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, November 10, 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, November 10, 2026

1.	Quorum Call/Call to Order	Alice Houston, Chair	2:35-2:40
	a. Approval of October Minutes		
2.	Staff Reports and Presentation		2:40-3:15
	a. Operations Update	Ozzy Gibson	
	b. COO Update	Bruce Withers	
3.	Adjournment		3:15

OPERATIONS MEETING
TARC BOARD OF DIRECTORS

October 20, 2026, Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, October 22, 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
	Christy Ames	Myra Rock
		Justin Brown

Call to Order

Alice Houston called the meeting to order at 2:53 p.m.

September Operation Committee Meeting Minutes Approved.

Staff Reports and Presentations

Bruce Withers presented the Operations Report.

- 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 and Chili Cook-Off for staff.
- The new route #3 helped connect the city to the Kentucky State Fair.
- Hosted press conference for the Russell Voices and Content Collective, brining 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.
- The September fixed route ridership and on-time performance numbers were reviewed.
- The September fixed route missed runs and missed hours were reviewed.
- The September Paratransit service numbers were reviewed.
- Paratransit cancellations and no-shows continue to cost TARC $78,713 past month.

Liann Alfaro presented the Bus Stop ADA Accessibly Assessment Memo.

Alice Houston adjourned the meeting at 2:40 p.m.

ADOPTED THIS 10th DAY OF NOVEMBER 2026.

_____

Alice Houston, Committee Chairperson



BOARD OF DIRECTORS
NOVEMBER 17, 2026

NOVEMBER OPERATIONAL UPDATE

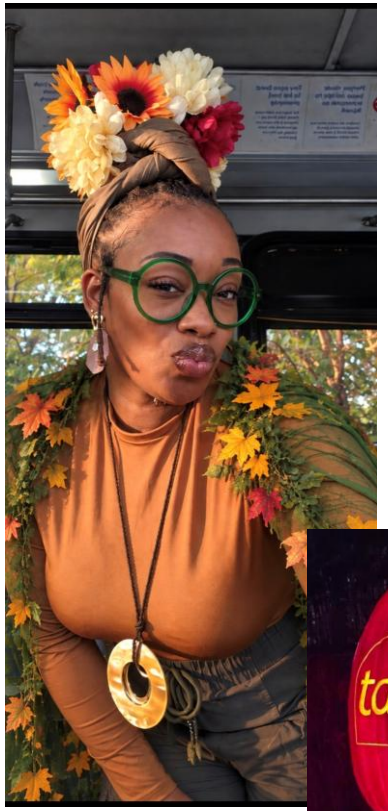
EXECUTIVE DIRECTOR REPORT



Ozzy Gibson
Executive Director

SINCE THE LAST BOARD MEETING, TARC …

- Completed partnership with Jack's Lantern Trail, helping get riders to Iroquois Park
- Continued tradition of offering fare-free rides to the polls on General Election Day
- Joined Louisville Downtown Partnership's Silent Disco, turning a bus into a rolling dance floor
- Met internally to discuss winter weather preparations with the New TARC Network
- Held TARC's annual Spooktacular Halloween Costume Contest (Congratulations to Free Withers who came in first place as Mother Nature!)









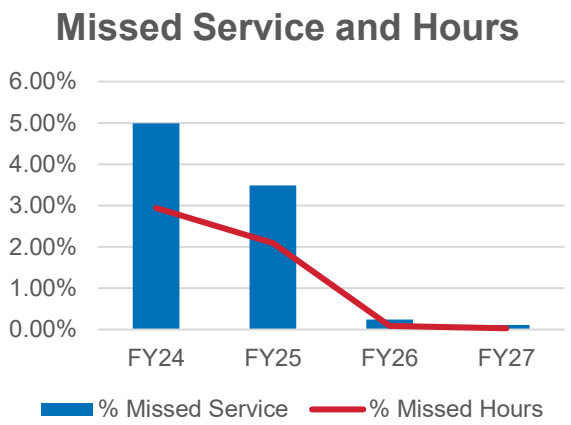
OCTOBER FIXED-ROUTE MISSED RUNS AND MISSED HOURS

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	3949	1	0.03%	0.54	0.02%
November					
December					
January					
February					
March					
April					
May					
June					
Total	15,965	19	0.11%	36.86	0.03%



*January 2025 & 2026 adjustment due to winter weather

OCTOBER ON-TIME PERFORMANCE 90% CLUB

Operator	OTP %
Williams Jr, James	100%
Bolus, David	99%
Cook, Donna	99%
King, Keith	99%
Powell, Ronald	99%
Pruitt, Tammy	99%
Williams, Shuntelle	99%
Beckham, Cordelro	98%
Martin, Audrey	98%
Mason, Brooklyn	98%
Moore, Timothy	98%
Lucas, Darryl	97%
Mccraney, Yazmin	97%
Clark-Milan, Angela	96%
Smith, William	96%
Williams, Rodney	96%
Ellison, Frank	95%
Leonard, Tracy	95%
Patterson, Pamela	95%
Powell Jr, Tyrone	95%
Robb, Larry	95%
Tidwell, Teven	95%

Operator	OTP %
Wadlington, Tina	95%
Alexander, Maurice	94%
Carpenter, Garry	94%
Keita, Adrahamane	94%
Puckett, Alvin	94%
Ross, Dawnyell	94%
Gillenwater, David	93%
Johnson, Lisa	93%
Knight, Kelley	93%
Miles, Brittney	93%
Henderson, Delisa	92%
Lindsey, Damian	92%
List Iii, Frank	92%
Maddox, Gwendolyn	92%
Malone, Dewan	92%
Malone, Eddie	92%
Mcclain, Stephanie	92%
Pitmon, Cheryl	92%
Stoudemire, Deondria	92%
Trowell, Laquita	92%
Wilson, Jimmy	92%
Yarbrough, Demetra	92%

Operator	OTP %
Brents, James	91%
Brewer, Kelvin	91%
Florence, Albert	91%
Mitchell, Keith	91%
Walker, Wayne	91%
Wells, Marie	91%
Williams, Brittany	91%
Adams, Robert	90%
Cochran, John	90%
Durham, Dawn	90%
Hall, Jay	90%
Hawkins, Nisha	90%
Kennedy, Kyneesha	90%
Miller, Antonio	90%
Miller, Terrence	90%
Pitts, Kendell	90%
Powell, Tyrone	90%
Rogers, Dewayne	90%

Total Coach Operators for Service (October): 228
Total Coach Operators for Service (September): 234

Total Coach Operators at 90% or better (October): 62
Total Coach Operators at 90% or better (September): 60

OCTOBER ON-TIME PERFORMANCE 80% CLUB

Operator	OTP %
Brown, Curtis	89%
Glenn, Rachelle	89%
Hayes, Kamika	89%
Jackson, Lynn	89%
Johnson, Donald	89%
Miller, Erica	89%
Ross, Tamika	89%
Wade, Shonda	89%
Watson, Jason	89%
Withers, Freda	89%
Finn, Davisha	88%
Mattingly, Stephen	88%
Platt, Damien	88%
Saulsberry, Steve	88%
Smyzer, Angela	88%
Bailey, Kendrick	87%
Coleman, Lelia	87%
Goss, Asher	87%
Lucas, Courtney	87%
Murray, Alise	87%
Podbicanin, Ervad	87%
Roberson, David	87%
Taylor, Lionel	87%

Operator	OTP %
Evans, Shontey	86%
Johnson, Ulrike	86%
Jones, James	86%
Sandage, Mary	86%
Wells, Sheena	86%
Yarbrough, Talitha	86%
Yasharahla, Ahdawan	86%
Bell, Marcella	85%
Brown, Orlando	85%
Cleveland, Sammy	85%
Cunningham, Latoi	85%
Harper, Jeffrey	85%
Heil, Jesse	85%
Tebault, William	85%
Thomas, Stephanie	85%
Watkins, Joshua	85%
Williams, Djuan	85%
Williams, Robin	85%
Finn, Jadavia	84%
Foster-Mcfadden, Tarina	84%
Parsons, Melanie	84%
Robert, Anna	84%
Taylor, Danielle	84%

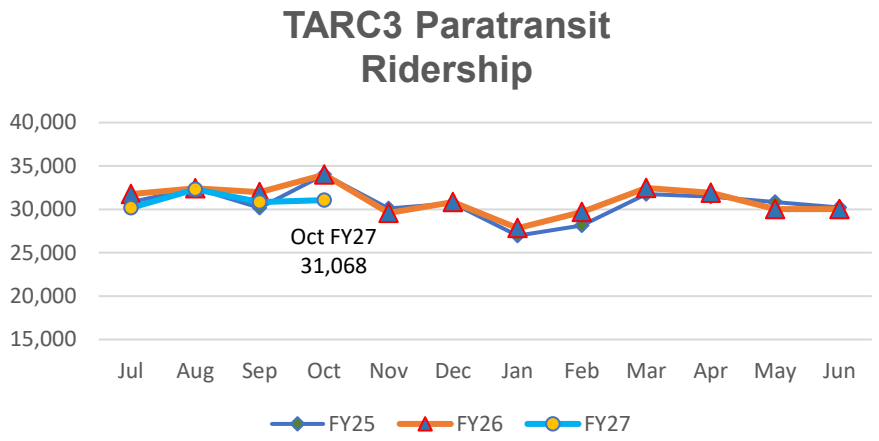
Operator	OTP %
Bowen, Angela	83%
Colbert, Keyshulmaria	83%
Dailey, Charlotte	83%
Edwards, Trina	83%
Finisson, Ruby	83%
Frazier, Kenneth	83%
Muhire, Bernond	83%
Offutt, Joseph	83%
Ayers, Steven	82%
Carrico, James	82%
Durham, John	82%
Jackson, Andre	82%
Lescalleet, Jessica	82%
Smith, Stacey	82%
Wallace, Sandie	82%
Wayne, Keith	82%
Anderson, William	81%
Harris, Stephon	81%
Jordan, Kenyatta	81%
Zipperlein, Melissa	81%
Meneese, Anita	80%
Moorman, Adriann	80%
Prince, Timothy	80%

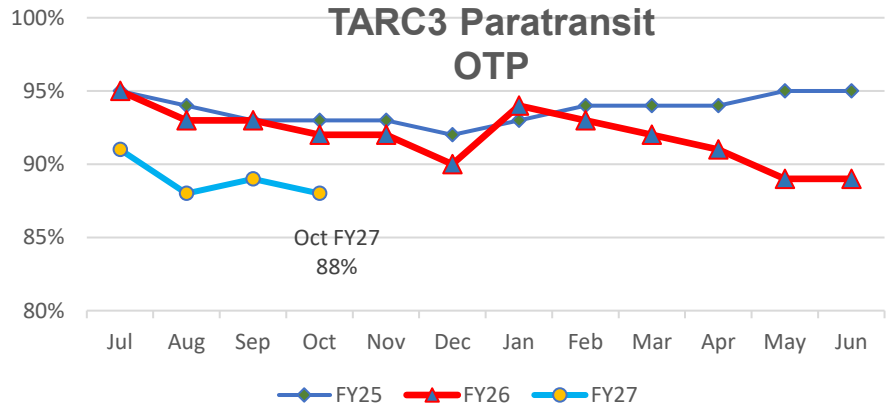
Operator	OTP %
Roberson, Facrecia	80%
Taylor, Josie	80%

Total Coach Operators for Service (October): 228
Total Coach Operators for Service (September): 234

Total Coach Operators at 80% to 89% (October): 71
Total Coach Operators at 80% to 89% (September): 83

COO / DIRECTOR OF TRANSPORTATION REPORT





Performance Indicator	Paratransit (TARC3)		
System Production	Jul – Oct FY27	Jul – Oct FY26	Jul – Oct FY25
Total Ridership	124,414	130,176	127,460
Avg. Monthly Ridership	31,104	32,544	31,865
Total Revenue Miles	1,429,663	1,533,055	1,507,156
Total Revenue Hours	88,488	94,716	92,973
Trips per Revenue Mile	.09	0.08	0.08
Trips per Revenue Hour	1.41	1.38	1.37

Monthly Ridership	31,068
Comparison VLM	+0.68%
Comparison VLY	-8.64%
Total YTD Ridership	124,414

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

COO / DIRECTOR OF TRANSPORTATION REPORT

PARATRANSIT

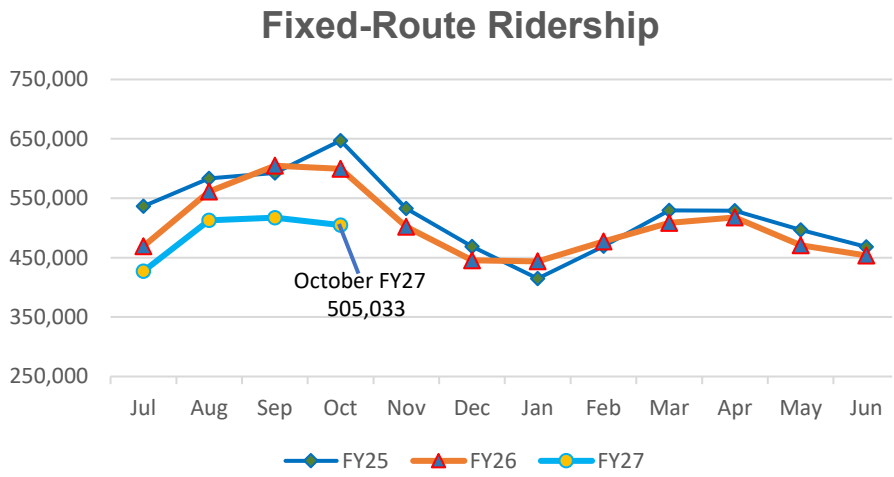
- October scheduled trips: 36,504, with 31,068 performed trips
- A new bid was implemented on October 10th
- Late cancels, cancels at the door, and no-shows: 6.5% (contributing to the overall 13.8% cancellation)

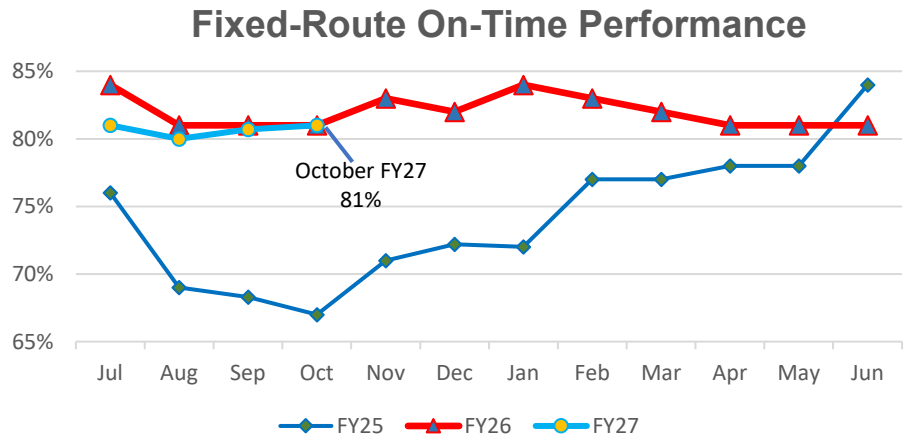
	2025		2026	
	Scheduled	Performed	Scheduled	Performed
January	32377	26966	32780	27836
February	32835	28165	33425	29943
March	35319	31203	36793	32452
April	35492	31483	36829	31896
May	34147	30911	33441	30033
June	33531	30364	33327	30030
July	35312	31853	34042	30176
August	35739	32485	36360	32313
September	35587	31990	35321	30857
October	37267	34182	36504	31068
November	33251	30324		
December	35727	32329		

Monthly Goal: 91%
October 2026: 88%
October 2025: 91%

October 2026 Scheduled Trips	36504		
Same Day Cancel	2677	7.3%	
Late Cancel	1135	3.1%	$ 25,492
Cancel at the Door	412	1.1%	$ 19,364
No Show	823	2.3%	$ 34,352
	5047	13.8%	**$ 79,208**

OCTOBER FIXED ROUTE SERVICE





Performance Indicator	Fixed-Route System		
System Production	July-Oct. FY27 YTD	July- Oct. FY26	July- Oct. FY25
Total Ridership	1,926,129	2,265,123	2,363,170
Avg Monthly Ridership	481,532	566,280	590,793
Total Revenue Miles	1,558,185	1,716,486	1,831,255
Total Revenue Hours	118,235	129,934	143,097
Trips per Revenue Mile	1.24	1.32	1.29
Trips per Revenue Hour	16.29	17.43	16.51

Monthly Ridership 505,033
Comparison VLM -2.39%
Comparison VLY -15.77%

Total YTD Ridership 1,926,129

Genfare Data- Subject to change

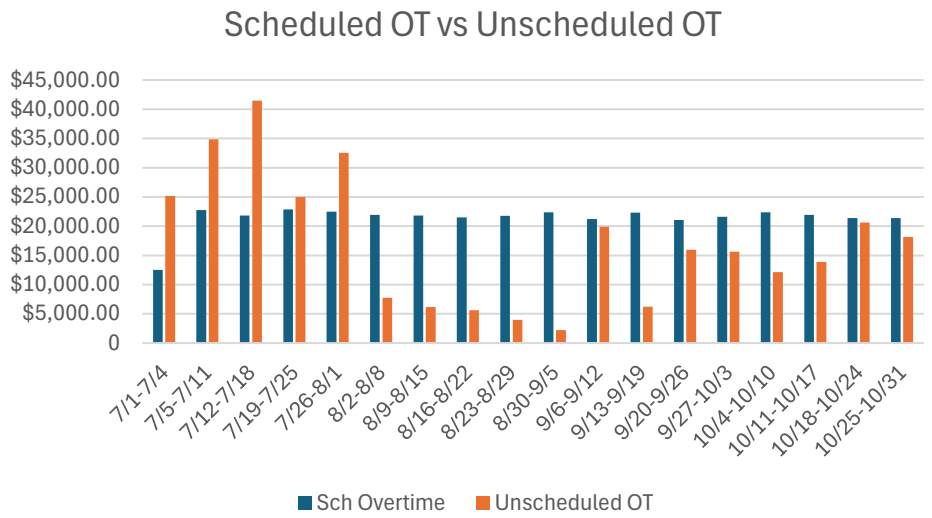
On-Time Performance			
Fixed-Route			
	FY27	FY26	FY25
Jul	81%	84%	72%
Aug	79%	81%	69%
Sept	81%	81%	69%
Oct	81%	81%	67%
Nov		83%	71%
Dec		82%	72%
Jan		84%	**
Feb		83%	77%
Mar		82%	77%
Apr		81%	78%
May		81%	78%
June		81%	84%
FYTD		**82%**	**74%**

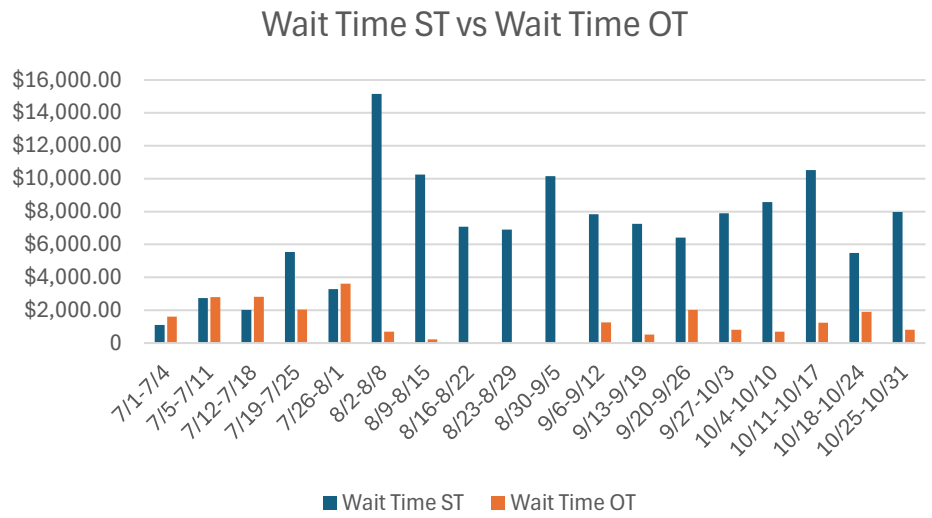
Fixed-Route FY26 Goal **80%**

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

FIXED ROUTE





Scheduled vs. Unscheduled Overtime

- Scheduled overtime remained steady at approximately $21,000–$22,000 per week throughout October.
- Unscheduled overtime increased toward the end of October, reaching approximately $20,000 per week during the final two reporting periods due to Annual Refresher Training.
- Review the late-October increase to identify staffing coverage needs and opportunities to reduce unscheduled overtime.

Wait Time Straight Time vs. Overtime

- Straight-time wait costs fluctuated during October, peaking near $10,500 before ending the month at approximately $8,000.
- Overtime wait costs remained low throughout October, generally below $2,000 per week.
- Continue reviewing operator assignments to reduce paid wait time while maintaining service coverage.

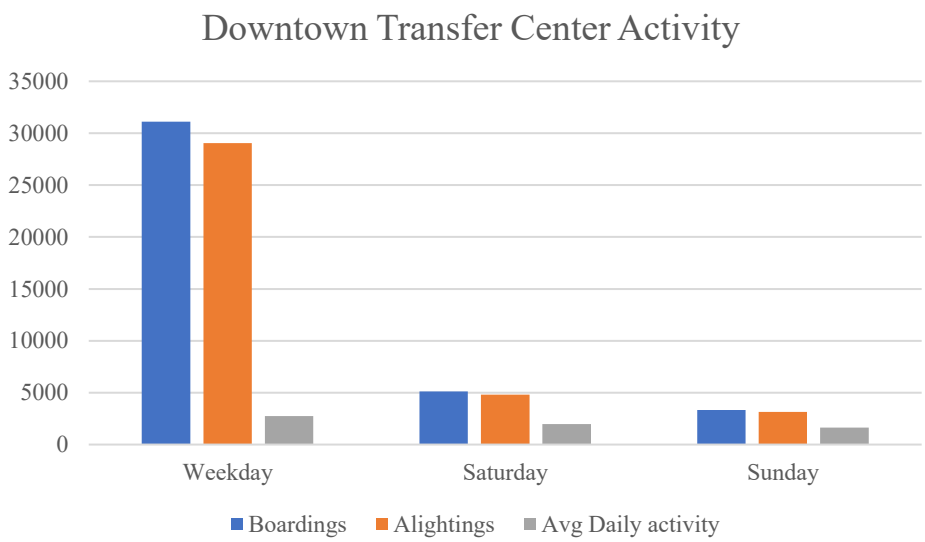
DOWNTOWN TRANSIT CENTER ACTIVITY

OCTOBER 1–31, 2026

76,594 Total boardings and alighting's

39,592 boardings 37,002 alighting's

Service Day	Days	Boardings	Alighting's	Avg Daily Activity
Weekday	22	31, 122	29, 029	2, 734
Saturday	5	5, 134	4, 813	1, 989
Sunday	4	3, 336	3, 160	1, 1624
Total		**39, 592**	**37, 002**	



Weekdays accounted for 79% of October activity.

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

ADDITIONAL STATS
FOR BOARD MEMBER REVIEW

NOVEMBER DIRECTORS UPDATE

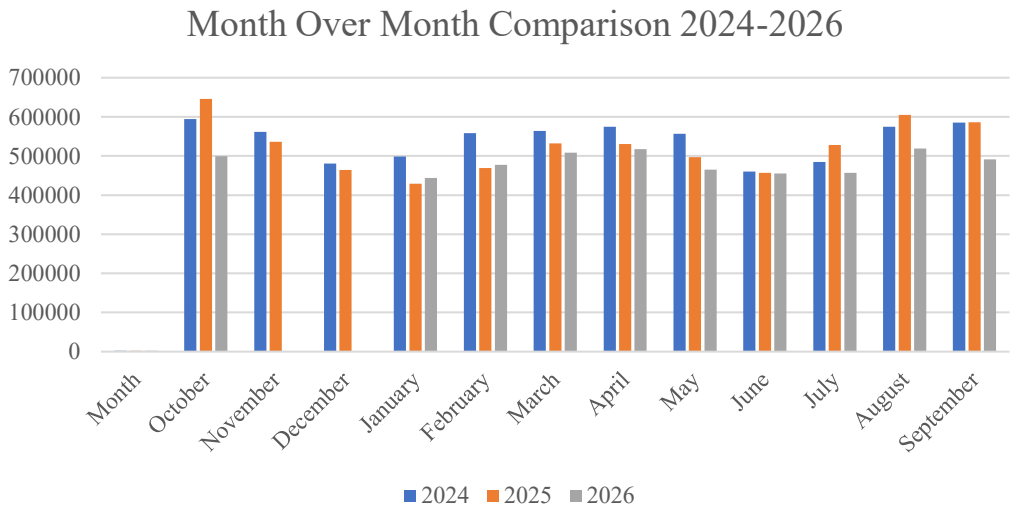
November 17, 2026

COO/Director of Transportation Report

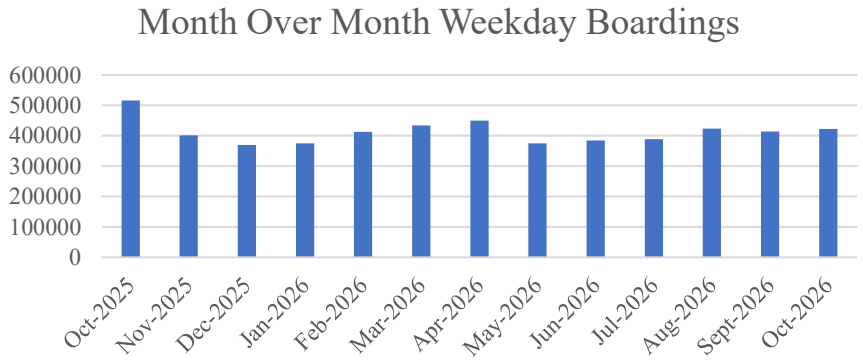
Fixed Route

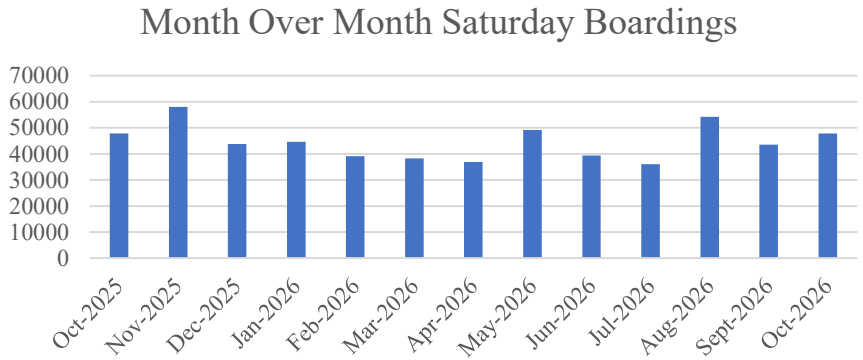
Boardings (Month-over-Month Comparison)

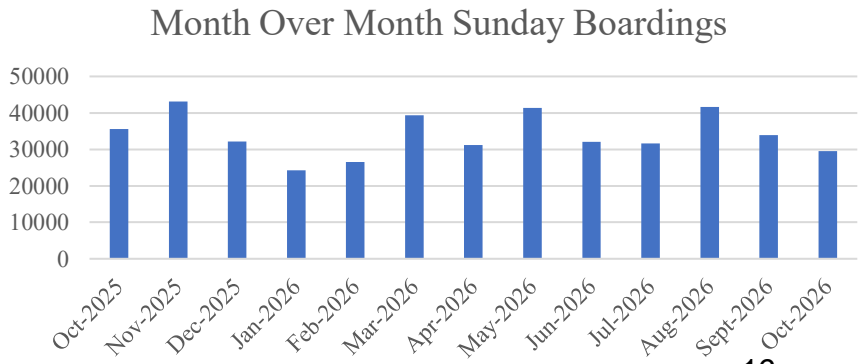
- Weekday boardings in October were consistent with previous months.
- October weekday boardings for 2026 are lower than in previous years.
- One less weekday in October 2026 than in 2025.



Year	Weekdays	Saturdays	Sundays
2024	23	4	4
2025	23	4	4
2026	22	5	4



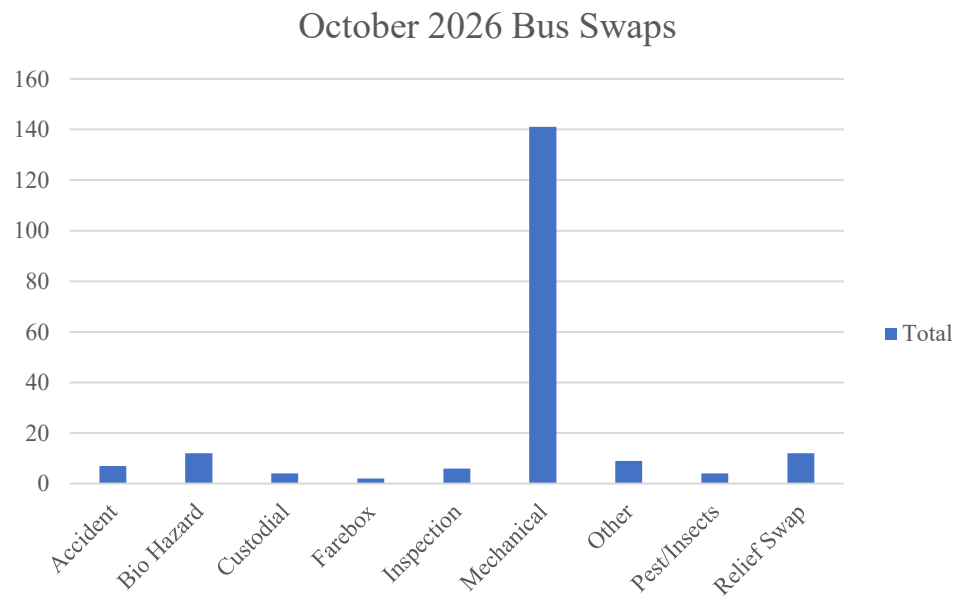


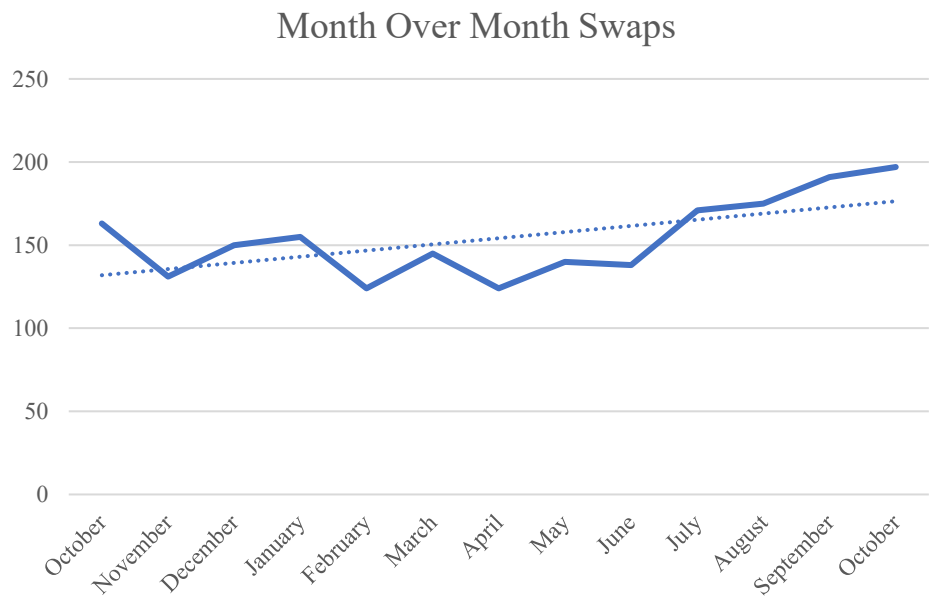


COO/Director of Transportation Report

Maintenance

- October recorded **197 bus swaps**, slightly higher than September, and higher than the peak levels for October 2025.
- 6.3% of all Swaps were conducted at the DTC.
- Mechanical issues remained the primary cause of bus swaps, focusing on transmissions and radiators.
- 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





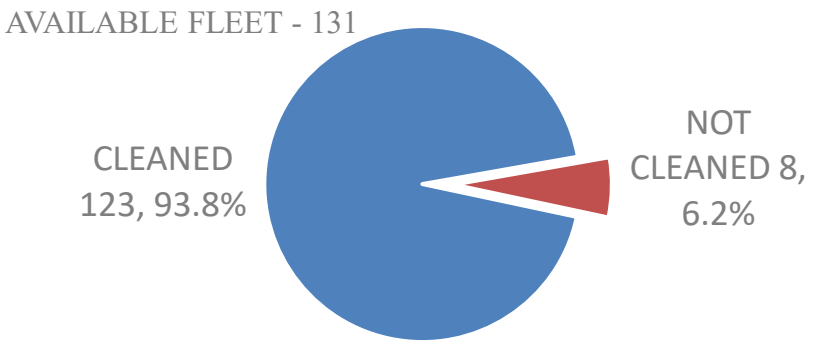
October Total: 197 Swaps – 2,255 Pull Outs
Percentage of swaps vs. Fresh Pulls from the yard 11.45%.

MAINTENANCE

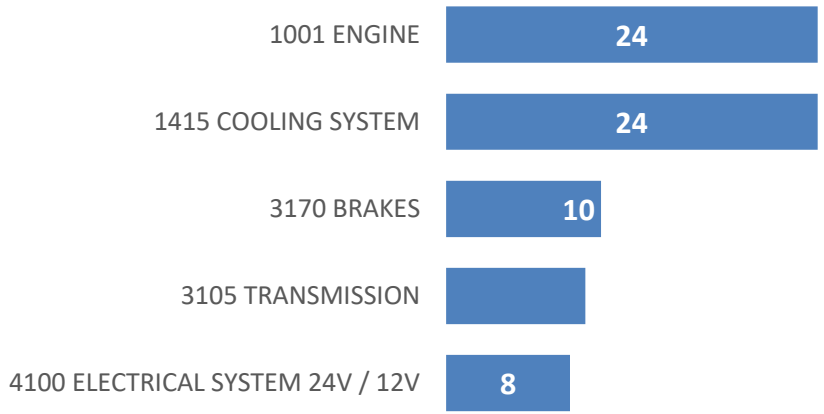
HIGHLIGHTS

- Met with Metro Public Works at the DTC to prep for snow removal planning
- Seasonal winter prep campaign on buses
- Continued shelter relocations including Broadway and Chestnut
- Completed repairs to Union Station and Baggage Building roofs, slate replacement
- Parking lot striping throughout 10th st. property and lots

COACH CLEANING



TOP 5 CHARGEABLE ROAD CALL CATEGORIES



OCTOBER FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	33	16	40	24	34	30	25	23	13	26	27	17	22	330	25
NO SHOW	26	19	28	23	23	25	21	22	24	19	14	13	18	275	21
LATE SCHEDULE	31	14	20	17	26	32	23	36	34	24	22	29	24	332	26
RECKLESS DRIVING	7	0	7	10	8	5	6	6	2	8	3	8	6	76	6
EARLY SCHEDULE	1	0	1	3	1	3	4	2	0	1	2	2	1	21	2
TRIP BOOKING OR SCHEDULING	23	14	10	16	15	21	13	18	18	17	27	17	9	218	17
OTHER - MISC	30	26	30	26	32	49	49	51	44	34	37	27	30	465	36
COMMENDATIONS	0	5	3	6	6	9	29	16	6	6	6	15	9	116	9

PARATRANSIT (August 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	3	11	0	8	22
NO SHOW	1	15	1	1	18
LATE SCHEDULE	18	2	1	3	24
RECKLESS DRIVING	1	2	1	2	6
EARLY SCHEDULE	0	1	0	0	1
TRIP BOOKING OR SCHEDULING	1	4	0	4	9
OTHER - MISC	5	18	2	5	30

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.

OCTOBER FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	46	50	34	52	47	48	39	40	40	39	81	54	40	610	47
PASSED UP PASSENGER	81	42	50	47	60	53	79	54	62	67	70	58	45	768	59
NO SHOW	12	7	13	10	8	10	8	10	9	13	19	7	1	127	10
LATE SCHEDULE	40	31	13	24	14	31	29	25	19	15	39	23	20	323	25
RECKLESS DRIVING	25	19	20	16	26	21	20	16	24	22	22	19	11	261	20
EARLY SCHEDULE	22	13	11	15	15	9	17	12	14	8	13	13	13	175	13
PLANNING/SCHEDULE	32	15	8	23	18	16	17	15	22	14	108	44	33	365	28
IT/MOBILE	0	3	0	0	1	0	1	3	1	0	3	4	2	18	1
NEW TARC NETWORK	1	2	2	6	5	6	2	1	13	59	136	13	7	253	19
OTHER - MISC	70	49	55	67	52	60	61	55	51	56	73	64	37	750	58
COMMENDATIONS	10	5	6	8	8	9	6	5	4	9	13	7	5	95	7

FIXED ROUTE (August 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	7	26	0	7	40
PASSED UP PASSENGER	14	31	0	0	45
NO SHOW	1	0	0	0	1
LATE SCHEDULE	16	3	0	1	20
RECKLESS DRIVING	2	1	0	8	11
EARLY SCHEDULE	12	0	0	1	13
PLANNING/SCHEDULE	29	2	0	2	33
IT/MOBILE	1	0	0	1	2
NEW TARC NETWORK	1	6	0	0	7
OTHER - MISC	13	8	1	15	37

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.

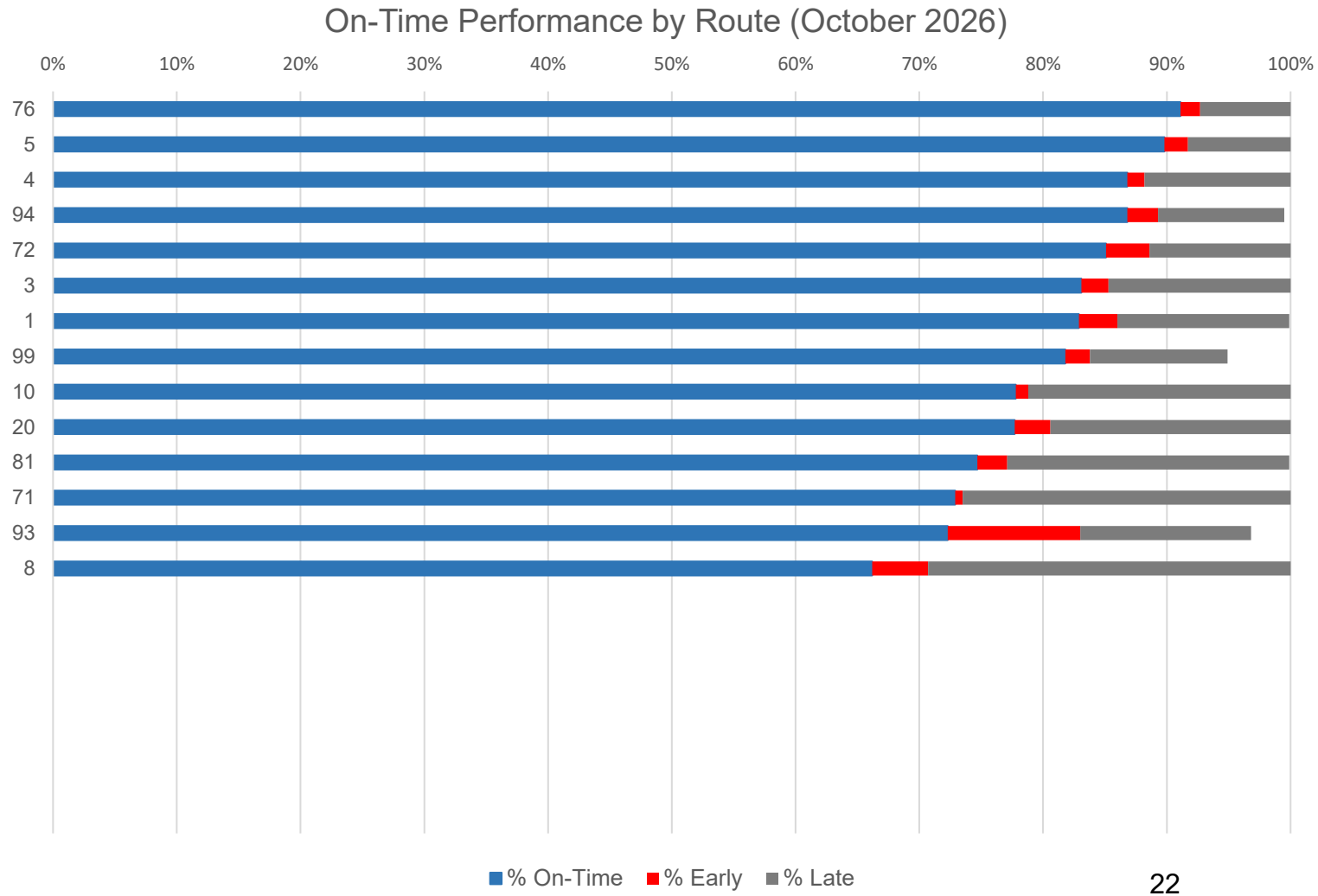
Early Schedule – The bus arrived at the stop early or before the scheduled time.

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.

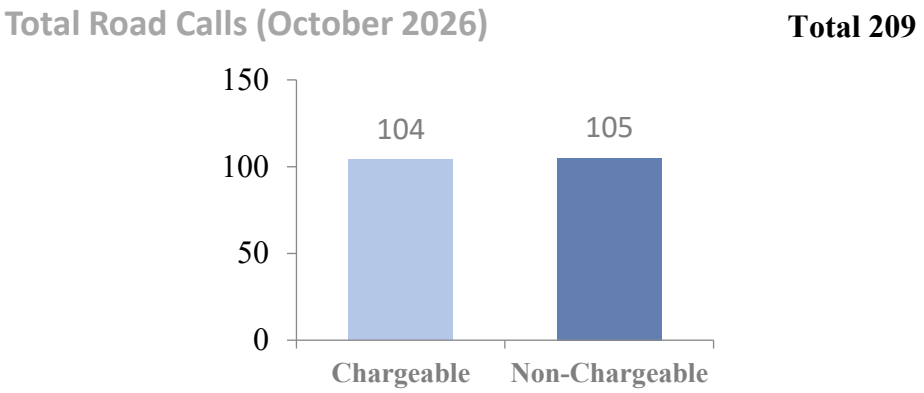
OCTOBER ON-TIME PERFORMANCE

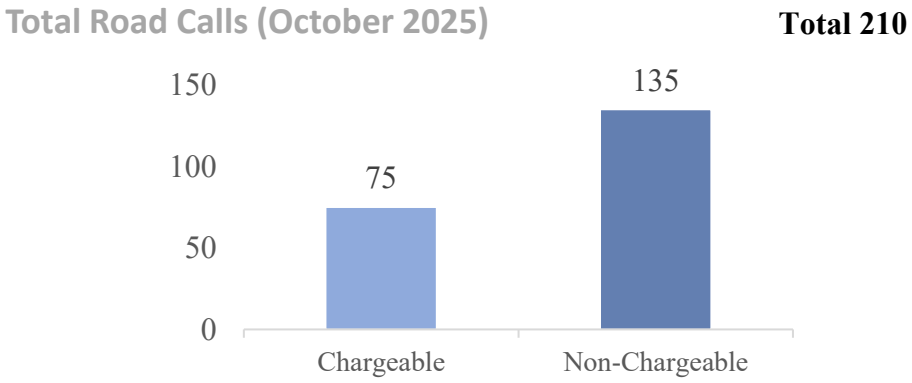
Route	% On-Time	% Early	% Late
76	91%	2%	7%
5	90%	2%	8%
4	87%	1%	12%
94	87%	2%	10%
72	85%	3%	11%
3	83%	2%	15%
1	83%	3%	14%
99	82%	2%	11%
10	78%	1%	21%
20	78%	3%	19%
81	75%	2%	23%
71	73%	1%	26%
93	72%	11%	14%
8	66%	4%	29%
Overall	**81%**	**3%**	**16%**

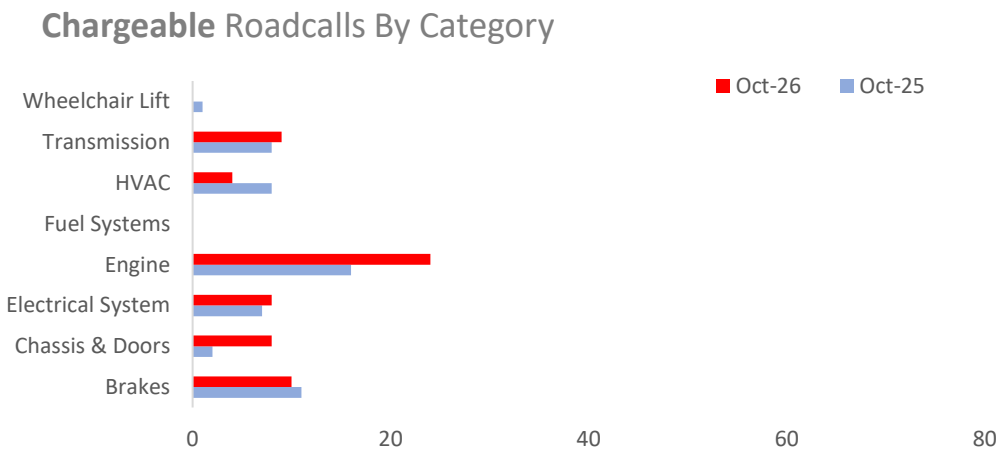


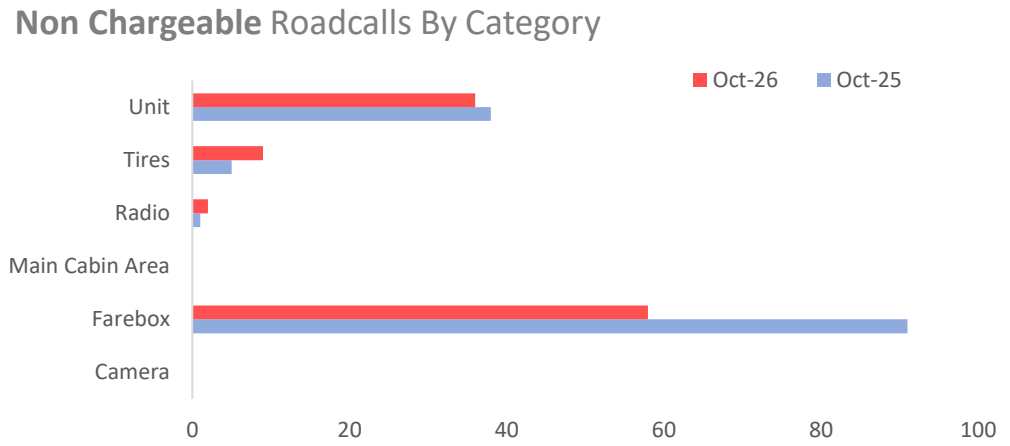
MAINTENANCE

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







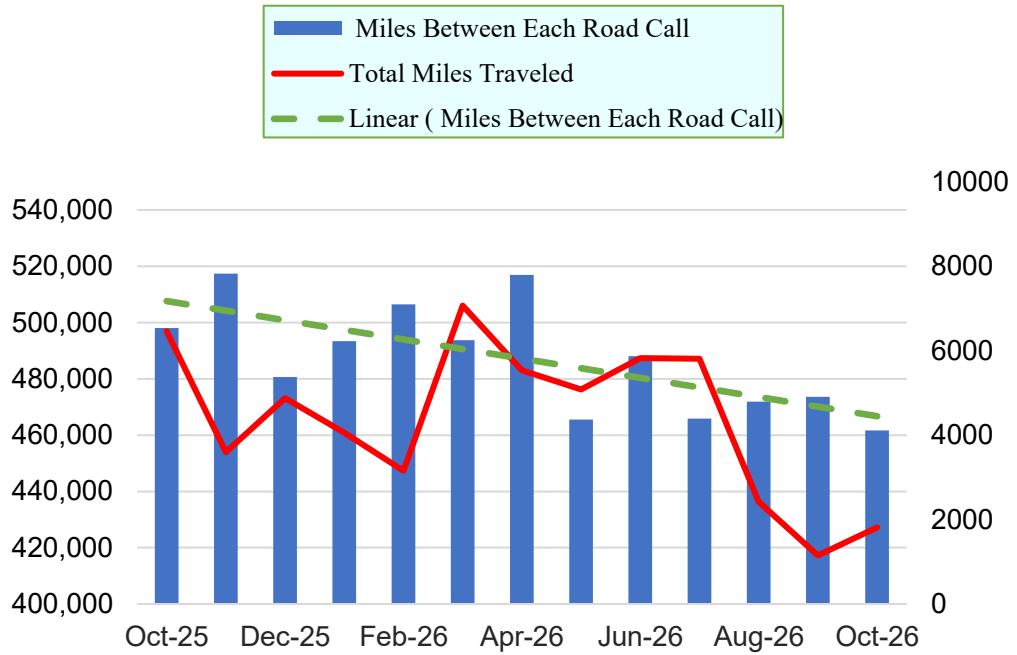


Chargeable Road Call: An issue the TARC Maintenance Department may be able to prevent or mitigate
Non-Chargeable Road Call: An issue the TARC Maintenance Department has no control or prevention of

MAINTENANCE

MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
Oct-26	427,255	104	4,108
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



Total Miles Between Chargeable Road Calls = 4,108

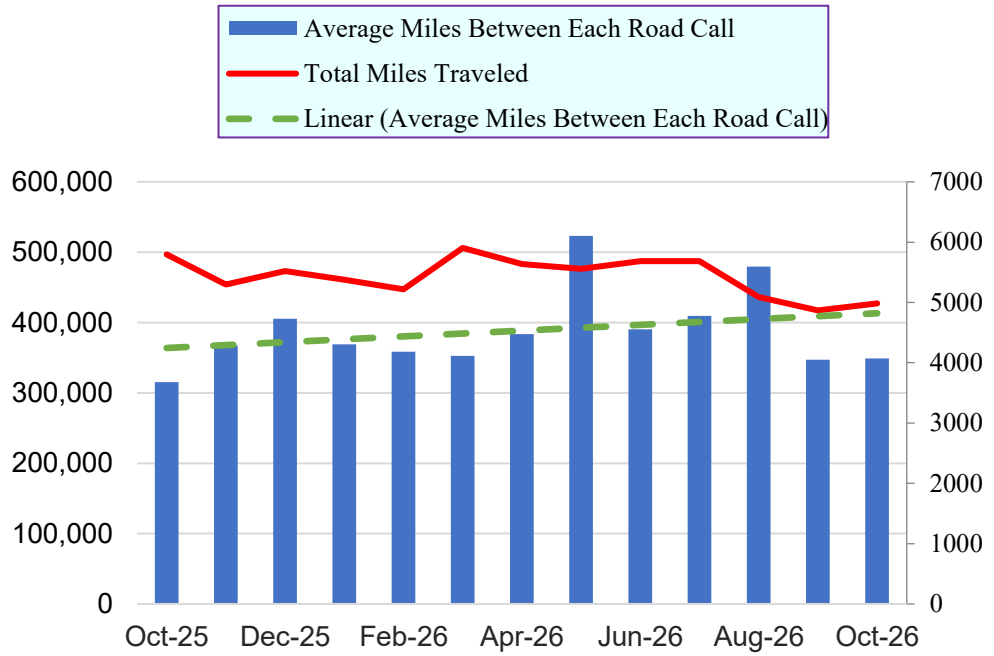
Target Miles Between Road Calls = 6,000

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
Oct-26	427,255	105	4,069
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



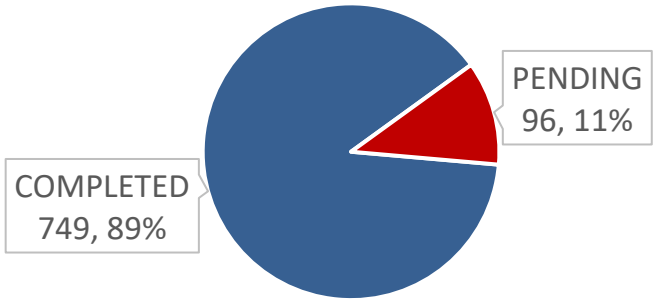
Total Miles Between Non-Chargeable Road Calls = 4,069
Period Average = 4,909

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

WORK ORDERS

WORK ORDER STATUS



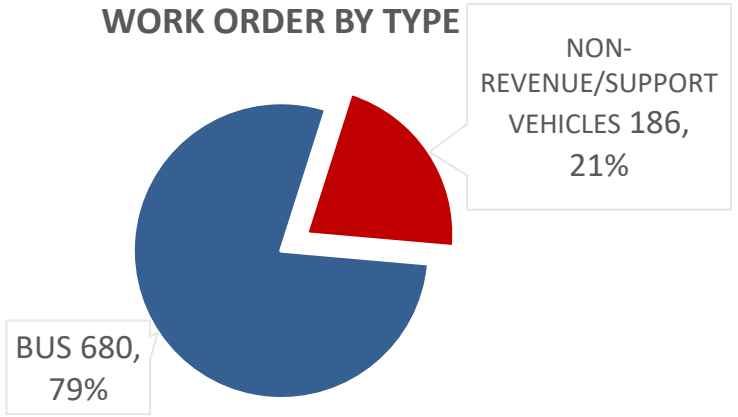
TOTAL BUS WORK ORDER SUBMITTED

680

TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED

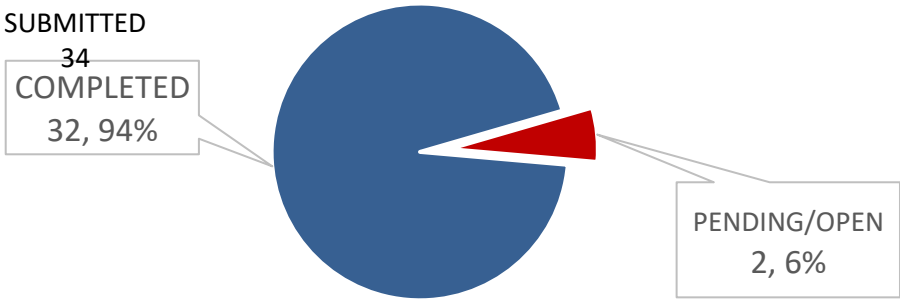
186

WORK ORDER BY TYPE



BUILDING MAINTENANCE WORK ORDERS

TOTAL REQUESTS SUBMITTED
34



SAFETY

PASSENGER DISRUPTIONS BY ROUTE OCT 26

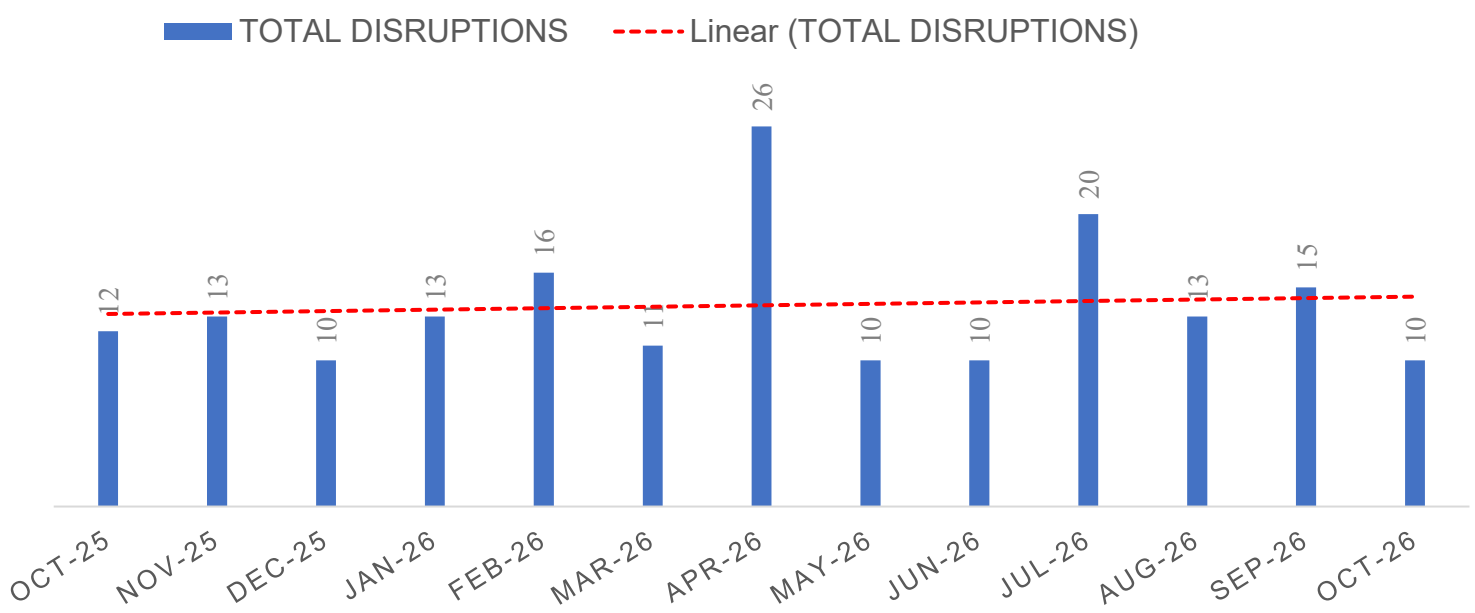
Route ID	Route Description	Disruptions
Line 01	Broadway Bardstown - #1	3
Line 08	Shelbyville Rd Taylor Blvd - #8	1
Line 04	Fourth St New Cut - #4	3
Line 03	Preston Hwy/W Market- #3	2
Line 05	Portland/Poplar Level- #5	1

DISRUPTION CATEGORIES OCT 26

Category	#
Fare Evaders	1
Passenger Fights	1
Profane Language	0
Disputes(Others)	8
Verbal Assaults	0
Physical Assaults	0

Disputes(Others) Breakdown	#
Soiled passenger	1
Medical issue	3
Passenger fall	2
Preventable accident	1
Hard brake - EMS	1

TOTAL PASSENGER DISRUPTIONS (OCT 25 – OCT 26)



PASSENGER DISRUPTIONS*

This Month Total

10

Monthly Avg

13.77

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

SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly	TYPE OF ACCIDENT			YTD FY27
10	Fixed object	8	80.0%	42
	Moving vehicle	1	10.0%	
	Backing	1	10.0%	

8 Fixed Objects
- Going straight at Dutchman/Cannon, 3rrd/Harlan, 3rd St, Bardstown Rd,
- Turning left at TARC garage, Menard
- Turning right at Cleveland

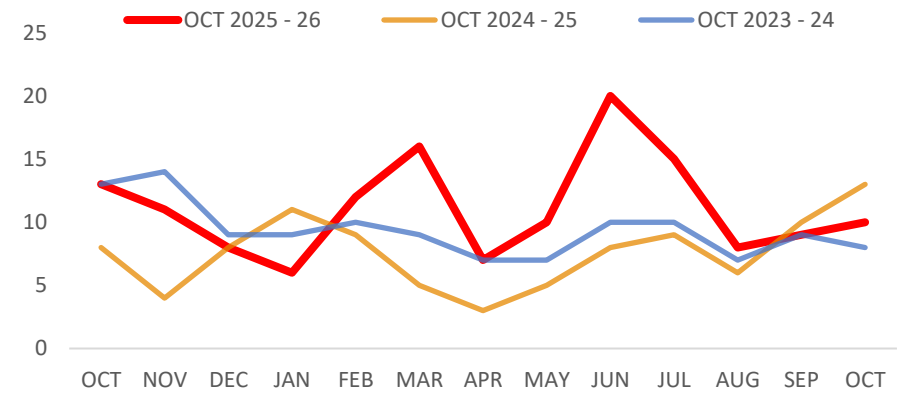
1 Backing
- TARC garage

2 Moving Vehicles
- Turning right at Mall Road/Bashford Manor
- Going straight at 4th/Central

PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD FY27
2.6	2.1	2.7 ▲

PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR

