |
| c. New TARC Network Update        | Martin Barna         |           |
| 3. Adjournment                    |                      | 3:15      |

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



## August 18, 2026, Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, August 18, 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

### Members Virtual

DuWayne Gant  
Myra Rock  
Christy Ames

### Declined

Alice Houston  
Steve Miller  
Abbie Gilbert  
Justin Brown

### Call to Order

Myra Rock called the meeting to order at 2:15 p.m.

July Operation Committee Meeting Minutes Approved.

### Action Items

Sherri Toohey presented 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 was presented.

The Resolution will move on to the Board.

# **OPERATIONS MEETING**

## **TARC BOARD OF DIRECTORS**

### **Staff Reports and Presentations**



Ozzy Gibson presented the Operations Report.

- Launched the New TARC Network (NTN) on August 2.
- Ambassadors and TARC staff helped at the Downtown Transfer Center (DTC).
- The new route #3 helped connect the city to the Kentucky State Fair.
- Installed the charging stations for the new electric buses.
- Lined out areas on garage floor for clear electric bus parking spaces.
- The July fixed route ridership and on-time performance numbers were reviewed.
- The July fixed route missed runs and missed hours were reviewed.
- The July Paratransit service numbers were reviewed.

Bruce Withers presented the COO update.

- July Paratransit numbers reviewed.
- Cancellations and no-shows continue to cost TARC \$80,004 this past month.
- July Fixed-Route missed runs and missed hours shared.

### **New TARC Network Overview.**

David Meckle presented the NTN Marketing Key Accomplishments.

- Number of trips planned on NTN website: 30,161.
- TV AD campaign was broadcast during newscasts on WAVE, WLKY, WDRB, and WHAS.
- TV and Web reached a total audience of 3.5 million.
- Social Media posts came in at 35 posts and 900,000 impressions.
- Community outreach portion of the awareness campaign included 60 public meetings.
- Paid Media, Spotify, Google, and Meta amounted to 6 million+ impressions, 79597 clicks.
- Auto messaging through the CSR on hold feature, NTN announcement played 309,377 times.
- Bus and shelter Ad Campaign 53.9 million impressions.

Martin Barna with JWA presented the NTN Implementation Update.

- Crazy hours for the cheerleading squad to hand out goodie bags for all employees, it was well received.
- All of the new TARC bus stop signs are up. Adjustments are being made if there is an issue with height of the sign or tree branches blocking the view.
- DTC site is currently handling 1,500 boards per day up from the projected number of 1,000 per day.

Myra Rock adjourned the meeting at 2:40 p.m.

**OPERATIONS MEETING  
TARC BOARD OF DIRECTORS**



**ADOPTED THIS 15th DAY OF SEPTEMBER 2026.**

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**Alice Houston, Committee Chairperson**



**BOARD OF DIRECTORS  
SEPTEMBER 22, 2026**

**SEPTEMBER OPERATIONAL UPDATE**





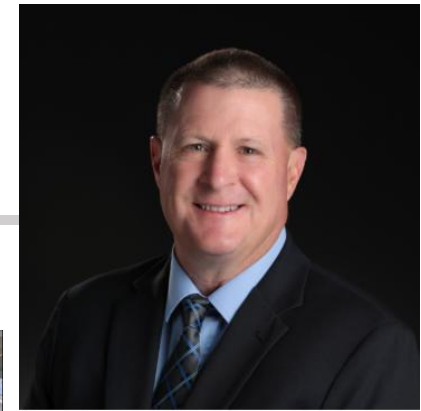
## EXECUTIVE DIRECTOR REPORT

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

- Partnered with Danny Wimmer Presents and PARC to provide transportation to Louder Than Life (Sept. 17-20) and Bourbon and Beyond (Sept. 24-27)
- Expanded partnership with the Louisville Bats to include a TARC Night at the Bats for TARC employees
- Conducted training for 10<sup>th</sup> Street Maintenance on Brake Mate tool (helps with brake removal, inspection, and replacement)
- Attended community events like Pickin' in Paristown and Louisville Pride Festival



- PARC Garage \$20
- Roundtrip included
- Bus every 15 mins



**Ozzy Gibson**  
Executive Director



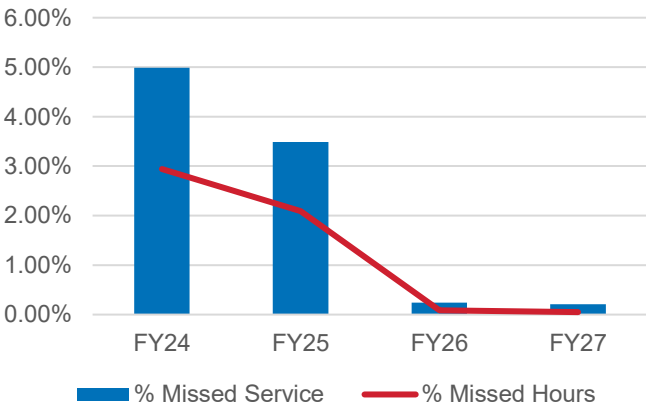
# AUGUST FIXED-ROUTE MISSED RUNS AND MISSED HOURS

| 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%                |
| <b>Total</b> | <b>61,153</b> | <b>2,181</b>   | <b>3.49%</b>           | <b>9,201.01</b> | <b>2.09%</b>         |

| FY26         | Total Runs    | Missed Service | % Missed Service (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%                |
| <b>Total</b> | <b>54,438</b> | <b>126</b>     | <b>0.23%</b>           | <b>337.23</b> | <b>0.07%</b>         |

| FY27         | Total Runs  | Missed Service | % Missed Service (Avg) | Missed Hours | % Missed Hours (Avg) |
|--------------|-------------|----------------|------------------------|--------------|----------------------|
| July         | 4422        | 18             | 0.41%                  | 36.32        | 0.10%                |
| August       | 3803        | 0              | 0.00%                  | 0.00         | 0.00%                |
| September    |             |                |                        |              |                      |
| October      |             |                |                        |              |                      |
| November     |             |                |                        |              |                      |
| December     |             |                |                        |              |                      |
| January*     |             |                |                        |              |                      |
| February     |             |                |                        |              |                      |
| March        |             |                |                        |              |                      |
| April        |             |                |                        |              |                      |
| May          |             |                |                        |              |                      |
| June         |             |                |                        |              |                      |
| <b>Total</b> | <b>8225</b> | <b>18</b>      | <b>0.21%</b>           | <b>36.32</b> | <b>0.05%</b>         |

Missed Service and Hours



\*January 2025 & 2026 adjustment due to winter weather



# AUGUST ON-TIME PERFORMANCE 90% CLUB

| Operator            | OTP % |
|---------------------|-------|
| Williams, Shuntelle | 96%   |
| Beckham, Cordelro   | 96%   |
| Williams, Rodney    | 96%   |
| Pruitt, Tammy       | 95%   |
| Lucas, Darryl       | 95%   |
| Tidwell, Teven      | 94%   |
| Gillenwater, David  | 94%   |
| Mason, Brooklyn     | 93%   |
| Alexander, Maurice  | 93%   |
| Miller, Erica       | 92%   |
| Johnson, Donald     | 92%   |
| Glenn, Rachelle     | 92%   |
| Bolus, David        | 92%   |
| Moore, Chalondias   | 91%   |
| Johnson, Lisa       | 91%   |
| Knight, Kelley      | 91%   |
| Yarbrough, Demetra  | 90%   |
| Keita, Adrahamane   | 90%   |
| Mccraney, Yazmin    | 90%   |
| Carpenter, Garry    | 90%   |
| Robb, Larry         | 90%   |

**Total Coach Operators for Service (August): 240**  
**Total Coach Operators for Service (July): 233**

**Total Coach Operators at 90% or better (August): 21**  
**Total Coach Operators at 90% or better (July): 65**



## AUGUST ON-TIME PERFORMANCE 80% CLUB

| Operator             | OTP % |
|----------------------|-------|
| Rogers, Dewayne      | 89%   |
| Lindsey, Damian      | 89%   |
| Cook, Donna          | 89%   |
| Pitmon, Cheryl       | 89%   |
| Miles, Brittney      | 89%   |
| Wells, Sheena        | 89%   |
| Stoudemire, Deondria | 89%   |
| Tebault, William     | 88%   |
| Brents, Lillian      | 88%   |
| Mitchell, Keith      | 88%   |
| Patterson, Pamela    | 88%   |
| Wilson, Jimmy        | 88%   |
| Trowell, Laquita     | 88%   |
| Florence, Albert     | 87%   |
| Smith, William       | 87%   |
| Offutt, Joseph       | 87%   |
| Cochran, John        | 87%   |
| Roberson, David      | 86%   |
| Pitts, Kendell       | 86%   |
| Withers, Freda       | 86%   |
| Carrico, James       | 86%   |
| Miller, Terrence     | 86%   |

| Operator            | OTP % |
|---------------------|-------|
| Maddox, Gwendolyn   | 85%   |
| Malone, Dewan       | 85%   |
| List Iii, Frank     | 84%   |
| Heil, Jesse         | 84%   |
| Platt, Damien       | 84%   |
| Wells, Marie        | 84%   |
| Coleman, Lelia      | 84%   |
| Wade, Shonda        | 84%   |
| Mcclain, Stephanie  | 84%   |
| Sloan, Anthony      | 84%   |
| Henderson, Delisa   | 84%   |
| Muhire, Bernond     | 84%   |
| Leonard, Tracy      | 84%   |
| Finn, Davisha       | 83%   |
| Powell Jr, Tyrone   | 83%   |
| Smith, Stacey       | 83%   |
| Edwards, Trina      | 83%   |
| Yasharahla, Ahdawan | 83%   |
| Ross, Dawnyell      | 83%   |
| Thomas, Stephanie   | 83%   |
| Puckett, Alvin      | 82%   |
| Meneese, Anita      | 82%   |

| Operator                | OTP % |
|-------------------------|-------|
| Love, Autour            | 82%   |
| Powell, Ronald          | 82%   |
| Saulsberry, Steve       | 82%   |
| Brown, Curtis           | 82%   |
| Brents, James           | 82%   |
| Hayes, Kamika           | 81%   |
| Moorman, Adriann        | 81%   |
| Malone, Eddie           | 81%   |
| Phillips, Naphatina     | 81%   |
| Murray, Alise           | 81%   |
| Foster-Mcfadden, Tarina | 81%   |
| Neal, Joel              | 81%   |
| Adams, Robert           | 81%   |
| Wadlington, Tina        | 81%   |
| Zipperlein, Melissa     | 80%   |
| Jackson, Andre          | 80%   |
| Cockroft, Latisha       | 80%   |
| Durham, Dawn            | 80%   |
| Moore, Timothy          | 80%   |
| Stokes, Tracy           | 80%   |
| Miller, Antonio         | 80%   |
| Cleveland, Sammy        | 80%   |

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

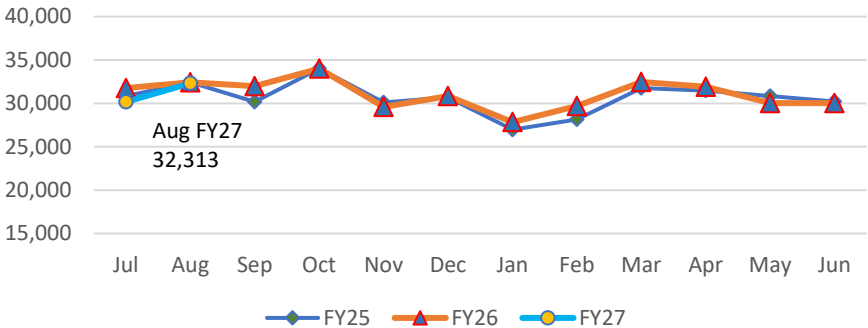
240  
233

Total Coach Operators at 80% to 89% (August): 66  
Total Coach Operators at 80% to 89% (July): 10 74

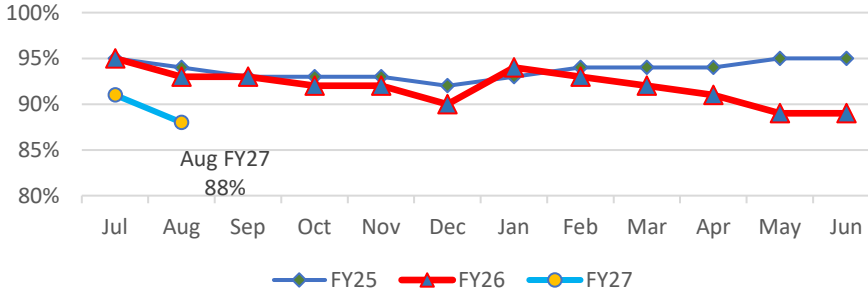


# AUGUST PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit Ridership



TARC3 Paratransit On-Time Performance



| Performance Indicator  | Paratransit (TARC3) |           |           |
|------------------------|---------------------|-----------|-----------|
| System Production      | FY27 YTD            | FY26      | FY25      |
| Total Ridership        | 62,489              | 372,551   | 367,610   |
| Avg. Monthly Ridership | 31,245              | 31,138    | 30,634    |
| Total Revenue Miles    | 709,890             | 3,983,017 | 4,374,215 |
| Total Revenue Hours    | 44,607              | 252,481   | 277,039   |
| Trips per Revenue Mile | 0.09                | 0.09      | 0.08      |
| Trips per Revenue Hour | 1.40                | 1.36      | 1.33      |

Monthly Ridership 32,313  
Comparison VLM 7.08%  
Comparison VLY -0.34%  
Total YTD Ridership 62,489

| On-Time Performance |      |      |      |
|---------------------|------|------|------|
| Paratransit (TARC3) |      |      |      |
|                     | FY27 | FY26 | FY25 |
| Jul                 | 91%  | 95%  | 95%  |
| Aug                 | 88%  | 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: 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



# COO / DIRECTOR OF TRANSPORTATION REPORT

## PARATRANSIT

- August scheduled trips: 36,360 with 32,313 performed trips
- Paratransit was impacted by school starting, the state fair, and fare-free during the first two weeks of NTN
- Late cancels, cancel at the door, and no shows: 6.5% (contributing to the overall 13.7% cancellation)

|           | 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     | 36360     | 32313     |
| September | 35587     | 31990     |           |           |
| October   | 37267     | 34182     |           |           |
| November  | 33251     | 30324     |           |           |
| December  | 35727     | 12856     |           |           |

Monthly Goal: 91.00%

AUGUST 2026: 88.55%

AUGUST 2025: 92.63%

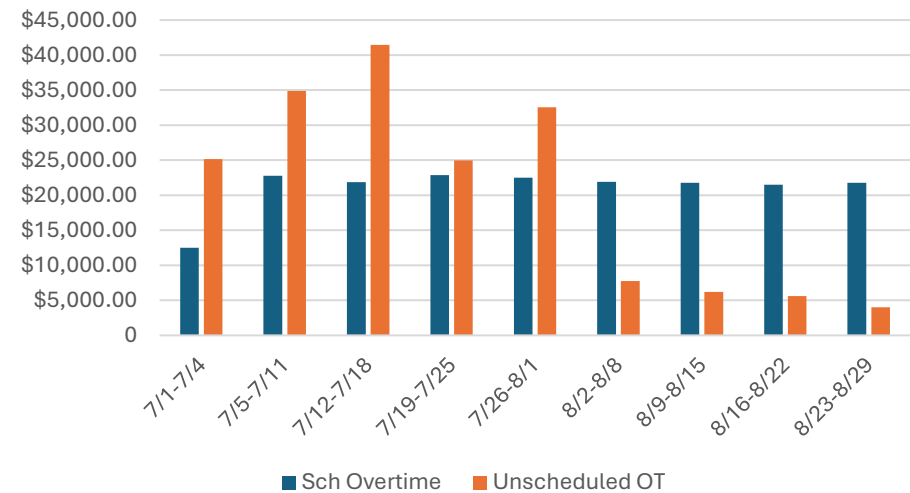
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|-----------------------------|-------|-------|-----------|
| August 2026 Scheduled Trips | 36360 |       |           |
| Same Day Cancel             | 2728  | 7.3%  |           |
| Late Cancel                 | 1073  | 2.9%  | \$ 24,100 |
| Cancel at the Door          | 457   | 1.2%  | \$ 21,479 |
| No Show                     | 842   | 2.3%  | \$ 35,145 |
|                             | 5100  | 13.7% | \$ 80,724 |



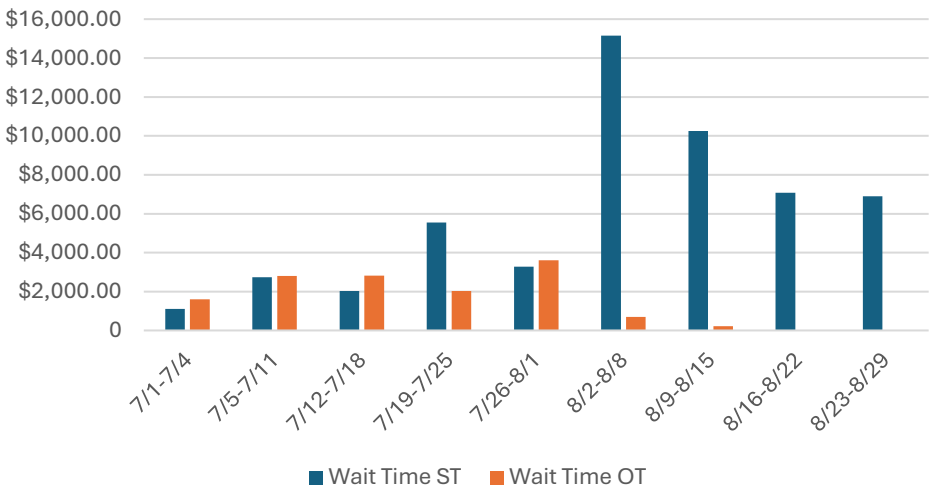
# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE

Scheduled OT vs Unscheduled OT



Wait Time ST vs Wait Time OT



### Scheduled vs. Unscheduled Overtime

- Scheduled overtime remained relatively consistent throughout the reporting period.
- Unscheduled overtime peaked in mid-July and declined significantly heading into August.
- The New TARC Network launched on August 2, 2026. Following implementation, unscheduled overtime continued to decline throughout August, reaching its lowest level during the week of 8/23–8/29.

### Wait Time Straight Time vs. Overtime

- Following the August 2 launch of the New TARC Network, straight-time wait increased significantly, peaking during the week of 8/2–8/8 before declining and stabilizing during the remainder of the month.
- The shift from overtime wait to straight-time wait indicates greater utilization of available straight-time resources for service coverage while minimizing overtime expenditures during the transition to the New TARC Network.



# 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



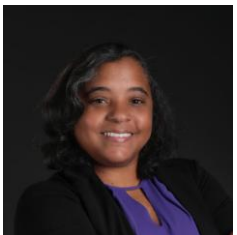
**Maria Harris**  
Procurement



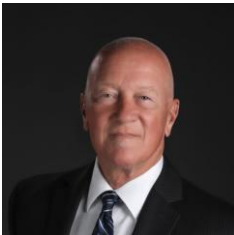
**Dan Franklin**  
Senior Advisor



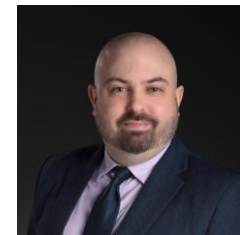
**David Meckle**  
Marketing &  
Communications



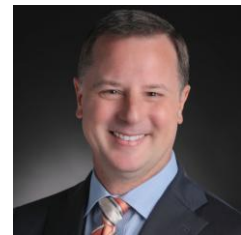
**Anna Cooper**  
Customer Experience



**Keith Shartzner**  
Safety & Security



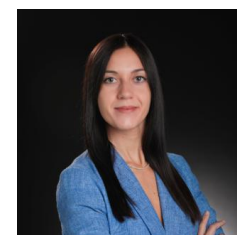
**Nathan Love**  
Training



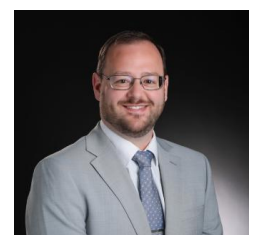
**Chris Ward**  
Capital & Facilities



**Joe Triplett**  
Information  
Technology



**Annalisa Roberson**  
Civil Rights &  
Compliance



**Matt Abner**  
Finance

# ADDITIONAL STATS FOR BOARD MEMBER REVIEW



## SEPTEMBER DIRECTORS UPDATE

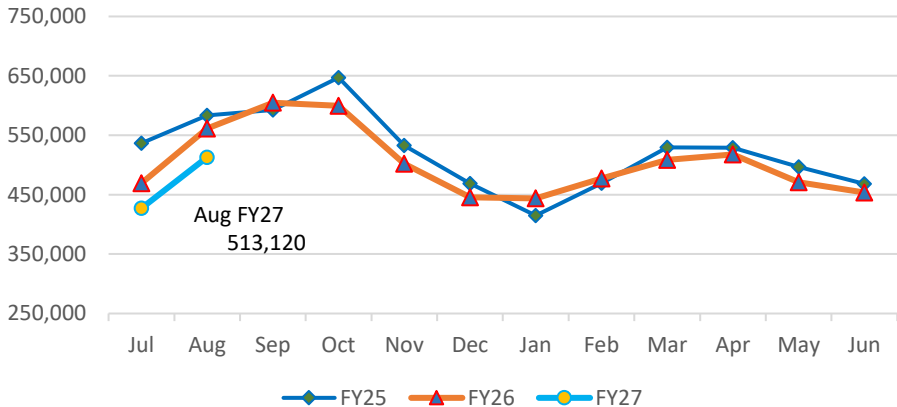
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September 22, 2026

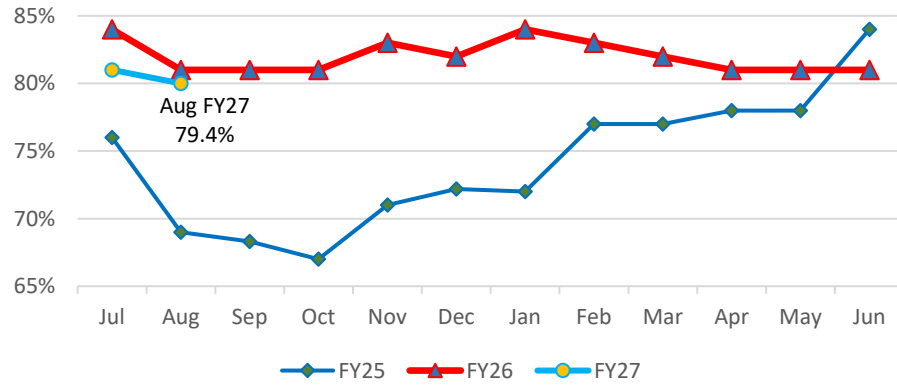


# AUGUST FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



| Performance Indicator  | Fixed-Route System |           |           |
|------------------------|--------------------|-----------|-----------|
|                        | FY27 YTD           | FY26      | FY25      |
| Total Ridership        | 940,244            | 6,084,730 | 6,636,904 |
| Avg Monthly Ridership  | 470,122            | 504,551   | 553,075   |
| Total Revenue Miles    | 805,928            | 4,845,901 | 5,231,772 |
| Total Revenue Hours    | 61,233             | 375,471   | 409,032   |
| Trips per Revenue Mile | 1.12               | 1.26      | 1.20      |
| Trips per Revenue Hour | 14.76              | 16.21     | 15.37     |

Monthly Ridership  
Comparison VLM +20.13%  
Comparison VLY -13.56%

Total YTD Ridership 940,244

| On-Time Performance |       |      |      |
|---------------------|-------|------|------|
| Fixed-Route         |       |      |      |
|                     | FY27  | FY26 | FY25 |
| Jul                 | 81.0% | 84%  | 72%  |
| Aug                 | 79.4% | 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%  |

VLM: A comparison of data between the current month, and the immediately preceding calendar month  
VLY: A comparison of data between the current month, and the same month from the preceding year

Fixed-Route FY26 Goal 80%

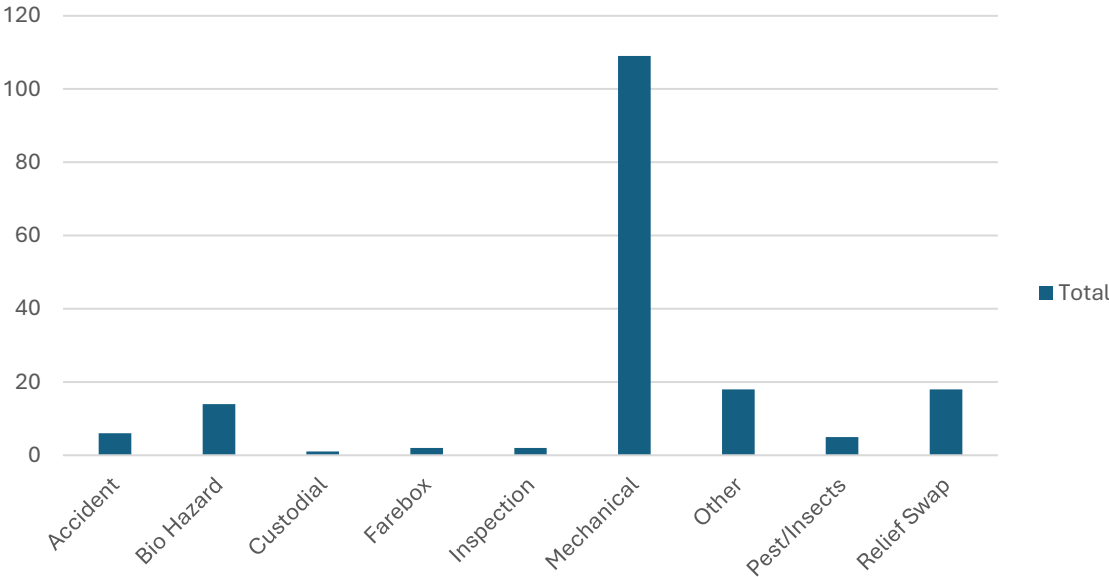


# COO/Director of Transportation Report

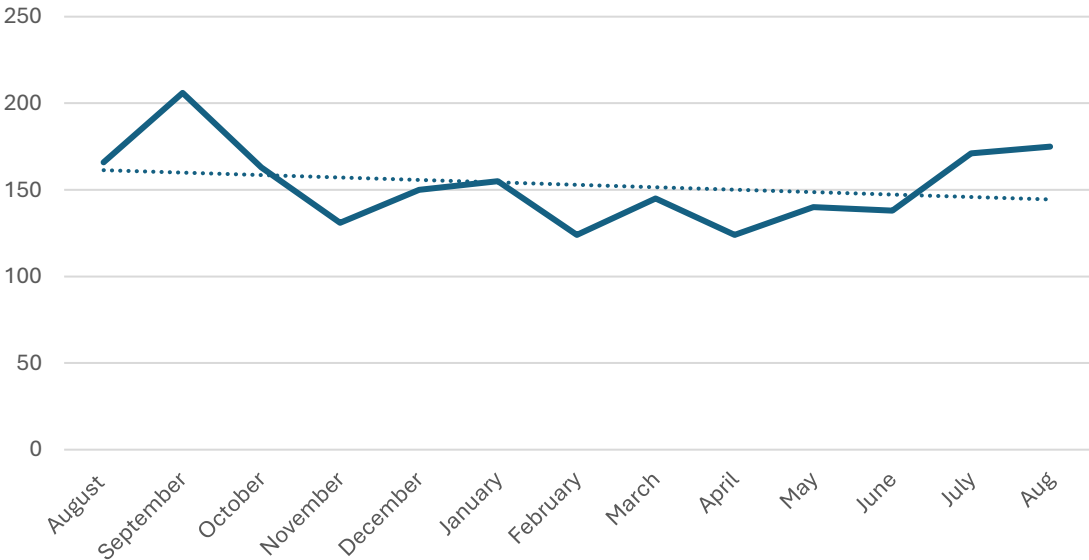
## Maintenance

- August recorded **175 bus swaps**, slightly higher than July, but below peak levels seen in September 2025
- 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**
- **To mitigate service interruptions, we use Hot Coaches staged at the DTC**

August 2026 Swaps



Month Over Month Swaps



August Total: 175 Swaps – 2,634 Pull Outs  
Percentage of swaps vs. Fresh Pulls from the yard 0.06%.

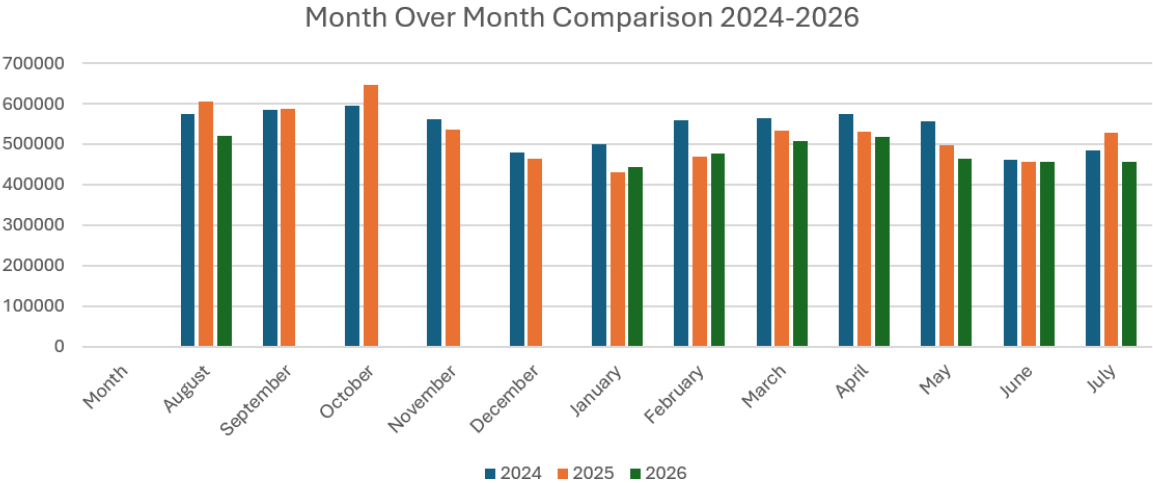


# COO/Director of Transportation Report

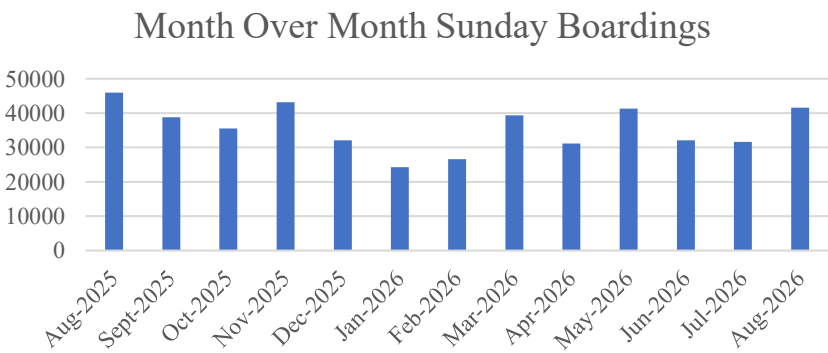
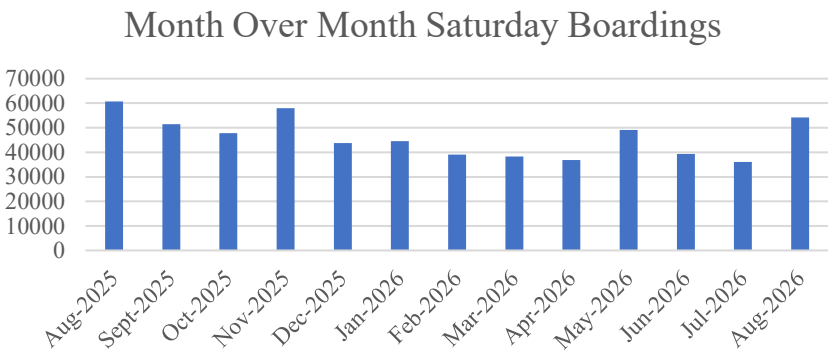
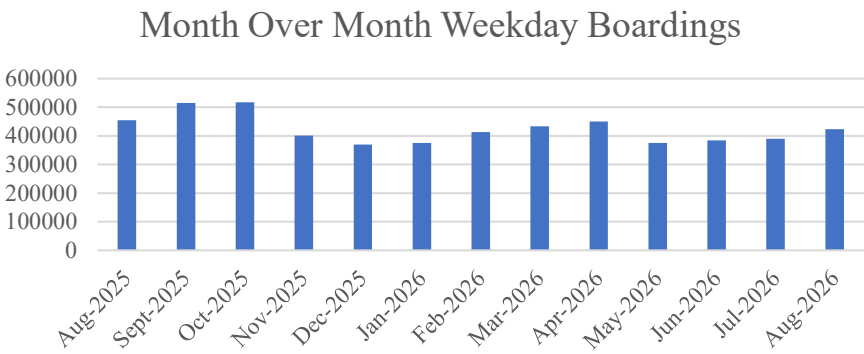
## Fixed Route

### Boardings (Month Over Month Comparison)

- With the start of NTN, we were fare-free the first two weeks Aug 2nd – Aug 16th
- Weekday boardings in August were consistent with previous months.
- Saturday and Sunday ridership increased.



| Year | Weekdays | Saturdays | Sundays |
|------|----------|-----------|---------|
| 2024 | 22       | 5         | 4       |
| 2025 | 21       | 5         | 5       |
| 2026 | 21       | 5         | 5       |

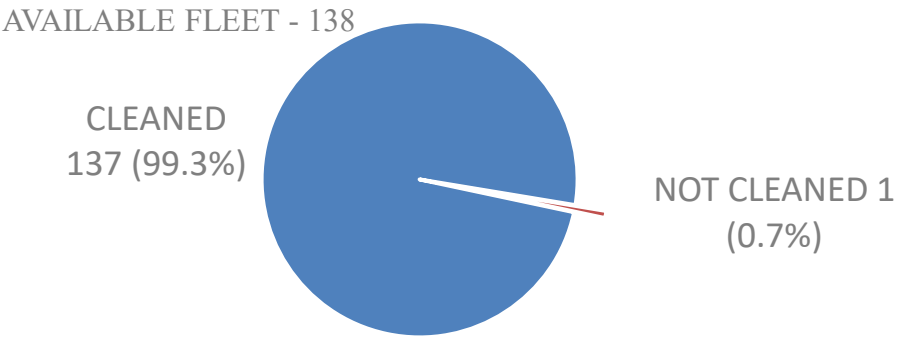


# MAINTENANCE

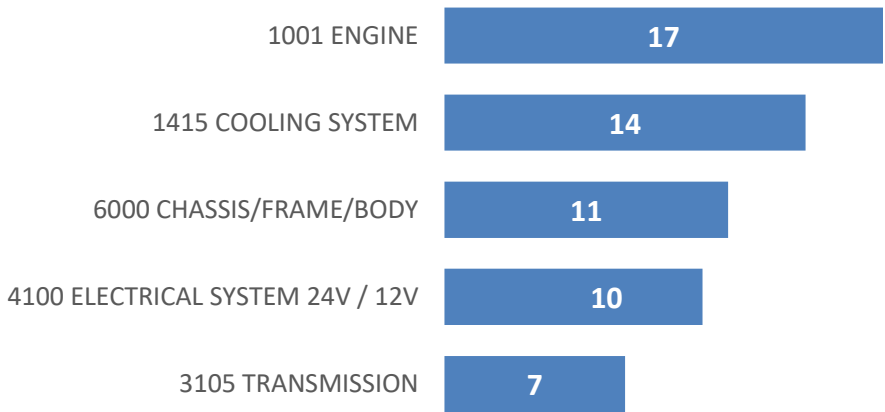
## HIGHLIGHTS

- Took delivery of new Kubota UTV for DTC snow removal
- Repaired ADA ramp and railings on 10<sup>th</sup> street next to Union Station
- 925 Broadway roof and HVAC replacement nearly complete
- Took delivery of heavy-duty dump trailer for maintenance tasks to be in house
- Brake Mate training for 10<sup>th</sup> street mechanics

## COACH CLEANING



## TOP 5 CHARGEABLE ROAD CALL CATEGORIES





# AUGUST FEEDBACK (PARATRANSIT)

| PARATRANSIT FEEDBACK TREND REPORT (Including Commendations) |        |        |        |        |        |        |        |        |        |        |        |        |        |                 |                |
|-------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|----------------|
| FEEDBACK CATEGORY                                           | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | PERIOD<br>TOTAL | 13 MNTH<br>AVG |
| RUDE OPERATOR OR STAFF                                      | 33     | 20     | 33     | 16     | 40     | 24     | 34     | 30     | 25     | 23     | 13     | 26     | 27     | 344             | 26             |
| NO SHOW                                                     | 23     | 18     | 26     | 19     | 28     | 23     | 23     | 25     | 21     | 22     | 24     | 19     | 14     | 285             | 22             |
| LATE SCHEDULE                                               | 19     | 21     | 31     | 14     | 20     | 17     | 26     | 32     | 23     | 36     | 34     | 24     | 22     | 319             | 25             |
| RECKLESS DRIVING                                            | 11     | 4      | 7      | 0      | 7      | 10     | 8      | 5      | 6      | 6      | 2      | 8      | 3      | 77              | 6              |
| EARLY SCHEDULE                                              | 1      | 1      | 1      | 0      | 1      | 3      | 1      | 3      | 4      | 2      | 0      | 1      | 2      | 20              | 2              |
| TRIP BOOKING OR SCHEDULING                                  | 18     | 17     | 23     | 14     | 10     | 16     | 15     | 21     | 13     | 18     | 18     | 17     | 27     | 227             | 17             |
| OTHER - MISC                                                | 32     | 32     | 30     | 26     | 30     | 26     | 32     | 49     | 49     | 51     | 44     | 34     | 37     | 472             | 36             |
| COMMENDATIONS                                               | 6      | 9      | 0      | 5      | 3      | 6      | 6      | 9      | 29     | 16     | 6      | 6      | 6      | 107             | 8              |

| PARATRANSIT (August 2026)  |          |            |                          |                        |       |
|----------------------------|----------|------------|--------------------------|------------------------|-------|
| FEEDBACK CATEGORY          | VERIFIED | UNVERIFIED | UNABLE TO<br>INVESTIGATE | UNDER<br>INVESTIGATION | TOTAL |
| RUDE OPERATOR OR STAFF     | 6        | 16         | 0                        | 5                      | 27    |
| NO SHOW                    | 0        | 13         | 0                        | 1                      | 14    |
| LATE SCHEDULE              | 12       | 8          | 0                        | 2                      | 22    |
| RECKLESS DRIVING           | 0        | 3          | 0                        | 0                      | 3     |
| EARLY SCHEDULE             | 1        | 0          | 0                        | 1                      | 2     |
| TRIP BOOKING OR SCHEDULING | 8        | 16         | 1                        | 2                      | 27    |
| OTHER - MISC               | 8        | 23         | 1                        | 5                      | 37    |

**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)

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## 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.



# AUGUST FEEDBACK (FIXED ROUTE)

| FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations) |        |        |        |        |        |        |        |        |        |        |        |        |        |              |             |
|-------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|-------------|
| FEEDBACK CATEGORY                                           | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | PERIOD TOTAL | 13 MNTH AVG |
| RUDE OPERATOR                                               | 65     | 65     | 46     | 50     | 34     | 52     | 47     | 48     | 39     | 40     | 40     | 39     | 81     | 646          | 50          |
| PASSED UP PASSENGER                                         | 73     | 60     | 81     | 42     | 50     | 47     | 60     | 53     | 79     | 54     | 62     | 67     | 70     | 798          | 61          |
| NO SHOW                                                     | 18     | 17     | 12     | 7      | 13     | 10     | 8      | 10     | 8      | 10     | 9      | 13     | 19     | 154          | 12          |
| LATE SCHEDULE                                               | 28     | 31     | 40     | 31     | 13     | 24     | 14     | 31     | 29     | 25     | 19     | 15     | 39     | 339          | 26          |
| RECKLESS DRIVING                                            | 29     | 21     | 25     | 19     | 20     | 16     | 26     | 21     | 20     | 16     | 24     | 22     | 22     | 281          | 22          |
| EARLY SCHEDULE                                              | 12     | 12     | 22     | 13     | 11     | 15     | 15     | 9      | 17     | 12     | 14     | 8      | 13     | 173          | 13          |
| PLANNING/SCHEDULE                                           | 22     | 25     | 32     | 15     | 8      | 23     | 18     | 16     | 17     | 15     | 22     | 14     | 108    | 335          | 26          |
| IT/MOBILE                                                   | 1      | 1      | 0      | 3      | 0      | 0      | 1      | 0      | 1      | 3      | 1      | 0      | 3      | 14           | 1           |
| NEW TARC NETWORK                                            | 0      | 0      | 1      | 2      | 2      | 6      | 5      | 6      | 2      | 1      | 13     | 59     | 136    | 233          | 18          |
| OTHER - MISC                                                | 64     | 73     | 70     | 49     | 55     | 67     | 52     | 60     | 61     | 55     | 51     | 56     | 73     | 786          | 60          |
| COMMENDATIONS                                               | 10     | 6      | 10     | 5      | 6      | 8      | 8      | 9      | 6      | 5      | 4      | 9      | 13     | 99           | 8           |

| FIXED ROUTE (August 2026) |          |            |                       |                     |       |
|---------------------------|----------|------------|-----------------------|---------------------|-------|
| FEEDBACK CATEGORY         | VERIFIED | UNVERIFIED | UNABLE TO INVESTIGATE | UNDER INVESTIGATION | TOTAL |
| RUDE OPERATOR             | 17       | 62         | 0                     | 2                   | 81    |
| PASSED UP PASSENGER       | 13       | 57         | 0                     | 0                   | 70    |
| NO SHOW                   | 16       | 3          | 0                     | 0                   | 19    |
| LATE SCHEDULE             | 34       | 5          | 0                     | 0                   | 39    |
| RECKLESS DRIVING          | 6        | 10         | 2                     | 4                   | 22    |
| EARLY SCHEDULE            | 13       | 0          | 0                     | 0                   | 13    |
| PLANNING/SCHEDULE         | 102      | 4          | 1                     | 1                   | 108   |
| IT/MOBILE                 | 1        | 0          | 0                     | 2                   | 3     |
| NEW TARC NETWORK          | 121      | 3          | 0                     | 12                  | 136   |
| OTHER - MISC              | 27       | 8          | 3                     | 35                  | 73    |

**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

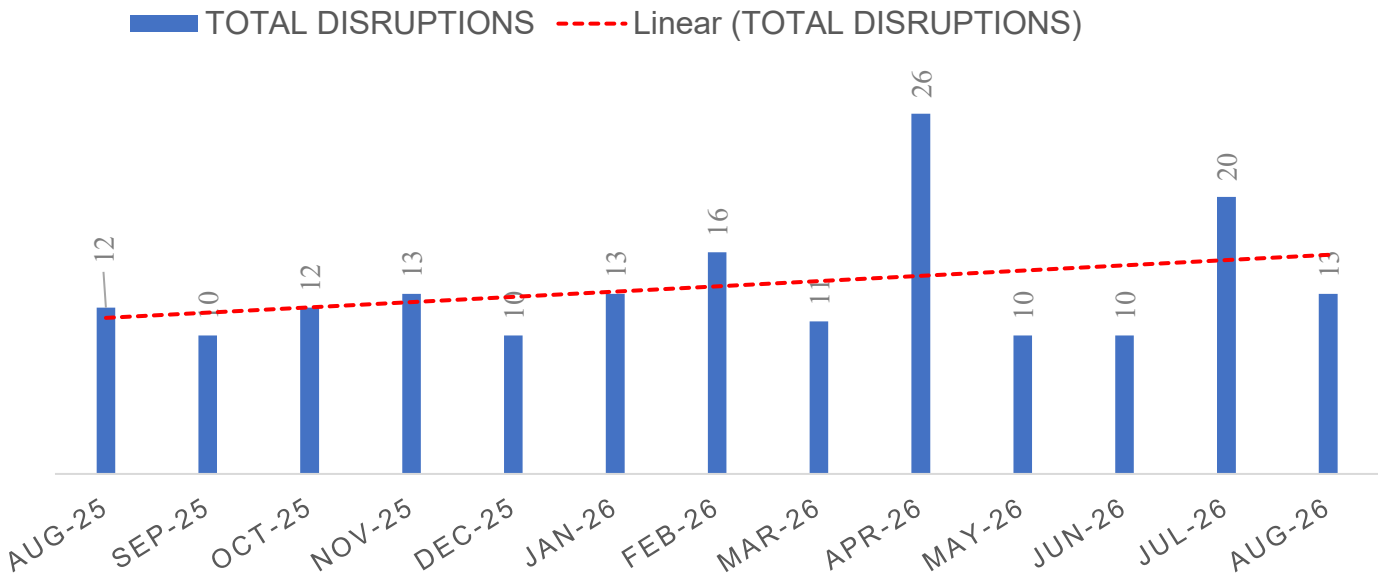
PASSENGER DISRUPTIONS BY ROUTE AUG 26

| Route ID | Route Description               | Disruptions |
|----------|---------------------------------|-------------|
| Line 01  | Broadway Bardstown - #1         | 4           |
| Line 10  | Dixie Hwy - #10                 | 3           |
| Line 08  | Shelbyville Rd Taylor Blvd - #8 | 2           |
| Line 03  | Preston Hwy W Market - #3       | 1           |
| Line 04  | Fourth St New Cut - #4          | 1           |
| Line 72  | Clarksville - #72               | 1           |
| Line 81  | Dwntn Zorn - #81                | 1           |

DISRUPTION CATEGORIES AUG 26

| Category          | # | Disputes(Others) Breakdown    | # |
|-------------------|---|-------------------------------|---|
| Fare Evaders      | 1 | Mirror issue                  | 1 |
| Passenger Fights  | 0 | Medical issue (2)             | 2 |
| Profane Language  | 2 | Refused to exit               | 1 |
| Disputes(Others)  | 8 | Operator assault - spit       | 1 |
| Verbal Assaults   | 0 | Dispute w/operator            | 1 |
| Physical Assaults | 2 | Ramp struck passenger         | 1 |
|                   |   | Passenger upset - missed stop | 1 |

TOTAL PASSENGER DISRUPTIONS (AUG 25 – AUG 26)



## PASSENGER DISRUPTIONS\*

This Month Total

13

Monthly Avg

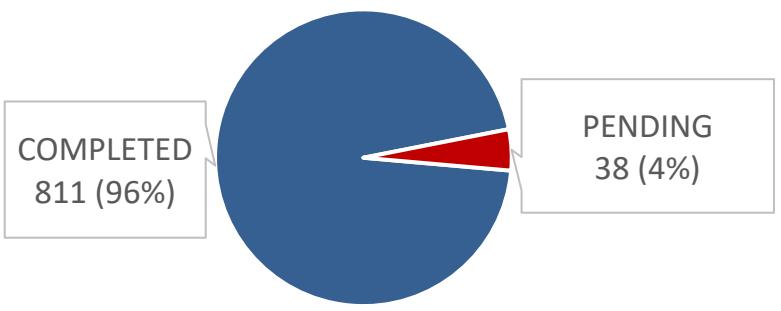
13.54

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

# MAINTENANCE

## WORK ORDERS

WORK ORDER STATUS



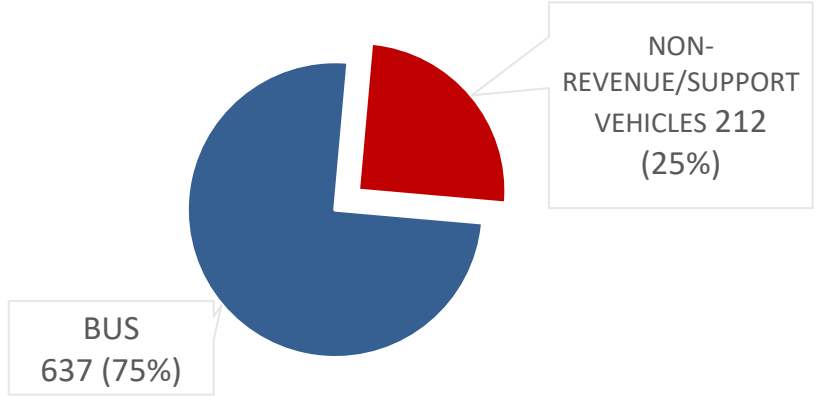
TOTAL BUS WORK ORDER SUBMITTED

637

TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED

212

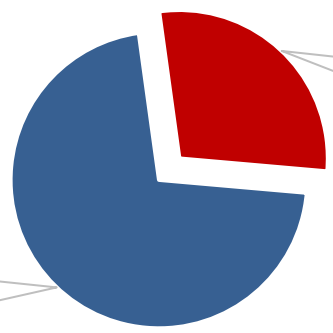
WORK ORDER BY TYPE



## BUILDING MAINTENANCE WORK ORDERS

TOTAL REQUESTS SUBMITTED

COMPLETED  
25 (71%)

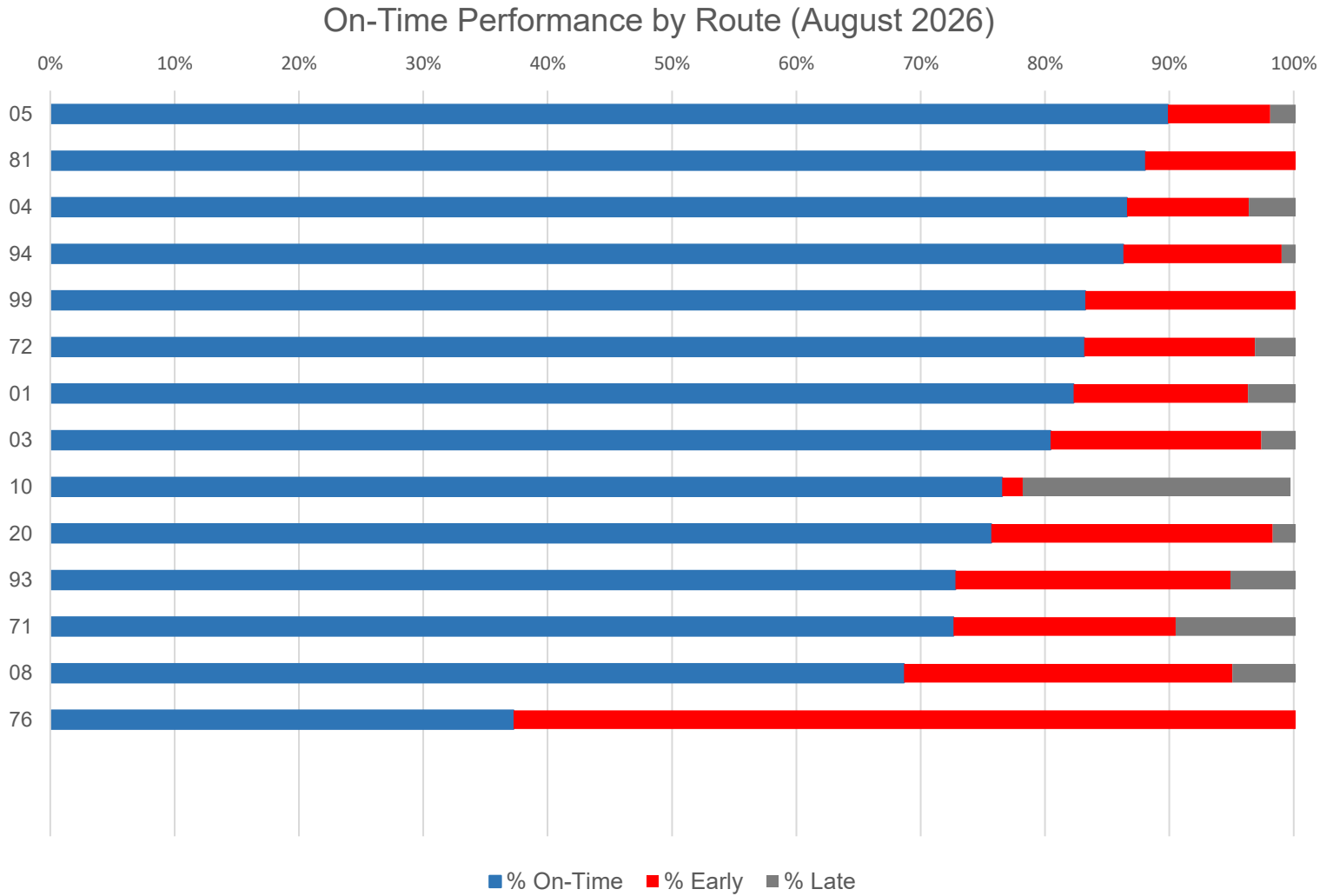


PENDING/OPEN  
10 (29%)



# AUGUST ON-TIME PERFORMANCE

| Route   |  |  | % On-Time | % Early | % Late |
|---------|--|--|-----------|---------|--------|
| 05      |  |  | 89.9%     | 3.7%    | 14.0%  |
| 81      |  |  | 88.1%     | 2.6%    | 16.9%  |
| 04      |  |  | 86.6%     | 1.5%    | 11.9%  |
| 94      |  |  | 86.3%     | 2.0%    | 8.1%   |
| 99      |  |  | 83.2%     | 4.9%    | 26.3%  |
| 72      |  |  | 83.1%     | 1.1%    | 22.3%  |
| 01      |  |  | 82.3%     | 2.3%    | 22.0%  |
| 03      |  |  | 80.5%     | 0.1%    | 26.9%  |
| 10      |  |  | 76.5%     | 3.1%    | 13.0%  |
| 20      |  |  | 75.7%     | 1.2%    | 53.9%  |
| 93      |  |  | 72.8%     | 2.3%    | 9.6%   |
| 71      |  |  | 72.6%     | 8.0%    | 17.8%  |
| 08      |  |  | 68.7%     | 1.9%    | 10.8%  |
| 76      |  |  | 37.3%     | 13.3%   | 1.7%   |
| Overall |  |  | 79.4%     | 2.8%    | 17.6%  |

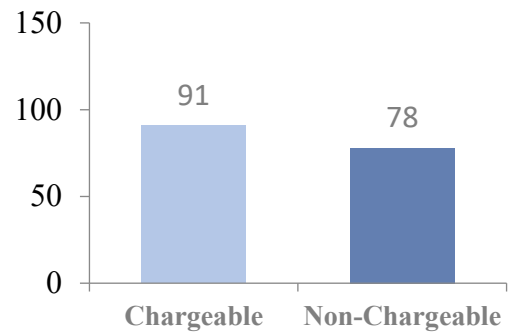




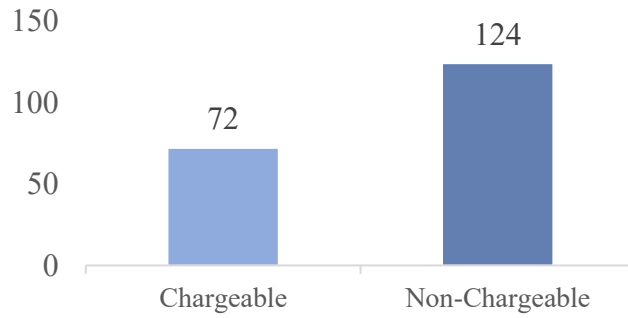
# MAINTENANCE

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

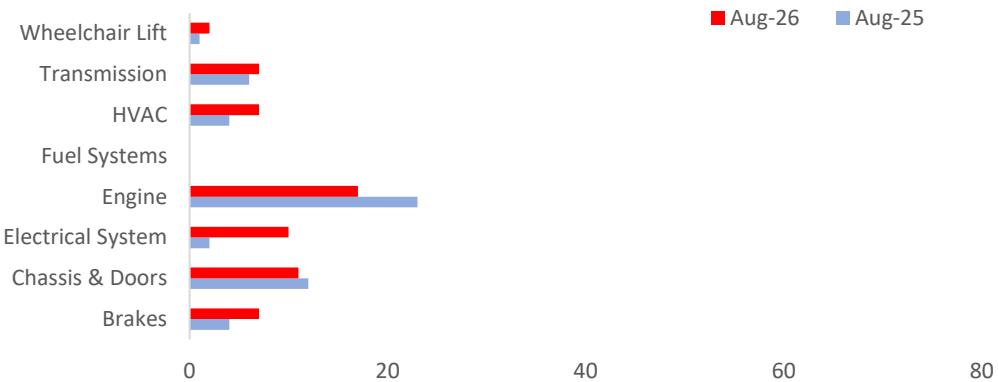
Total Road Calls (August 2026) **Total 169**



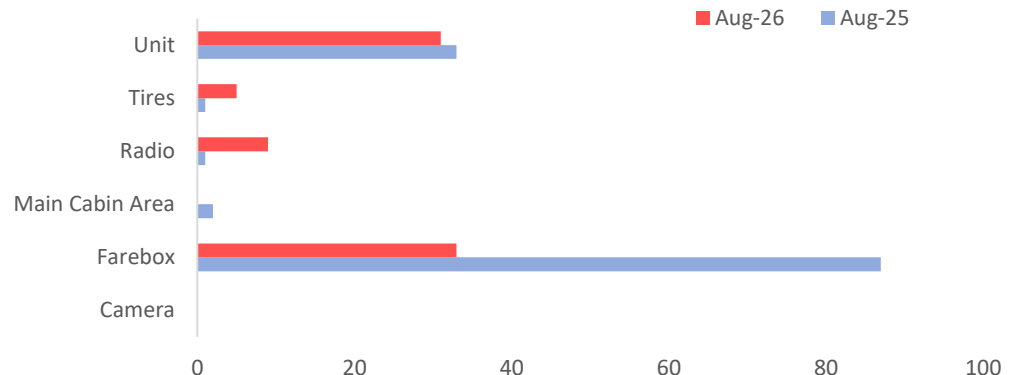
Total Road Calls (August 2025) **Total 196**



Chargeable Roadcalls By Category



Non Chargeable Roadcalls By Category



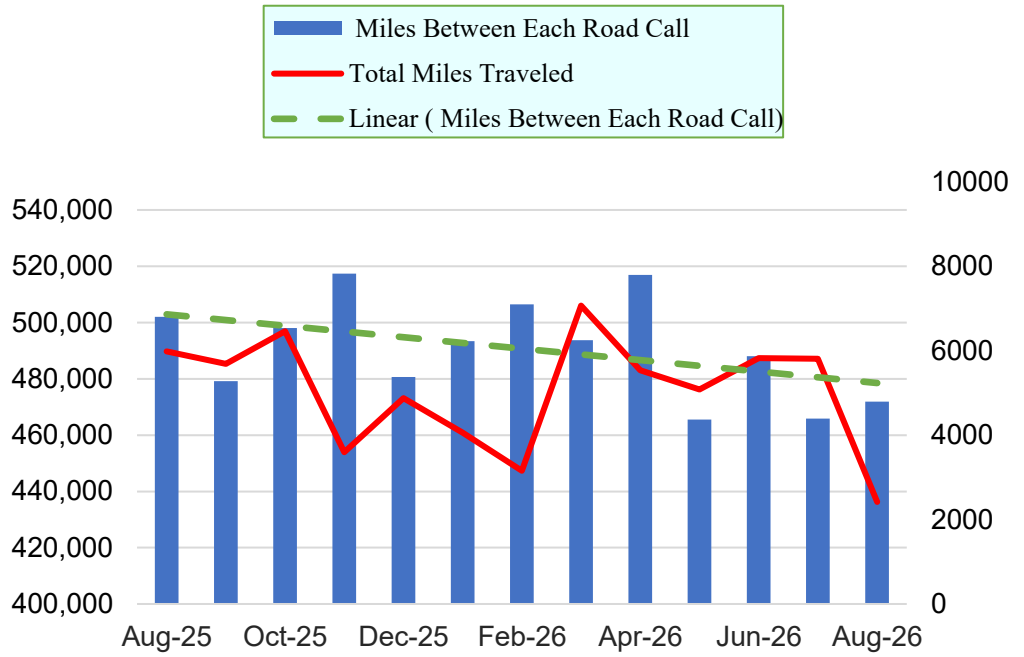
Chargeable Road Call:  
Non-Chargeable Road Call:

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<br>(each month) | Chargeable<br>Road Calls | AVG Miles Between<br>Each Road Call |
|--------|--------------------------------------|--------------------------|-------------------------------------|
| Aug-26 | 436,263                              | 91                       | 4,794                               |
| 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                               |



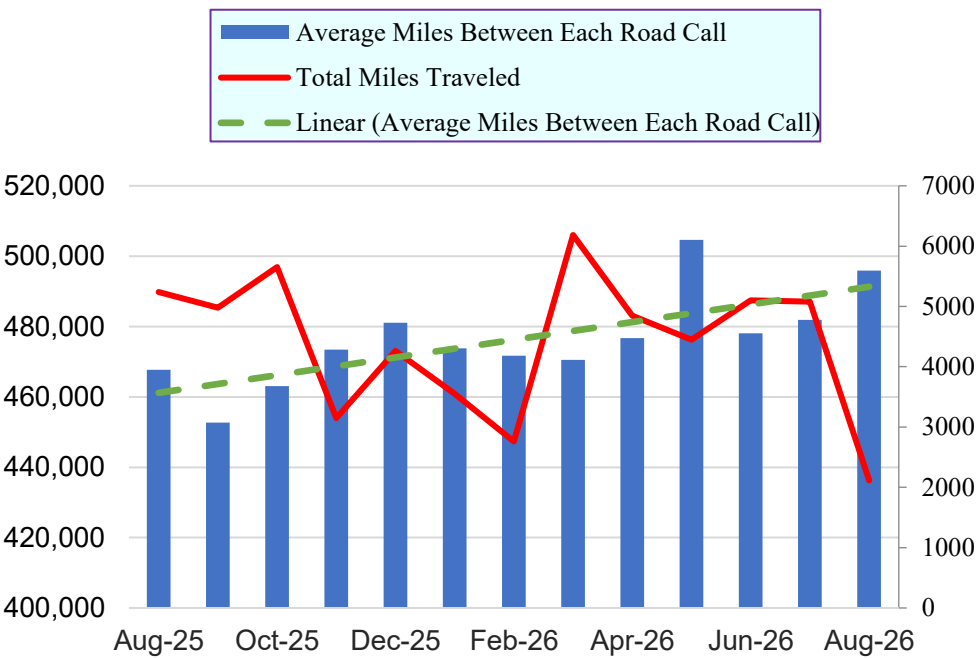
**Total Miles Between Chargeable Road Calls = 4,794**  
**Target Miles Between Road Calls = 6,000**

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<br>(each month) | Non-<br>Chargeable<br>Road Calls | AVG Miles Between<br>Each Road Call |
|--------|--------------------------------------|----------------------------------|-------------------------------------|
| Aug-26 | 436,263                              | 78                               | 5,593                               |
| 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                               |



**Total Miles Between Non-Chargeable Road Calls = 5,593**  
**Period Average = 4,314**

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 |
|---------|------------------|---|-------|----------|
| 8       | Fixed object     | 4 | 50.0% | 23       |
|         | Moving vehicle   | 1 | 12.5% |          |
|         | Rear ended OV    | 3 | 37.5% |          |

### 4 Fixed Objects

- Going straight at 8<sup>th</sup>/Ali, 34<sup>th</sup>/Broadway, TARC
- Pulling into stop at 10<sup>th</sup>/Broadway

### 1 Moving Vehicles

- Turning right at 2<sup>nd</sup>/Jefferson

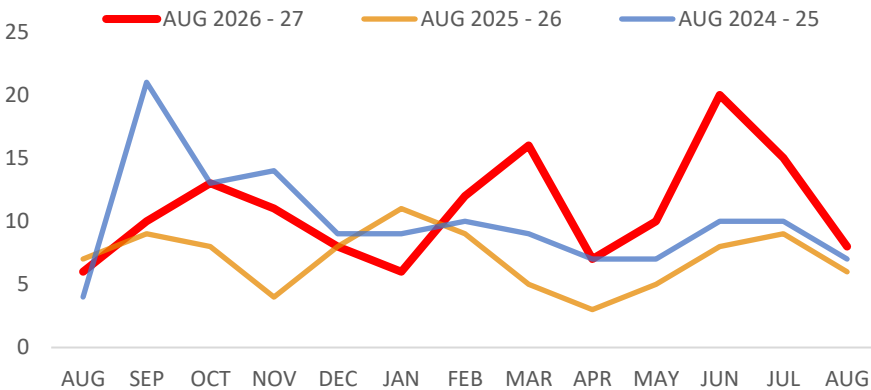
### 3 Rear Ended OV

- King/Brown, Ulrich/Fern Valley, Chamberlain/Westport

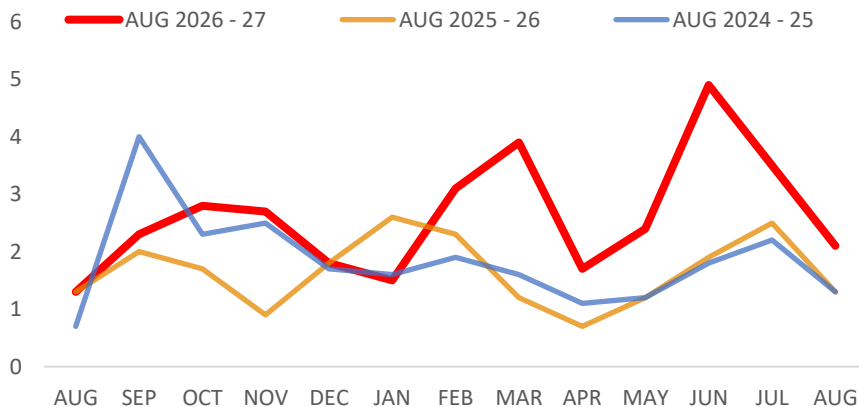
## PREVENTABLE ACCIDENTS / 100K MILES

| Monthly | YTD AFR Goal | YTD FY27 |
|---------|--------------|----------|
| 8       | 2.1          | 2.10     |

## PREVENTABLE ACCIDENTS

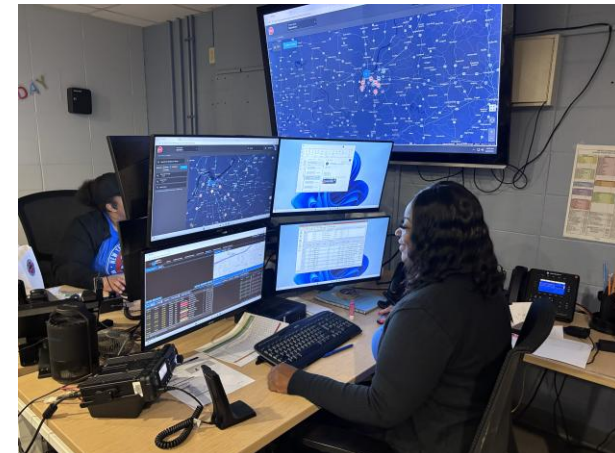


## PREVENTABLE ACCIDENT AFR



# NTN IMPLEMENTATION UPDATES | SEPTEMBER 2026

- Bus Stop Work
  - Bus Stop Sign Adjustments
  - Pad Construction at New Bus Stops
  - Bus Shelter & Bench Relocations from Discontinued Bus Stops
- Downtown Transfer Center (DTC)
  - Install remaining shelters
  - DTC Ambassadors extended
- Street Detours from I-65 Project
- January 2027 Service Adjustments
- Post-Implementation Debrief





# NTN IMPLEMENTATION UPDATES | SEPTEMBER 2026

## NTN Implementation Dashboard | September 15, 2026 | Week 7

