# 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, October 20, 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, October 20, 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. ADA Compliance assessment Memo | Liann Alfaro | |
| 3. | Adjournment | | 3:15 |

# OPERATIONS MEETING
# TARC BOARD OF DIRECTORS

## September 15, 2026, Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, September 15, 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** | **Declined** |
|---|---|---|
| Alice Houston | DuWayne Gant | Abbie Gilbert |
| Steve Miller | Myra Rock | Justin Brown |
| | Christy Ames | |

**Call to Order**

Alice Houston called the meeting to order at 2:50 p.m.

August Operation Committee Meeting Minutes Approved.

**Staff Reports and Presentations**

Bruce Withers presented the Operations Report.

- Partnered with Danny Wimmer Presents and PARC to provide transportation for Louder than Life and Bourbon and Beyond.
- Expanded partnership with the Louisville Bats to include a TARC Night at the Bats for TARC employees.
- Conducted training for 10th Street Maintenance on Brake Mate Tool for help with brake removal.
- Attended community events like Pickin' in Paristown.
- The August fixed route ridership and on-time performance numbers were reviewed.
- The August fixed route missed runs and missed hours were reviewed.
- The August Paratransit service numbers were reviewed.
- Paratransit cancellations and no-shows continue to cost TARC $80,724 this past month.

**New TARC Network Overview.**

Martin Barna with JWA presented his last NTN Implementation Update.

- Bus Stop Work with stop sign adjustment, pad construction, and bus shelter relocations.
- DTC site is currently handling 1,500 boards per day which is more than the projected number of 1,000 per day.
- January 2027 Service Adjustments.
- Post-Implementation Debrief meeting scheduled.

Alice Houston would like to review the data that has been collected from the Customer Service Center since the beginning of August 2026.

Bruce Withers stated that TARC has been tracking the customer calls and classified the by issue/matter and will pull all of that information together to review.

Alice Houston adjourned the meeting at 3:11 p.m.

**ADOPTED THIS 20th DAY OF OCTOBER 2026.**

_____

**Alice Houston, Committee Chairperson**



# BOARD OF DIRECTORS
# OCTOBER 27, 2026

## OCTOBER OPERATIONAL UPDATE

# EXECUTIVE DIRECTOR REPORT



**Ozzy Gibson**
Executive Director

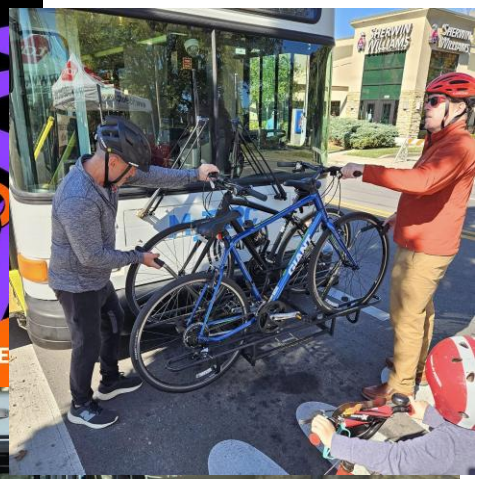
## SINCE THE LAST BOARD MEETING, TARC …

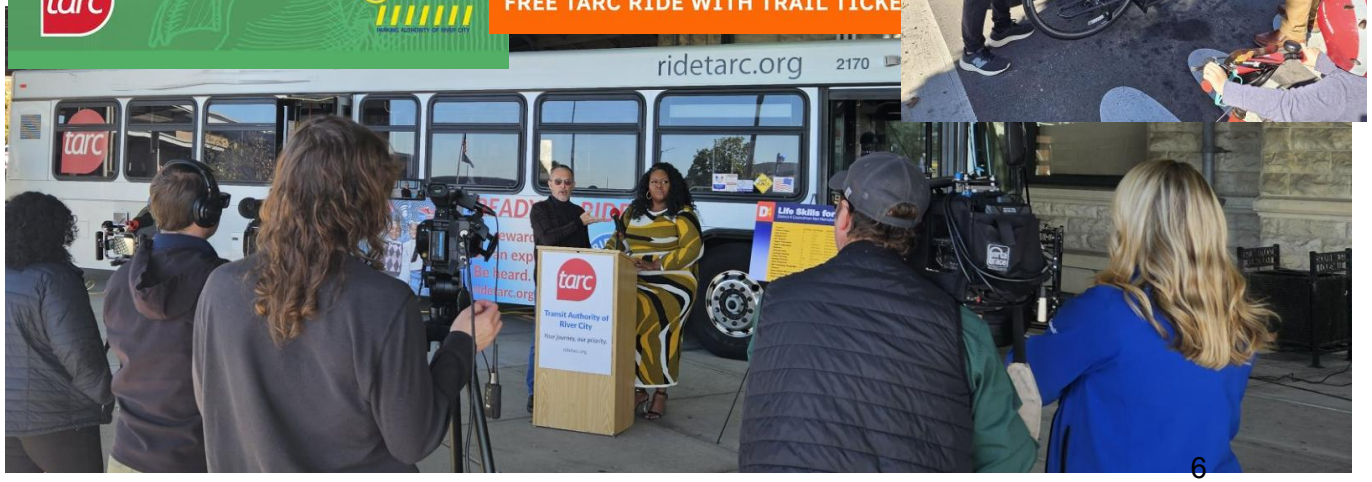
- Teamed up with PARC to get patrons to the 70th annual St. James Court Art Show, and the Parks Alliance of Louisville's Jack's Lantern Trail at Iroquois Park
- Held TARC Fall Festival & Chili Cook-Off for staff
- Hosted press conference for the Russell Voices and Content Collective—bringing positive stories of the Russell neighborhood to the community—with Councilman Ken Herndon
- TARC Procurement Department held "How to do Business with TARC" event to discuss vendor opportunities at OneWest











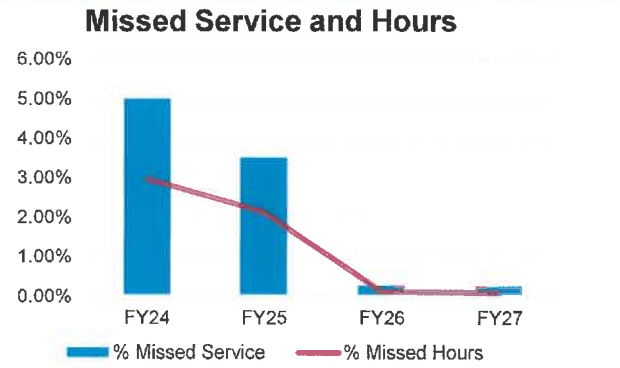
# SEPTEMBER FIXED-ROUTE MISSED RUNS AND MISSED HOURS

| FY24 | Total Runs | Missed Service | % Missed Service (Avg) | Missed Hours | % Missed Hours (Avg) |
|---|---|---|---|---|---|
| Total | 93,746 | 4,665 | 4.99% | 17,683.12 | 2.94% |

| FY25 | Total Runs | Missed Service | % Missed Service (Avg) | Missed Hours | % Missed Hours (Avg) |
|---|---|---|---|---|---|
| July | 5441 | 254 | 4.67% | 1,182.70 | 3.23% |
| August | 5452 | 171 | 3.14% | 632.58 | 1.76% |
| September | 5174 | 180 | 3.48% | 715.30 | 1.87% |
| October | 5513 | 284 | 5.15% | 1,239.55 | 3.19% |
| November | 5185 | 264 | 5.09% | 1,125.32 | 3.12% |
| December | 5378 | 320 | 5.95% | 1,489.20 | 4.01% |
| January* | 5293 | 254 | 4.80% | 1,092.23 | 3.03% |
| February | 4476 | 145 | 3.24% | 603.12 | 1.70% |
| March | 4903 | 137 | 2.79% | 522.73 | 1.43% |
| April | 4822 | 69 | 1.43% | 253.75 | 0.71% |
| May | 4903 | 83 | 1.69% | 263.58 | 0.77% |
| June | 4613 | 20 | 0.43% | 80.95 | 0.27% |
| Total | 61,153 | 2,181 | 3.49% | 9,201.01 | 2.09% |

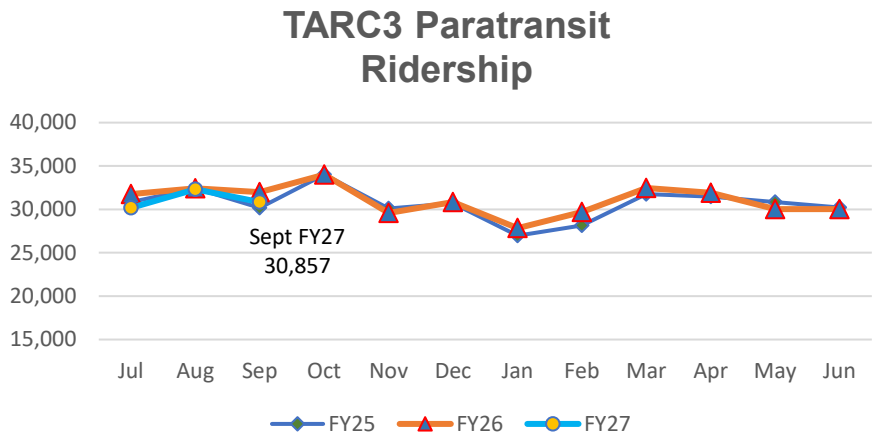
| FY26 | Total Runs | Missed Service | % Missed Service (Avg) | Missed Hours | % Missed Hours (Avg) |
|---|---|---|---|---|---|
| July | 4351 | 6 | 0.14% | 26.56 | 0.01% |
| August | 4770 | 9 | 0.19% | 25.50 | 0.07% |
| September | 4770 | 6 | 0.13% | 11.72 | 0.03% |
| October | 4770 | 7 | 0.15% | 17.53 | 0.05% |
| November | 4770 | 20 | 0.42% | 67.65 | 0.20% |
| December | 4770 | 14 | 0.29% | 29.52 | 0.08% |
| January* | 4542 | 24 | 0.53% | 76.73 | 0.15% |
| February | 4148 | 11 | 0.26% | 25.83 | 0.08% |
| March | 4581 | 1 | 0.02% | 02.86 | 0.01% |
| April | 4422 | 10 | 0.23% | 17.30 | 0.05% |
| May | 4284 | 8 | 0.18% | 17.63 | 0.05% |
| June | 3929 | 10 | 0.23% | 18.40 | 0.05% |
| Total | 53,807 | 126 | 0.23% | 337.23 | 0.07% |

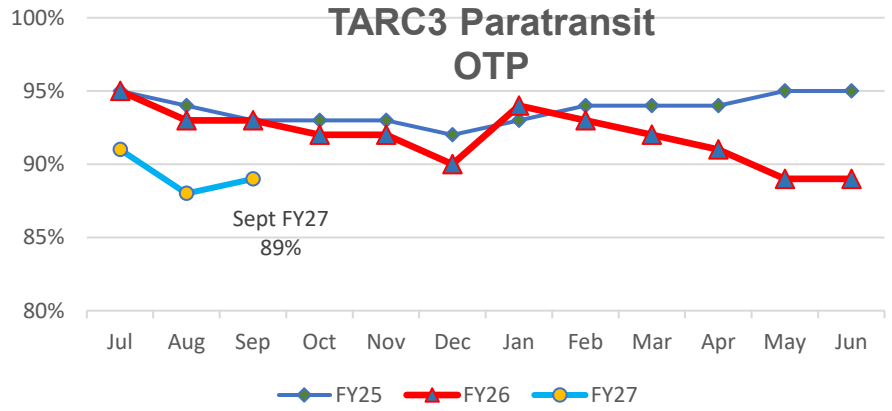
| FY27 | Total Runs | Missed Service | % Missed Service (Avg) | Missed Hours | % Missed Hours (Avg) |
|---|---|---|---|---|---|
| July | 4422 | 18 | 0.41% | 36.32 | 0.10% |
| August | 3803 | 0 | 0.00% | 0.00 | 0.00% |
| September | 3791 | 0 | 0.00% | 0.00 | 0.00% |
| October | | | | | |
| November | | | | | |
| December | | | | | |
| January | | | | | |
| February | | | | | |
| March | | | | | |
| April | | | | | |
| May | | | | | |
| June | | | | | |
| Total | 12,016 | 18 | 0.14% | 36.32 | 0.03% |




*January 2025 & 2026 adjustment due to winter weather

# SEPTEMBER PARATRANSIT SERVICE (TARC3)




| Performance Indicator | Paratransit (TARC3) | | |
|---|---|---|---|
| System Production | FY27 YTD | FY26 | FY25 |
| Total Ridership | 93,346 | 372,551 | 367,610 |
| Avg. Monthly Ridership | 31,115 | 31,138 | 30,634 |
| Total Revenue Miles | 1,066,589 | 3,983,017 | 4,374,215 |
| Total Revenue Hours | 66,365 | 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 | 30,857 |
| Comparison VLM | -4.51% |
| Comparison VLY | -3.53% |
| Total YTD Ridership | 93,346 |

| On-Time Performance | | | |
|---|---|---|---|
| Paratransit (TARC3) | | | |
| | FY27 | FY26 | FY25 |
| Jul | 91% | 95% | 95% |
| Aug | 88% | 93% | 94% |
| Sep | 89% | 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 | 89% | 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

# SEPTEMBER ON-TIME PERFORMANCE 90% CLUB

| Operator | OTP % |
|---|---|
| Powell, Ronald | 100% |
| Williams Jr, James | 100% |
| Williams, Shuntelle | 99% |
| Mcclain, Stephanie | 99% |
| Williams, Rodney | 98% |
| Bolus, David | 98% |
| Beckham, Cordelro | 97% |
| Cook, Donna | 97% |
| Mason, Brooklyn | 97% |
| Martin, Audrey | 96% |
| Lucas, Darryl | 96% |
| Pruitt, Tammy | 96% |
| Leonard, Tracy | 96% |
| Pitmon, Cheryl | 96% |
| Carpenter, Garry | 95% |
| Miller, Erica | 95% |
| Wilson, Jimmy | 95% |
| Wells, Sheena | 95% |
| Mccraney, Yazmin | 95% |
| Knight, Kelley | 95% |
| Smith, William | 94% |
| Patterson, Pamela | 94% |

| Operator | OTP % |
|---|---|
| Tebault, William | 94% |
| Bailey, Kendrick | 94% |
| Moore, Timothy | 94% |
| Keita, Adrahamane | 93% |
| Glenn, Rachelle | 93% |
| Gillenwater, David | 93% |
| Robb, Larry | 93% |
| Trowell, Laquita | 93% |
| Ross, Dawnyell | 93% |
| Powell Jr, Tyrone | 93% |
| Alexander, Maurice | 93% |
| Brents, Lillian | 93% |
| Podbicanin, Ervad | 93% |
| Miles, Brittney | 92% |
| Ross, Tamika | 92% |
| Mitchell, Keith | 92% |
| Cochran, John | 91% |
| Rogers, Dewayne | 91% |
| Maddox, Gwendolyn | 91% |
| Stoudemire, Deondria | 91% |
| Smith, Stacey | 91% |
| Lindsey, Damian | 91% |

| Operator | OTP % |
|---|---|
| Malone, Dewan | 91% |
| Clark-Milan, Angela | 90% |
| Henderson, Delisa | 90% |
| Breed, Shelitha | 90% |
| Adams, Robert | 90% |
| Wade, Shonda | 90% |
| Cunningham, Latoi | 90% |
| Harper, Jeffrey | 90% |
| Johnson, Lisa | 90% |
| Durham, Dawn | 90% |
| Yarbrough, Demetra | 90% |
| List Iii, Frank | 90% |
| Brents, James | 90% |
| Kennedy, Kyneesha | 90% |
| Wells, Marie | 90% |

**Total Coach Operators for Service (September): 234**
**Total Coach Operators for Service (August): 240**

**Total Coach Operators at 90% or better (September): 60**
**Total Coach Operators at 90% or better (August): 21**

# SEPTEMBER ON-TIME PERFORMANCE 80% CLUB

| Operator | OTP % |
|---|---|
| Powell, Tyrone | 89% |
| Brewer, Kelvin | 89% |
| Williams, Robin | 89% |
| Puckett, Alvin | 89% |
| Muhire, Bernond | 89% |
| Brown, Orlando | 89% |
| Roberson, David | 89% |
| Wayne, Keith | 89% |
| Malone, Eddie | 88% |
| Thomas, Stephanie | 88% |
| Miller, Terrence | 88% |
| Miller, Antonio | 88% |
| Mattingly, Stephen | 88% |
| Hawkins, Nisha | 87% |
| Withers, Freda | 87% |
| Walker, Wayne | 87% |
| Murray, Alise | 87% |
| Huskey, Vontee | 87% |
| Goss, Asher | 86% |
| Watson, Jason | 86% |
| Brown, Curtis | 86% |
| Yarbrough, Talitha | 86% |

| Operator | OTP % |
|---|---|
| Coleman, Lelia | 86% |
| Hayes, Kamika | 86% |
| Offutt, Joseph | 86% |
| Jackson, Andre | 86% |
| Williams, Djuan | 86% |
| Heil, Jesse | 86% |
| Johnson, Donald | 86% |
| Foster-Mcfadden, Tarina | 86% |
| Sloan, Anthony | 86% |
| Frazier, Kenneth | 86% |
| Cockroft, Latisha | 86% |
| Pitts, Kendell | 85% |
| Saulsberry, Steve | 85% |
| Hall, Jay | 85% |
| Taylor, Lionel | 85% |
| Sandage, Mary | 85% |
| Jackson, Lynn | 85% |
| Harris, Stephon | 85% |
| Ellison, Frank | 85% |
| Florence, Albert | 85% |
| Wagner, Corvette | 85% |
| Sweat, Renesha | 84% |

| Operator | OTP % |
|---|---|
| Yasharahla, Ahdawan | 84% |
| Taylor, Danielle | 84% |
| Wallace, Sandie | 84% |
| Bell, Marcella | 84% |
| Lescalleet, Jessica | 84% |
| Watkins, Joshua | 84% |
| Warner, Jeffery | 84% |
| Parsons, Melanie | 84% |
| Zipperlein, Melissa | 83% |
| Knights, Donald | 83% |
| Lucas, Courtney | 83% |
| Cleveland, Sammy | 83% |
| Bowen, Angela | 83% |
| Bethel, Guy | 83% |
| Thomas, Yvonne | 82% |
| Williams, Brittany | 82% |
| Ayers, Steven | 82% |
| Nathaniel, Ieesha | 82% |
| Finn, Davisha | 82% |
| Colbert, Keyshulmaria | 82% |
| Payne, Kawana | 81% |
| Carrico, James | 81% |

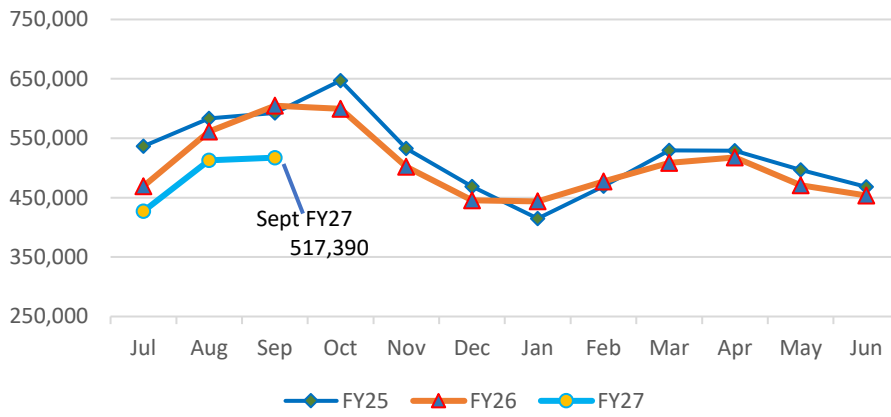
| Operator | OTP % |
|---|---|
| Jackson, Dennis C. | 81% |
| Dryden, Robert | 81% |
| Platt, Damien | 81% |
| Jarrett, Christopher | 81% |
| Johnson, Ulrike | 81% |
| Evans, Shontey | 81% |
| Neal, Joel | 80% |
| Prince, Timothy | 80% |
| Stallings, Ronald | 80% |
| Meneese, Anita | 80% |
| Jordan, Kenyatta | 80% |
| Rodriguez Villanueva, Ismael | 80% |
| Bachelor, Michael | 80% |
| Robert, Anna | 80% |
| Pope, Melissa | 80% |
| Edwards, Trina | 80% |
| Moorman, Adriann | 80% |

**Total Coach Operators for Service (September): 234**
**Total Coach Operators for Service (August): 240**

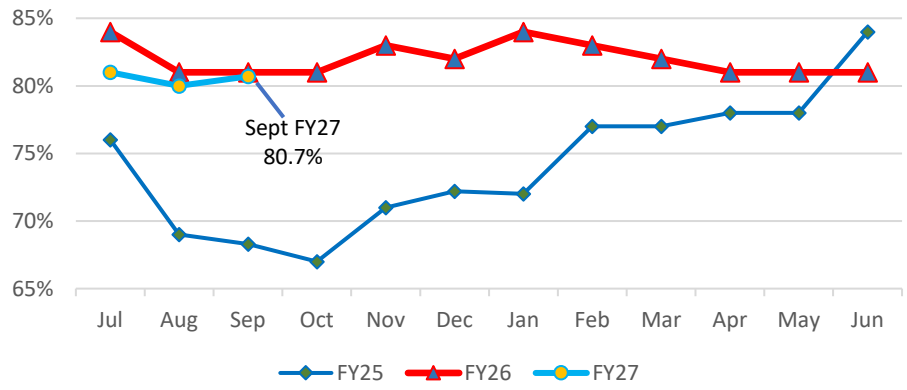
**Total Coach Operators at 80% to 89% (September): 83**
**Total Coach Operators at 80% to 89% (August): 66**

# SEPTEMBER FIXED ROUTE SERVICE

## Fixed-Route Ridership




## Fixed-Route On-Time Performance




| Performance Indicator | Fixed-Route System | | |
|---|---|---|---|
| System Production | July-Sept. FY27 YTD | July- June FY26 | July- June FY25 |
| Total Ridership | 1,479,947 | 6,087,632 | 6,293,331 |
| Avg Monthly Ridership | 493,316 | 507,303 | 524,444 |
| Total Revenue Miles | 1,175,701 | 4,845,901 | 5,231,773 |
| Total Revenue Hours | 89,204 | 375,471 | 409,032 |
| Trips per Revenue Mile | 1.21 | 1.26 | 1.20 |
| Trips per Revenue Hour | 15.93 | 16.21 | 15.37 |

| | |
|---|---|
| Monthly Ridership | 517,390 |
| Comparison VLM | +0.78% |
| Comparison VLY | -14.45% |
| Total YTD Ridership | 1,479,947 |

| On-Time Performance | | | |
|---|---|---|---|
| Fixed-Route | | | |
| | FY27 | FY26 | FY25 |
| Jul | 81.0% | 84% | 72% |
| Aug | 79.4% | 81% | 69% |
| Sept | 80.7% | 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

# COO / DIRECTOR OF TRANSPORTATION REPORT

## PARATRANSIT

- September scheduled trips: 35,321, with 30,857 performed trips
- To improve KPI's across the board, MV will implement a new bid starting in October to provide better coverage
- Late cancels, cancels at the door, and no-shows: 6.6% (contributing to the overall 14% cancellation)

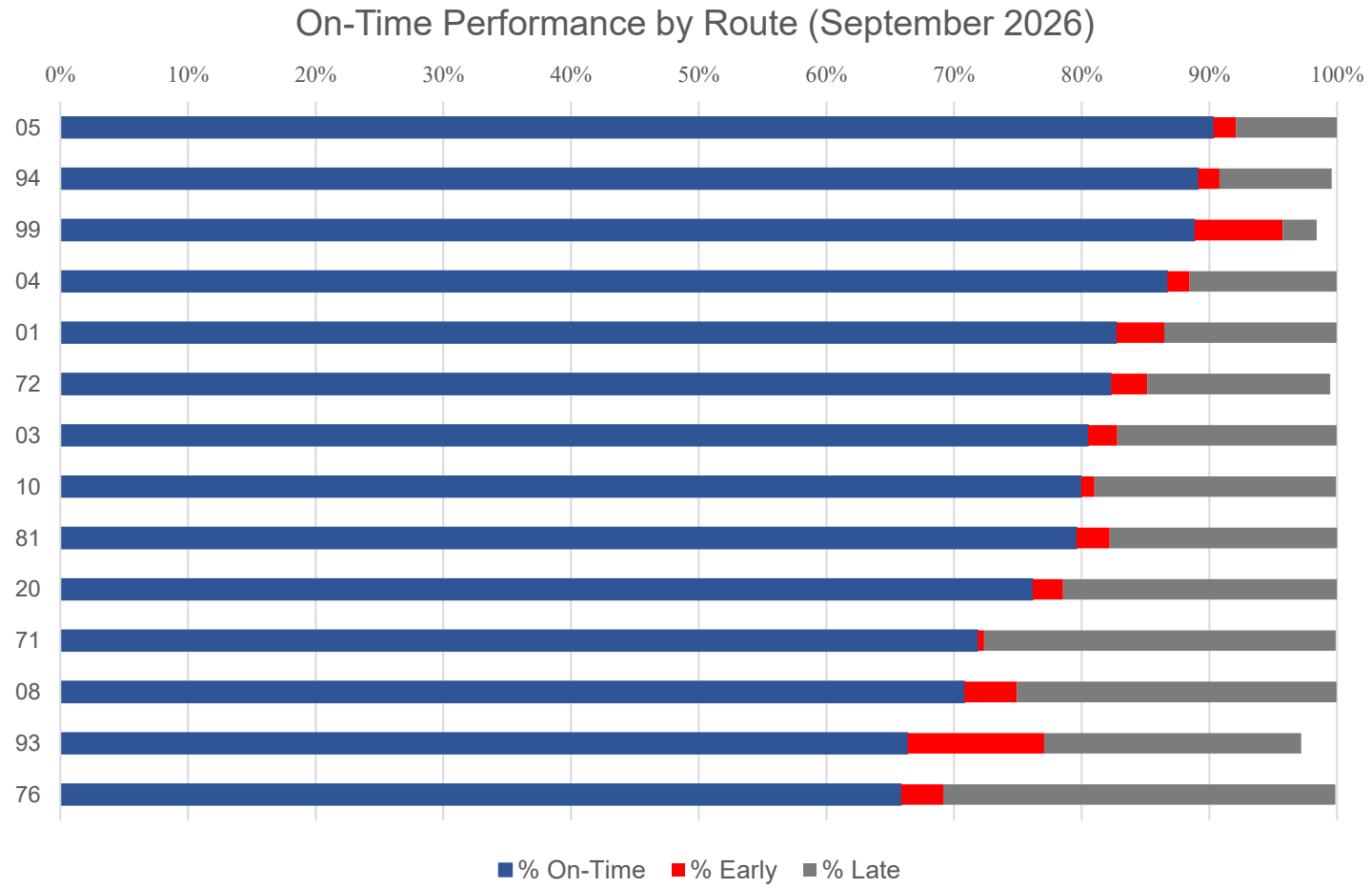
| | 2025 | | 2026 | |
|---|---|---|---|---|
| | **Scheduled** | **Performed** | **Scheduled** | **Performed** |
| **January** | **32377** | **26966** | **32780** | **27836** |
| **February** | **32835** | **28165** | **33425** | **29943** |
| **March** | **35319** | **31203** | **36793** | **32452** |
| **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** | **35321** | **30857** |
| **October** | **37267** | **34182** | | |
| **November** | **33251** | **30324** | | |
| **December** | **35727** | **32329** | | |

Monthly Goal: 91.00%
September 2026 89.00%
September 2025: 92.16%

| | | | |
|---|---|---|---|
| September 2026 Scheduled Trips | 35321 | | |
| Same Day Cancel | 2628 | 7.4% | |
| Late Cancel | 1069 | 3.0% | $ 24,010 |
| Cancel at the Door | 449 | 1.3% | $ 21,103 |
| No Show | 805 | 2.3% | $ 33,601 |
| | 4951 | 14.0% | **$ 78,713** |

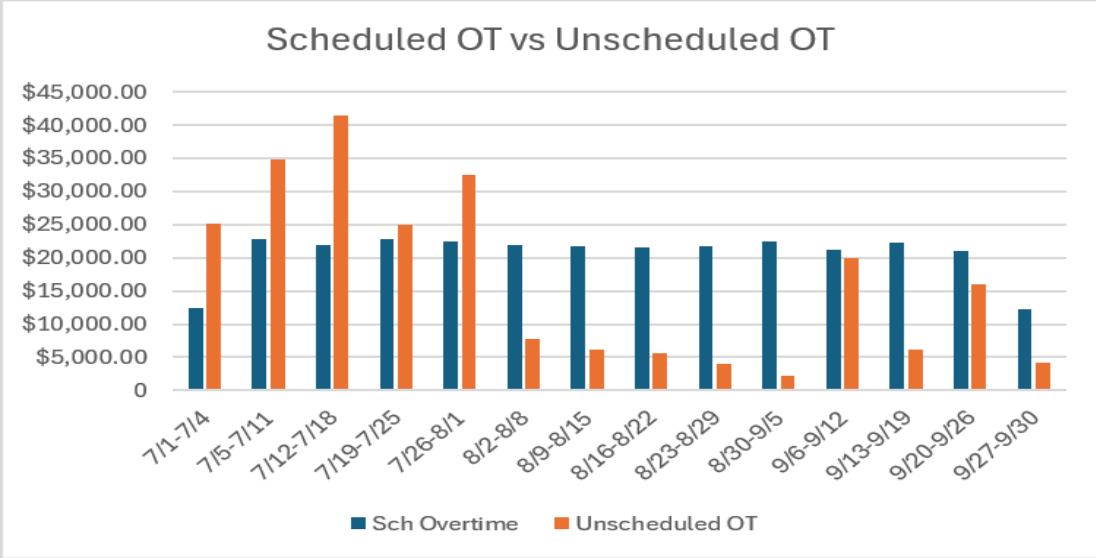
# SEPTEMBER ON-TIME PERFORMANCE

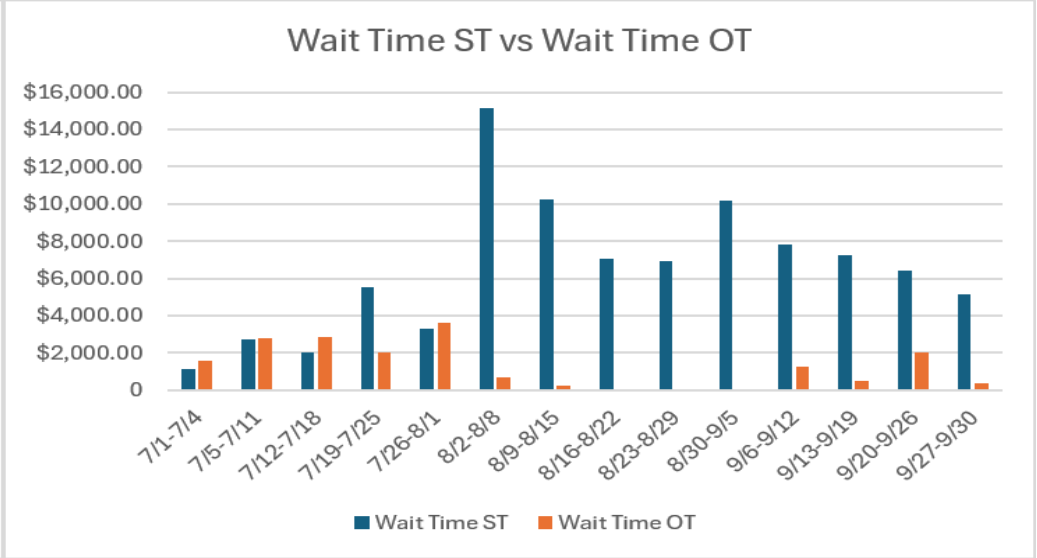
| Route | % On-Time | % Early | % Late |
|---|---|---|---|
| 05 | 90.3% | 1.8% | 7.9% |
| 94 | 89.1% | 1.7% | 8.8% |
| 99 | 88.8% | 6.9% | 2.7% |
| 04 | 86.7% | 1.7% | 11.5% |
| 01 | 82.7% | 3.7% | 13.5% |
| 72 | 82.3% | 2.9% | 14.3% |
| 03 | 80.5% | 2.3% | 17.2% |
| 10 | 79.9% | 1.1% | 18.9% |
| 81 | 79.6% | 2.6% | 17.8% |
| 20 | 76.2% | 2.4% | 21.4% |
| 71 | 71.9% | 0.5% | 27.6% |
| 08 | 70.8% | 4.1% | 25.0% |
| 93 | 66.4% | 10.7% | 20.1% |
| 76 | 65.9% | 3.3% | 30.7% |
| **Overall** | **80.7%** | **2.7%** | **16.5%** |



# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE




### Scheduled vs. Unscheduled Overtime

- Unscheduled overtime decreased substantially from its July peak, with occasional increases during September.
- Scheduled overtime remained relatively consistent through August and most of September, supporting more predictable staffing coverage.
- Continue monitoring unscheduled overtime and reviewing higher-cost weeks to identify opportunities to improve coverage.

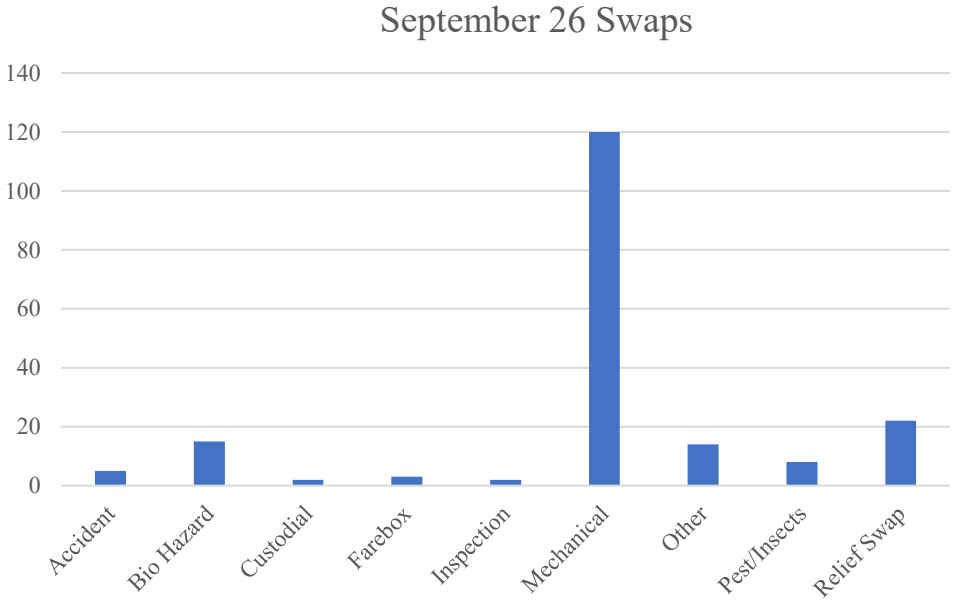
### Wait Time Straight Time vs. Overtime

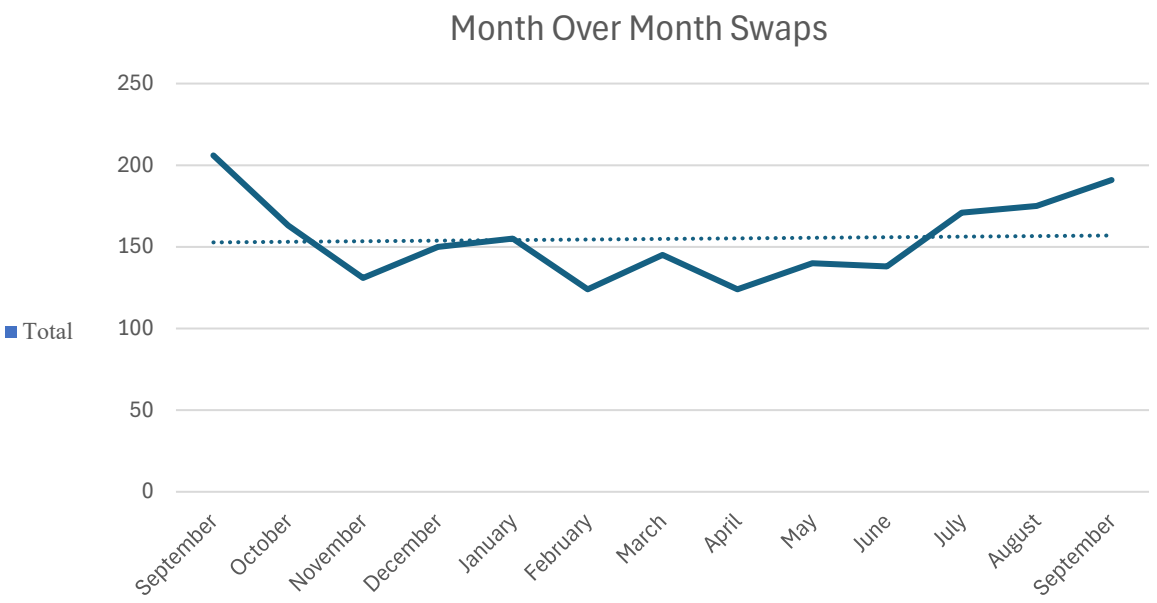
- Straight-time wait costs increased sharply in early August, then gradually declined through the end of September.
- Overtime wait costs remained low throughout August and September, with small periodic increases.
- Review operator assignments to identify opportunities to reduce paid wait time while maintaining service coverage.

# COO/Director of Transportation Report

## Maintenance

- September recorded **191 bus swaps**, slightly higher than August, but below peak levels seen in September 2025
- 16% of all Swaps were conducted at the DTC.
- 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 before 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**



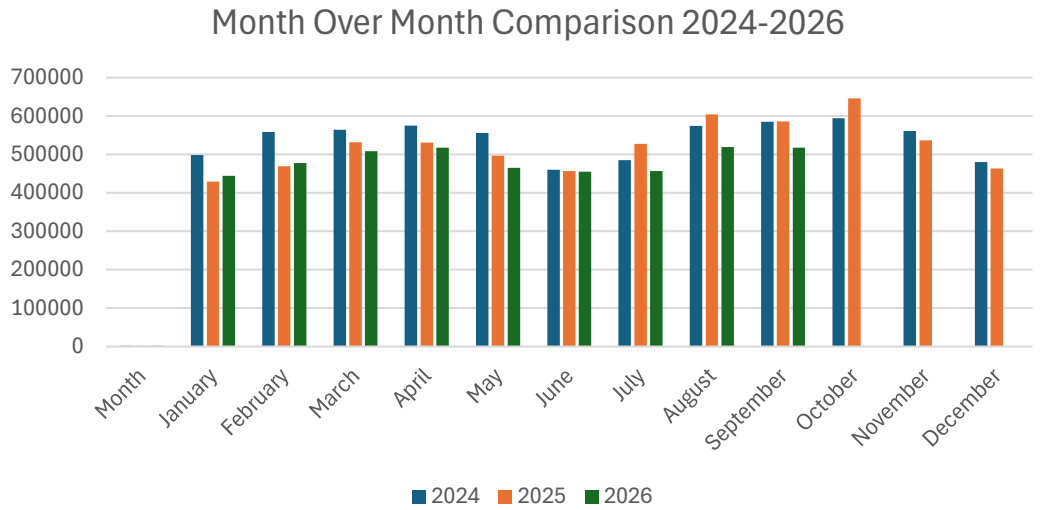

September Total: 191 Swaps – 2,634 Pull Outs
Percentage of swaps vs. Fresh Pulls from the yard 0.07%.

# COO/Director of Transportation Report

## Fixed Route

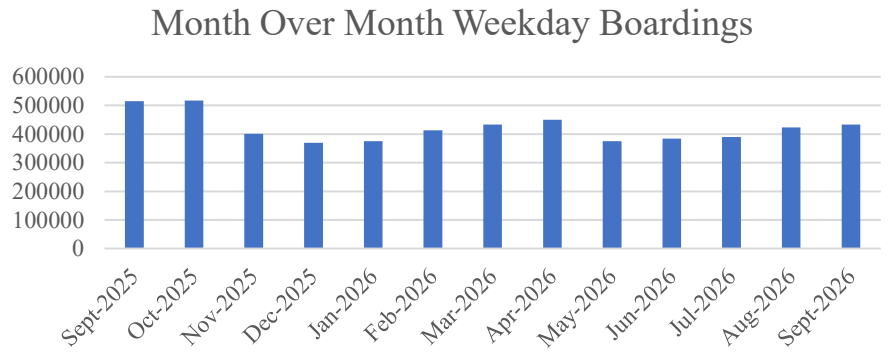
### Boardings (Month-over-Month Comparison)

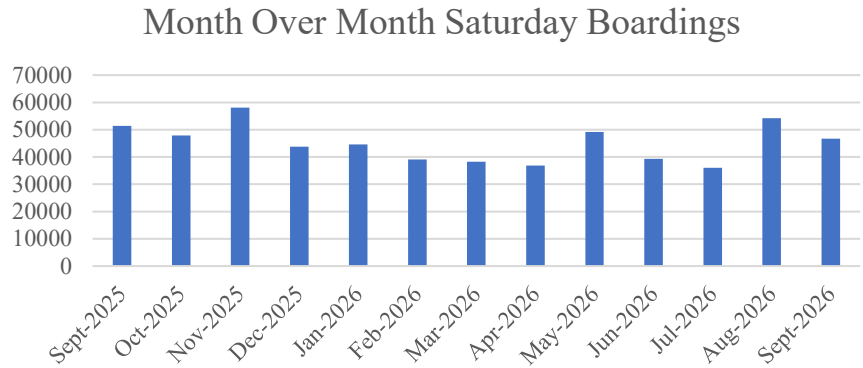
- The two big events positively affected ridership.
- Weekday boardings in September were consistent with previous months.
- September weekday boardings for 2026 are lower than in previous years.

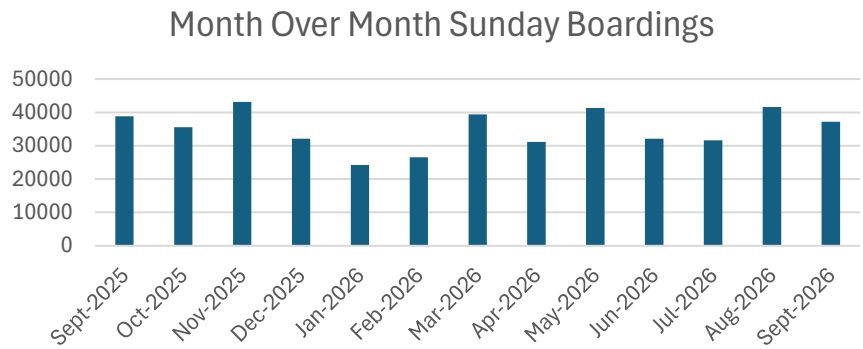



| Year | Weekdays | Saturdays | Sundays |
|---|---|---|---|
| 2024 | 20 | 6 | 4 |
| 2025 | 21 | 5 | 4 |
| 2026 | 21 | 4 | 5 |

*Labor Day ran on Sunday Service



# ADDITIONAL STATS
# FOR BOARD MEMBER REVIEW

## OCTOBER DIRECTORS UPDATE

October 27, 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 Shartzer**
Safety & Security



**Nathan Love**
Training



**Chris Ward**
Capital & Facilities



**Joe Triplett**
Information Technology



**Annalisa Roberson**
Civil Rights & Compliance



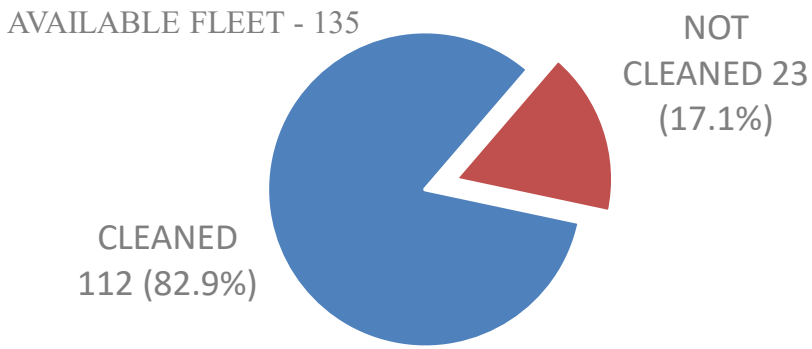
**Matt Abner**
Finance

# MAINTENANCE

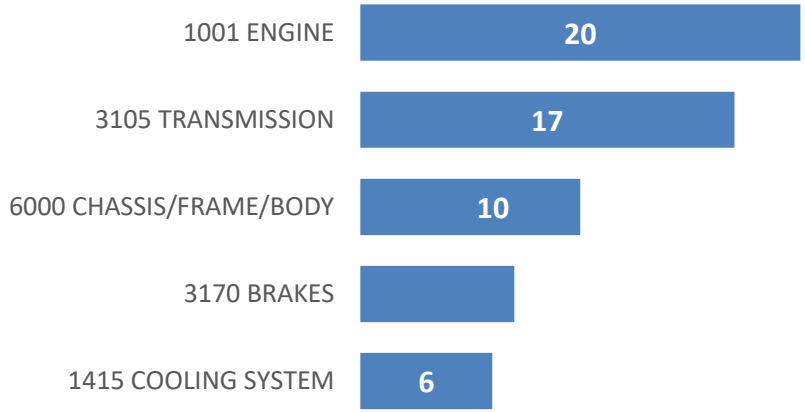
## HIGHLIGHTS

- DTC bays F and H amenity relocations
- Participated in Metro “All in on Clean” community clean up event with other Metro agencies
- Over 2,400 old TARC signs and 300 signposts removed from discontinued TARC stops

## COACH CLEANING




## TOP 5 CHARGEABLE ROAD CALL CATEGORIES



# SEPTEMBER FEEDBACK (PARATRANSIT)

| PARATRANSIT FEEDBACK TREND REPORT (Including Commendations) | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FEEDBACK CATEGORY | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | Sep-26 | PERIOD TOTAL | 13 MNTH AVG |
| RUDE OPERATOR OR STAFF | 20 | 33 | 16 | 40 | 24 | 34 | 30 | 25 | 23 | 13 | 26 | 27 | 17 | 328 | 25 |
| NO SHOW | 18 | 26 | 19 | 28 | 23 | 23 | 25 | 21 | 22 | 24 | 19 | 14 | 13 | 275 | 21 |
| LATE SCHEDULE | 21 | 31 | 14 | 20 | 17 | 26 | 32 | 23 | 36 | 34 | 24 | 22 | 29 | 329 | 25 |
| RECKLESS DRIVING | 4 | 7 | 0 | 7 | 10 | 8 | 5 | 6 | 6 | 2 | 8 | 3 | 8 | 74 | 6 |
| EARLY SCHEDULE | 1 | 1 | 0 | 1 | 3 | 1 | 3 | 4 | 2 | 0 | 1 | 2 | 2 | 21 | 2 |
| TRIP BOOKING OR SCHEDULING | 17 | 23 | 14 | 10 | 16 | 15 | 21 | 13 | 18 | 18 | 17 | 27 | 17 | 226 | 17 |
| OTHER - MISC | 32 | 30 | 26 | 30 | 26 | 32 | 49 | 49 | 51 | 44 | 34 | 37 | 27 | 467 | 36 |
| COMMENDATIONS | 9 | 0 | 5 | 3 | 6 | 6 | 9 | 29 | 16 | 6 | 6 | 6 | 15 | 116 | 9 |

| PARATRANSIT (August 2026) | | | | | |
|---|---|---|---|---|---|
| FEEDBACK CATEGORY | VERIFIED | UNVERIFIED | UNABLE TO INVESTIGATE | UNDER INVESTIGATION | TOTAL |
| RUDE OPERATOR OR STAFF | 0 | 12 | 0 | 5 | 17 |
| NO SHOW | 0 | 3 | 0 | 10 | 13 |
| LATE SCHEDULE | 14 | 5 | 0 | 10 | 29 |
| RECKLESS DRIVING | 0 | 4 | 1 | 3 | 8 |
| EARLY SCHEDULE | 1 | 1 | 0 | 0 | 2 |
| TRIP BOOKING OR SCHEDULING | 3 | 5 | 1 | 8 | 17 |
| OTHER - MISC | 4 | 7 | 0 | 16 | 27 |

**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.

# SEPTEMBER FEEDBACK (FIXED ROUTE)

| FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations) | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FEEDBACK CATEGORY | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | Sep-26 | PERIOD TOTAL | 13 MNTH AVG |
| RUDE OPERATOR | 65 | 46 | 50 | 34 | 52 | 47 | 48 | 39 | 40 | 40 | 39 | 81 | 54 | 635 | 49 |
| PASSED UP PASSENGER | 60 | 81 | 42 | 50 | 47 | 60 | 53 | 79 | 54 | 62 | 67 | 70 | 58 | 783 | 60 |
| NO SHOW | 17 | 12 | 7 | 13 | 10 | 8 | 10 | 8 | 10 | 9 | 13 | 19 | 7 | 143 | 11 |
| LATE SCHEDULE | 31 | 40 | 31 | 13 | 24 | 14 | 31 | 29 | 25 | 19 | 15 | 39 | 23 | 334 | 26 |
| RECKLESS DRIVING | 21 | 25 | 19 | 20 | 16 | 26 | 21 | 20 | 16 | 24 | 22 | 22 | 19 | 271 | 21 |
| EARLY SCHEDULE | 12 | 22 | 13 | 11 | 15 | 15 | 9 | 17 | 12 | 14 | 8 | 13 | 13 | 174 | 13 |
| PLANNING/SCHEDULE | 25 | 32 | 15 | 8 | 23 | 18 | 16 | 17 | 15 | 22 | 14 | 108 | 44 | 357 | 27 |
| IT/MOBILE | 1 | 0 | 3 | 0 | 0 | 1 | 0 | 1 | 3 | 1 | 0 | 3 | 4 | 17 | 1 |
| NEW TARC NETWORK | 0 | 1 | 2 | 2 | 6 | 5 | 6 | 2 | 1 | 13 | 59 | 136 | 13 | 246 | 19 |
| OTHER - MISC | 73 | 70 | 49 | 55 | 67 | 52 | 60 | 61 | 55 | 51 | 56 | 73 | 64 | 786 | 60 |
| COMMENDATIONS | 6 | 10 | 5 | 6 | 8 | 8 | 9 | 6 | 5 | 4 | 9 | 13 | 7 | 96 | 7 |

| FIXED ROUTE (August 2026) | | | | | |
|---|---|---|---|---|---|
| FEEDBACK CATEGORY | VERIFIED | UNVERIFIED | UNABLE TO INVESTIGATE | UNDER INVESTIGATION | TOTAL |
| RUDE OPERATOR | 11 | 41 | 0 | 2 | 54 |
| PASSED UP PASSENGER | 2 | 52 | 3 | 1 | 58 |
| NO SHOW | 5 | 2 | 0 | 0 | 7 |
| LATE SCHEDULE | 21 | 2 | 0 | 0 | 23 |
| RECKLESS DRIVING | 7 | 3 | 0 | 9 | 19 |
| EARLY SCHEDULE | 11 | 2 | 0 | 0 | 13 |
| PLANNING/SCHEDULE | 39 | 2 | 0 | 3 | 44 |
| IT/MOBILE | 0 | 0 | 1 | 3 | 4 |
| NEW TARC NETWORK | 5 | 7 | 0 | 1 | 13 |
| OTHER - MISC | 21 | 19 | 0 | 24 | 64 |

**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

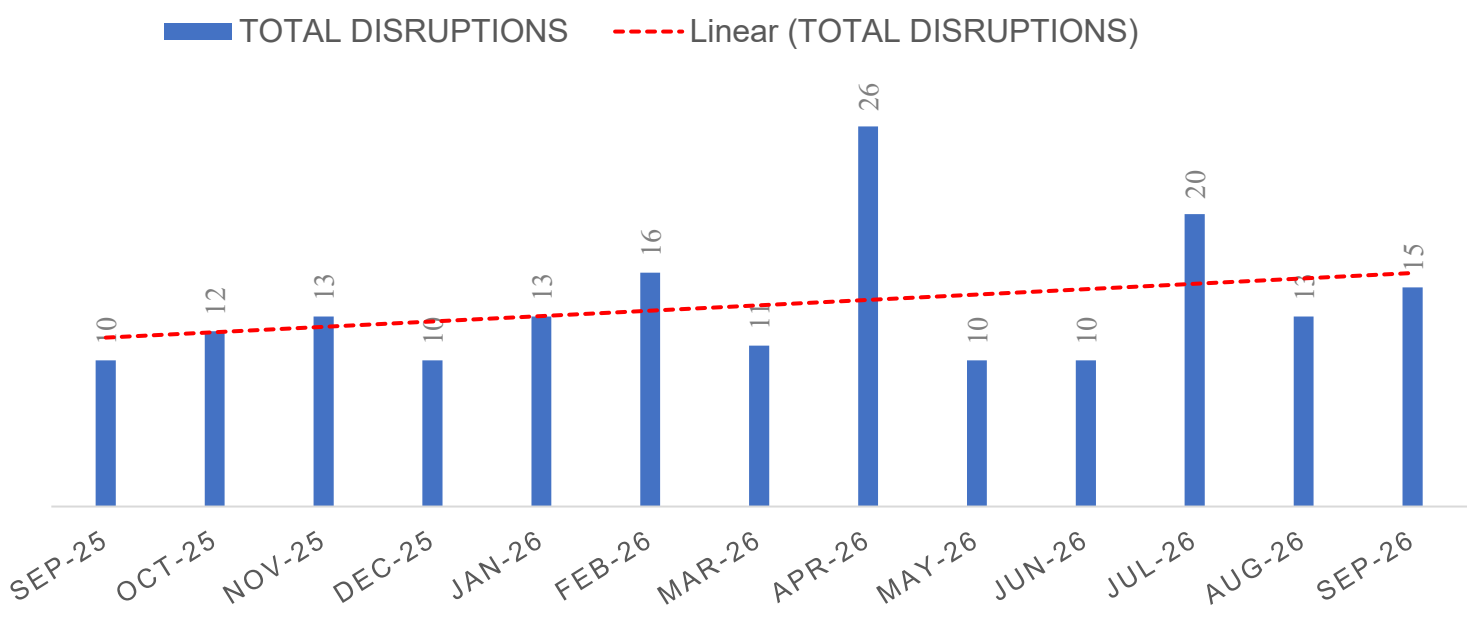
PASSENGER DISRUPTIONS BY ROUTE SEP 26

| Route ID | Route Description | Disruptions |
|---|---|---|
| Line 01 | Broadway Bardstown - #1 | 4 |
| Line 08 | Shelbyville Rd  Taylor Blvd - #8 | 3 |
| Line 04 | Fourth St New Cut - #4 | 2 |
| Line 05 | Portland Poplar Level - #5 | 2 |
| Line 20 | Eastern Pkwy - #20 | 2 |
| Line 10 | Dixie Hwy - #10 | 1 |
| Line 72 | Clarksville - #72 | 1 |

DISRUPTION CATEGORIES SEP 26

| Category | # | Disputes(Others) Breakdown | # |
|---|---|---|---|
| Fare Evaders | 0 | Window broke by pedestrian | 1 |
| Passenger Fights | 2 | Medical issue (2) | 5 |
| Profane Language | 3 | Refused to exit | 1 |
| Disputes(Others) | 10 | Domestic violence | 1 |
| Verbal Assaults | 0 | Dispute w/operator | 2 |
| Physical Assaults | 0 | | |

TOTAL PASSENGER DISRUPTIONS (SEP 25 – SEP 26)




**PASSENGER DISRUPTIONS***

This Month Total

15

Monthly Avg

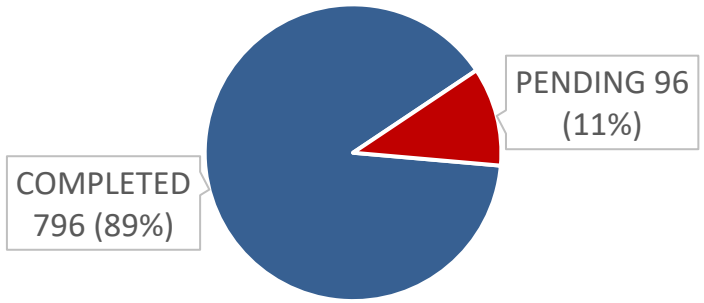
13.77

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

# MAINTENANCE

## WORK ORDERS

### WORK ORDER STATUS



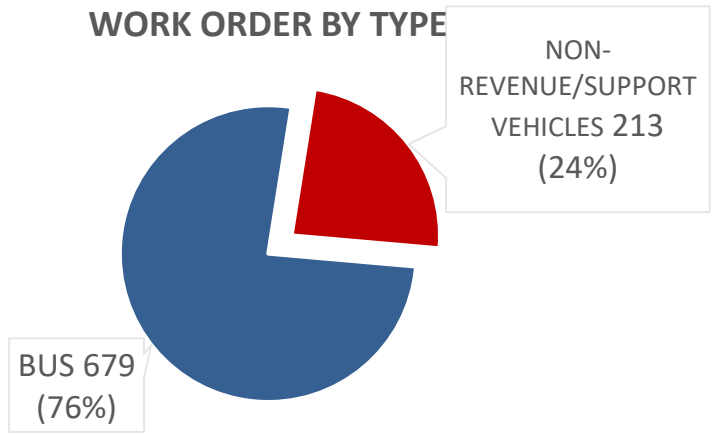

TOTAL BUS WORK ORDER SUBMITTED

679

TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED

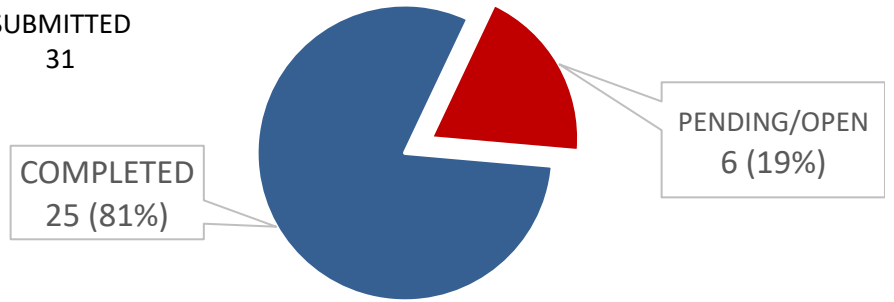
213

### WORK ORDER BY TYPE




### BUILDING MAINTENANCE WORK ORDERS

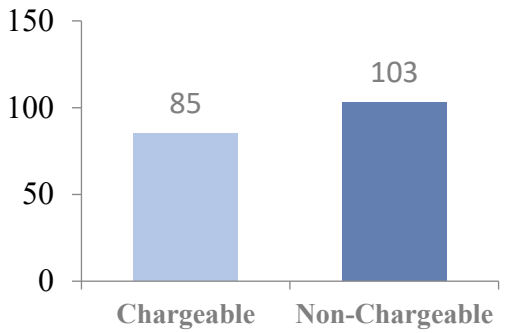
TOTAL REQUESTS SUBMITTED
31



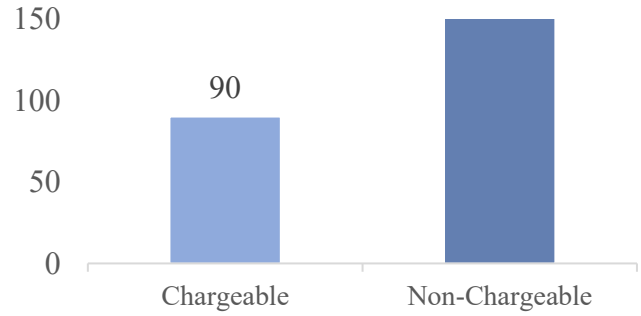
# MAINTENANCE

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

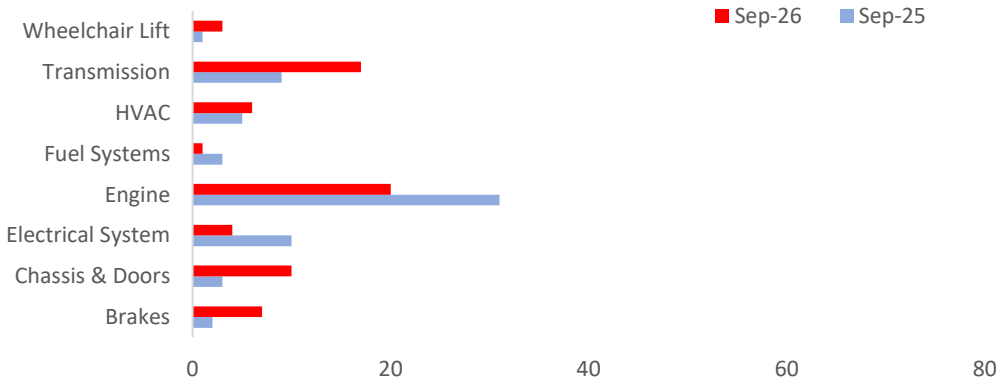
Total Road Calls (September 2026) **Total 188**



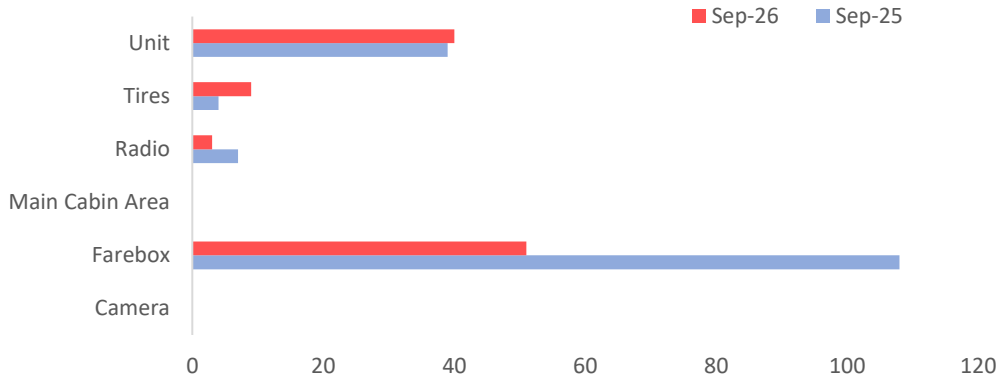

Total Road Calls (September 2025) **Total 248**




**Chargeable** Roadcalls By Category




**Non Chargeable** Roadcalls By Category



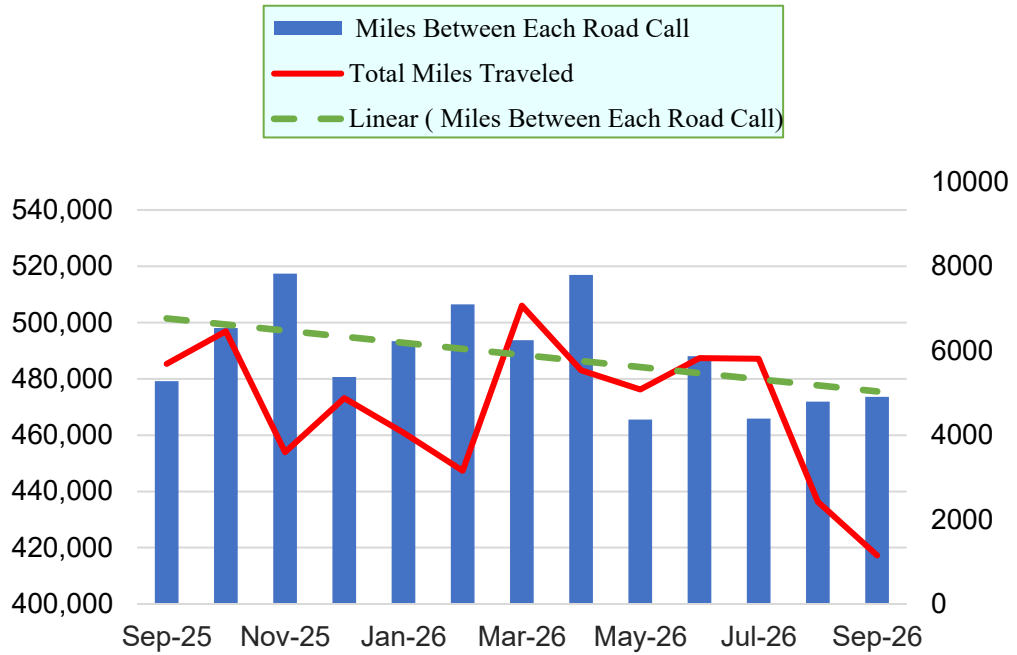

Chargeable Road Call: An issue the TARC Maintenance Department may be able to prevent or mitigate

Non-Chargeable Road Call: An issue the TARC Maintenance Department has no control or prevention of

# MAINTENANCE

## MILES BETWEEN CHARGEABLE ROAD CALLS

| | Total Miles Traveled (each month) | Chargeable Road Calls | AVG Miles Between Each Road Call |
|---|---|---|---|
| Sep-26 | 417,250 | 85 | 4,908 |
| 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 | 90 | 5,393 |




**Total Miles Between Chargeable Road Calls = 4,908**

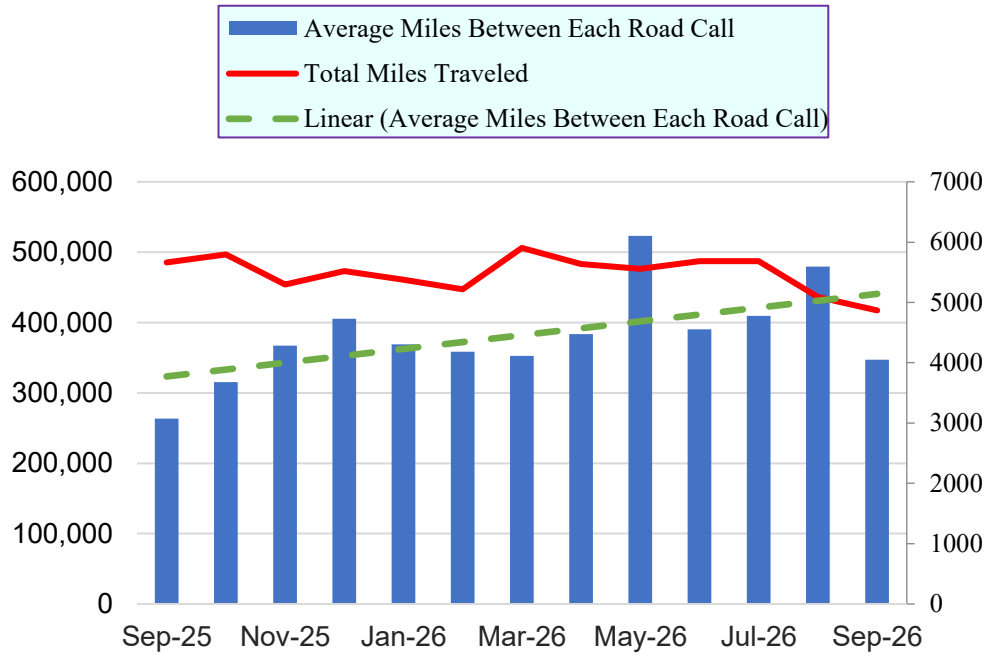
**Target Miles Between Road Calls = 6,000**

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 |
|---|---|---|---|
| Sep-26 | 417,250 | 103 | 4,050 |
| 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 |




**Total Miles Between Non-Chargeable Road Calls = 4,050**
**Period Average = 4,826**

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 |
|---|---|---|---|---|
| 9 | Fixed object | 8 | 50.0% | 32 |
| | Moving vehicle | 1 | 12.5% | |

**8 Fixed Objects**

- Going straight at Coleman/Southern, Breckenridge Ln, 28th/Virginia, Stony/Abor Pointe, 34th/Broadway
- Pulling into stop at VA Hospital, DTC
- Turning left at Spring/Payne
- Turning right at 6th/Liberty

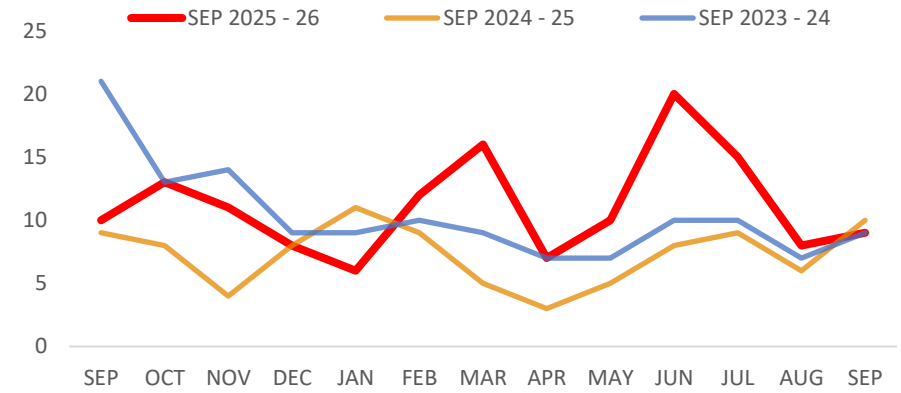
**1 Moving Vehicles**

- Turning right at 34th/Broadway

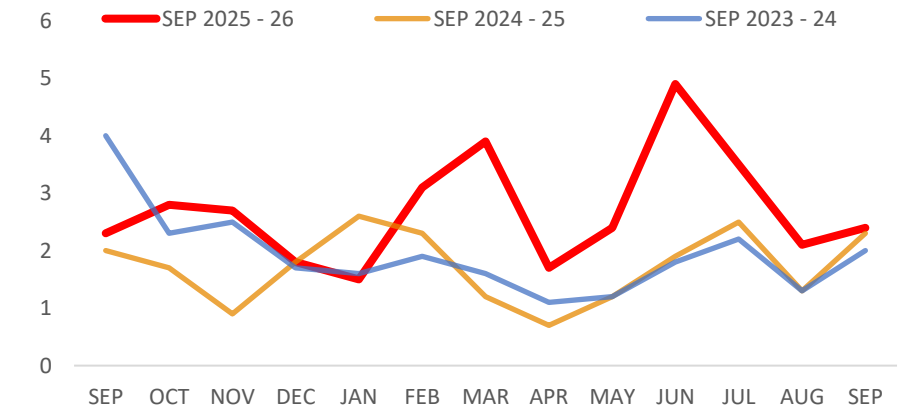
## PREVENTABLE ACCIDENTS / 100K MILES

| Monthly | YTD AFR Goal | YTD FY27 |
|---|---|---|
| 2.4 | 2.1 | 2.7 ▲ |

**PREVENTABLE ACCIDENTS**




**PREVENTABLE ACCIDENT AFR**



Transit Authority of River City

# MEMORANDUM

**To:** TARC Board of Directors

**From:** Liann Alfaro, Director of Planning and Scheduling

**Date:** October 7, 2026

**Re:** Bus Stop ADA Accessibility Assessment

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In April 2026, the Department of Planning and Scheduling responded to a Call for Projects from the Kentuckiana Planning and Development Agency (KIPDA), submitting a request to fund a data collection project that would assess 200 bus stops for compliance with the Americans with Disabilities Act. This application was submitted jointly with the Louisville Metro Government Department of Transportation (LDOT) and approved this past May. Currently, TARC's technical understanding of ADA compliance at our 1,427 bus stops is limited. This project will provide a comprehensive evaluation of 200 stops on route #3, with the goal of assessing all bus stops as funds become available.

This past May, the Department of Planning and Scheduling was awarded $125,000 from KIDPA to assess 200 bus stops and the surrounding 500' walkshed for ADA compliance. This amount will be matched locally by Louisville Metro Government (LMG) and the Transit Authority of River City (TARC) at $15,765.00 each, bringing the total project funds to $156,530.00. Following this award, Task Order 24 was added to TARC's Architectural, Engineering, Environmental, and Planning contract with Schmidt Associates and their subconsultants. The total sum to be paid amounts to $156,529.

Bringing stops and pedestrian access paths into ADA compliance is a key strategy for improving accessibility to fixed route transit for people with disabilities. This project will assess three physical elements of the bus stop and surrounding environs:

1. 5' x 8' ADA Boarding Area – measured for size, cross-slope, and sidewalk connection
2. Visual assessment of the 50' bus stop area 'upstream' from the stop sign with notes on key concerns focused on accessibility challenges
3. Visual assessment of the 500' walkshed surrounding the bus stop, noting any protruding objects, displaced sidewalk pads, tripping hazards, sidewalk width and continuity.

Stops will be categorized into a scale of 0-5 based on various compliance metrics with 0-3 being fully non-compliant and 4-5 being fully compliant. High level cost estimates will be assigned to each compliance level to provide TARC with a baseline understanding of cost to bring all stops into ADA compliance.

This Memo seeks to keep the Board of Directors informed regarding the Bus Stop ADA Accessibility Assessment project, to be completed by May 15, 2027.