

# TARC BOARD OF DIRECTORS MEETING



## Meeting Notice:

Pursuant to KRS 96.A, the TARC Board of Directors is to meet monthly. The next meeting will be held at:

**TARC's Headquarters, Board Room  
1000 W. Broadway, Louisville, KY 40203**

**Wednesday, December 18, 2024 at 10:00 a.m.**

This meeting is also being held via teleconference as permitted by KRS 61.826. Pursuant to KRS 61.810, the Board of Directors may enter into Closed Session, but shall not take any action in a Closed Session.

Members of the public and/or TARC staff may watch a livestream of the meeting by going to [www.facebook.com/ridetarc](http://www.facebook.com/ridetarc); the livestream will be at the top of the page; No Facebook account is needed.

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.

Any person may provide a public comment in the chat feature at [www.facebook.com/ridetarc](http://www.facebook.com/ridetarc) at any time during a Board meeting which will be read into the record of the Board minutes. Please include your name in the chat. In addition, Ms. Isaacs will accept public comments that are provided to her by 12:00 PM the day before the next regularly scheduled meeting of the Board via email at [sisaacs@ridetarc.org](mailto:sisaacs@ridetarc.org).

If you would like speak at the Meeting, please contact Stephanie Isaacs at (502) 561-5103 to sign up or send an email to [sisaacs@ridetarc.org](mailto:sisaacs@ridetarc.org).

## **Guidelines to speak before the TARC Board of Directors:**

- a) Only ten (10) residents of TARC's service area per Board meeting will be allowed to speak; if less than ten (10), then the TARC Board Chair may allow a non-resident of Metro Louisville to fill a vacant slot;
- b) Speakers shall be restricted to a maximum of three (3) minutes each and may not share these minutes with any other speaker; however, persons with medically recognized disabilities who are entitled to a reasonable accommodation under the Americans with Disabilities Act (ADA) shall be given an additional minute to speak;

*.....continued.....*

## TARC BOARD OF DIRECTORS MEETING



- c) In order to speak in person at a regularly scheduled TARC Board meeting:
  - i. a speaker must register with Stephanie Isaacs as indicated above.
  - ii. the period to register begins at the conclusion of the prior regularly scheduled Board meeting and ends at 12:00 PM the day before the next regularly scheduled meeting in which the person intends to speak.
  - iii. persons registering may leave their name/alias and address, and shall notify Ms. Isaacs of the topic in which they will speak.
  - iv. no more than three (3) persons may speak with the same position on any one topic before the Board at any meeting (i.e., six (6) persons can speak on one topic before the Board at a particular meeting, three (3) in support and three (3) against);
- d) Any materials presented to the Board may be forwarded prior to or following all Board gatherings to Ms. Isaacs for dissemination purposes;
- e) Speakers before the entire Board are not allowed to use props, displays, or any other objects during their presentations. However, informational handouts may be given to Ms. Isaacs and distributed in accordance with (d) above;
- f) Persons within the audience are allowed to have signs in the Board room that are no larger than 8 ½ x 11 inches. However, such signs may not be attached to any sort of stick and must be displayed in a manner that does not inhibit others from viewing the Board meeting; and
- g) Speakers may not engage in electioneering nor the endorsement or promotion of any commercial product or service.

# TARC BOARD OF DIRECTORS MEETING



## Agenda – December 18, 2024

- |     |  |                               |             |
|-----|--|-------------------------------|-------------|
| 1.  | Quorum Call/Call to Order/Meeting Minutes                      | Ted Smith, Chair              | 10:00       |
|     | A. Approval of November Meeting Minutes                        | Board of Directors            | 10:00-10:05 |
| 2.  | Public Comments  | Pat Mulvihill                 | 10:05-10:15 |
| 3.  | Board Chair's Report   | Ted Smith                     | 10:15-10:20 |
| 4.  | Finance Committee Report                                       | Steve Miller                  | 10:20-10:25 |
| 5.  | Operations Committee Report                                    | Alice Houston                 | 10:25-10:30 |
| 6.  | Executive Director's Report                                    | Ozzy Gibson                   | 10:30-10:35 |
|     | A. TARC 2025 Performance Goals                                 |                               |             |
| 7.  | Staff Reports and Presentation                                 |                               | 10:35-10:50 |
|     | A. Financial Statements for November 2024                      | Matt Abner                    |             |
|     | B. Review overall Procurement Calendar for year                | Tonya Day                     |             |
|     | C. Monthly Performance Report                                  | Rob Stephens                  |             |
|     | D. TARC 2025 Update  | Aida Copic &<br>Alex Posorske |             |
| 8.  | Action Items and Presentations                                 |                               | 10:50-11:10 |
|     | A. Resolution 2024-47 Title VI Analysis Jan 26, 2025           | Aida Copic                    |             |
|     | B. TARC Executive Committee Charter Revised                    | Steve Miller                  |             |
|     | C. Amendment to Resolution 2024-04 Revised Executive Committee |                               |             |
|     | D. Amendment to Resolution 2024-09 Executive Charter Revised   |                               |             |
|     | E. Resolution 2024-44 Capital Assistance Grants FFY24          | Chris Ward                    |             |
|     | F. Resolution 2024-45 Financial Auditing Services              | Matt Abner                    |             |
|     | G. Resolution 2020-37 Amendment No 2 TransTrack                | Joe Triplett                  |             |
| 9.  | Board Members Open Discussion                                  |                               | 11:10-11:15 |
| 10. | Adjournment  | Ted Smith                     | 11:15       |

# TARC BOARD OF DIRECTORS MEETING



## November 20, 2024 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on November 20, 2024 at 10:00 a.m. in person at TARC, 1000 W. Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

### Board Members Present

#### **In Person**

Ted Smith  
Abbie Gilbert  
Steve Miller  
Justin Brown  
Michael Schnuerle

#### **Virtual**

DuWayne Gant  
Alice Houston

#### **Declined**

Christy Ames

### Meeting Called to Order

Ted Smith called meeting to order at 10:00 a.m.

### Quorum Call

October Board Meeting Minutes approved.

### Public Comment

Pat Mulvihill read the Public Comment Preamble: The TARC Board values hearing from its customers, TARC employees and public at large. This Board will not respond in this meeting to any comments made at this time. However, TARC will post a response on TARC's website regarding the comments made by the following meeting. In addition, the TARC Board may assign the feedback or comments to be further examined by its subcommittees and, if warranted, further addressed by TARC.

Deb O'Gorman presented on the importance of TARC to our community.

Brandon Feusner presented the effects of eliminating routes on school children and his family.

Sharelene Martin presented on the tight schedules and the effects on the coach operators and customers.

Public Comments and responses are posted on our website.

### Special Reports

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Ted Smith presented the Board Chair Report.

- Election has happened since our last meeting.
- Many communities across our country voted for measures to fund their public transportation.
- Thanked everyone for speaking today and participating in the process of reshaping TARC.

Steve Miller presented the Finance Committee Report.

- I appreciated the public speakers coming forward to share.
- Cuts are never easy and people's lives are being disrupted.
- All of the Resolutions presented have been moved to today's Board Meeting for consideration.

Alice Houston presented the Operations Committee Report.

- Thanked the public speakers as well.
- All of the Stakeholders are taking this process very seriously.

Ozzy Gibson presented the Executive Committee Report.

- Introduced Dan Franklin to the Board Members.
- There were 26 cities that had tax referendums on the ballot in the election, 19 of them passed.
- I have a phone call meeting with the CEO of Nashville's transit system.
- Working on asking our state legislators to add our coach operators to assault bill, moving it to a class D Felony.
- Invitation extended to the Board to join the Holiday Luncheon on December 12.
- Safety Award Banquet was last week to celebrate all of the hard safe work that is done.
- The 30 million dollar cliff is not an easy problem to solve, I recommend you reach out to your local legislators now to voice your concerns.

## **Staff Reports and Presentations**

Matt Abner presented the Financial Statements for October 2024.

Tonya Day presented the Procurement calendar for the year.

Rob Stephens presented the Monthly Department Operations Overall Report.

Alex Posorske presented the TARC 2025 Update.

- The completion of the core design retreat.
- Final draft plans by the week after Thanksgiving.
- The JCPS scenario, with a virtual design retreat scheduled for December 5th.
- Draft plans presented in late January or early February.

## **Action Items and Presentations**

Alex Posorske presented Resolution 2024-42 Transit Bus Advertising Program and Services Revenue Sharing.

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- TARC has contracted out the management and selling of transit advertising for many years, which has been a continual source of revenue and shared-value for the agency. At this time, advertising on available vehicles is under contract with Lamar Advertising. Their five-year plus three optional years contract expires on January 31, 2025.
- For this contract award, TARC is granting to the contractor the advertising space made available on its fleet of fixed-route buses, an additional number of paratransit vehicles and considering the possibility of its transit shelters.
- TARC intends to implement Transit Bus Advertising Program and Services Revenue Sharing that will support agency's long-term advertising goal and efforts.
- TARC received four (4) responses, but only three (3) were shortlisted to proceed to the next phase of the evaluation process.
- TARC evaluated and compared each of the proposers' offerings and approaches to transit bus advertising against the other proposers.
- The evaluation committee determined that Adsposure offered TARC the greatest and best value with guarantees of \$125K annually towards bus productions and revenue sharing equal or greater than \$750K, including a 60% revenue share for any excess revenue produced at the end of every year about the 750K.

The motion was duly moved for approval by Michael Schnuerle. The motion was seconded by Alice Houston. The Board of Directors unanimously adopted the resolution.

Ozzy Gibson presented Resolution 2024-43 Approval of JCPS Bonus.

- The JCPS agreement with TARC ("Agreement") included paying Incentive Bonuses for New Bus Drivers who had a CDL and a School Bus Endorsement when they started employment with JCPS on or after July 1, 2024.
- The information was presented on a salary pay schedule provided to TARC along with all the pay criteria and then later amended after the Teamsters negotiations were completed, which was an exhibit incorporated as part of the Agreement.
- There have been many challenges and lessons learned from this partnership with JCPS as TARC continues to press forward to do what is best for our community.
- As such, TARC would like to pay these Bonuses now as was promised to our members.
- We appreciate all they continue to do to make this partnership successful.
- We are hopeful that JCPS will honor these incentive bonuses in accordance with the additional language that was presented to JCPS recently and reimburse the payment of the bonus that TARC will advance.
- We expect the bonus amounts not to exceed \$124,000.

The motion was duly moved for approval by Steve Miller. The motion was seconded by Abbie Gilbert. The Board of Directors unanimously adopted the resolution.

Ted Smith made a motion to adjourn at 11:33 p.m. This motion was seconded by Michael Schnuerle and approved by the Board.

**TARC BOARD OF DIRECTORS MEETING**



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Ted Smith, Chair of the TARC Board of Directors

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Date

## **TARC CY2024 Accomplishments and CY2025 Strategic Objectives**

To be great, TARC must be reliable, safe, efficient, offer world-class customer service, and be financially sustainable.

### **CY2024 Accomplishments**

- Successfully negotiated a three-year TARC/ATU contract.
- To avoid substantial layoffs, reached an agreement between TARC-JCPS for them to lease up to 70 of our drivers in hopes of bringing back bus transportation to magnet schools.
- Began the TARC 2025 route re-design project that was long overdue. During this process: TARC staff have already attended 165 community meetings for input from the public; engaged a stakeholders' meeting of community leaders for input; and received 2,800 surveys from community members.
- Negotiated a two-year extension of our Paratransit (TARC 3) contract that was set to expire in January of 2025.
- Established positive working relationships with the Mayor and his senior staff, as well as with Metro Council leadership and members.
- Began educating public officials, customers and partners, the media, and the general public about TARC's financial situation and the impending fiscal cliff.
- Initiated advocacy efforts by collaboration with other state transit systems to gain the attention of the Kentucky General Assembly for more significant public transit funding.
- Worked with the TARC Board leadership to establish well-functioning Sub-committees and onboarded several new TARC Board members.
- Launched mobile ticketing.
- Began implementing a new computer-aided dispatch software for real time tracking of our buses.
- Instituted a reorganization of TARC's senior management team.
- Implemented positive pay on all bank accounts to protect against fraud.
- Applied for and was awarded a federal grant to purchase eight new electric buses to add to our fleet.
- Evaluated and ordered bus shields to be installed on buses for our drivers' protection.
- Completed two successful On-Demand pilot programs in J-town and New Albany.
- Met or exceeded our goal of 93% on-time performance for TARC 3 service.
- Reached an all-time low of only 0.6% of missed trips for TARC 3 out of 30,000 scheduled trips per month.
- Received an award from the Rauch organization for our Southern Indiana Paratransit service.



- Implemented de-escalation training for all drivers which was completed in six weeks.
- Implemented sensitivity training for the TARC staff with 500 completing it within 90 days.
- Implemented the new time and attendance ADP software program.
- Re-created an annual safety award program recognizing 90 drivers having no accidents for five years or more and 147 drivers having no accidents in 1-5 years.
- Obtained state certification for mechanics and coach operators apprenticeship programs, making TARC eligible for grant funds.
- Updated TARC's EEC program pursuant to Federal Transit Administration guidelines for 2024-2028.
- Revised and updated the TARC's Advertising Policy.
- Revised and updated the Company Car Policies bring it in line with Louisville Metro's policy guidelines.
- Completed a Safety Ambassador Pilot on Route #23.
- Redirected nine Transportation Supervisory Staff members into four hot zones: to engage with customers; support coach operators; and enhance safety on buses. This resulted in a better customer service experience and appreciative coach operators.
- Implemented a bus stop shelter cleaning program for 300 shelters resulting in improved customer experience at our bus stops. This program moved our score up on TARC's Customer Satisfaction Net Promoter.

## **CY2025 Strategic Objectives**

### **Level One**

- Implementing service reductions that are needed before the TARC 2025 redesign.
- Complete the TARC 2025 network re-design process.
- Develop a strategic plan for TARC.
- Create a plan for additional revenue, including an in-depth review of other cities' recent successes and advancing discussions with Kentucky General Assembly about creating a formula for annual funding for TARC and other transit systems
- Continue building a strong understanding of TARC's mission, opportunities, and challenges by public officials, community leaders, and our customers so we create more trust with those constituencies.
- Top to bottom review TARC's Maintenance Department.
- Top to bottom review of TARC's Transportation Department.

### **Level Two**

- Revise and update TARC's Attendance and Discipline Policy.
- Revise and update the No Show and Late Cancellation Policy for Paratransit Riders.
- Form a partnership with JCPS to develop student ID magstripe cards.
- Obtain an extension of the current agreement with JCPS to lease TARC drivers for a second year.
- Make KPI improvements in the Transportation and Maintenance Departments, using our contracted consultant.
- Prepare an RFP for the Paratransit contract.
- Go live with the CAD/AVL System.
- Collaborate with other Kentucky transit systems to amend KRS 508.025 to further protect TARC's employees against assaults.
- Develop relationships with leaders of other transit systems in Kentucky and in comparable cities across the nation, as needed for advocacy, education, and peer relationship building.

**TARC Board of Directors  
Financial Summary - Recap  
November 2024, Fiscal Year 2025**



Current month Operating Revenues are over budget \$40,361 (pg. 2, line 9) mainly due to Other Agency Revenues being over budget which is being driven by the JCPS agreement. Current month Operating Expenses are under budget \$140,337 (pg. 2, line 41) due to several expenses being under budget including Services, Materials, and Purchased Transportation. Capital Expenses are under by \$96,509 (pg. 2, line 48) due to Development Costs and Depreciation being under budget for the month.

Year-to-date Operating Revenues are over \$2,404,046 (pg. 2, Line 9) due to all revenues being over except Advertising. As with the current month, this is being driven by Passenger Fares and Other Agency Revenues which includes those from JCPS. Year to date Operating Expenses are under budget \$4,172,689 (pg. 2, line 41) due to all expenses being under budget. Year-to-date Capital Expenses are under budget \$80,171 (pg. 2, line 48) due to Development Costs being under budget which is a product of timing related to Capital Projects.

Overall for November, TARC is under budget projections for expenses and over on operating revenues mainly due to service adjustments that were projected to begin in January but were actually implemented in July. Expenses should begin to better align with budget projections beginning January 2025. MTTF receipts are over budget \$2,171,889 (pg. 7) year-to-date, bringing the year-to-date net savings to a favorable balance of \$7,544,015 before capital and subsidies.

|                     |                    |
|---------------------|--------------------|
| Operating Expenses  | \$4,172,689        |
| Operating Revenues* | <u>\$2,404,046</u> |
| Subtotal            | \$6,576,735        |
| MTTF Overage        | <u>\$2,171,889</u> |
| Total               | \$8,748,624        |

\*Operating Revenues includes JCPS agreement revenues of \$2,266,318

Statement of Revenue - Expenses - with Capital Contributions

November 2024, Fiscal Year 2025



| Description                                    | Current Month        |                   |                   |                               | Fiscal Year-to-date |                   |                               |                         |
|--|----------------------|-------------------|-------------------|-------------------------------|---------------------|-------------------|-------------------------------|-------------------------|
|  | FY25<br>Total Budget | Actual            | Budget            | Over budget<br>(Under budget) | Actual              | Budget            | Over budget<br>(Under budget) | Percentage<br>Remaining |
| <b>Revenues</b>                                |                      |                   |                   |                               |                     |                   |                               |                         |
| 1 Passenger Fares                              | 5,219,670            | 406,790           | 418,085           | (11,295)                      | 2,465,696           | 2,226,555         | 239,141                       | -10.74%                 |
| 2 Paratransit Fares                            | 977,667              | 89,725            | 78,490            | 11,235                        | 447,695             | 406,140           | 41,555                        | -10.23%                 |
| 3 Special Fare Revenues (MOA/MOU Agreements)   | 1,536,008            | 133,978           | 125,450           | 8,528                         | 685,810             | 635,760           | 50,050                        | -7.87%                  |
| 4 Comp Specials                                | 0                    | 0                 | 0                 | 0                             | 0                   | 0                 | 0                             | 0.00%                   |
| 5 Advertising Revenue                          | 1,100,000            | 57,220            | 91,670            | (34,450)                      | 311,408             | 455,830           | (144,422)                     | 31.68%                  |
| 6 Other Agency Revenues                        | 447,300              | 108,231           | 38,463            | 69,768                        | 2,369,254           | 187,131           | 2,182,123                     | -1166.09%               |
| 7 Total Recoveries-Insurance                   | 100,000              | 16,575            | 20,000            | (3,425)                       | 83,099              | 47,500            | 35,599                        | -74.95%                 |
| 8  |                      |                   |                   |                               |                     |                   |                               |                         |
| 9 Operating Revenues                           | <b>9,380,645</b>     | <b>812,518</b>    | <b>772,158</b>    | <b>40,361</b>                 | <b>6,362,961</b>    | <b>3,958,916</b>  | <b>2,404,046</b>              | <b>-60.72%</b>          |
| 10   |                      |                   |                   |                               |                     |                   |                               |                         |
| 11 MTF Contributions- Federated, Operating     | 69,357,199           | 7,856,008         | 5,573,382         | 2,282,626                     | 29,471,468          | 29,943,011        | (471,543)                     | 1.57%                   |
| 12 Local Government Funds - MTF, Operating     | 1,628,903            | 180               | 114,692           | (114,512)                     | 105,400             | 636,610           | (531,210)                     | 83.44%                  |
| 13 COVID Funds - FTA, Operating                | 27,050,613           | 219,711           | 2,590,368         | (2,370,657)                   | 5,821,705           | 11,488,988        | (5,667,283)                   | 49.33%                  |
| 14 State Government Funds, Operating           | 1,671,444            | 54,748            | 32,900            | 21,848                        | 585,615             | 492,315           | 93,300                        | -18.95%                 |
| 15   |                      |                   |                   |                               |                     |                   |                               |                         |
| 16 Total Non-Operating Revenues                | <b>99,708,159</b>    | <b>8,130,647</b>  | <b>8,311,342</b>  | <b>(180,695)</b>              | <b>35,984,187</b>   | <b>42,560,924</b> | <b>(6,576,736)</b>            | <b>15.45%</b>           |
| 17   |                      |                   |                   |                               |                     |                   |                               |                         |
| 18 Total Revenues Before Cap Contributions     | <b>109,088,804</b>   | <b>8,943,165</b>  | <b>9,083,500</b>  | <b>(140,334)</b>              | <b>42,347,149</b>   | <b>46,519,840</b> | <b>(4,172,690)</b>            | <b>8.97%</b>            |
| 19   |                      |                   |                   |                               |                     |                   |                               |                         |
| 20 Local Government Funds - MTF, Cap           | 5,898,670            | (12,141)          | 977,727           | (989,868)                     | 133,624             | 2,236,843         | (2,103,219)                   | 94.03%                  |
| 21 Federal Reimbursement Funds - FTA, Cap      | 39,050,525           | 1,495,669         | 5,085,123         | (3,589,454)                   | 3,496,764           | 13,388,782        | (9,892,018)                   | 73.88%                  |
| 22 State Government Funds, Cap                 | 3,144,221            | 300,824           | 254,913           | 45,911                        | 521,402             | 904,763           | (383,361)                     | 42.37%                  |
| 23 Other Agencies Revenue, Cap                 | 0                    | 0                 | 0                 | 0                             | 0                   | 0                 | 0                             | 0.00%                   |
| 24   |                      |                   |                   |                               |                     |                   |                               |                         |
| 25 Total Capital Contributions                 | <b>48,093,416</b>    | <b>1,784,352</b>  | <b>6,317,763</b>  | <b>(4,533,411)</b>            | <b>4,151,791</b>    | <b>16,530,388</b> | <b>(12,378,598)</b>           | <b>74.88%</b>           |
| 26   |                      |                   |                   |                               |                     |                   |                               |                         |
| 27 Total Revenues                              | <b>157,182,220</b>   | <b>10,727,518</b> | <b>15,401,263</b> | <b>(4,673,745)</b>            | <b>46,498,939</b>   | <b>63,050,228</b> | <b>(16,551,288)</b>           | <b>26.25%</b>           |
| 28   |                      |                   |                   |                               |                     |                   |                               |                         |
| 29   |                      |                   |                   |                               |                     |                   |                               |                         |
| <b>Expenses</b>                                |                      |                   |                   |                               |                     |                   |                               |                         |
| 30   |                      |                   |                   |                               |                     |                   |                               |                         |
| 31   |                      |                   |                   |                               |                     |                   |                               |                         |
| 32 Labor                                       | 31,866,017           | 3,033,022         | 2,783,336         | 249,686                       | 14,746,517          | 14,745,219        | 1,298                         | -0.01%                  |
| 33 Fringes & Benefits                          | 29,596,381           | 2,695,702         | 2,419,709         | 275,993                       | 12,025,219          | 12,627,606        | (602,387)                     | 4.77%                   |
| 34 Services                                    | 8,863,780            | 593,440           | 738,039           | (144,599)                     | 3,093,442           | 3,690,163         | (596,721)                     | 16.17%                  |
| 35 Materials                                   | 8,839,946            | 639,054           | 813,517           | (174,463)                     | 3,439,695           | 3,957,291         | (517,596)                     | 13.08%                  |
| 36 Utilities                                   | 1,118,100            | 75,773            | 83,100            | (7,327)                       | 368,852             | 424,900           | (56,048)                      | 13.19%                  |
| 37 Casualty & Liability                        | 4,411,270            | 497,248           | 367,605           | 129,643                       | 1,145,149           | 1,838,025         | (692,876)                     | 37.70%                  |
| 38 Purchased Transportation                    | 23,295,590           | 1,406,360         | 1,752,458         | (346,098)                     | 7,364,146           | 8,767,906         | (1,403,760)                   | 16.01%                  |
| 39 Interest Expense                            | 0                    | 0                 | 0                 | 0                             | 0                   | 0                 | 0                             | 0.00%                   |
| 40 Other Expenses                              | 1,097,720            | 2,564             | 125,736           | (123,172)                     | 164,131             | 468,730           | (304,599)                     | 64.98%                  |
| 41 Operating Expenses                          | <b>109,088,804</b>   | <b>8,943,165</b>  | <b>9,083,500</b>  | <b>(140,337)</b>              | <b>42,347,150</b>   | <b>46,519,840</b> | <b>(4,172,689)</b>            | <b>8.97%</b>            |
| 42   |                      |                   |                   |                               |                     |                   |                               |                         |
| 43   |                      |                   |                   |                               |                     |                   |                               |                         |
| 44   |                      |                   |                   |                               |                     |                   |                               |                         |
| 45 Development Cost & Loss on Disposal         | 2,646,585            | 70,869            | 115,282           | (44,413)                      | 175,754             | 323,778           | (148,024)                     | 45.72%                  |
| 46 Depreciation Expenses                       | 15,132,263           | 1,147,727         | 1,199,823         | (52,096)                      | 5,569,686           | 5,579,620         | (9,934)                       | 0.18%                   |
| 47 Loss on Disposal of Assets                  | 0                    | 0                 | 0                 | 0                             | 77,787              | 0                 | 77,787                        | 0.00%                   |
| 48 Total Capital Expenses                      | <b>17,778,848</b>    | <b>1,218,596</b>  | <b>1,315,105</b>  | <b>(96,509)</b>               | <b>5,823,227</b>    | <b>5,903,398</b>  | <b>(80,171)</b>               | <b>1.36%</b>            |
| 49   |                      |                   |                   |                               |                     |                   |                               |                         |
| 50 Total Expenses                              | <b>126,867,652</b>   | <b>10,161,761</b> | <b>10,398,605</b> | <b>(236,846)</b>              | <b>48,170,377</b>   | <b>52,423,238</b> | <b>(4,252,860)</b>            | <b>8.11%</b>            |
| 51   |                      |                   |                   |                               |                     |                   |                               |                         |
| 52   |                      |                   |                   |                               |                     |                   |                               |                         |
| 53 Revenue / Expense Difference Before Capital | <b>0</b>             | <b>0</b>          | <b>0</b>          | <b>0</b>                      | <b>(1)</b>          | <b>0</b>          | <b>(1)</b>                    | <b>0.00%</b>            |
| 54   |                      |                   |                   |                               |                     |                   |                               |                         |
| 55 Revenue / Expense Difference After Capital  | <b>30,314,568</b>    | <b>565,757</b>    | <b>5,002,658</b>  | <b>(4,436,899)</b>            | <b>(1,671,438)</b>  | <b>10,626,990</b> | <b>(12,298,428)</b>           | <b>115.73%</b>          |

Total Labor

November 2024, Fiscal Year 2025



|                                      |                   | Current Month    |                  |                            | Fiscal Year-to-date |                   |                            |                      |
|--------------------------------------|-------------------|------------------|------------------|----------------------------|---------------------|-------------------|----------------------------|----------------------|
| Description                          | FY25 Total Budget | Actual           | Budget           | Over budget (Under budget) | Actual              | Budget            | Over budget (Under budget) | Percentage Remaining |
| 1 Direct Labor                       | 31,866,017        | 3,033,022        | 2,783,336        | 249,686                    | 14,746,517          | 14,745,219        | 1,298                      | -0.01%               |
| 2 Sick Leave                         | 1,871,166         | 96,032           | 133,631          | (37,599)                   | 739,217             | 861,557           | (122,340)                  | 14.20%               |
| 3 Holiday                            | 1,440,936         | 123,885          | 145,358          | (21,473)                   | 377,013             | 432,706           | (55,693)                   | 12.87%               |
| 4 Vacation                           | 2,159,864         | 218,313          | 169,656          | 48,657                     | 952,837             | 934,809           | 18,028                     | -1.93%               |
| 5 Other Paid Absences                | 240,600           | 15,540           | 16,365           | (825)                      | 80,816              | 81,023            | (207)                      | 0.26%                |
| 6                                    |                   |                  |                  |                            |                     |                   |                            |                      |
| 7 Total                              | <b>37,578,583</b> | <b>3,486,792</b> | <b>3,248,346</b> | <b>238,446</b>             | <b>16,896,400</b>   | <b>17,055,314</b> | <b>(158,914)</b>           | <b>0.93%</b>         |
| 8                                    |                   |                  |                  |                            |                     |                   |                            |                      |
| 9 Difference compared to Budget      |                   |                  | 238,446          |                            |                     | (158,914)         |                            |                      |
|                                      |                   | Current Month    |                  |                            | Year to Date        |                   |                            |                      |
| Description                          | FY25 Total Budget | Actual           | Budget           | Over budget (Under budget) | Actual              | Budget            | Over budget (Under budget) | Percentage Remaining |
| 10 FICA                              | 2,874,764         | 262,249          | 248,501          | 13,748                     | 1,267,903           | 1,304,730         | (36,827)                   | 2.82%                |
| 11 Pension                           | 7,635,386         | 871,124          | 640,249          | 230,875                    | 3,446,808           | 3,514,036         | (67,228)                   | 1.91%                |
| 12 Hospital Medical & Surgical       | 8,529,778         | 703,560          | 744,965          | (41,405)                   | 3,525,112           | 3,724,825         | (199,713)                  | 5.36%                |
| 13 Vision Care Insurance             | 75,581            | 4,771            | 6,795            | (2,024)                    | 25,393              | 33,975            | (8,582)                    | 25.26%               |
| 14 Dental Plans                      | 308,283           | 23,069           | 27,358           | (4,289)                    | 107,976             | 136,790           | (28,814)                   | 21.06%               |
| 15 Life Insurance                    | 42,900            | 3,246            | 3,785            | (539)                      | 16,873              | 18,925            | (2,052)                    | 10.84%               |
| 16 Disability Insurance              | 141,423           | 11,671           | 12,504           | (833)                      | 58,306              | 62,520            | (4,214)                    | 6.74%                |
| 17 Kentucky Unemployment             | 955,200           | 0                | 10,000           | (10,000)                   | 14,811              | 20,000            | (5,189)                    | 25.95%               |
| 18 Worker's Compensation             | 2,920,000         | 349,858          | 243,333          | 106,525                    | 1,148,568           | 1,216,665         | (68,097)                   | 5.60%                |
| 19 Uniform & Work Clothing Allowance | 398,000           | 12,125           | 17,000           | (4,875)                    | 261,517             | 284,000           | (22,483)                   | 7.92%                |
| 20 Other Fringes                     | 2,500             | 260              | 209              | 51                         | 2,069               | 1,045             | 1,024                      | -97.99%              |
| 21 Total Fringe & Benefits           | <b>23,883,815</b> | <b>2,241,933</b> | <b>1,954,699</b> | <b>287,234</b>             | <b>9,875,336</b>    | <b>10,317,511</b> | <b>(442,175)</b>           | <b>4.29%</b>         |
| 22                                   |                   |                  |                  |                            |                     |                   |                            |                      |
| 23                                   |                   |                  |                  |                            |                     |                   |                            |                      |
| 24 Sick Leave                        | 1,871,166         | 96,032           | 133,631          | (37,599)                   | 739,217             | 861,557           | (122,340)                  | 14.20%               |
| 25 Holiday                           | 1,440,936         | 123,885          | 145,358          | (21,473)                   | 377,013             | 432,706           | (55,693)                   | 12.87%               |
| 26 Vacation                          | 2,159,864         | 218,313          | 169,656          | 48,657                     | 952,837             | 934,809           | 18,028                     | -1.93%               |
| 27 Other Paid Absences               | 240,600           | 15,540           | 16,365           | (825)                      | 80,816              | 81,023            | (207)                      | 0.26%                |
| 28 Total Compensation Benefits       | <b>5,712,566</b>  | <b>453,770</b>   | <b>465,010</b>   | <b>(11,240)</b>            | <b>2,149,883</b>    | <b>2,310,095</b>  | <b>(160,212)</b>           | <b>6.94%</b>         |
| 29                                   |                   |                  |                  |                            |                     |                   |                            |                      |
| 30 Total                             | <b>29,596,381</b> | <b>2,695,702</b> | <b>2,419,709</b> | <b>275,993</b>             | <b>12,025,219</b>   | <b>12,627,606</b> | <b>(602,387)</b>           | <b>4.77%</b>         |
| 31                                   |                   |                  |                  |                            |                     |                   |                            |                      |
| 32 Difference compared to Budget     |                   |                  | 275,993          |                            |                     | (602,387)         |                            |                      |

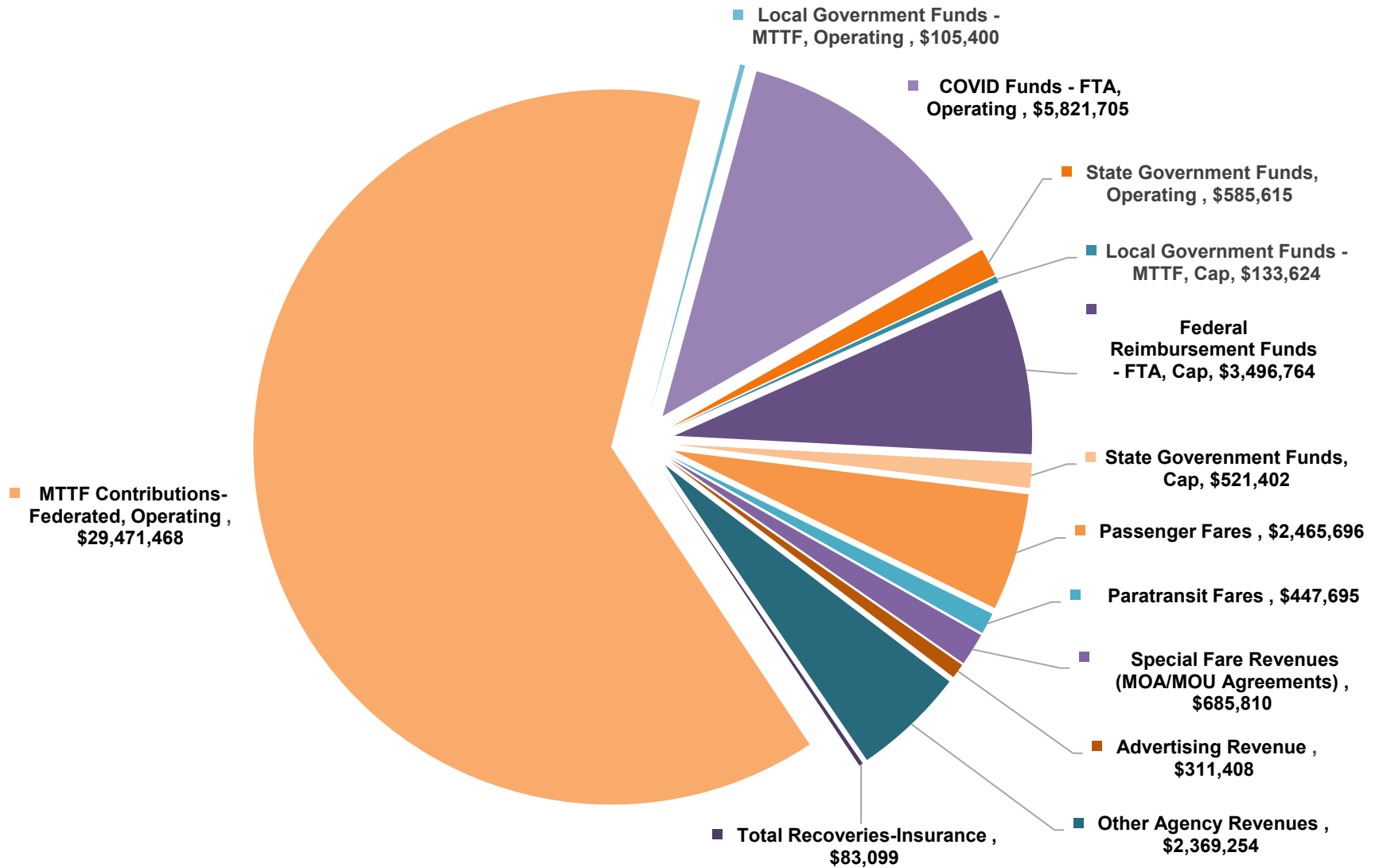


## Balance Sheet

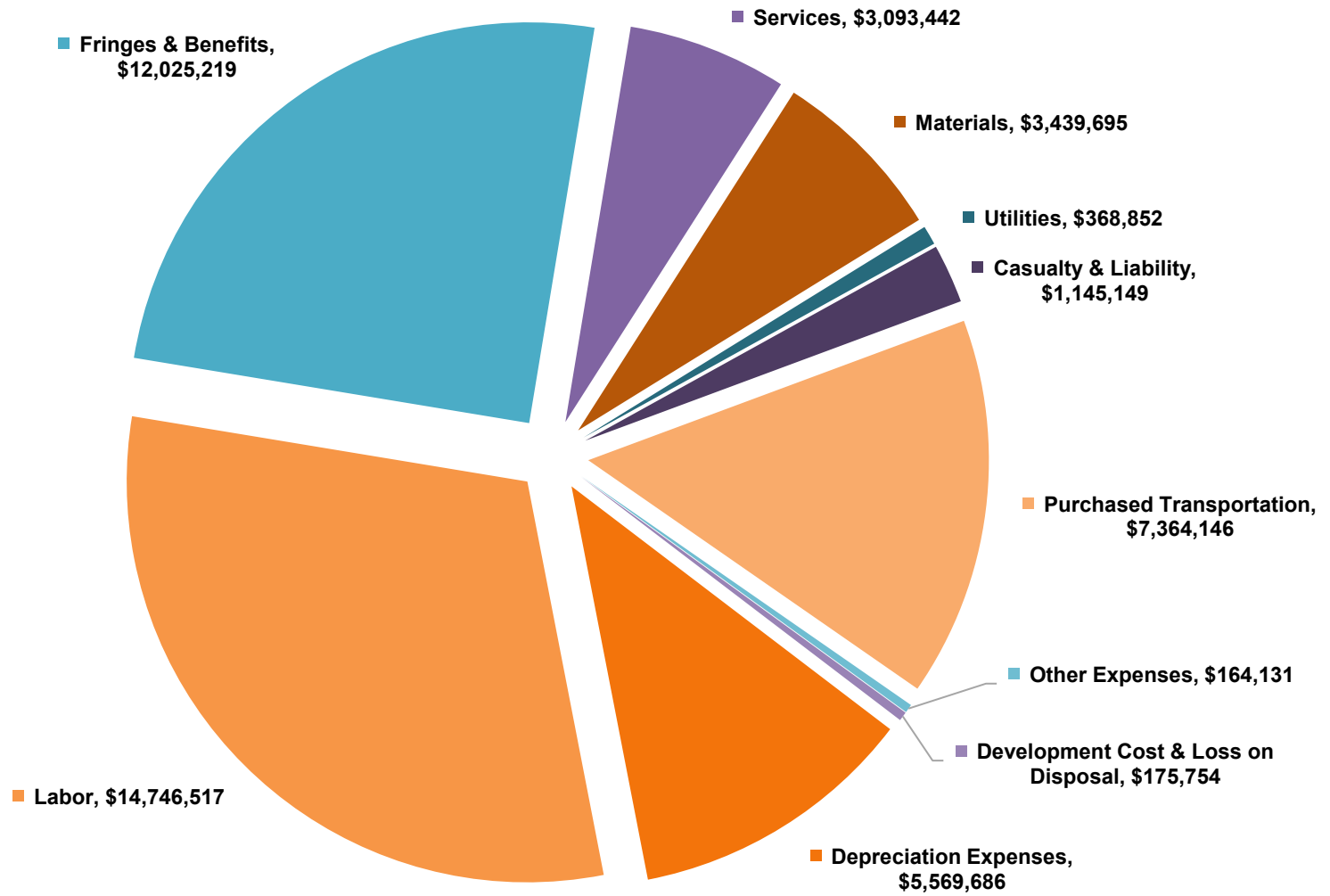
November 2024, Fiscal Year 2025

| Assets                               | FY 25              | FY 24              | Liabilities, Reserves & Capital         | FY 25              | FY 24              |
|--------------------------------------|--------------------|--------------------|---|--------------------|--------------------|
| <b>Current Assets</b>                |                    |                    | <b>Current Liabilities</b>              |                    |                    |
| Cash & Cash Items                    | 1,786,037          | 3,937,673          | Long Term Debt                          | 0                  | 0                  |
| Short Term Investments               | 8,082,376          | 6,785,025          | Short Term Debt                         | 0                  | 0                  |
| Accounts Receivable                  | 92,958,568         | 94,343,382         | Trade Payables                          | 5,164,588          | 11,973,852         |
| Interest Receivable                  | 0                  | 0                  | Accrued Payroll Liabilities             | 5,118,379          | 4,147,112          |
| Due From Grant                       | 80,000             | 80,000             | Estimated Workmans Compensation         | 3,726,599          | 4,958,961          |
| Materials & Supplies                 | 2,672,473          | 2,488,350          | Accrued Tax Liabilities                 | 0                  | 0                  |
| <b>Total Current Assets</b>          | <b>105,579,454</b> | <b>107,634,430</b> | Unredeemed Tickets & Tokens             | 2,201,975          | 2,087,638          |
| <b>Other Assets</b>                  |                    |                    | Reserves - Injury & Damages             | 1,263,405          | 1,720,100          |
| Prepaid Insurance & Dues & WIP       | 1,155,889          | 1,421,588          | Due To Operations                       | 80,000             | 80,000             |
| <b>Total Other Assets</b>            | <b>1,155,889</b>   | <b>1,421,588</b>   | Unearned Capital Contributions          | 86,566,824         | 80,527,474         |
| <b>Fixed Assets</b>                  |                    |                    | Other Current Liabilities (Health Ins.) | 3,439,748          | 4,384,582          |
| Land                                 | 3,773,249          | 3,773,249          | <b>Total Current Liabilities</b>        | <b>107,561,517</b> | <b>109,879,721</b> |
| Buildings                            | 52,529,657         | 51,818,114         | <b>Equity</b>                           |                    |                    |
| Coaches                              | 133,668,600        | 140,117,391        | Retained Earnings                       | (1,671,438)        | 4,144,861          |
| Office Equipment                     | 16,448,922         | 10,926,863         | Prior Year Retained Earning             | 80,840,115         | 78,763,717         |
| Other Equipment                      | 23,116,074         | 21,097,184         | <b>Total Equity</b>                     | <b>79,168,678</b>  | <b>82,908,579</b>  |
| Development Costs                    | 958,168            | 257,422            | <b>Total Liabilities &amp; Equity</b>   | <b>186,730,194</b> | <b>192,788,300</b> |
| Vehicle Exp - Operating              | 1,420,405          | 1,420,405          |   |                    |                    |
| Other Equipment -Operating           | 171,005            | 185,103            |   |                    |                    |
| <b>Total Fixed Assets</b>            | <b>232,086,079</b> | <b>229,595,730</b> |   |                    |                    |
| <b>Less Accumulated Depreciation</b> |                    |                    |   |                    |                    |
| Accumulated Depr Land                | 871,574            | 808,440            |   |                    |                    |
| Accumulated Depr Buildings           | 32,288,005         | 30,801,265         |   |                    |                    |
| Accumulated Depr Coaches             | 88,655,006         | 86,610,327         |   |                    |                    |
| Accumulated Depr Office Equipment    | 10,511,829         | 9,524,916          |   |                    |                    |
| Accumulated Depr Other Equipment     | 18,308,494         | 16,853,665         |   |                    |                    |
| Accumulated Depr Development Cost    | 186,313            | 49,634             |   |                    |                    |
| Accumulated Depr Vehicle Exp - Opr   | 1,116,389          | 1,060,262          |   |                    |                    |
| Accumulated Depr Other Equipment Op  | 153,616            | 154,939            |   |                    |                    |
| <b>Total Depreciation</b>            | <b>152,091,227</b> | <b>145,863,448</b> |   |                    |                    |
| <b>Net Fixed Assets</b>              | <b>79,994,852</b>  | <b>83,732,282</b>  |   |                    |                    |
| <b>Total Assets</b>                  | <b>186,730,194</b> | <b>192,788,300</b> |   |                    |                    |

**YTD Revenues - November 2024, FY 2025**

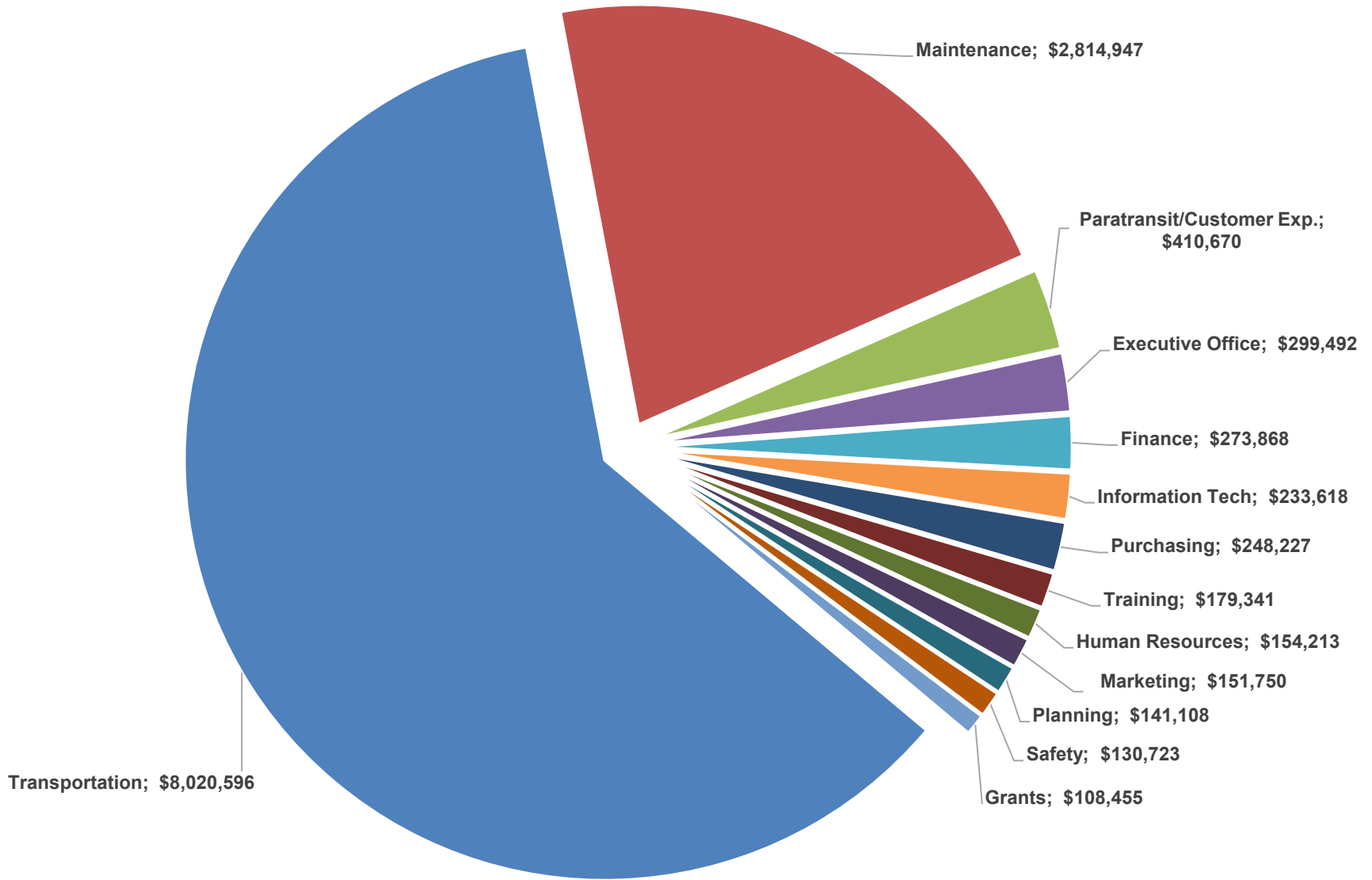


**YTD Expenses - November 2024, FY 2025**

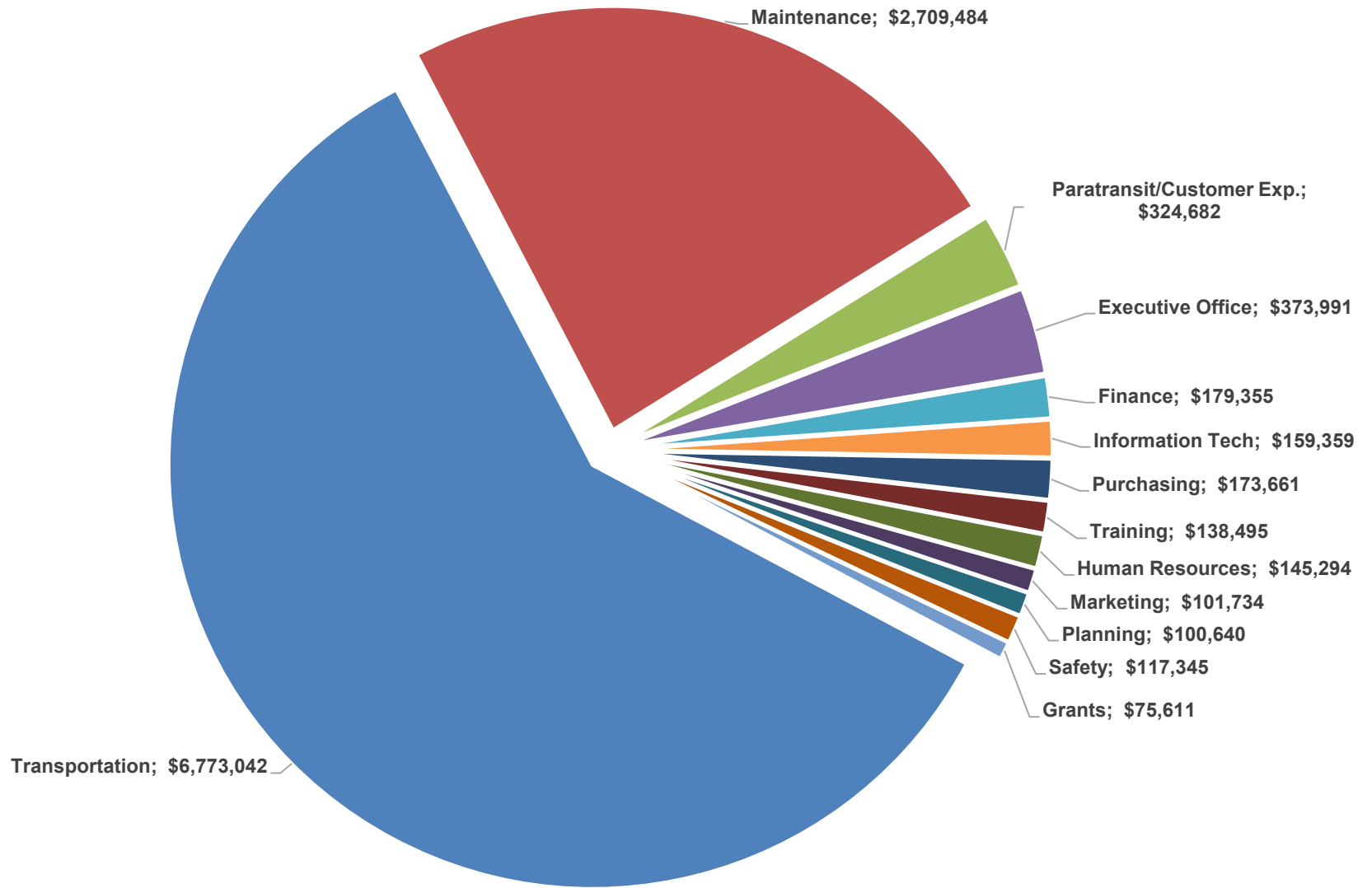




### YTD Department Labor Expenses - November 2024, FY 2025



### YTD Department Fringe Expenses - November 2024, FY 2025



## MassTransit Trust Fund (MTTF) Revenue Deposits



## Deposit to Budget Difference FY 2025

| Month        | FY 25<br>Actual Deposits | FY 25<br>Budget Deposits | Difference  | YTD Total    | Current Month | YTD    |
|--------------|--------------------------|--------------------------|-------------|--------------|---------------|--------|
| July         | \$5,680,229              | \$5,773,583              | (\$93,354)  | \$ (93,354)  | -1.62%        |        |
| August       | \$4,958,162              | \$5,839,754              | (\$881,592) | \$ (974,946) | -15.10%       | -8.40% |
| September    | \$7,183,503              | \$5,631,780              | \$1,551,723 | \$ 576,777   | 27.55%        | 3.34%  |
| October      | \$4,685,177              | \$4,113,979              | \$571,198   | \$ 1,147,975 | 13.88%        | 5.37%  |
| November     | \$5,831,693              | \$4,807,779              | \$1,023,914 | \$ 2,171,889 | 21.30%        | 8.30%  |
| December     |                          | \$6,793,008              |             |              |               |        |
| January      |                          | \$6,519,752              |             |              |               |        |
| February     |                          | \$4,965,653              |             |              |               |        |
| March        |                          | \$6,114,281              |             |              |               |        |
| April        |                          | \$11,869,516             |             |              |               |        |
| May          |                          | \$6,011,666              |             |              |               |        |
| June         |                          | \$6,859,888              |             |              |               |        |
| <b>TOTAL</b> | <b>\$28,338,764</b>      | <b>\$75,300,639</b>      |             |              |               |        |

## MTTF Revenue Deposits - Actuals

|  |
|--|
| <b>LOUISVILLE METRO REVENUE COMMISSION<br/>TARC LICENSE FEE TRANSACTIONS</b> |
|--|

|                              | November<br>2024    | November<br>2023    | YTD<br>FYE 2025      | YTD<br>FYE 2024      | Difference<br>Amount | Percent<br>Change |
|------------------------------|---------------------|---------------------|----------------------|----------------------|----------------------|-------------------|
| <b>Receipts</b>              |                     |                     |                      |                      |                      |                   |
| Employee Withholding         | \$ 4,770,768        | \$ 4,631,708        | \$ 24,311,511        | \$ 23,778,113        | \$ 533,398           | 2.24%             |
| Individual Fees              | (2)                 | -                   | 155                  | -                    | 155                  | 0.00%             |
| Net Profit Fees              | 994,621             | (340,581)           | 3,724,331            | 2,170,281            | 1,554,050            | 71.61%            |
| Interest & Penalty           | 117,267             | 100,091             | 543,050              | 486,003              | 57,047               | 11.74%            |
| <b>Total Collections</b>     | <b>\$ 5,882,654</b> | <b>\$ 4,391,218</b> | <b>\$ 28,579,047</b> | <b>\$ 26,434,397</b> | <b>\$ 2,144,650</b>  | <b>8.11%</b>      |
| Investment Income            | \$ 28,455           | \$ 32,533           | \$ 145,536           | \$ 135,282           | \$ 10,254            | 7.58%             |
| <b>Total Receipts</b>        | <b>\$ 5,911,109</b> | <b>\$ 4,423,751</b> | <b>\$ 28,724,583</b> | <b>\$ 26,569,679</b> | <b>\$ 2,154,904</b>  | <b>8.11%</b>      |
| <b>Disbursements</b>         |                     |                     |                      |                      |                      |                   |
| Collection Fee               | \$ 79,416           | \$ 59,281           | \$ 385,818           | \$ 356,864           | \$ 28,954            | 8.11%             |
| <b>Total Disbursements</b>   | <b>\$ 79,416</b>    | <b>\$ 59,281</b>    | <b>\$ 385,818</b>    | <b>\$ 356,864</b>    | <b>\$ 28,954</b>     | <b>8.11%</b>      |
| <b>Due Mass Transit</b>      | <b>\$ 5,831,693</b> | <b>\$ 4,364,470</b> | <b>\$ 28,338,765</b> | <b>\$ 26,212,815</b> | <b>\$ 2,125,950</b>  | <b>8.11%</b>      |
| Less Previous Payments       |                     |                     | 22,507,072           | 21,848,345           | 658,727              | 3.01%             |
| <b>Payable To Trust Fund</b> |                     |                     | <b>\$ 5,831,693</b>  | <b>\$ 4,364,470</b>  | <b>\$ 1,467,223</b>  | <b>33.62%</b>     |



**Year to Date Summary**

**November 2024, Fiscal Year 2025**

**Actual Compared to Budget YTD**

|  | Good        | In the Red  |             |
|--|-------------|-------------|-------------|
| Total Revenues before Capital are Over/ <b>Under</b> by (pg. 2, line 18) | \$0         | \$4,172,690 |             |
| Total Expenses are Over/ <b>Under</b> by (pg. 2, line 41)                | \$4,172,690 | \$0         |             |
| MTTF Revenue Deposits are Over/ <b>Under</b> by (pg. 7)                  | \$2,171,889 | \$0         |             |
| November is balanced before Capital                                      | \$6,344,579 | \$4,172,690 | \$2,171,889 |

**Actual Revenues over Expenses**

|   |                       |
|---|-----------------------|
| Operating Revenues                                | \$6,362,961           |
| Operating Expenses                                | \$42,347,150          |
| <b>Net Gain/(Loss) before MTTF</b>                | <b>(\$35,984,189)</b> |
| MTTF Approved Contributions                       | \$29,471,468          |
| <b>Net Gain/(Loss) before Subsidies</b>           | <b>(\$6,512,721)</b>  |
| <b>Subsidies</b>                                  |                       |
| ARP   | \$4,544,692           |
| 5307 Federal Formula dollars to be used as (CEER) | \$1,277,013           |
| MTTF Local Share                                  | \$105,400             |
| State Contributions                               | \$585,615             |
| <b>Total Subsidies</b>                            | <b>\$6,512,720</b>    |
| <b>Net Gain/(Loss) before Capital</b>             | <b>(\$1)</b>          |



**Reimbursement Funds Only and a One Time Funding Source**

|               | <b>TARC Share</b> | <b>Actual YTD FY 2023</b> | <b>Actual YTD FY 2024</b> | <b>Actual YTD FY 2025</b> | <b>Remaining Balance</b> | <b>Budget YTD FY 2025</b> | <b>Actual FY 2025 vs Budget FY 2025</b> |
|---------------|-------------------|---------------------------|---------------------------|---------------------------|--------------------------|---------------------------|---|
| <b>ARP***</b> | \$48,293,376      | \$9,596,003               | \$19,767,283              | \$4,544,692               | \$14,385,398             | \$11,488,988              | (\$6,944,296)                           |

\*\*\* KY-2022-003 was approved/Executed 5/24/2022 end of FY 2022



**BOARD OF DIRECTORS**  
**DECEMBER 18, 2024**

DECEMBER OPERATIONAL UPDATE

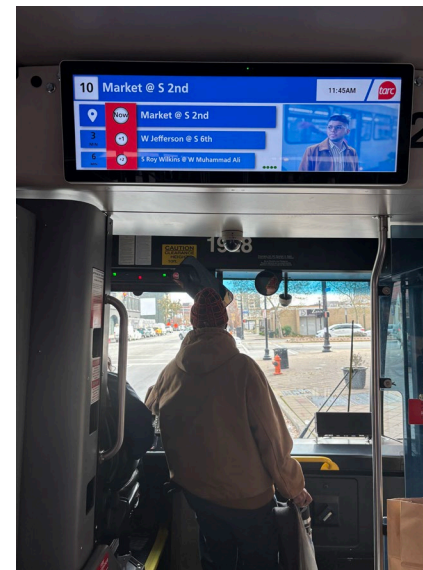




# HIGHLIGHTS

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

- Participated in Light Up Louisville parade
- Started transition to Avail, providing more reliable real-time information to our passengers
- Completed public engagement on January 26, 2025 service reductions with two open houses
- Prepared for winter weather detour communication
- Launched 25th annual Design-a-Bus contest in partnership with Olmsted Parks Conservancy
- Attended APTA Transit Ballot Initiative conference





# IN MEMORY OF J. BARRY BARKER

## TARC EXECUTIVE DIRECTOR 1994 - 2018

- Recognized and remembered for his dedication to leading with compassion, transparency, and an unwavering commitment to the community
- Inducted into the Kentucky Transportation Hall of Fame (2018), named APTA's Outstanding Public Transportation Manager of the Year (2007)
- Started partnership between TARC and The Center for Women and Families, and led the way for transit agencies to be officially designated Safe Places
- Served on many boards committed to creating a better Louisville community including the Americana Community Center, New Directions Housing, Metro United Way, ElderServe, and the Housing Partnership
- Waved at every TARC bus for 25 years





# MAINTENANCE

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## OVERVIEW

### Emerging Issues:

- Preparing electric bus charging infrastructure
- Winter Weather Prep completed – salt for parking lots, de-icer, equipment (snow plows)

### Trends:

- Preventative Maintenance Inspections (PMIs) Target 162 / Total completed 155

### Celebrate Successes:

- 2 electric buses scheduled to be shipped before the end of December
- 145/158 = 92% buses deep cleaned
- Preparing for full CAD AVL installation
- Shelter Cleaning 2,403 / Goal 45 per day / This month total 80 per day
- Installing 10 new bus barriers for drivers safety



## OVERVIEW

### Emerging Issues:

- SMS (Safety Management System) report update due this month complete – (Operator Assaults)
- Facility lighting Update – exterior lighting products ordered – LVT Mobile Surveillance Unit Pilot

### Trends:

- Safety Preventable Accidents trending down – YTD 1.6 / YTD Accident Frequency Rate Goal 2.1
- Safety Preventable Accidents: 4 for the month / YTD 29. 2024 Jan-Nov = 50% fixed object / 25% moving vehicle / 25% rear end
- Passenger disruptions spiked in September at 23 trending down in November to 8 / 17.42 mo. avg.

### Celebrate Successes:

- Safety Highlight training continues to be entertaining and educational
- Monthly OSHA checks at all TARC facilities remain in compliance!
- Coach Operator Barrier installed this month



# TRANSPORTATION

---

## OVERVIEW

### Emerging Issues:

- Missed service and revenue hours (identifying and implement strategies to mitigate service loss)
- Ridership decrease of 17% in November from previous month. From 647,173 to 536,243

### Trends:

- Fixed Route missed service 5.08 % this month down from previous month 5.15%

### Celebrate Successes:

- On Time Performance Improved to 71% for the month. Improvement over last months 67%



# CUSTOMER EXPERIENCE

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## OVERVIEW

### Emerging Issues:

- Preparing customer service representatives for CAD AVL system changes
- Preparing customer service representatives for January 2025 service change

### Trends:

- Call Volume – 9% increase from 41,150 call in November 2023 to 44,917 calls in November 2024
- Phone Hold Time – 40 seconds for Fixed Route and Paratransit combined. Staying well below our goal of 2 minutes

### Celebrate Successes:

- Phone Hold Time – 40 seconds for Fixed Route and Paratransit combined. Staying well below our goal of 2 minutes



# MOBILITY SERVICES – TARC3

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## OVERVIEW

### Emerging Issues:

- Demand for paratransit service is increasing (from 30k in Sept. to 34k in Oct.)
- No Show and Suspension Policy with Appeals Process in development

### Trends:

- MV Liquidated Damages – 10k for the month / 52.5k YTD for late trips and missed trips
- On time performance has continuously met or exceeded KPI goal of 93%

### Celebrate Successes:

- Responded to the Givaudan plane disaster-assisted with evacuation of TARC 3 customers.
- Implemented the imminent arrival calls to help with completing their trips
- Mobility Services team successfully submitted NTD data with minimal issues.

# KEY STATS FOR PRESENTATION



## DECEMBER DIRECTORS UPDATE

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December 18, 2024

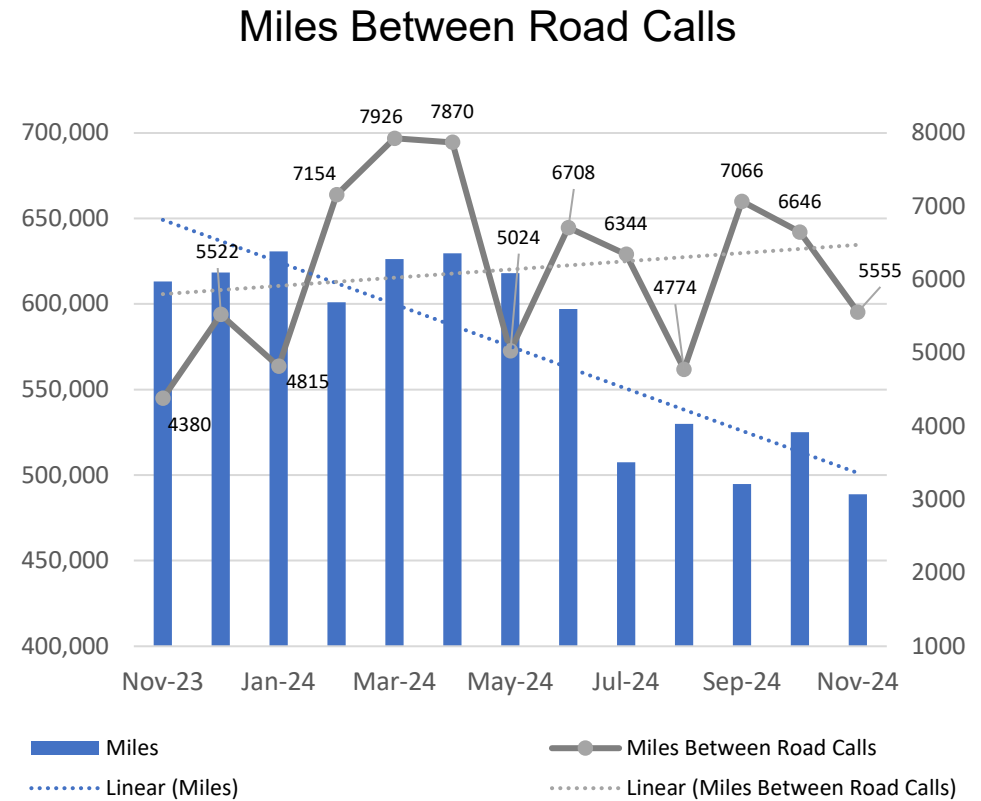


# MAINTENANCE

## MILES BETWEEN MECHANICAL FAILURES

| YTD    | Miles   | Chargeable Road Calls | Miles Between Road Calls |
|--------|---------|-----------------------|--------------------------|
| 23-Nov | 613,224 | 140                   | 4,380                    |
| Dec    | 618,417 | 112                   | 5,522                    |
| Jan    | 630,740 | 131                   | 4,815                    |
| Feb    | 601,018 | 84                    | 7,154                    |
| Mar    | 626,175 | 79                    | 7,926                    |
| Apr    | 629,625 | 80                    | 7,870                    |
| May    | 618,039 | 126                   | 5,024                    |
| Jun    | 597,066 | 89                    | 6,708                    |
| Jul    | 507,516 | 80                    | 6,344                    |
| Aug    | 529,940 | 111                   | 4,774                    |
| Sep    | 494,672 | 70                    | 7,066                    |
| Oct    | 525,053 | 79                    | 6,646                    |
| 24-Nov | 488,840 | 88                    | 5,555                    |

OCTOBER: Total Miles Between Road Calls = **6,646**  
 Target Miles Between Road Calls = **5,500**

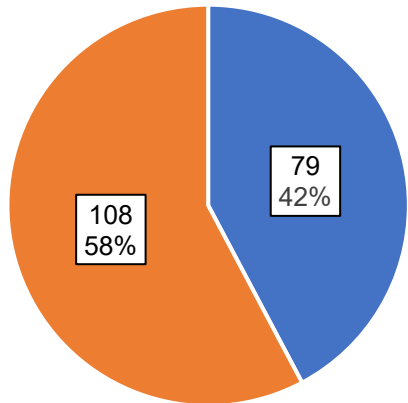


A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.

# MAINTENANCE

## CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

October 2024 Maintenance Road Calls



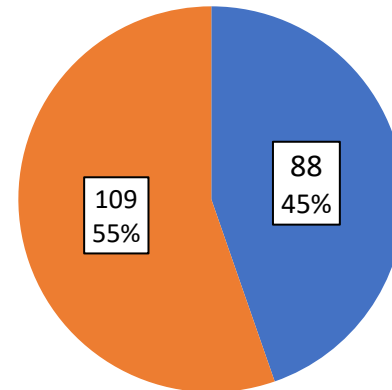
**TOTAL  
187**

■ Chargeable Road Calls 79   ■ Non Chargeable Road Calls 108

### Chargeable Categories

- Brakes
- Chassis & Doors
- Electrical System
- Engine
- Fuel Systems
- HVAC
- Transmission
- Wheelchair Lift

November 2024 Maintenance Road Calls



**TOTAL  
197**

■ Chargeable Road Calls 88   ■ Non-Chargeable Roads Calls 109

### Non-Chargeable Categories

- Farebox
- Radio
- Camera
- Tires
- Unit
- Main Cabin





# SAFETY

## SAFETY PREVENTABLE ACCIDENTS

Monthly

**4**

### TYPE OF ACCIDENT

|                |   |       |
|----------------|---|-------|
| Fixed Object   | 2 | 50.0% |
| Moving Vehicle | 1 | 25.0% |
| Rear End       | 1 | 25.0% |

YTD

**29**

## PREVENTABLE ACCIDENTS / 100K MILES

Monthly

**.9**

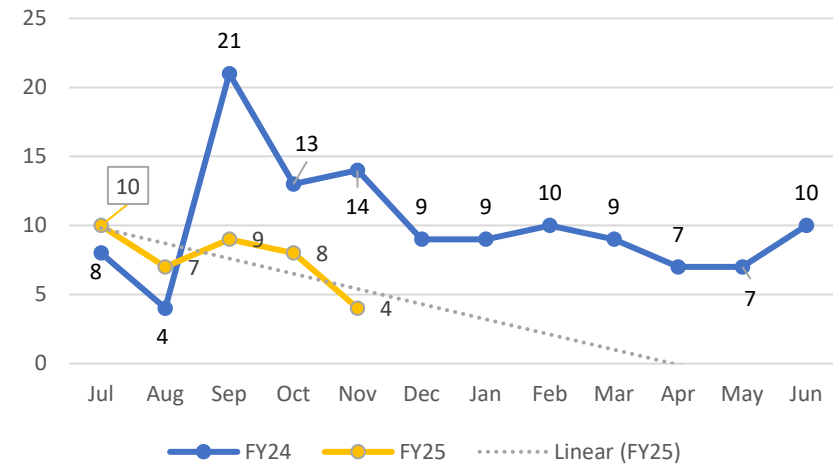
YTD AFR Goal

**2.1**

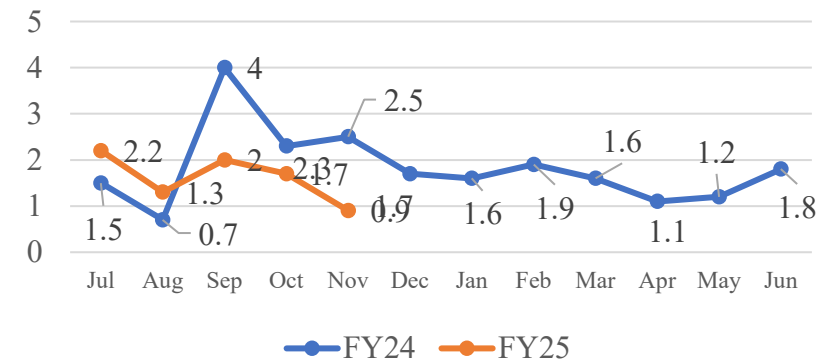
YTD

**1.6**

### FY25 PREVENTABLE ACCIDENTS



### PREVENTABLE ACCIDENT AFR FY24 vs FY25



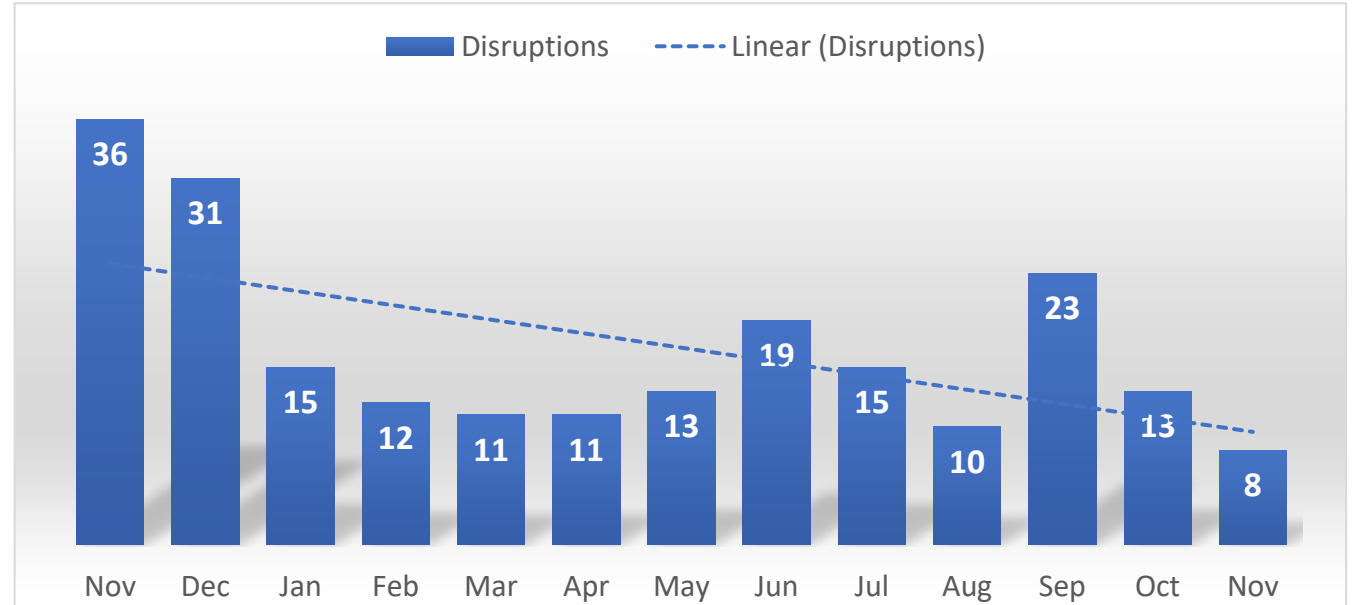


# SAFETY

## PASSENGER DISRUPTIONS BY LINE NOV 23 – NOV 24

| Route ID                     | Disruptions | Rider Ship | % Disruption to Ridership |
|------------------------------|-------------|------------|---------------------------|
| Broadway - #23               | 39          | 611,839    | 0.00883%                  |
| Market St - #15              | 24          | 331,712    | 0.00814%                  |
| Dixie Rapid - #10            | 22          | 150,525    | 0.01794%                  |
| Fourth St - #4               | 19          | 344,703    | 0.00754%                  |
| Muhammad Ali - #19           | 12          | 282,679    | 0.00884%                  |
| Preston - #28                | 12          | 210,447    | 0.00570%                  |
| Bardstown - #17              | 8           | 64,404     | 0.01553%                  |
| Oak-Westport - #25           | 7           | 112,165    | 0.00892%                  |
| Eastern Pkwy - #29           | 6           | 62,430     | 0.01121%                  |
| Dixie Hwy - #18              | 4           | 67,876     | 0.01031%                  |
| Shelbyville Rd - #31         | 4           | 99,023     | 0.00606%                  |
| Clarksville - #72            | 4           | 102,937    | 0.00583%                  |
| Hill St - #27                | 3           | 100,696    | 0.00596%                  |
| Portland Poplar Level - #43  | 3           | 121,144    | 0.00413%                  |
| J'ville-Lou-New Albany - #71 | 3           | 77,688     | 0.00644%                  |
| Cardinal - #94               | 3           | 54,682     | 0.00732%                  |
| Crums Lane - #63             | 2           | 198,549    | 0.00201%                  |
| Second St - #2               | 1           | 87,993     | 0.00341%                  |
| Sixth St - #6                | 1           | 60,857     | 0.00493%                  |
| Twelfth St - #12             | 1           | 31,017     | 0.00645%                  |
| Chestnut St - #21            | 1           | 72,559     | 0.00276%                  |
| Taylorville Rd - #40         | 1           | 27,041     | 0.00370%                  |
| Med Ctr - #52                | 1           | 6,902      | 0.01449%                  |
| Outer Loop - #46             | 0           | 1,796      | 0.00000%                  |

## TOTAL PASSENGER DISRUPTIONS – NOV 23 THRU NOV 24



### PASSENGER DISRUPTIONS\*

This Month Total

8

Monthly Avg

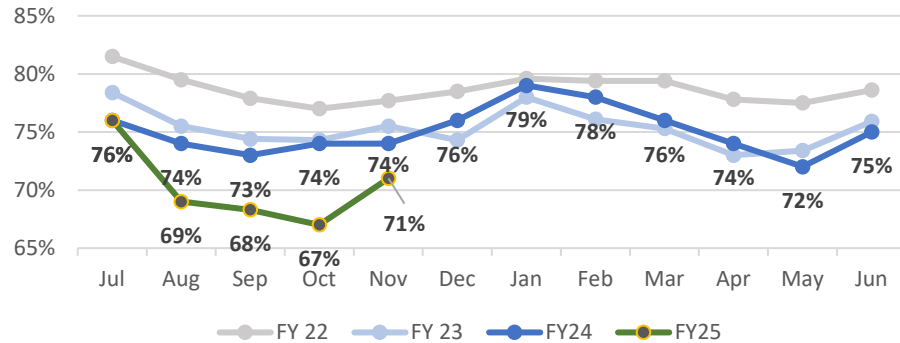
17.42

**\*Disruption:** an incident on the coach that delays service more than 5 minutes  
**Incident:** confrontation with a passenger for failure to follow TARC's Code of Conduct  
*(ie: fare evader, profanity, fighting, etc.)*

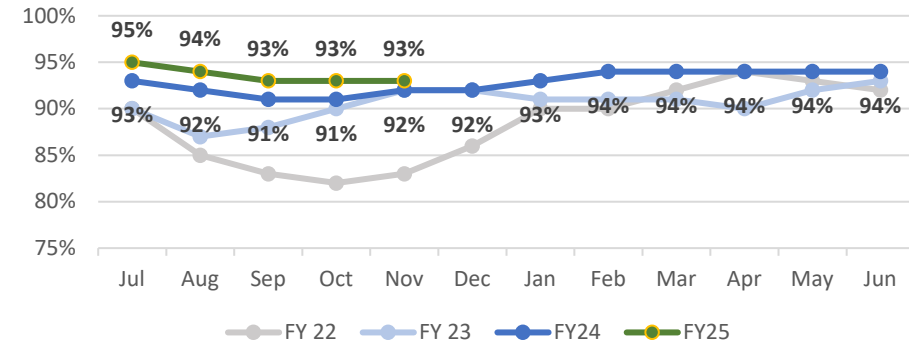


# NOVEMBER ON-TIME PERFORMANCE

### Fixed-Route On-Time Performance



### TARC3 Paratransit On-Time Performance



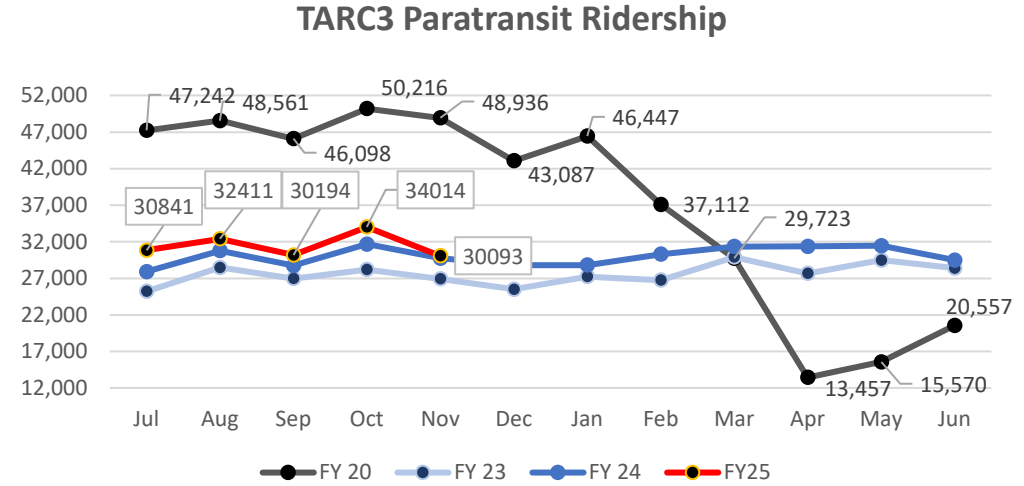
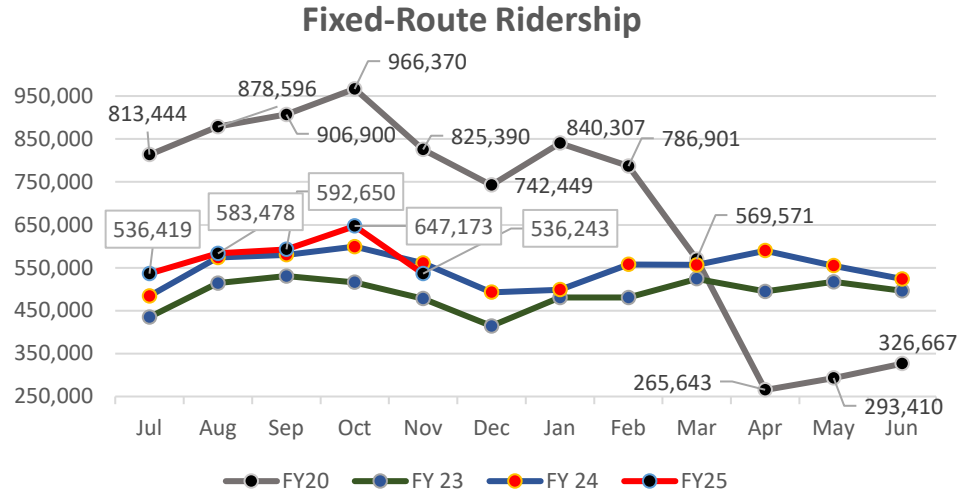
Fixed-Route  
FY24 Goal  
**80%**

| On-Time Performance |             |            |            |            |                     |      |            |            |            |
|---------------------|-------------|------------|------------|------------|---------------------|------|------------|------------|------------|
|                     | Fixed-Route |            |            |            | Paratransit (TARC3) |      |            |            |            |
|                     | FY25        | FY24       | FY23       | FY22       |                     | FY25 | FY24       | FY23       | FY22       |
| Jul                 | 72%         | 76%        | 78%        | 80%        | Jul                 | 95%  | 93%        | 90%        | 90%        |
| Aug                 | 69%         | 74%        | 76%        | 80%        | Aug                 | 94%  | 92%        | 87%        | 85%        |
| Sept                | 69%         | 73%        | 74%        | 78%        | Sep                 | 93%  | 91%        | 88%        | 83%        |
| Oct                 | 67%         | 74%        | 74%        | 77%        | Oct                 | 93%  | 91%        | 90%        | 82%        |
| Nov                 | 71%         | 74%        | 76%        | 78%        | Nov                 | 93%  | 92%        | 92%        | 83%        |
| Dec                 |             | 76%        | 74%        | 79%        | Dec                 |      | 92%        | 92%        | 86%        |
| Jan                 |             | 79%        | 78%        | 80%        | Jan                 |      | 93%        | 91%        | 90%        |
| Feb                 |             | 78%        | 76%        | 79%        | Feb                 |      | 94%        | 91%        | 90%        |
| Mar                 |             | 76%        | 75%        | 79%        | Mar                 |      | 94%        | 91%        | 92%        |
| Apr                 |             | 74%        | 73%        | 78%        | Apr                 |      | 94%        | 90%        | 94%        |
| May                 |             | 72%        | 73%        | 78%        | May                 |      | 94%        | 92%        | 93%        |
| June                |             | 75%        | 76%        | 79%        | Jun                 |      | 94%        | 93%        | 92%        |
| <b>FYTD</b>         |             | <b>75%</b> | <b>75%</b> | <b>79%</b> | <b>FYTD</b>         |      | <b>93%</b> | <b>91%</b> | <b>88%</b> |

Paratransit  
FY24 Goal  
**93%**



# NOVEMBER RIDERSHIP



**FIXED ROUTE**

Monthly: **536K**      YTD: **2,899,413**  
 -17.1% VLM  
 -5 % VLY

**PARATRANSIT**

Monthly: **30K**      YTD: **157,553**  
 -11.5% VLM  
 1.2% VLY

**COMBINED**

This Month, Last Year: **591K**      This Month, This Year: **563K**  
 -4.7% VLY

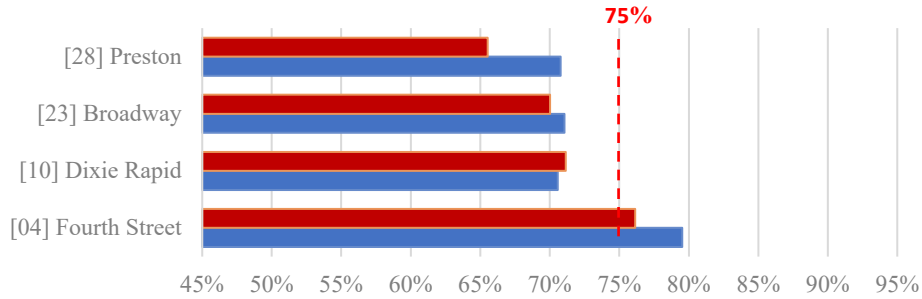
| Performance Indicator    | Fixed-Route System |              |           | Paratransit (TARC3) |              |           |
|--------------------------|--------------------|--------------|-----------|---------------------|--------------|-----------|
|                          | FY25 YTD           | FY20 (COVID) | FY24 YTD  | FY25 MTD            | FY20 (COVID) | FY24 YTD  |
| Total Ridership          | 2,895,963          | 8,187,973    | 6,573,772 | 157,553             | 442,345      | 360,456   |
| Weekday Ridership        | 2,458,484          | 7,135,476    | 5,562,244 | 130,532             | 381,276      | 297,419   |
| Saturday Ridership       | 254,431            | 642,871      | 565,636   | 13,345              | 34,062       | 27,431    |
| Sunday/Holiday Ridership | 186,498            | 506,055      | 433,148   | 13,676              | 27,007       | 35,606    |
| Total Revenue Miles      | 455,791            | 6,386,306.82 | 6,517,670 | 1,866,905           | 4,930,487    | 4,364,217 |
| Total Revenue Hours      | 35,629             | 594,178.76   | 537,581   | 115,409             | 298,416      | 284,896   |
| Trips per Revenue Mile   | 1.22               | 1.28         | 1.01      | 0.08                | 0.09         | .08       |
| Trips per Revenue Hour   | 15.54              | 13.78        | 12.20     | 1.37                | 1.48         | 1.29      |



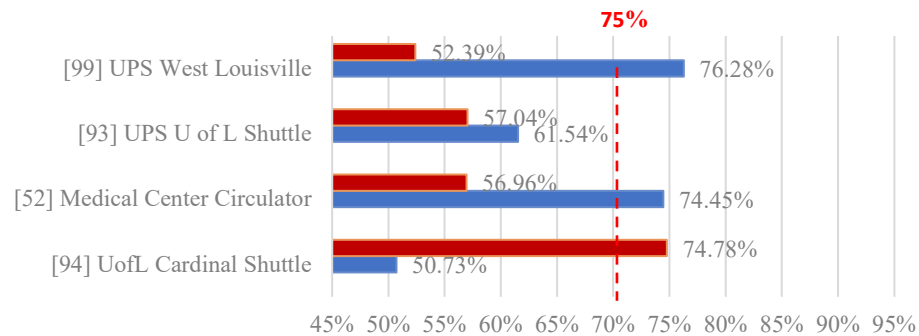
# NOVEMBER ON-TIME PERFORMANCE

■ FY 25 Avg. ■ FY 24 Avg.

### OTP - Core

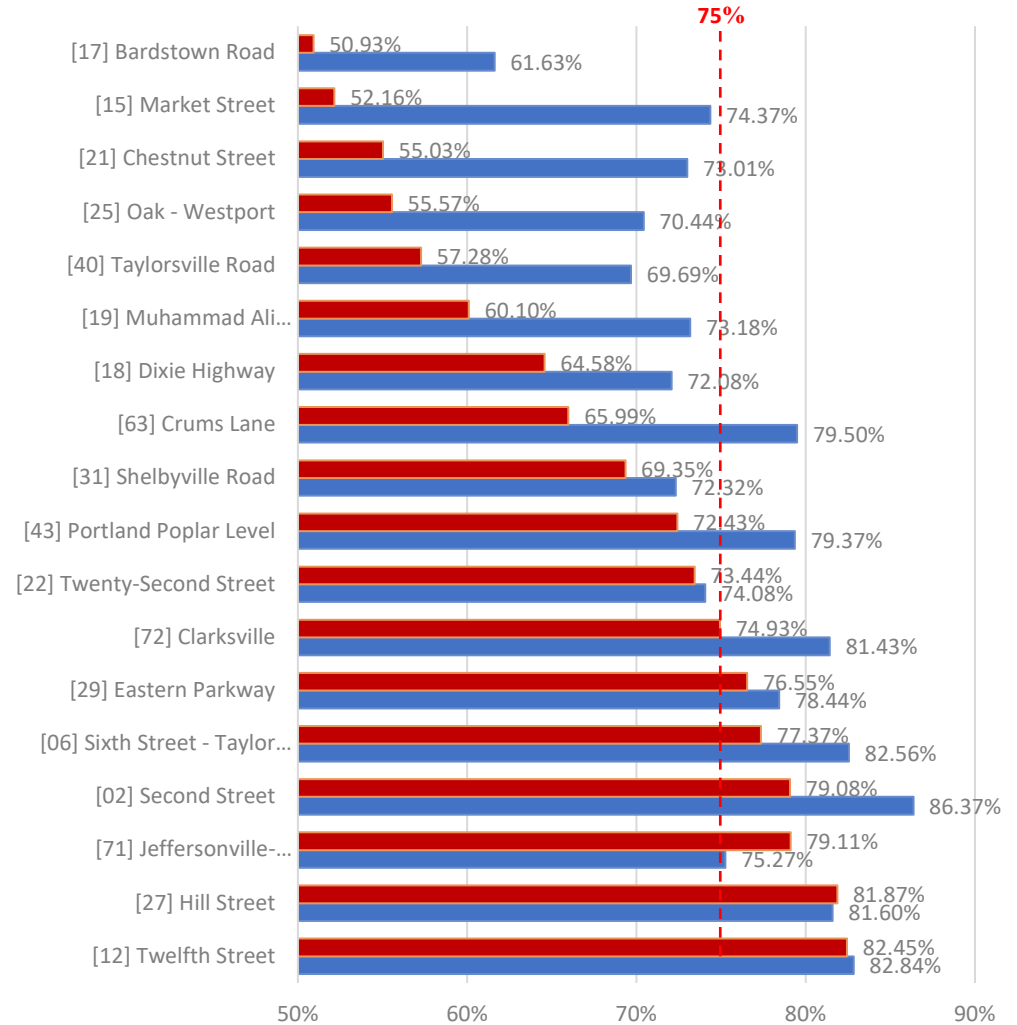


### OTP - Circulator



### OTP - Local

■ FY 25 Avg OTP ■ FY 24 Avg OTP





# FIXED ROUTE MISSED RUNS AND HOURS

| 2021         |                  |                   |               | 2022                |              |                  |                   |               |                     |
|--------------|------------------|-------------------|---------------|---------------------|--------------|------------------|-------------------|---------------|---------------------|
|              | Total Runs       | Total Missed Runs | % Missed Runs | Sum of Missed Hours |              | Total Runs       | Total Missed Runs | % Missed Runs | Sum of Missed Hours |
| January      | 8065             | 171               | 2.12%         | 538.67              | January      | 8082             | 468               | 5.79%         | 2128.73             |
| February     | 7628             | 281               | 3.68%         | 968.80              | February     | 7336             | 353               | 4.81%         | 1657.45             |
| March        | 8600             | 441               | 5.13%         | 1,618.48            | March        | 8089             | 235               | 2.91%         | 795.42              |
| April        | 8276             | 488               | 5.90%         | 1,996.77            | April        | 7785             | 439               | 5.64%         | 2211.53             |
| May          | 8053             | 546               | 6.78%         | 2,411.39            | May          | 7773             | 269               | 3.46%         | 974.62              |
| June         | 7994             | 472               | 5.90%         | 1,801.90            | June         | 7725             | 262               | 3.39%         | 892.18              |
| July         | 7913             | 409               | 5.17%         | 1,229.65            | July         | 7360             | 195               | 2.65%         | 621.50              |
| August       | 8438             | 631               | 7.48%         | 2,461.55            | August       | 8675             | 576               | 6.64%         | 2046.67             |
| September    | 8216             | 800               | 9.74%         | 3,872.40            | September    | 8341             | 487               | 5.84%         | 1999.98             |
| October      | 8365             | 685               | 8.19%         | 2,936.30            | October      | 8477             | 680               | 8.02%         | 3133.12             |
| November     | 8216             | 428               | 5.21%         | 1,617.85            | November     | 8341             | 440               | 5.28%         | 1619.67             |
| December     | 8546             | 401               | 4.69%         | 1,423.73            | December     | 8477             | 384               | 4.53%         | 1304.62             |
| <b>TOTAL</b> | <b>98,310.00</b> | <b>5,753.00</b>   | <b>5.85%</b>  | <b>22,877.49</b>    | <b>TOTAL</b> | <b>96,461.00</b> | <b>4,788.00</b>   | <b>4.96%</b>  | <b>19,385.48</b>    |

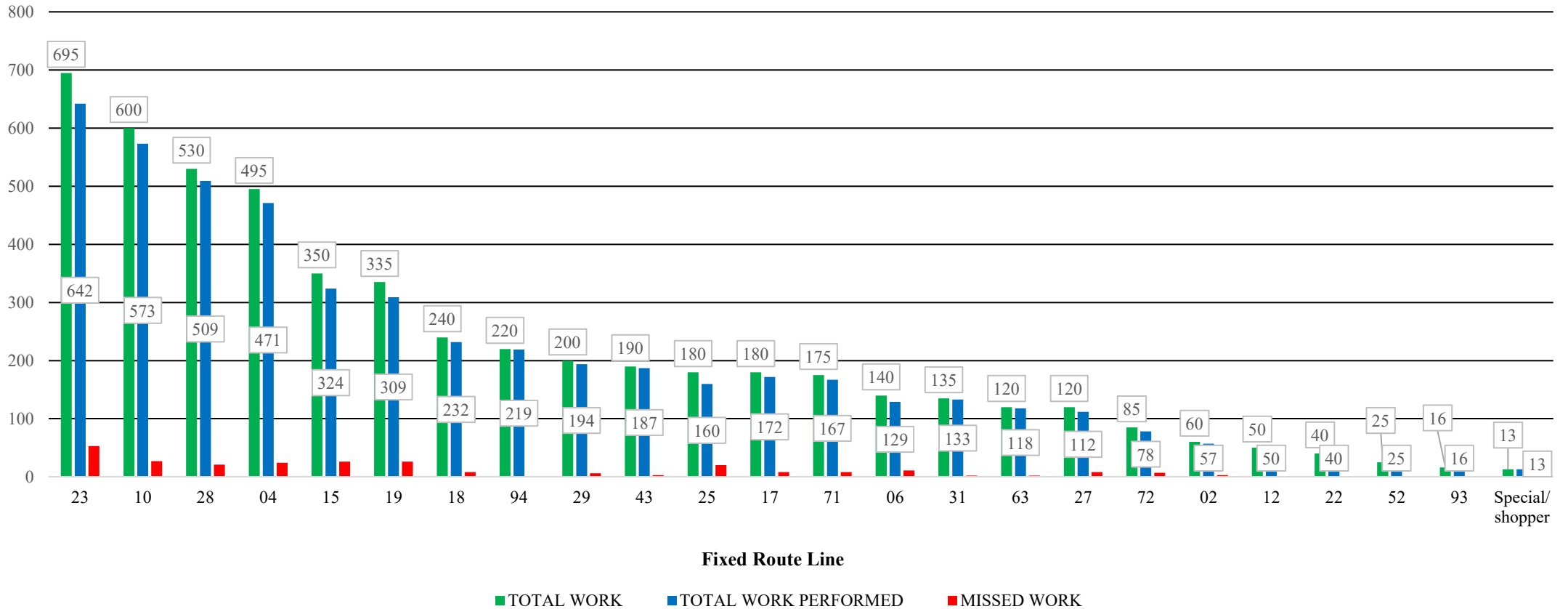
| 2023         |                  |                   |               | 2024                |              |              |                   |               |                     |
|--------------|------------------|-------------------|---------------|---------------------|--------------|--------------|-------------------|---------------|---------------------|
|              | Total Runs       | Total Missed Runs | % Missed Runs | Sum of Missed Hours |              | Total Runs   | Total Missed Runs | % Missed Runs | Sum of Missed Hours |
| January      | 8419             | 221               | 2.63%         | 725.05              | January      | 8158         | 272               | 3.33%         | 900.18              |
| February     | 8036             | 248               | 3.09%         | 809.07              | February     | 7478         | 340               | 4.55%         | 1,244.60            |
| March        | 9083             | 339               | 3.73%         | 1,079.17            | March        | 7741         | 320               | 4.13%         | 1,212.88            |
| April        | 8300             | 273               | 3.29%         | 1,031.53            | April        | 7478         | 329               | 4.41%         | 1,301.53            |
| May          | 8860             | 470               | 5.30%         | 1,824.82            | May          | 7908         | 529               | 6.69%         | 2,117.90            |
| June         | 7998             | 489               | 6.11%         | 2,428.38            | June         | 7914         | 370               | 4.68%         | 1,411.20            |
| July         | 7412             | 502               | 6.77%         | 1,879.65            | July         | 5441         | 254               | 4.67%         | 1,182.70            |
| August       | 8177             | 362               | 4.43%         | 1,261.10            | August       | 5452         | 171               | 3.14%         | 632.58              |
| September    | 7655             | 579               | 7.56%         | 2,443.57            | September    | 5174         | 180               | 3.48%         | 715.30              |
| October      | 8172             | 489               | 5.98%         | 1,924.43            | October      | 5513         | 284               | 5.15%         | 1,239.55            |
| November     | 7854             | 306               | 3.90%         | 1,077.48            | November     | 5194         | 264               | 5.08%         |                     |
| December     | 7799             | 267               | 3.42%         | 908.60              | December     |              |                   |               |                     |
| <b>TOTAL</b> | <b>97,765.00</b> | <b>4,545.00</b>   | <b>4.64%</b>  | <b>17,392.85</b>    | <b>TOTAL</b> | <b>73451</b> | <b>3313</b>       | <b>4.51%</b>  | <b>11,958.43</b>    |



# NOVEMBER FIXED ROUTE SCHEDULED VS PERFORMED

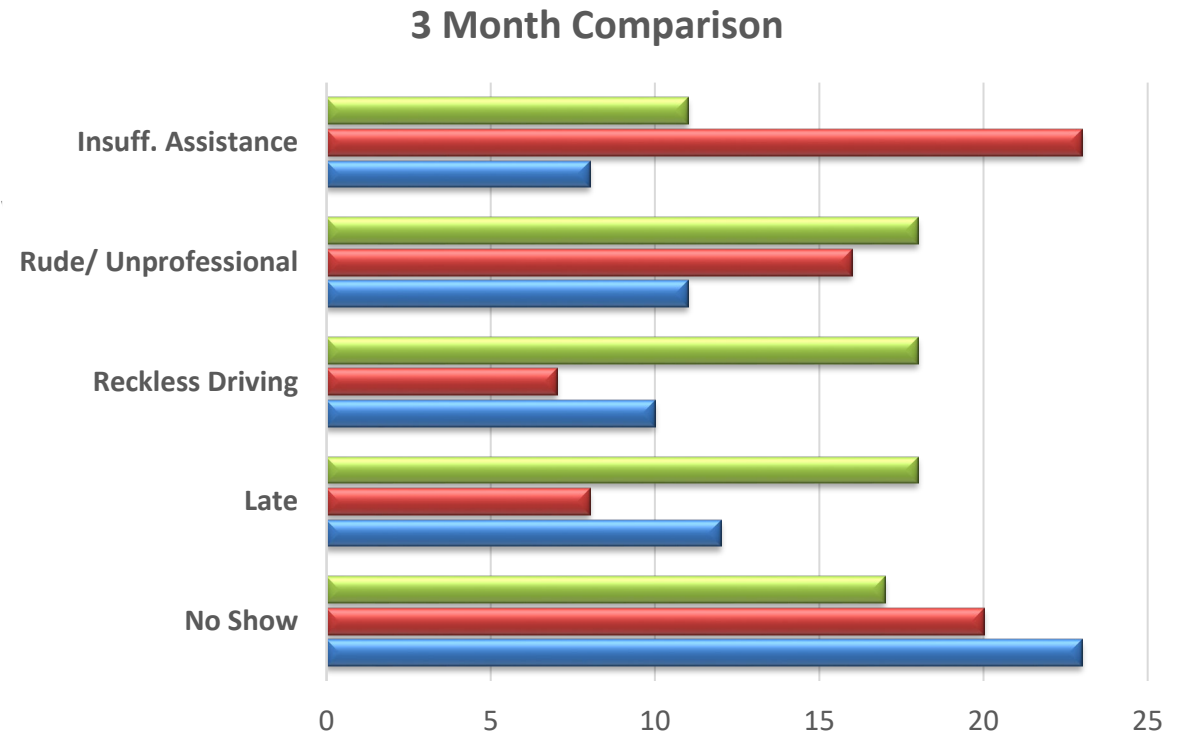
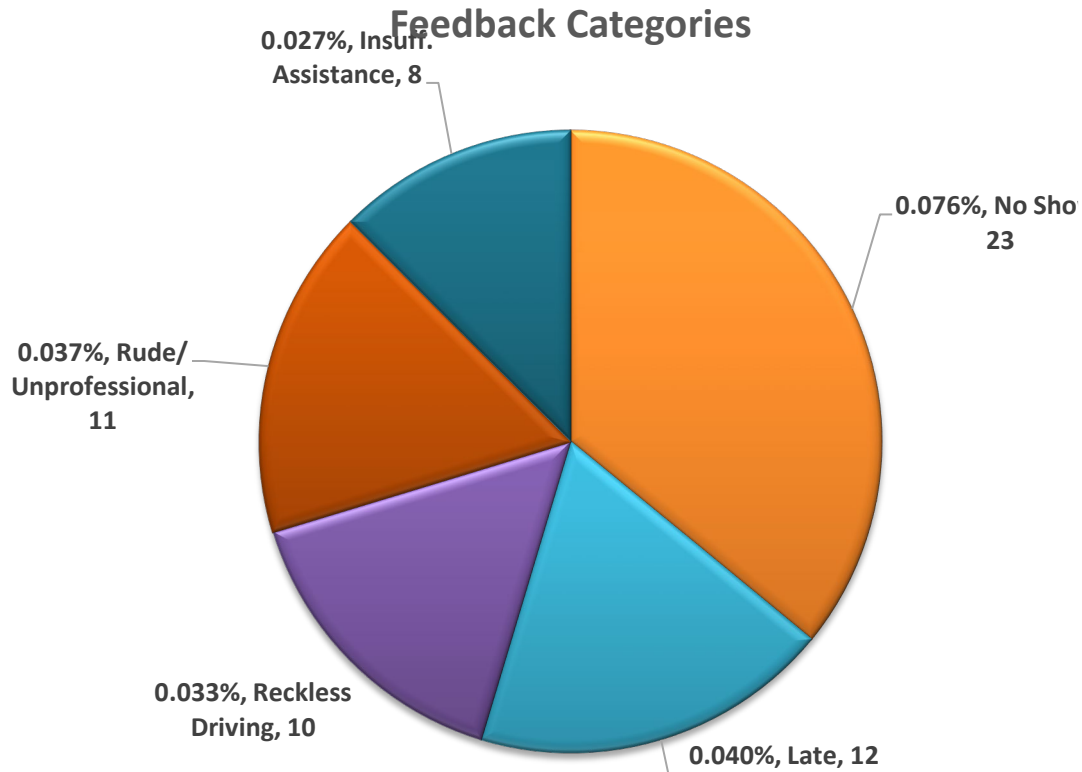
| TOTAL WORK | OPEN WORK | % OF TOTAL OPEN | MISSED WORK | % OF OPEN MISSED | % OF TOTAL MISSED | TOTAL WORK PERFORMED | % PERFORMED |
|------------|-----------|-----------------|-------------|------------------|-------------------|----------------------|-------------|
| 5,194      | 969       | 18.62%          | 264         | 27.30%           | 5.08%             | 4,930                | 94.92%      |

Fixed Route Scheduled VS Performed





# TARC3 TOP 5 FEEDBACK CATEGORIES – NOVEMBER 2024



|        | No Show | Late | Reckless Driving | Rude/ Unprofessional | Insuff. Assistance |
|--------|---------|------|------------------|----------------------|--------------------|
| Sep-24 | 17      | 18   | 18               | 18                   | 11                 |
| Oct-24 | 20      | 8    | 7                | 16                   | 23                 |
| Nov-24 | 23      | 12   | 10               | 11                   | 8                  |

\*Note: Feedback Category percentage represents total feedbacks in that category vs total trips for the month.



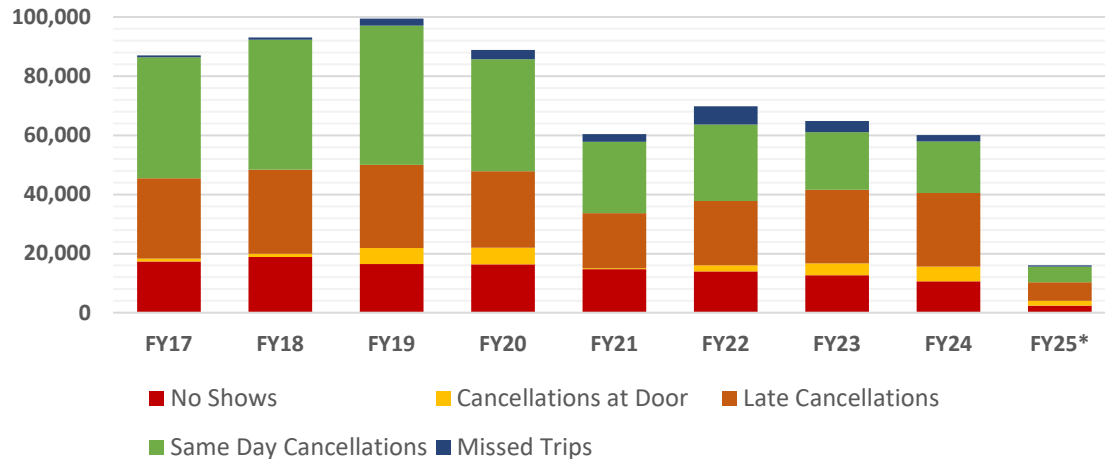


# TARC3 SCHEDULED VS PERFORMED

MV Hourly Rate Average FY24 = \$48  
 MV Average Pass Trip Per Hour is 1.3 PPH  
 $\$48/1.3 = \$37$  Cost Per Trip  
 No Show 10,659 \* 37 = \$394,383  
 Cancel at Door 4,965 \* 37 = \$183,705  
 Late Cancellation = 24,895 \* 37 = \$921,115  
 Total = \$1,499,203

| Cancelled Trips |                 |                 |                    |                       |          |                        |              |                       |                      |
|-----------------|-----------------|-----------------|--------------------|-----------------------|----------|------------------------|--------------|-----------------------|----------------------|
| YEAR            | Scheduled Trips | Performed Trips | Late Cancellations | Cancellations at Door | No Shows | Same Day Cancellations | Missed Trips | Total Cancelled Trips | % of Scheduled Trips |
| FY17            | 601,716         | 514,610         | 27,089             | 987                   | 17,383   | 40,975                 | 672          | 87,106                | 14%                  |
| FY18            | 640,145         | 547,002         | 28,360             | 1,144                 | 18,857   | 43,955                 | 827          | 93,143                | 15%                  |
| FY19            | 660,128         | 560,635         | 28,182             | 5,389                 | 16,497   | 47,025                 | 2,400        | 99,493                | 15%                  |
| FY20            | 531,278         | 442,389         | 25,884             | 5,624                 | 16,358   | 37,899                 | 3,124        | 88,889                | 17%                  |
| FY21            | 352,203         | 291,740         | 18,642             | 236                   | 14,797   | 24,138                 | 2,650        | 60,463                | 17%                  |
| FY22            | 369,232         | 299,413         | 21,796             | 2,037                 | 13,969   | 25,893                 | 6,124        | 69,819                | 19%                  |
| FY23            | 395,643         | 330,779         | 24,830             | 4,028                 | 12,698   | 19,575                 | 3,733        | 64,864                | 16%                  |
| FY24            | 391,017         | 330,960         | 24,895             | 4,965                 | 10,659   | 17,403                 | 2,135        | 60,057                | 15%                  |
| FY25*           | 109,479         | 93,446          | 6,292              | 1,562                 | 2,457    | 5,315                  | 407          | 16,033                | 15%                  |
| * YTD (SEP)     |                 |                 |                    |                       |          |                        |              |                       |                      |

### TARC3 Non-Performed Scheduled Trips

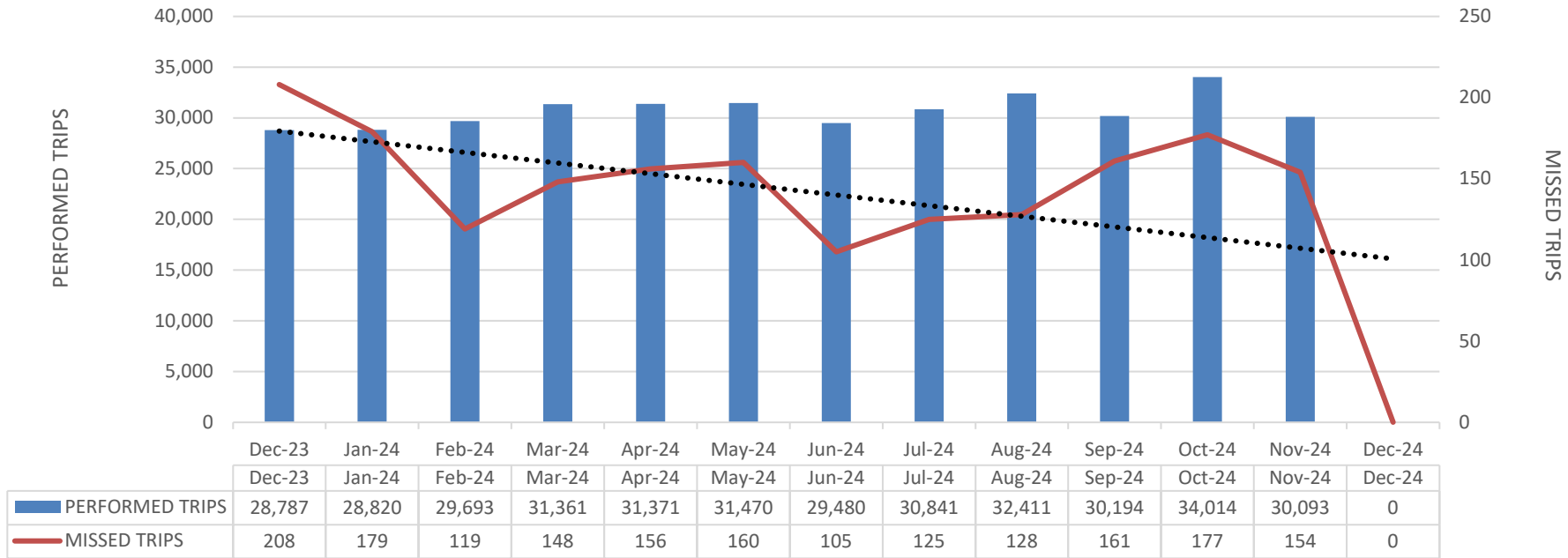


| FY25*    |                |                |  |
|----------|----------------|----------------|--|
|          | % of Scheduled | % of Cancelled | Definition   |
| MISSED   | 0.37%          | 3%             | Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window |
| SAME DAY | 4.85%          | 33%            | Trip is cancelled on day of service at least 2 hours prior to scheduled pickup time. Trip can be rerouted.   |
| LATE     | 5.75%          | 39%            | Trip is cancelled less than 2 hours of the scheduled pick up time. Trip may be able to be rerouted depending on time of cancellation.  |
| AT DOOR  | 1.43%          | 10%            | Trip is cancelled after driver arrives for pick up and has made contact with the passenger.  |
| NO SHOWS | 2.24%          | 15%            | Driver arrives and passenger is unable to be located for transport.  |



# MV WEEKLY PERFORMANCE – NOVEMBER 2024

PERFORMED AND MISSED TRIPS



■ PERFORMED TRIPS     
 — MISSED TRIPS     
 ..... Linear (MISSED TRIPS)

November 2024 Missed Trips: 0.51%

30,093 Performed Trips

ADDITIONAL STATS FOR BOARD MEMBER  
REVIEW



**DECEMBER DIRECTORS UPDATE**

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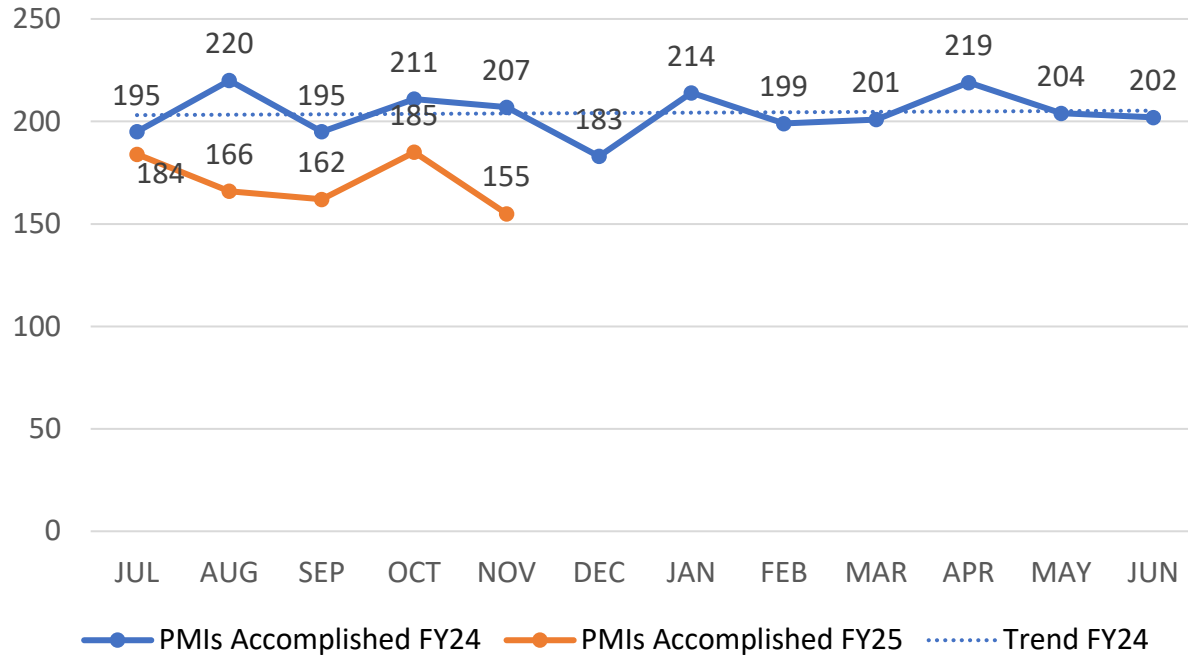
December 18, 2024



# MAINTENANCE

Target PMI: 175  
Total Vehicle PMIs: 155

### Preventive Maintenance Inspections (PMI) Accomplished FY24 and FY 25



\* FTA allows a 10 percent deviation from the scheduled interval as being considered on time and 80 percent of the total inspections for any mode or operation is considered on time.

### Coach Maintenance Plan Includes:

#### **3,000 mile inspection:**

- Road Test
- Check engine compartment
- Check under coach to include brake systems
- Check Interior-Exterior
- Lube under carriage

#### **6,000 mile inspection:**

- Change engine oil, engine fuel filter, and oil filters
- Perform 3,000 mile inspection

#### **12,000 mile inspection**

- Perform brake Tapley
- Perform 6,000 mile inspection

#### **24,000 mile inspection**

- Change engine air filter and change hydraulic oil filter
- Perform 12,000 mile inspection

#### **48,000 mile inspection**

- Fluid change
- Inspect transmission
- Sample transmission fluid

#### **96,000 mile inspection**

- Transmission fluid and filter change
- Inspect transmission
- Sample transmission fluid



# TARC3 SCHEDULED VS PERFORMED

## STRATEGIES TO REDUCE LATE CANCELLATIONS AND NO SHOWS

Steps TARC and MV staff are engaging to decrease cancellations (late cancellations, cancellations at the door and no shows).

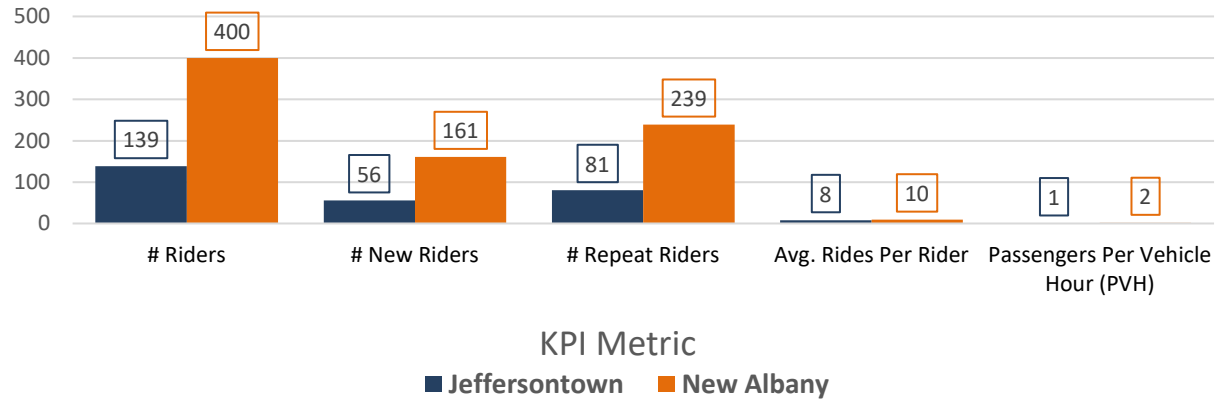
- Customers have begun receiving day before and imminent arrival calls so long as they have not opted out of the program
- We activated the calls for everyone except subscription riders on May 22nd. Subscription riders activated with IT and Trapeze assistance. Everyone was ultimately activated on June 12th.
- No show letters continue to be sent to customers who receive 3 or more no shows during the month
- We will identify and connect with customers who have an excessive amount of no shows and late cancellations during a given period.
- We'll discuss with the individual methods on how to reduce such cancellations and hear any feedback they have for us regarding service.

| <b>IMMINENT ARRIVAL CALL ANALYSIS</b> |               |               |                 |               |                 |
|---------------------------------------|---------------|---------------|-----------------|---------------|-----------------|
| <b>FY25 MTD</b>                       |               |               |                 |               |                 |
|                                       | <b>Jul-24</b> | <b>Aug-24</b> | <b>% CHANGE</b> | <b>Sep-24</b> | <b>% CHANGE</b> |
| <b>IMMINENT ARRIVAL CALLS</b>         | <b>20,936</b> | <b>22,326</b> | <b>6.6%</b>     | <b>20,455</b> | <b>-8.4%</b>    |
| COMPLETED (APPLICATION ENDED)         | 5,609         | 5,826         | 3.9%            | 5,287         | -9.3%           |
| COMPLETED (USER HUNG UP)              | 13,817        | 15,120        | 9.4%            | 13,884        | -8.2%           |
| NO ANSWER                             | 1,161         | 1,062         | -8.5%           | 949           | -10.6%          |
| BAD NUMBER                            | 349           | 318           | -8.9%           | 335           | 5.3%            |
| <b>ATTEMPTED TRIPS</b>                |               |               |                 |               |                 |
| <b>ATTEMPTED TRIPS</b>                | <b>35,956</b> | <b>37,865</b> | <b>5.3%</b>     | <b>35,658</b> | <b>-5.8%</b>    |
| COMPLETED TRIPS                       | 30,841        | 32,411        | 5.1%            | 30,194        | -6.8%           |
| <b>CANCELLATIONS</b>                  | <b>5,115</b>  | <b>5,454</b>  | <b>6.6%</b>     | <b>5,464</b>  | <b>0.2%</b>     |
| LATE                                  | 2,090         | 2,210         | 5.7%            | 1,992         | -9.9%           |
| SAME DAY                              | 1,559         | 1,790         | 14.8%           | 1,966         | 9.8%            |
| MISSED TRIP                           | 126           | 127           | 0.8%            | 154           | 21.3%           |
| CANCEL AT THE DOOR                    | 454           | 556           | 22.5%           | 552           | -0.7%           |
| NO SHOW                               | 886           | 771           | -13.0%          | 800           | 3.8%            |



# TARC ON-DEMAND PILOT

TARC ON-DEMAND April - September



Duration: April – September 2024

Purpose: Connect Fixed Route / Zone Point to Point

Zones: New Albany and Jeffersontown

## Glossary

| Metric                            | Description   |
|-----------------------------------|---|
| # Riders                          | The number of unique users who booked and completed a ride during this period (April-September)                 |
| # New Riders                      | The number of unique users who booked and completed a ride for the first time (unduplicated April- September)   |
| # Repeat Riders                   | The number of unique users who booked and completed a ride and also completed a ride in a previous month        |
| Avg. Rides Per Rider              | # Rides Completed   |
| # Passengers Completed            | The number of passengers whose rides were completed   |
| # Rides Completed                 | The number of completed rides, including completed (forgotten)  |
| Passengers Per Vehicle Hour (PVH) | Total number of completed passenger boarding's divided by total number of revenue hours, excluding layover time |

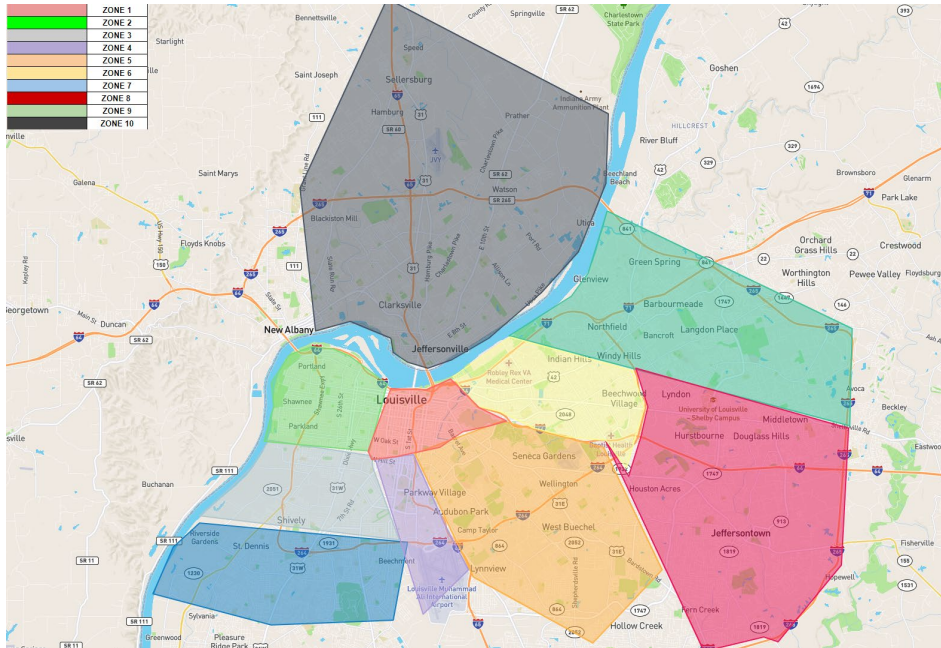
TARC3 ON-DEMAND April – October

| KPI METRICS                                | Jeffersontown | New Albany | Total      |
|--|---------------|------------|------------|
| # Riders                                   | 150           | 400        | 550        |
| # New Riders                               | 58            | 161        | 218        |
| # Repeat Riders                            | 93            | 239        | 332        |
| Avg. Rides Per Rider                       | 7.8           | 9.7        | 8.9        |
| # Passengers Completed                     | 1434          | 4912       | 6346       |
| # Rides Completed                          | 1301          | 3887       | 5188       |
| Passengers Per Vehicle Hour (PVH)          | 0.5           | 1.6        | 1.1        |
| Connect to Fixed Route % of trips          | 37%           | 40%        | 38.5%      |
| Point to Point % of trips                  | 63%           | 60%        | 61.5%      |
| Cost (inclusive of startup, software fees) | 41,765.80     | 62,750.08  | 104,515.88 |



# MAINTENANCE

## NOVEMBER SHELTER CLEANINGS



| Task/Zone                            | ZONE |     |     |     |     |     |     |    |    |     | TOTAL |
|--------------------------------------|------|-----|-----|-----|-----|-----|-----|----|----|-----|-------|
|                                      | Z1   | Z2  | Z3  | Z4  | Z5  | Z6  | Z7  | Z8 | Z9 | Z10 |       |
| Trash Can Emptied                    | 10   | 27  | 11  | 10  | 14  | 7   | 18  | 6  | 6  | 4   | 113   |
| BioHazard Cleaned                    | 12   | 17  | 14  | 1   | 8   | 5   | 9   | 3  | 0  | 3   | 72    |
| Graffiti Removed                     | 2    | 1   | 3   | 3   | 9   | 4   | 2   | 0  | 0  | 0   | 24    |
| Installation of Advertisements       | 4    | 2   | 3   | 0   | 0   | 2   | 0   | 0  | 0  | 0   | 11    |
| Shelter Cleaned                      | 475  | 312 | 265 | 187 | 394 | 140 | 303 | 92 | 70 | 165 | 2403  |
| Spot/Stain Pressure Washed           | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0  | 0  | 0   | 0     |
| Surface Scrub Pressure Wash Complete | 0    | 1   | 17  | 29  | 0   | 0   | 1   | 0  | 0  | 0   | 48    |

**November Shelter Cleanings** **2403**  
**Other Requests** **268**  
**Goal Shelter Cleanings** **45 per day**  
**THIS MONTH** **178%**



# OPERATIONS SUPERVISOR – FIELD & ON-BOARD BUS SUPPORT

| NOVEMBER            | Area Sums |  |
|---------------------|-----------|--|
| Opr Engagements     | 448       |  |
| Pax De-escalations  | 5         |  |
| On Bus Cust Support | 170       |  |

| NOVEMBER            | Dwntwn/ Ind | D |
|---------------------|-------------|---|
| Opr Engagements     | 79          |   |
| Pax De-escalations  | 1           |   |
| On Bus Cust Support | 16          |   |

| NOVEMBER            | West | W |
|---------------------|------|---|
| Opr Engagements     | 110  |   |
| Pax De-escalations  | 0    |   |
| On Bus Cust Support | 54   |   |

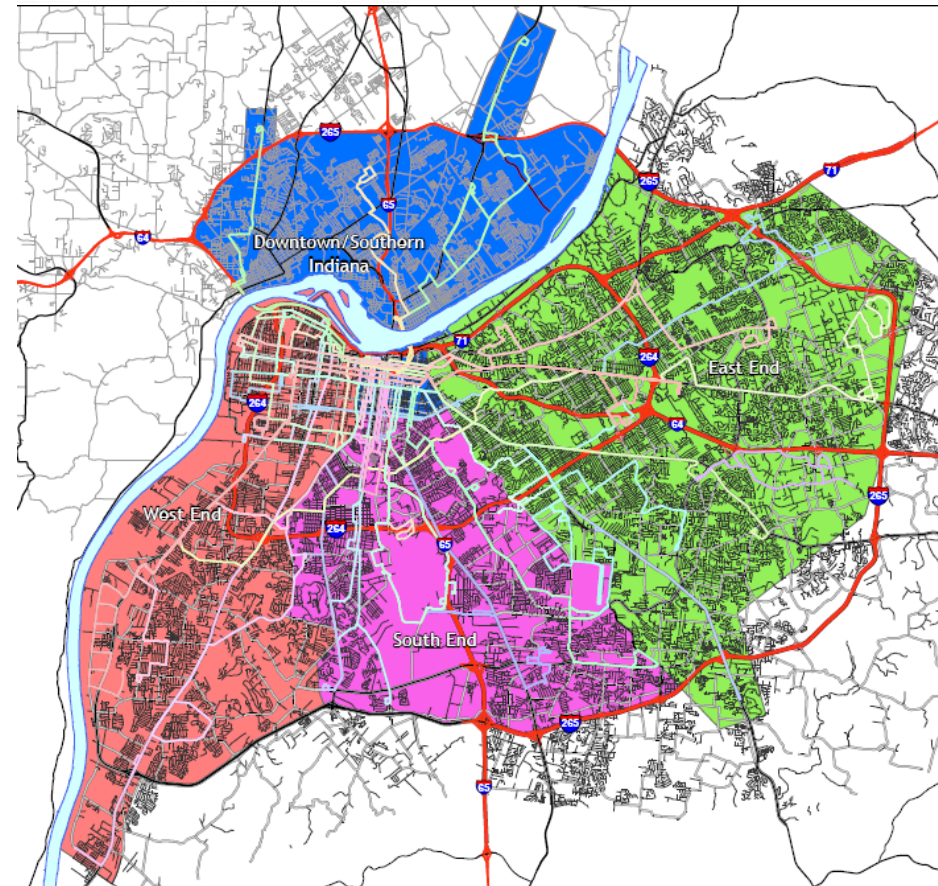
| NOVEMBER            | South | S |
|---------------------|-------|---|
| Opr Engagements     | 44    |   |
| Pax De-escalations  | 3     |   |
| On Bus Cust Support | 27    |   |

| NOVEMBER            | East | E |
|---------------------|------|---|
| Opr Engagements     | 42   |   |
| Pax De-escalations  | 0    |   |
| On Bus Cust Support | 0    |   |

| NOVEMBER            | Full Cover | A |
|---------------------|------------|---|
| Opr Engagements     | 170        |   |
| Pax De-escalations  | 1          |   |
| On Bus Cust Support | 70         |   |

| Area |             |
|------|-------------|
| D    | Dwntwn/ Inc |
| W    | West        |
| S    | South       |
| E    | East        |
| A    | Full Cover  |

## Road Supervisor Coverage Zone: System Coverage



- 9 - Operations Supervisors
- 4 Zones / Heat Map Distribution / Hot Spots





# MV LIQUIDATED DAMAGES – NOVEMBER 2024

## PARATRANSIT

Monthly

**\$10K**

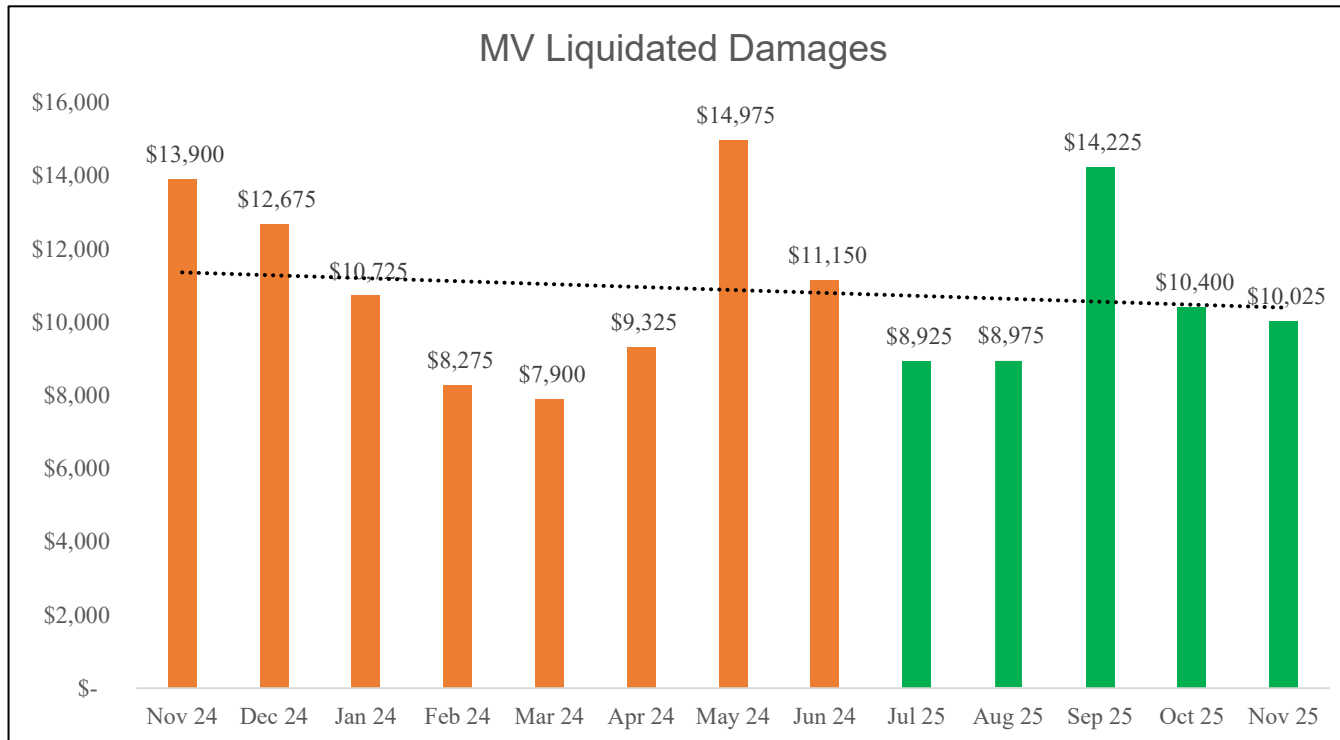
-3.6% VLM  
-27.9% VLY

YTD

**\$52.5K** -45.9% VLY

### Monthly Details

\$6.1K (61%), Late Trip, > 30 mins late  
\$3.9K (39%), Missed Trips



### Types of Penalties:

- Missed Trip
- Late Trip
- On-Time Performance
- Excessive Trip Length
- Customer Complaints
- Compromised Safety
- Maintenance

# FEEDBACK PER RIDERSHIP

## FIXED ROUTE / 100K BOARDING

Month

**57**

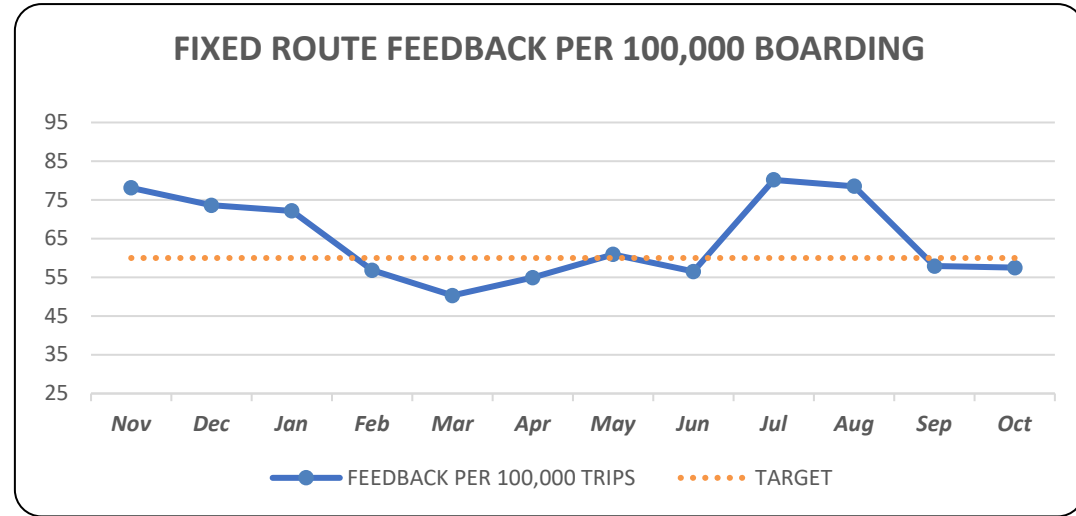
-2% VLM

**TOTAL RIDERSHIP  
647,173**

**TOTAL FEEDBACK  
372**

Goal

**60**



## PARATRANSIT / 1,000 TRIPS

Month

**3.6**

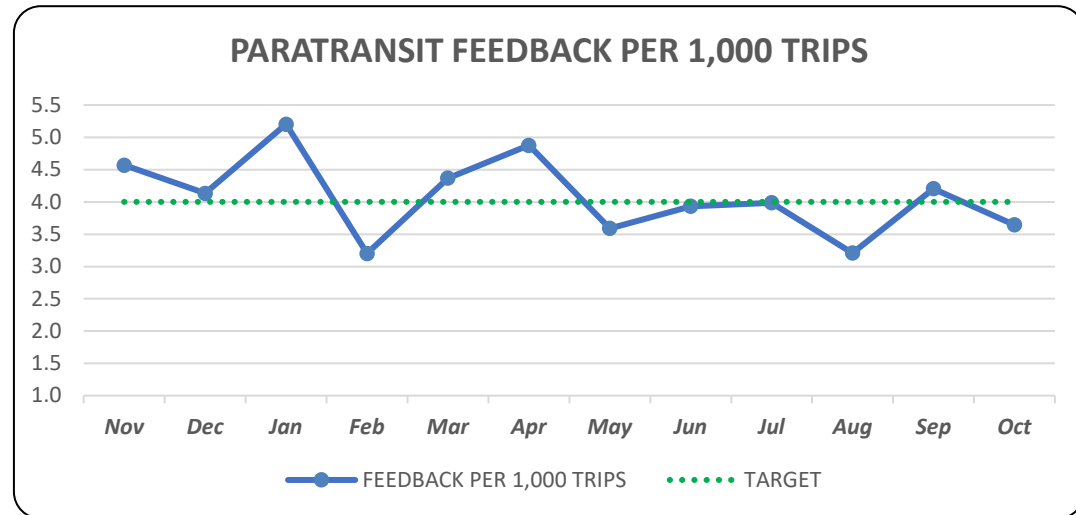
-14% VLM

**TOTAL RIDERSHIP  
34,014**

**TOTAL FEEDBACK  
124**

Goal

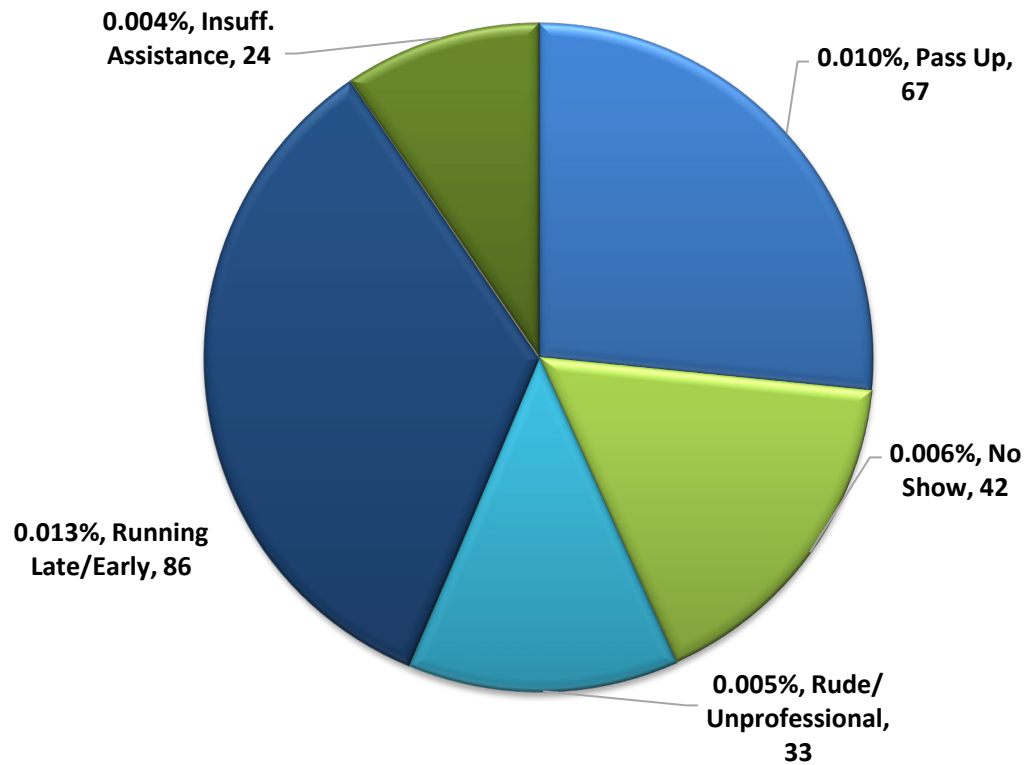
**4**



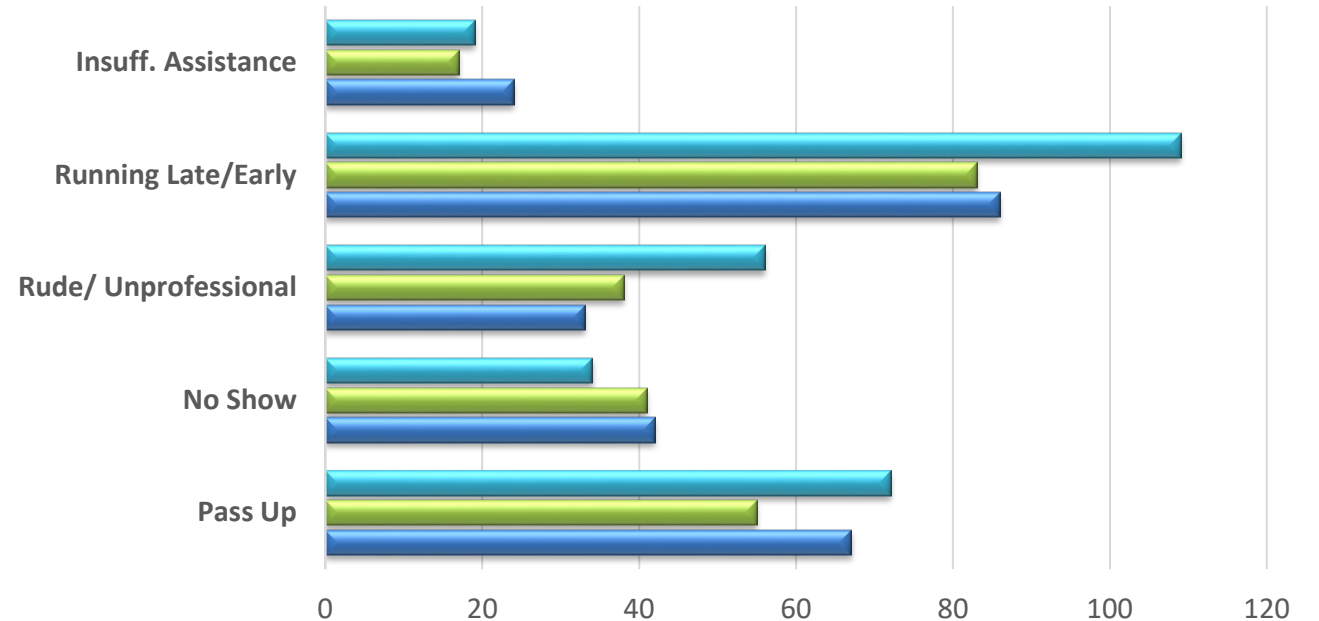


# FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – OCTOBER 2024

Feedback Categories



3 Month Comparison



|        | Pass Up | No Show | Rude/ Unprofessional | Running Late/Early | Inuff. Assistance |
|--------|---------|---------|----------------------|--------------------|-------------------|
| Aug-24 | 72      | 34      | 56                   | 109                | 19                |
| Sep-24 | 55      | 41      | 38                   | 83                 | 17                |
| Oct-24 | 67      | 42      | 33                   | 86                 | 24                |

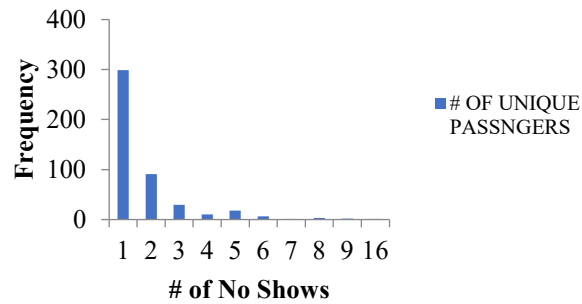
\*Note: Feedback Category percentage represents total feedbacks in that category vs total boarding's for the month.



# SEPTEMBER 2024 CANCELLATION PATTERNS

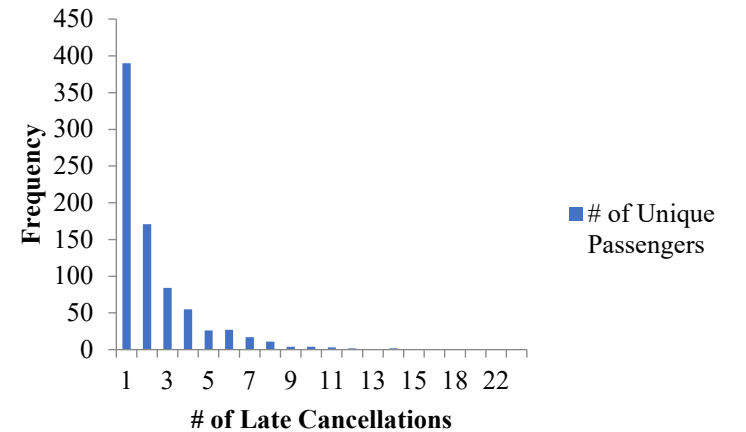
## NO SHOW FREQUENCY SEP 2024

| # NO SHOWS | # OF UNIQUE PASSNGERS |
|------------|-----------------------|
| 1          | 299                   |
| 2          | 91                    |
| 3          | 29                    |
| 4          | 10                    |
| 5          | 18                    |
| 6          | 6                     |
| 7          | 1                     |
| 8          | 3                     |
| 9          | 2                     |
| 16         | 1                     |



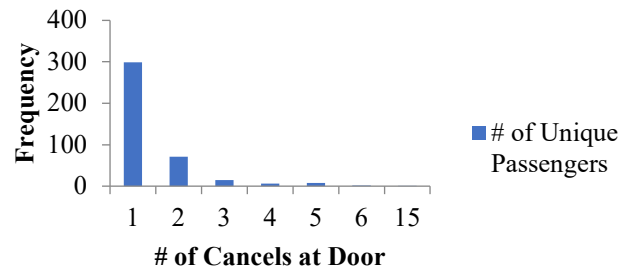
| # OF LATE CANCELS | # OF UNIQUE PASSNGERS |
|-------------------|-----------------------|
| 1                 | 390                   |
| 2                 | 171                   |
| 3                 | 84                    |
| 4                 | 55                    |
| 5                 | 26                    |
| 6                 | 27                    |
| 7                 | 17                    |
| 8                 | 11                    |
| 9                 | 4                     |
| 10                | 4                     |
| 11                | 3                     |
| 12                | 2                     |
| 13                | 1                     |
| 14                | 2                     |
| 15                | 1                     |
| 16                | 1                     |
| 18                | 1                     |
| 21                | 1                     |
| 22                | 1                     |
| 23                | 1                     |

## LATE CANCEL FREQUENCY SEP 2024



## CANCEL AT THE DOOR FREQUENCY SEP 2024

| # OF CANCELS AT DOOR | # OF UNIQUE PASSNGERS |
|----------------------|-----------------------|
| 1                    | 299                   |
| 2                    | 71                    |
| 3                    | 15                    |
| 4                    | 6                     |
| 5                    | 8                     |
| 6                    | 2                     |
| 15                   | 1                     |





# TARC ACTION PLAN

## ACTION PLAN

| Department          | Item  | Status  | Timeline    | Completion |
|---------------------|---|---|-------------|------------|
| Maintenance         | Reduce - Chargeable Road Calls  | Target Emissions and Fluid Level Systems Alerts   | Aug – Dec   | 10%        |
| Maintenance         | Bus Utilization/Shelter and Sign Placements                                     | Implement Bus Utilization Plan and Shelter and Sign Placements  | July – Dec  | 10%        |
| Safety              | Lighting and Camera   | Main Campus and 29 <sup>th</sup> St lighting and Union Station cameras  | March - Dec | 25%        |
| Safety              | Safety Ambassador Program   | Line #23 2 ambassadors: 16 hrs/day, 7 days/week. 60 days of training Ops Rd Sups  | Feb - Sept  | 100%       |
| Transportation      | Reduce Missed Service   | Improve performance - Monitor line productivity and execute on performance improvement strategies   | Aug - Dec   | 25%        |
| Transportation      | Road Supervisor – Operator Support<br>Dispatch Supervisor – Response Monitoring | Road Supervisors – Operate in Zones Providing Operator and Customer Support<br>Dispatch Supervisor – Monitor Response Times for Operator call in for Assistance | June – Dec  | 75%        |
| Customer Experience | Feedback Closure Rate   | Monthly target goal of 85% feedback closures and identify improvements  | Feb - Dec   | 98%        |
| Paratransit         | Performed vs. Scheduled Trip Improvements                                       | Improve performance - reduce percentage of trips scheduled but not performed strategies   | July - Dec  | 20%        |



# DECEMBER BOARD OF DIRECTORS

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December 18, 2024



# MEMORANDUM

**To:** TARC Board of Directors

**From:** Ozzy Gibson, Interim Executive Director

**Date:** December 18, 2024

**Re:** Resolution 2024 –47 Implementation of January 2025 Service Changes  
Title VI Equity Analysis

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Transit Authority of River City (TARC) is proposing implementation of service changes effective January 26<sup>th</sup> 2025. These service changes are proposed as an attempt to balance TARC FY 2025 budget and improve service delivery and reliability.

In the long-term, these service adjustments will also prepare TARC for the upcoming TARC 2025 system restructuring plan that could be implemented in Spring of 2026.

Proposed January service adjustments are in line with TARC's limited financial resources, rising cost of service, number of available operators, and planning for the FY 2026 Budget.

January 26<sup>th</sup> 2025 service reductions include:

- One route elimination (#52-Medical Circulator)
- Two routes discontinuation and service consolidation with two other routes:
  - #22 - 22<sup>nd</sup> Street - route discontinuation and consolidation with route #18-Dixie Hwy
  - #63 - Crums Lane – route discontinued and consolidation with route #29-Eastern Pkwy
- Route #4 - frequency reductions from 15 to 20 min all day, and Southside Drive Branch elimination
- Route #10 - frequency reductions from 15 to 20 min all day, and service to Watson Lane discontinuation
- Routes # 17-Bardstown Rd – schedule changes and route reduction (the route ends on Eastern Pkwy)



- Route #18 - absorbing Route #22 north of Algonquin Parkway. Improved service on Saturday and Sunday (Route #22 did not operate on weekends). Frequency improved from 60 minutes to 40 minutes.
- Route #25 – schedule and the end of line routing changes. Also, frequency improvements from 70 to 60 minutes.
- Route #29 – absorbing current route #63 service. Frequency improvements from 60 to 50 min all day.
- Route #40 - schedule adjustments, with frequency improvements from 90 to 70 min all day.
- Minor schedule adjustments on routes #6, #15 and #21.

A brief summary of the proposed service changes was presented to the TARC's Board of Directors Operations Committee at the November 13<sup>th</sup> 2024 meeting.

Under the Federal Transit Administration (FTA) requirements and guidelines, FTA Circular C 4702.1B, TARC has analyzed and evaluated proposed January service changes for any potential impact on TARC's fixed routes and paratransit customers.

Five TARC routes proposed for changes meet the thresholds for major service changes and for a detailed Title VI analysis: #18, #22, #29, #52 and #63.

Routes proposed for discontinuation and service consolidation, #22, #52, and #63, have been analyzed for operating efficiency, performance, cost of service, and ridership. These local routes have low ridership and high cost per boarding. They also operate in the areas where other local routes are available within a walkable distance, or transfers.

Frequency improvements on routes #18, #25, #29 and #40 will help to provide better service and less waiting time for customers using these routes.

At this time no changes are proposed to the TARC's paratransit service area, and there will be no impact on TARC paratransit.

While balancing limited financial resources, managing the budget and level of service systemwide, TARC's primary goal is to avoid, minimize or eliminate any adverse impacts the proposed service changes could have on TARC's ridership, especially any impact that would be borne disproportionately by minority or low-income populations. Any potential adverse or disproportionate effects of service changes on minority or low-income passengers will be evaluated, monitored and mitigated with existing or proposed alternative measures.

Major service changes on five routes, as proposed for January 2025, can have potential impact on the community and public transit ridership in some areas. While developing this proposal,





TARC made every effort to adjust routes' schedules to minimize and avoid potential disparate impact and disproportionate burden on the most vulnerable populations in the community, including proposing frequency improvements on four routes.

Under Federal Transit Administration requirements, and as part of the Title VI Program, TARC performed a detailed statistical and demographic analysis of service changes and TARC ridership. The purpose of the Title VI Equity Analysis and evaluation process is to address any potential impact of the revised service on TARC's passengers, with a focus on minority and low-income populations.

TARC has a longstanding commitment to meet both, the spirit and letter of Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance.

We are presenting the proposed January 2025 service changes Title VI Equity Analysis to the Board of Directors for review, input, and approval at the December 18<sup>th</sup> 2024 Board Meeting.

### **Public Participation Process**

In accordance with the TARC's Public Participation Policy, TARC has solicited public comments on the proposed service changes through various channels of communication, and through the two open-house public meetings held on Oct. 13<sup>th</sup> and 14<sup>th</sup> 2024. All public comments have been reviewed and public input considered before presenting to the Board for final consideration and approval.

The public has been solicited to comment through a news release widely distributed through the TARC website, media, local elected officials, and social media. TARC solicited comments through the [ridetarc.org](http://ridetarc.org) website, phone line, and social media outlets Twitter and Facebook. The public can provide comments to TARC at any time via phone, email, letters and social media. A Summary of the Public Comments will be presented to the Board along with the Title VI analysis.

Attached to this Memo is a Summary of the Title VI Equity Analysis, including detailed description of the proposed major service changes to five routes. In accordance with TARC's Major Service Change Policies, the Summary explains data used, methodology, and outcomes of the analysis.

### **Service Changes Analysis**

Per TARC's adopted Service Change Policies, January 2025 proposed service changes do not constitute a major service change systemwide.



Changes proposed to single routes, #18, #22, #29, #52 and #63, present major service change in their service areas. Based on the outcomes of the performed statistical analyses, these routes' service area demographics are greater than 10% of the TARC service area demographics, thus statistically creating a potential disparate impact or disproportionate burden on minorities and low-income population in some pockets of their service area. The statistical analysis and data that could present impact of these changes are outlined in the attached Title VI Equity Analysis Summary.

TARC will continue monitoring ridership and routes' performance on a regular basis, and any potential impact on all TARC customers with focus on minority and low-income passengers. Potential concerns and impact related to proposed service changes will be further evaluated, and if needed, adjusted with the next TARC's regular service adjustments in June 2025.

**Attachments:**

- Title VI Equity Analysis - Service Changes January 26, 2025
- Public Comments Summary for January 2025

The attached resolution seeks the TARC's Board of Directors approval of the Title VI Equity Analysis for the proposed January 26, 2025 service changes. If you have any questions, please contact me at 502-561-5100.



## **Resolution 2024-47 - Implementation of January 2025 Service Title VI Equity Analysis**

**WHEREAS**, Transit Authority of River City (TARC) is implementing January service changes effective January 26<sup>th</sup> 2025; and

**WHEREAS**, under the FTA requirements and guidelines, FTA Circular C 4702.1B, TARC has analyzed and evaluated proposed service changes for potential impact on the community, as well as minority and low-income populations; and

**WHEREAS**, the purpose of the Title VI Equity Analysis and evaluation process is to address any potential impact of the revised service on TARC's passengers, minority and low-income populations; and

**WHEREAS**, Service Changes and the Title VI Analysis are prepared in conjunction with TARC's strategic and operating goals, TARC's financial resources, and TARC's adopted Service Change Policies; and

**WHEREAS**, these changes will help TARC to address its future financial situation while balancing TARC's budget in the coming fiscal year; and

**WHEREAS**, these changes will also prepare TARC for the future short and long-term system restructuring (TARC 2025 Plan) and improvements in service performance and efficiencies; and

**WHEREAS**, TARC has a longstanding commitment to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on race, color or national origin in programs or activities that receive federal financial assistance; and

**WHEREAS**, TARC's goal is to avoid, minimize or eliminate any adverse impact of service changes that would be borne disproportionately by minority or low-income populations; and

**WHEREAS**, any potential adverse or disproportionate effects of service changes on minority or low-income passengers will be mitigated with existing or proposed alternative measures; and

**WHEREAS**, in accordance with TARC's Public Participation Policy, TARC has solicited public comments on the proposed service changes through various channels of communication, and in person open house public meetings held in October 2024; and

**WHEREAS**, the attached Summary of the Title VI Equity Analysis for the proposed changes is part of this Resolution; and

**WHEREAS**, the Title VI Analysis statistically presents disparate impact or disproportionate burden of the proposed route and service changes on TARC customers; and



**WHEREAS**, any impact will be mitigated through other service options available in the area; and

**WHEREAS**, statistically identified impact on low income and minorities populations will be mitigated with other TARC routes available within walkable distance, or transfers to other routes; and

**WHEREAS**, that impact will also be mitigated with frequency improvements on four routes in the system (#18, #25, #29 and #40); and

**WHEREAS**, impact related to proposed service changes will be further evaluated, and if needed, mitigated with the next service adjustments in June 2025; and

**WHEREAS**, the TARC January 26<sup>th</sup> 2025 Service Changes Title VI Equity Analysis has been prepared and reviewed under the Federal Transit Administration requirements and guidelines, Circular FTA C 4702.1B; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Transit Authority of River City that:

The TARC January 26<sup>th</sup> 2025 Service Changes Title VI Equity Analysis is hereby approved.

**Adopted this 18<sup>th</sup> day of December 2024.**

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**Ted R. Smith, Chair Board of Directors**

# **Title VI**

# **Service Change Analysis**

Transit Authority of River City

December 18, 2024

## Introduction

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In compliance with Title VI of the Civil Rights Act of 1964, as part of January 26<sup>th</sup> 2025 major service changes, the Transit Authority of River City (TARC) performed a Service Equity Analysis to assess the impacts on minority and low-income communities in the TARC service area. Section 601 of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance.”

The Federal Transit Administration (FTA) is responsible for ensuring that applicants and recipients of FTA’s distributed funding are compliant in performing such analysis and are accurate in their interpretation of the results of the analysis. To aid in this work, FTA has published Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients, which TARC followed in conducting the following analysis.

In response to anticipated financial deficits, TARC has determined it necessary to reduce service levels, revenue miles by adjusting span, and frequency of several routes. The proposed January 2025 service plan includes one route elimination, two routes discontinuation and consolidation of service with the two other routes, frequency reduction on two routes, other routing and schedule adjustments, and frequency increase on four routes.

## Definitions and Standards

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### Major Service Change Policy

“Major” service changes are those that change revenue service more than 25% on a route. In these cases, a service equity analysis will be performed and the results will be delivered to the TARC Board of Directors. The change requires approval by the Board of Directors.

TARC’s ultimate goal is to avoid, eliminate, or minimize any disparate impacts or disproportionate burdens on Title VI populations. Any potential adverse effects of service or fare changes on minority or low-income passengers will be mitigated with proposed alternative measures.

### Title VI Analysis

The FTA regulation Circular 4702.1B requires all transit providers with 50 or more fixed route vehicles in peak service and serving an urbanized area over 200,000 population to conduct a Title VI equity analysis before a fare change or major service change is enacted. Beyond the requirement to evaluate impact on minority populations, the FTA requires providers to examine the effects on low-income populations. These requirements call for a disparate impact analysis for minority riders versus non-minority riders and a disproportionate burden analysis for low-income riders compared to non-low-income riders.

TARC adopts the following for disparate impacts and disproportionate burden policies for major service and fare changes.

### **Disparate Impact Policy**

TARC has defined its disparate impact policy to be +/- 10% statistical difference between the effects on minority populations compared to the impacts borne by non-minority populations in accordance with FTA guidance.

### **Disproportionate Burden Policy**

TARC has defined its disproportionate burden policy to be +/- 10% statistical difference between the effects on low-income populations compared to the impacts borne by non-low-income populations in accordance with FTA guidance.

## **Description of Changes**

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In response to impending budget constraints, TARC is proposing changes to almost half of the existing routes. These changes will reduce systemwide revenue miles by -6.3% and systemwide revenue hours by -8.3%. Five routes will increase or decrease revenue miles by greater than 25.0% resulting in a “major service change” as defined in TARC’s Title VI policy. These changes require the service equity analysis included in this document.

The following describes proposed major service changes to five routes in the TARC system:

#### **Route Elimination:**

- **#22 – 22<sup>nd</sup> Street**
- **#52 – Medical Center Circulator**
- **#63 – Crums Lane**

#### **Route Adjustment**

- **#18 – Dixie Highway**
  - Realigning northern terminus from Downtown terminus to 35<sup>th</sup> Street and Portland Ave. This adjustment will cover the discontinued route #22 north of Algonquin Pkwy.
  - Realigning southern terminus from Dixie Hwy @ Valley Station Road to Dixie Hwy @ Greenwood Rd.

#### **Route Expansion**

- **#29 – Eastern Parkway**
  - Route extended to absorb #63 west of Dixie Highway.
  - Frequency improvement from 60 to 50-minute headways.

## Service Equity Analysis

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### Methodology

TARC adopts the recommended FTA approach for disparate impacts and disproportionate burden policies for major service changes and adjustments.

**Disparate Impact:** +/- 10% statistical difference between the effects on minority populations compared to the impacts borne by non-minority passengers

**Disproportionate Burden Policy:** +/- 10% statistical difference between the effects on low-income populations compared to the impacts borne by non-low-income passengers

In order to perform this analysis, a demographic profile was generated for TARC's service area. This provides a baseline to which each impacted route can be compared. The population of the Title VI communities as a percentage of the total population of the TARC service area is shown in the **Table 1** below.

| Title VI Populations    | % of TARC Service Area <sup>1</sup> |
|-------------------------|-------------------------------------|
| Minority <sup>2</sup>   | 35.7%                               |
| Low-Income <sup>3</sup> | 15.1%                               |

Table 1 – TARC Service Area Demographic Data

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<sup>1</sup> The TARC service area uses a .75-mile buffer from each stop and 2-mile buffer from the center of active Park and Ride Lots.

<sup>2</sup> Source: 5-year (2017-2022) American Census Survey Table B03002: Hispanic or Latino Origin by Race, Total minus Not Hispanic or Latino: White Alone

<sup>3</sup> Source: 5-year (2017-2022) American Census Survey Table C17002: Ratio of Income to Poverty Level, 0.0 to .49 plus .50 to .99



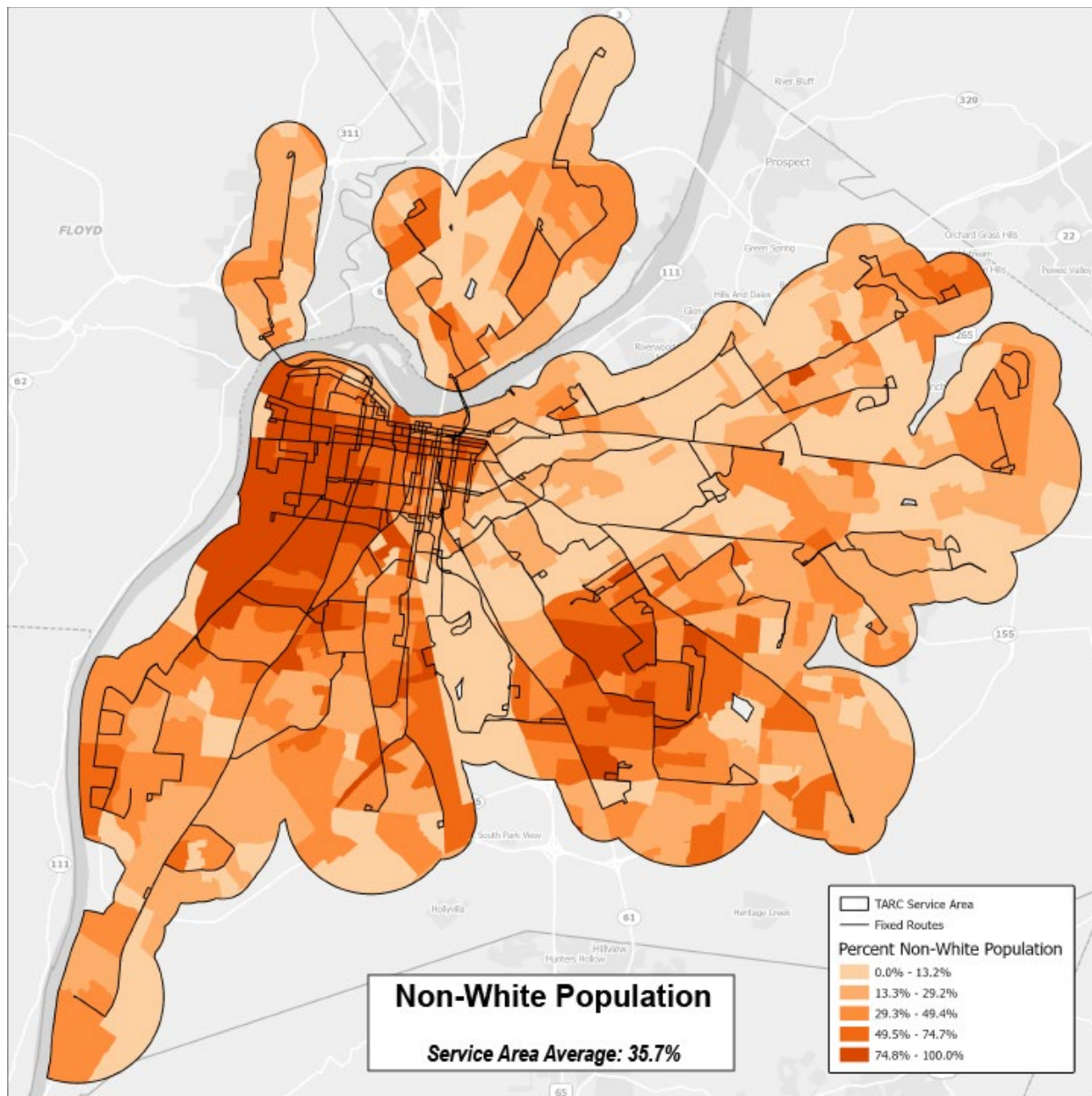


Figure 1 – TARC Service Area; Percent Minority by Block Group

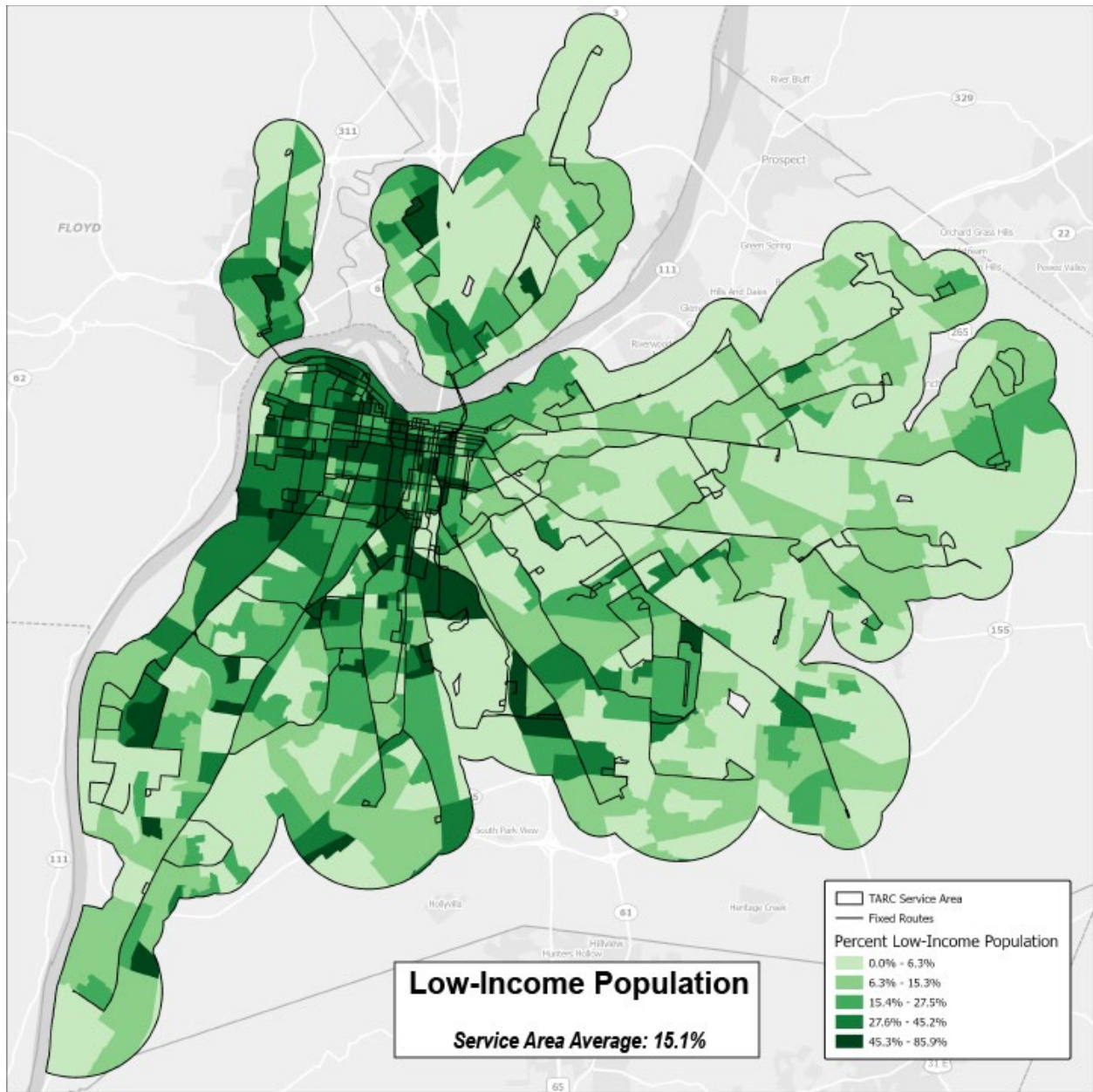


Figure 2 – TARC Service Area; Percent Low Income Block Groups

This analysis uses FTA’s guidance that “passengers will generally walk up to one-quarter mile to bus stops.” Individual route service areas are defined as the sum of each route’s bus stops surrounding one-quarter mile area. The route service areas were used to create the demographic profile summary in **Table 2**.

| July 2024 Demographics    |            |                     |                |                       |            |              |
|---------------------------|------------|---------------------|----------------|-----------------------|------------|--------------|
| Route Number              | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
| 18                        | 28,729     | 16,260              | 27,510         | 6,509                 | 56.6%      | 23.7%        |
| 22                        | 15,816     | 13,563              | 15,691         | 5,412                 | 85.8%      | 34.5%        |
| 29                        | 37,580     | 10,770              | 36,179         | 5,798                 | 28.7%      | 16.0%        |
| 52                        | 8,268      | 5,290               | 6,734          | 3,325                 | 64.0%      | 49.4%        |
| 63                        | 32,086     | 17,302              | 30,179         | 7,526                 | 53.9%      | 24.9%        |
| January 2025 Demographics |            |                     |                |                       |            |              |
| Route Number              | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
| 18                        | 24,300     | 15,935              | 23,972         | 6,498                 | 65.6%      | 27.1%        |
| 29                        | 50,408     | 19,077              | 49,170         | 8,299                 | 37.8%      | 16.9%        |
| Service Area              | 759,343    | 271,628             | 742,213        | 112,374               | 35.7%      | 15.1%        |

Table 2 - Summary of Service Change Levels and Route Service Area Demographics

## Service Equity Analysis

Major service changes are those where revenue miles are adjusted +/- 25% and require a service equity analysis to determine if potential changes would have a disparate impact on minority populations or place a disproportionate burden on low-income populations. Routes scheduled to undergo a major service change on January 26, 2025 are #18, #22, #29, #52, and #63. The following analysis evaluates the statistical impact of these major service changes.

### Discontinued Service:

#### Route #22

Revenue miles for route #22 are scheduled to decrease by 100%. Demographics within the route's service area are 85.8% minority and 34.5% low-income. The major service change within this area qualifies as a disparate impact on minority populations. This impact will be mitigated by re-routing route #18 to cover the service area north of Algonquin Pkwy while route #19 covers most of the area south of Algonquin Pkwy. This change will improve transit frequencies in this route's service area from 75-minute headways to 30-40 minute headways. Ridership in the area west of Belquin Rd is very low, counting only 1 boarding or alighting per trip and is only served on southbound trips.

| Route Number | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
|--------------|------------|---------------------|----------------|-----------------------|------------|--------------|
| 22           | 15,816     | 13,563              | 15,691         | 5,412                 | 85.8%      | 34.5%        |
| Service Area | 759,343    | 271,628             | 742,213        | 112,374               | 35.7%      | 15.1%        |

Table 2 - Route #22 Demographics

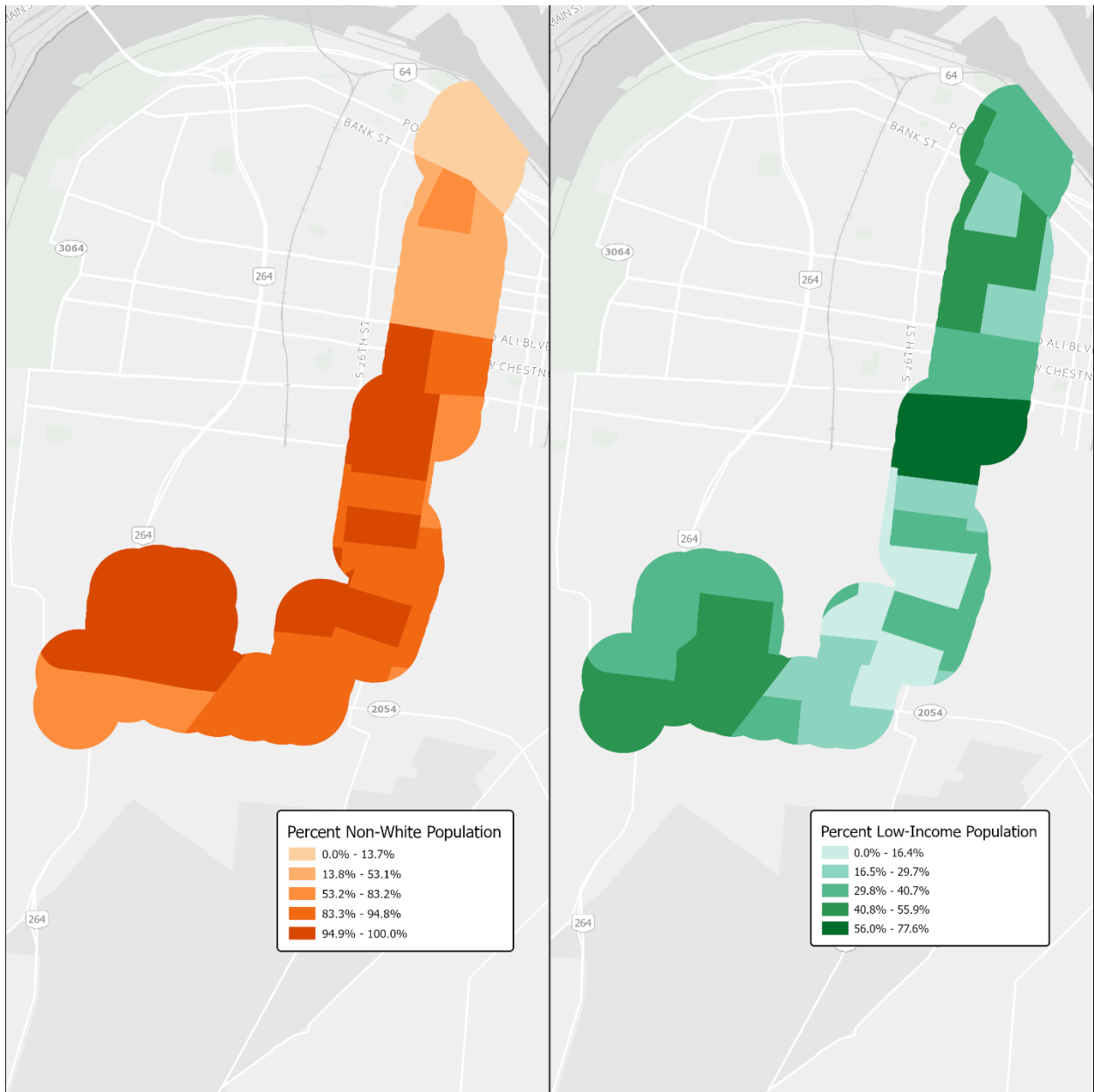


Figure 3 - Route #22 Demographics

### Route #52

Revenue miles for route #52 will decrease by 100%. Demographics within the route’s service area are 64% minority and 49.4% low income (Table 3). The major service change within this area statistically qualifies as a disparate impact and disproportionate burden. This impact will be mitigated by 16 other routes which operate within the route’s service area. This route functions as a circulator focusing on the LouMed district and immediate surroundings. This area is serviced by two high-frequency routes (#23 and #28) and 14 other fixed route services.

| Route Number | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
|--------------|------------|---------------------|----------------|-----------------------|------------|--------------|
| 52           | 8,268      | 5,290               | 6,734          | 3,325                 | 64.0%      | 49.4%        |
| Service Area | 759,343    | 271,628             | 742,213        | 112,374               | 35.7%      | 15.1%        |

Table 3 - Route #52 Demographics

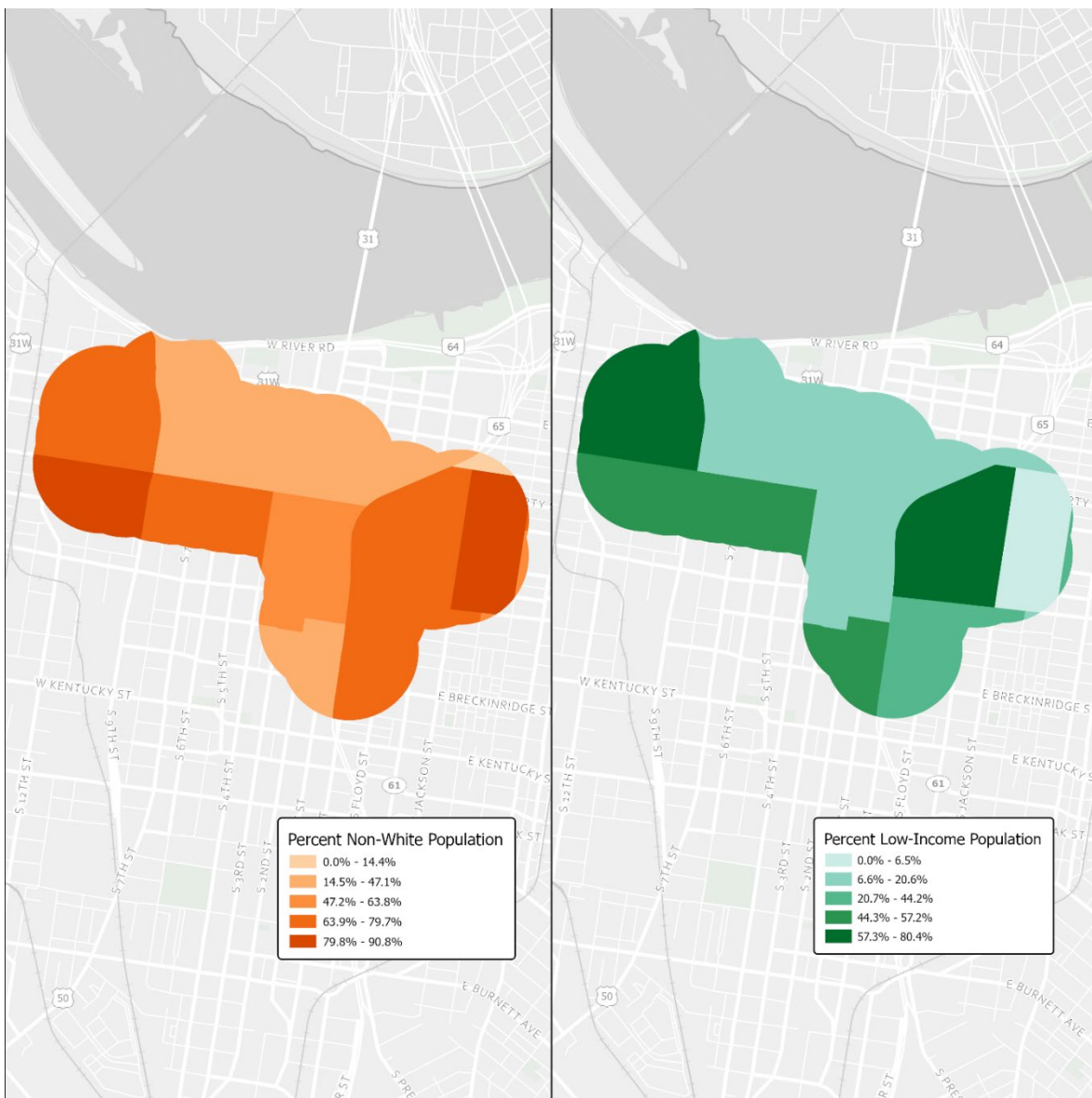


Figure 4 - Route #52 Demographics

### Route #63

Revenue miles for route #63 will decrease by 100%. Demographics within the route's service area are 53.9% minority and 24.9% low-income (Table 4). The major service change within this area qualifies as a disparate impact. This impact will be mitigated by re-routing route #29 to cover the area between Dixie Hwy and West Pages Ln with frequencies improving from 70 minute to 50-minute headways. The area between Central Ave and Downtown Louisville along 7<sup>th</sup> St Road is covered by route #6.

| Route Number | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
|--------------|------------|---------------------|----------------|-----------------------|------------|--------------|
| 63           | 32,086     | 17,302              | 30,179         | 7,526                 | 53.9%      | 24.9%        |
| Service Area | 759,343    | 271,628             | 742,213        | 112,374               | 35.7%      | 15.1%        |

Table 4 - Route #63 Demographics

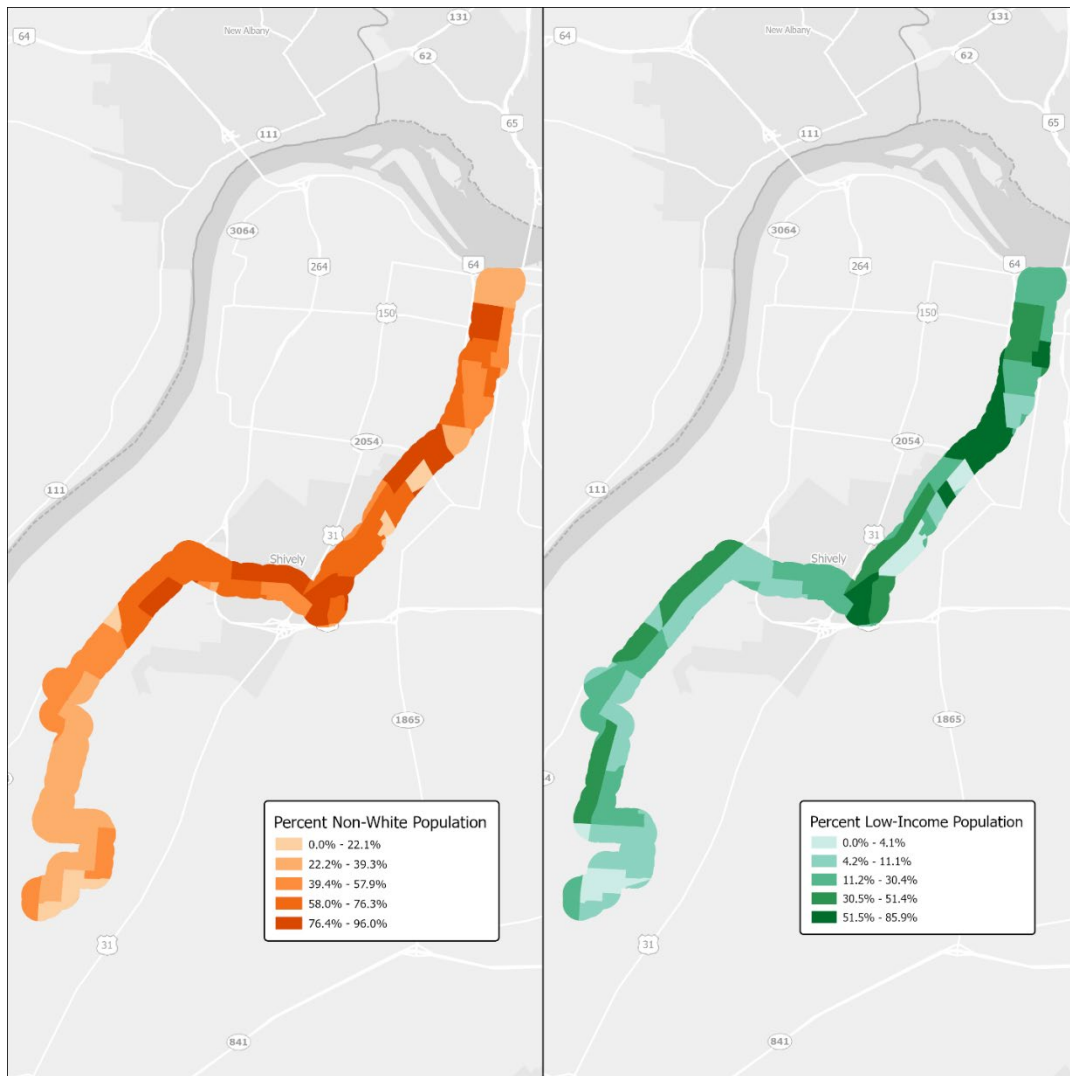


Figure 5 - Route #63 Demographics

**Adjusted Service:**

**Route #18**

Revenue miles will decrease by 31.7%. Route #18 will be re-routed to cover the discontinuation of route #22. Service will also be discontinued on the southern end from Stonestreet Rd to Greenwood Rd, an area with access to route #10 which provides service every 20 minutes. Demographics within the route’s scheduled service area are 62.8% minority and 26.8% low-income, up from 56.6% minority and 23.7% low-income in July 2024. This change will provide more minority and low-income populations with higher frequency service than they were previously served by, presenting a positive impact and service improvements in this route area.

| July 2024 Demographics    |            |                     |                |                       |            |              |
|---------------------------|------------|---------------------|----------------|-----------------------|------------|--------------|
| Route Number              | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
| 18                        | 28,729     | 16,260              | 27,510         | 6,509                 | 56.6%      | 23.7%        |
| January 2025 Demographics |            |                     |                |                       |            |              |
| Route Number              | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
| 18                        | 24,300     | 15,935              | 23,972         | 6,498                 | 65.6%      | 27.1%        |
| Service Area              | 759,343    | 271,628             | 742,213        | 112,374               | 35.7%      | 15.1%        |

Table 5 - Route 18 Demographics; July 24 and January 25

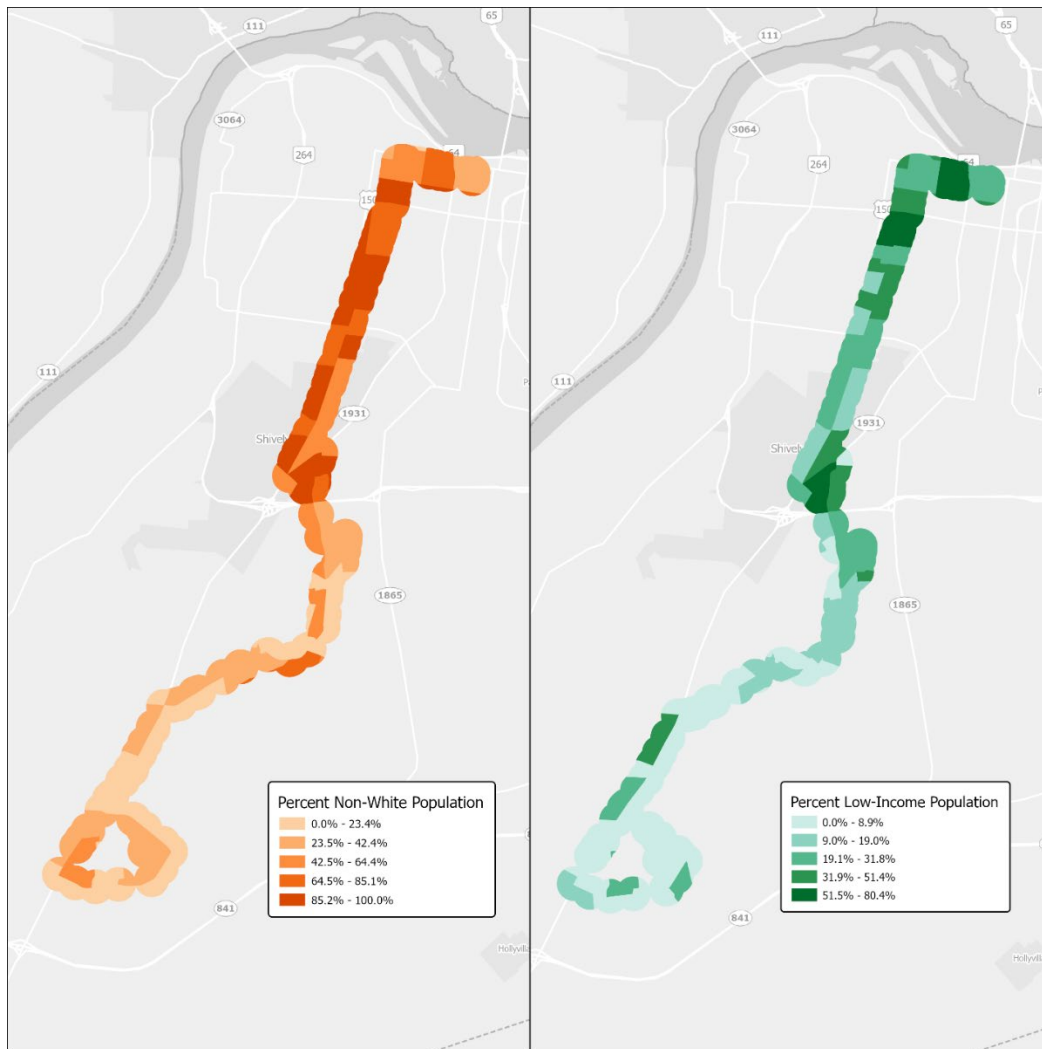


Figure 6 - Route 18 Demographics; July 2024

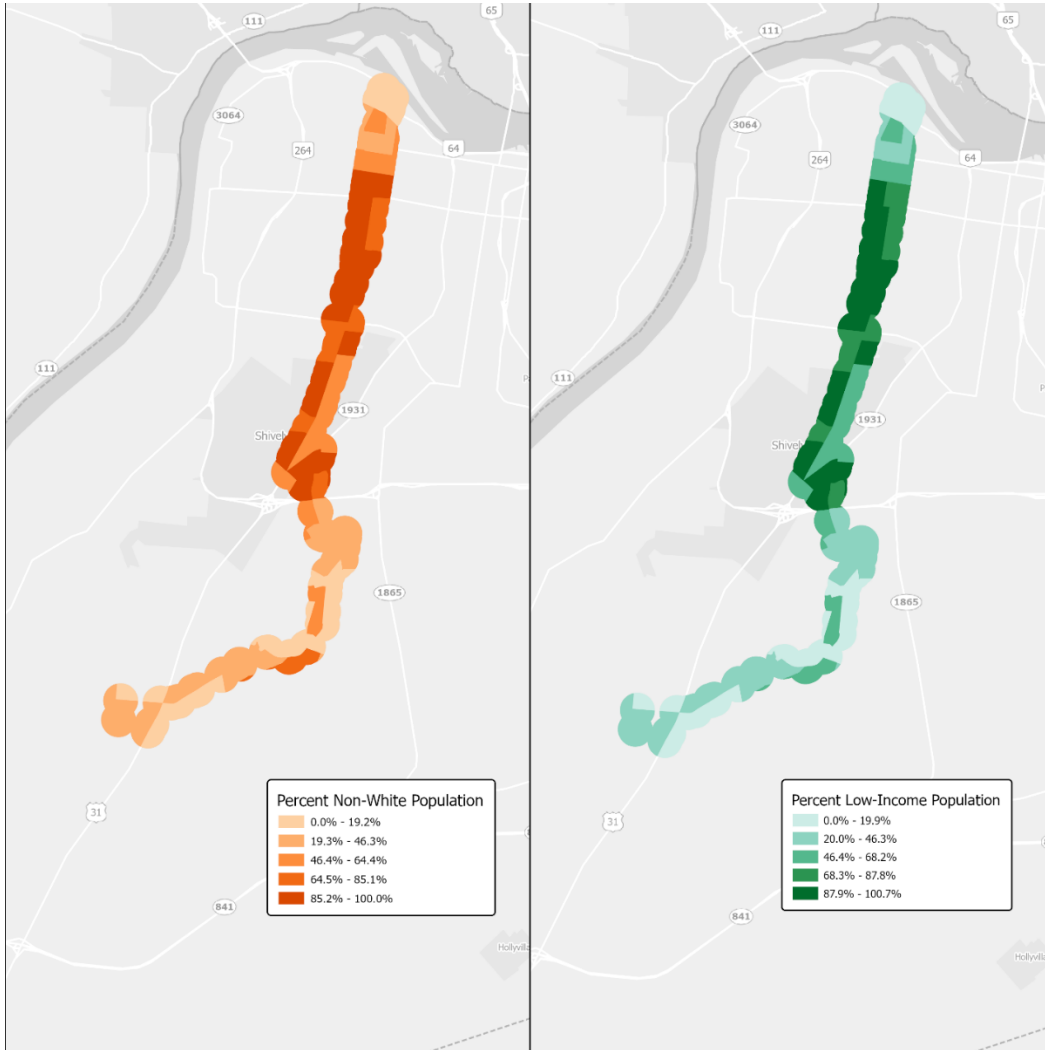


Figure 7 - Route #18 Demographics; January 2026

### Route #29

Revenue miles will increase by 80.5%. Route #29 will be extended to cover route #63 west of Dixie Hwy to West Pages Ln with a frequency improvement from 70 to 50-minute headways. Demographics within the route's service area are 37.7% minority and 16.9% low-income. This change will provide more minority and low-income populations with higher frequency service than they were previously served by. The major service improvement does not benefit non-minority or non-low income communities more than disadvantage population groups in the route service area.



| July 2024 Demographics    |            |                     |                |                       |            |              |
|---------------------------|------------|---------------------|----------------|-----------------------|------------|--------------|
| Route Number              | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
| 29                        | 37,580     | 10,770              | 36,179         | 5,798                 | 28.7%      | 16.0%        |
| January 2025 Demographics |            |                     |                |                       |            |              |
| Route Number              | Population | Minority Population | Total Surveyed | Low-Income Population | Minority % | Low Income % |
| 29                        | 50,408     | 19,077              | 49,170         | 8,299                 | 37.8%      | 16.9%        |
| Service Area              | 759,343    | 271,628             | 742,213        | 112,374               | 35.7%      | 15.1%        |

Table 6 - Route 29 Demographics; July 24 and January 25

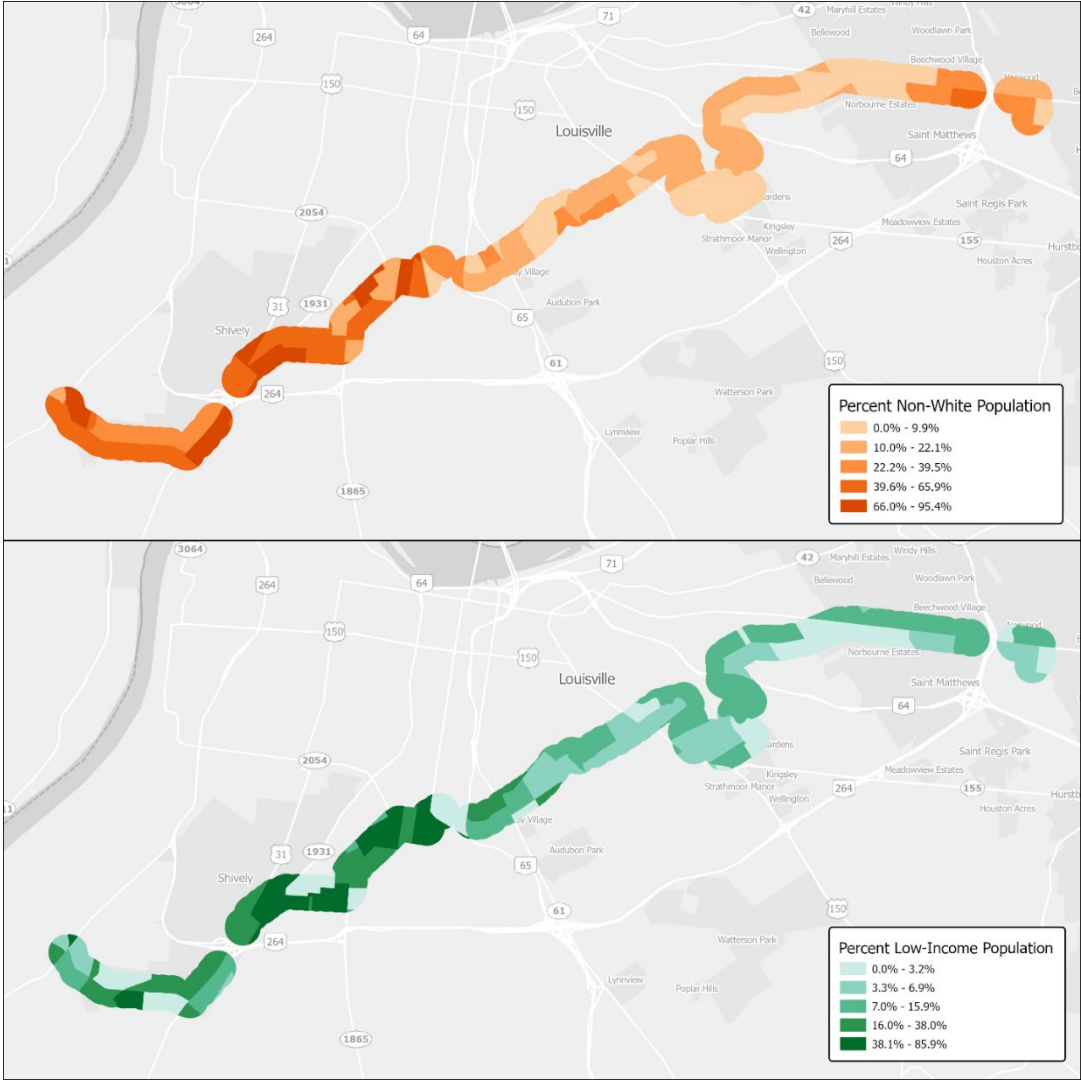


Figure 8 - Route #29 Demographics; July 2024

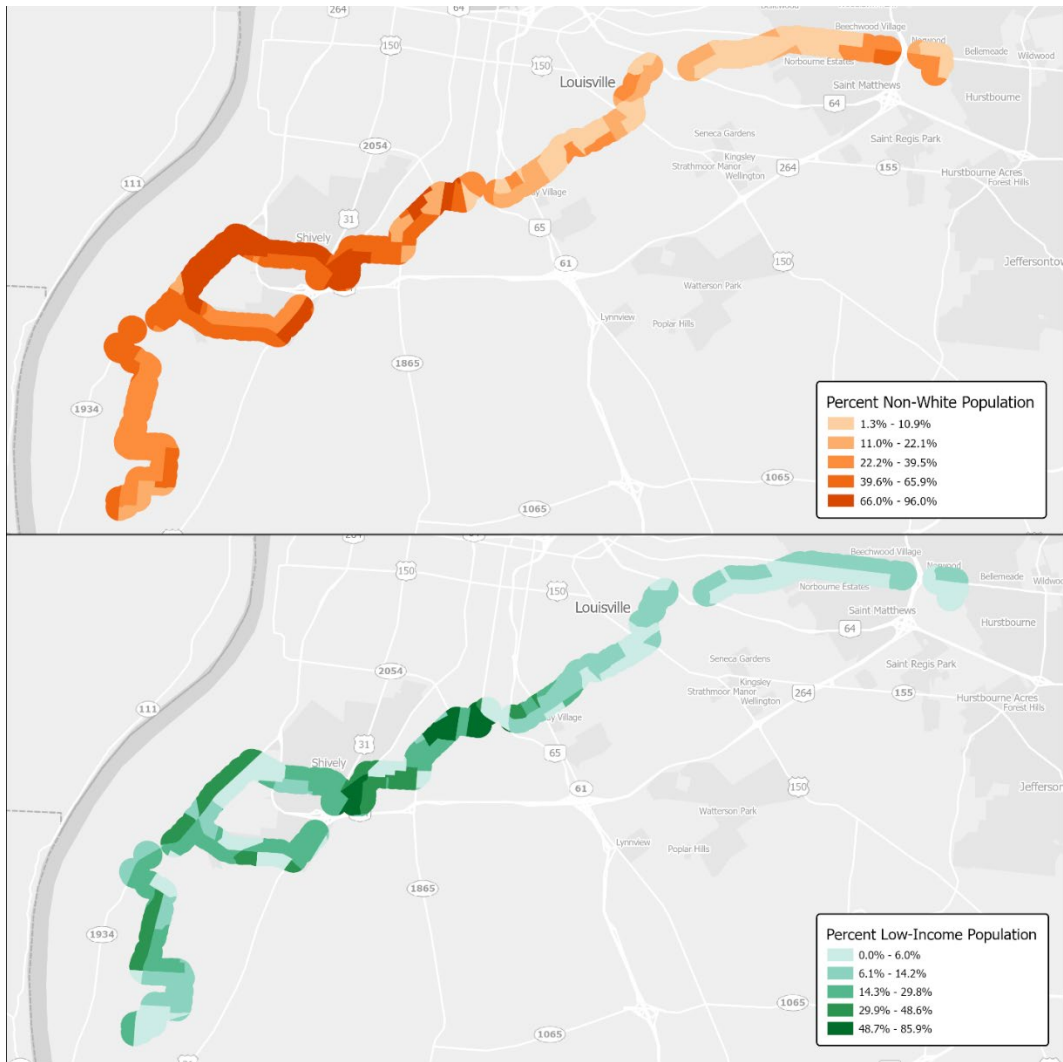


Figure 9 - Route #29 Demographics; January 2026

## **TARC Service Changes January 26, 2025**

### **Public Input Summary**

#### **Public Participation Process**

In accordance with the TARC's Public Participation Policy, TARC has solicited public comments on the proposed changes through various channels of communication and through the two public meetings held on October 13<sup>th</sup> at Union Station and October 14<sup>th</sup> at the Shively Government Center. All public comments have been summarized for consideration and will be presented to the Board of Directors as part of the service change proposals for January 2025.

The public has been notified and invited to comment on the proposed service changes through a news release widely distributed to the media, local elected officials, neighborhoods and community organizations, and social media. TARC also solicited comments through the [ridetarc.org](https://ridetarc.org) website, phone line, and social media outlets. In addition, the public can provide comments to TARC at any time via phone, email, letters, and social media.

This document will serve as a summary of the most common comments and concerns and will be accompanied by a list of all comments submitted. Comments were compiled from multiple sources such as social media posts, [PublicComment@ridetarc.org](mailto:PublicComment@ridetarc.org), TARC customer service, in-person, and traditional mail. Some comments made through these channels do not directly relate to the January 2025 service changes, however they are part of the overall public input and will be reviewed and considered by TARC.

#### **Public Comments**

As of **11/22/2024** TARC has received 165 individual public comment submissions related to the proposed January 2025 service changes. Changes to the route service reductions and service elimination generated the most public concerns and comments. The most comments were received for routes 63, 25. There were 79 comments speaking generally towards all routes, service changes and operations. There were 3 comments related to TARC-3 service. Overall, the comments received were not in favor of the proposed changes, or negative towards TARC/Louisville in general.

| Route Number                               | Positive | Negative | General |     |
|--|----------|----------|---------|-----|
| 4  | 0        | 7        | 0       |     |
| 6  | 0        | 1        | 0       |     |
| 10   | 0        | 6        | 0       |     |
| 12   | 0        | 0        | 0       |     |
| 15   | 0        | 0        | 0       |     |
| 17   | 0        | 3        | 0       |     |
| 18   | 0        | 4        | 0       |     |
| 19   | 0        | 0        | 0       |     |
| 21   | 0        | 0        | 0       |     |
| 22   | 0        | 1        | 0       |     |
| 23   | 0        | 0        | 0       |     |
| 25   | 0        | 18       | 0       |     |
| 27   | 0        | 0        | 0       |     |
| 28   | 0        | 1        | 0       |     |
| 29   | 1        | 3        | 0       |     |
| 31   | 0        | 1        | 0       |     |
| 40   | 0        | 3        | 0       |     |
| 43   | 0        | 1        | 0       |     |
| 52   | 0        | 2        | 0       |     |
| 63   | 0        | 30       | 0       |     |
| 71   | 0        | 2        | 0       |     |
| 72   | 1        | 0        | 0       |     |
| General                                    | 0        | 73       | 0       |     |
| TARC3                                      | 0        | 0        | 4       |     |
| Multiple Routes mentioned with same issues | 0        | 3        | 0       |     |
| On-Demand                                  | 0        | 0        | 0       |     |
| Total                                      | 2        | 159      | 4       | 165 |

## Schedule/Route Concerns

- Hard to make connections/transfers
  - Walking further will cause people to miss their connecting buses
- We need more routes not less
  - Overcrowded buses
- Need 24-hour TARC service
- Keep route 63
  - Discontinuation of this route will affect the community and students
- Shortening route 25 in the Chickasaw Neighborhood is not good for commuters in West Louisville
- Shortening route 25 in Springhurst Shopping Center will cause people to lose their jobs
- People rely on TARC, cutting service is not the right choice
- Buses are already late or don't show up, changes will make it worse
- Indiana routes having poor service and long connections
- More reductions in line with TARC 2025 not a good look for organization to keep reducing service
  - Increase frequency to increase ridership
- ADA passengers will find it hard to walk longer and customers with visibility disabilities will have to be trained to access new routes and stops along the routes

## Financial

- TARC needs to be funded more
- Raise fares for additional income
- More funding for TARC and less for police
- Make UofL pay for the Cardinal Shuttle
- Raise Occupational Tax

## Executive

- Get employees back from JCPS
  - If TARC employees work for JCPS merge them
- Hire more drivers and pay them better wages
- The mayor is an idiot if he doesn't step in and fix the problem
- The mayor should be made held accountable not the public
- Kentucky government shows no concern for public transit from Mitch McConnell to City Council and TARC Leaders.

## Outreach

- Print in pocket schedules are too small
- Find a way to respond to comments and emails
- People with disabilities feel excluded from the decision-making process

## Other

- TARC3 concerns
  - Grandfathered in with service changes and reductions
- Changes are unacceptable and will cause ridership to go down
- TARC should be like Cincinnati, or Indianapolis, Or Nashville



## **TARC Board of Directors**

### **Executive Committee Charter**

#### **Authority**

The Executive Committee (“Committee”) is a committee of the TARC Board of Directors (“Board”) established pursuant to KRS 96A.070(7) and by TARC’s Board Bylaws in Article VIII, Section 1.

#### **Membership and meetings**

There shall be four members (4) of the Committee, who shall be the Chair of the Board, Vice Chair of the Board, Chair of the Finance Committee and Chair of the Operations Committee. The Board Chair shall serve as the Chair of the Committee. The Committee will meet as necessary by the call of the Committee Chair. Three (3) members attending in-person or virtually shall constitute a quorum.

#### **Term**

Each Committee member shall serve as long as he or she remains Board Chair, Board Vice Chair or a Chair of the Finance and/or Operations Committee and until his or her successor for such respective position occurs.

#### **Responsibilities**

The Committee’s responsibilities shall be to:

- Expend \$500,000 or less in lieu of the full Board acting;
- Name members to the Nominating Committee no later than May 1 annually;
- Establish an annual process to evaluate TARC’s Executive Director;
- Identify training opportunities for Board members and ensure that the appropriate Board training is provided;
- Prepare a Board meeting attendance matrix annually;
- Review TARC’s strategic planning process and outcomes prior to presentation of such information to the full Board for its consideration; and
- Exercise all other powers granted by the Board, other than those set out herein and which shall only be expressly permitted by KRS 96A to be exercised by the entire Board.



# MEMORANDUM

**To:** TARC Board of Directors

**From:** Ted R. Smith, Board Chair, and Steve Miller, Finance Committee Chair

**Date:** December 18, 2024

**Re:** Amendment to Resolution 2024 – 04 Modify TARC Bylaws to Update Executive Committee Membership

---

The Board has revised the Executive Committee Charter to include the Vice Chair of the Board as a member of the Executive Committee. The current Bylaws contemplate a 3-member Executive Committee. However, state law allows the Board to decide how many members it deems necessary to form the Executive Committee. This Resolution proposes the creation of a 4-member Executive Committee made up of the following Board members: (1) Chair of the Board; (2) Vice-Chair of the Board; (3) the Chair of the Finance Committee; and (4) the Chair of the Operations Committee.

Please let us know if you have any questions. Thanks.





## **AMENDMENT TO RESOLUTION 2024 - 04 Modify TARC Bylaws to Update Executive Committee Membership**

A Resolution amending the Bylaws to revise the membership of the Executive Committee:

**WHEREAS**, the Board adopted an Executive Committee in January and revised it in February 2024; and

**WHEREAS**, KRS 96A.070(7) and Article VIII of TARC's Bylaws contemplate the creation of an Executive Committee to help the Board transact business of TARC between regularly scheduled meetings of the Board; and

**WHEREAS**, the TARC Board seeks to amend the membership to a 4-member Executive Committee comprised of the following Board members: (1) Chair of the Board; (2) Vice-Chair of the Board; (3) Chair of the Finance Committee; and (4) Chair of the Operations Committee, which also necessitates a change to TARC's Bylaws increasing the Executive Committee from 3 members to 4 members; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Transit Authority of River City hereby revises the Executive Committee to a 4-member Committee as contemplated directly above, and amends its Bylaws accordingly to reflect such change.

**ADOPTED THIS 18<sup>th</sup> DAY OF DECEMBER 2024**

---

**Ted R. Smith, Chair of the Board of Directors**



# MEMORANDUM

**To:** TARC Board of Directors

**From:** Ted R. Smith, Board Chair, and Steve Miller, Finance Committee Chair

**Date:** December 18, 2024

**Re:** Amendment to Resolution 2024 – 09 Executive Committee Charter

---

On February 28, 2024, the Board adopted an Executive Committee as it is permitted to do so by KRS 96A.070(7) and the TARC Bylaws. At the time of its creation, there were 3 members that comprise the Executive Committee. However, the Board would like to include the Vice Chair of the Board to be a member of the Committee. In doing so, the Board would also like to change the quorum of the Executive Committee from 2 members to 3 members. As a result of these changes, the Board wishes to amend its Charter for the Executive Committee, a copy of which is hereby attached.

The Board through this Resolution is seeking approval from the Board to amend the Executive Committee Charter. Please let us know if you have any questions. Thanks.



## **AMENDMENT TO RESOLUTION 2024 - 09 Executive Committee Charter**

A Resolution amending the Executive Committee Charter:

**WHEREAS**, the Board adopted an Executive Committee Charter on February 28, 2024; and

**WHEREAS**, the Board would like to revise the Executive Committee Charter to include the Vice Chair of the Board as a member of the Committee and to revise the quorum requirements for such Committee; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Transit Authority of River City hereby adopts the revised Executive Committee Charter, which is hereby attached.

**ADOPTED THIS 18<sup>th</sup> DAY OF DECEMBER 2024**

---

**Ted R. Smith, Chair of the Board of Directors**



## **TRANSIT AUTHORITY OF RIVER CITY BOARD MEMBER BY-LAWS**

This public corporation, having been enabled by Chapter 96A of the Kentucky Revised Statutes of the Commonwealth of Kentucky and having been created by joint proceedings of the City of Louisville and Jefferson County Kentucky, is named the Transit Authority of River City and pursuant to KRS 96A.020, where power is granted to make by-laws necessary for its operations, the following are hereby established as the by-laws of the Authority:

### **ARTICLE I - OFFICES**

The principal executive and operating offices, and principal office for determining jurisdiction and venue, shall be located in the City of Louisville, County of Jefferson, and Commonwealth of Kentucky. The Authority may have such other offices as it may designate or as the business may from time to time require.

### **ARTICLE II - POWERS AND PURPOSES**

**Section 1.** The exclusive objects or purposes to be promoted or carried on by this Authority are set forth in the laws of the Commonwealth of Kentucky and the joint proceedings creating the Authority. These purposes and powers as consistent with Kentucky law include but are not limited to the following:

(a) The Authority shall have the power to contract and be contracted with; to sue and be sued; to establish, alter and enforce rules and regulations in furtherance of the purposes of its creation; to adopt, use and alter a corporate seal; and to

have and exercise, generally, all of the powers of private corporations under Kentucky law except to the extent they may be limited by KRS 96A.

(b) The Authority shall promote and develop mass transportation in its transit area and adjoining areas, including acquisition, operation, and extension of existing mass transit systems.

(c) The Authority may acquire real or personal property, easements, franchises, bus certificates, or other rights necessary to the operation of any existing mass transit system within its transit area and adjoining areas.

(d) The Authority may, if it is unable to contract or agree to purchase the elements of (c) above and they are determined to be necessary to the accomplishments of the public purposes of the Authority, exercise the power of eminent domain.

(e) The Authority may, while arranging the acquisition of an existing transit system, provide a subsidy for operation to the owner or owners of such system.

(f) The Authority may receive and use monies or property from any public body participating in the creation of the Authority.

(g) The Authority may accept gifts, grants or loans of money or other property from the government of the United States, the state, or any person or entity for the furtherance of the public purposes of the Authority.

(h) The Authority may contract for management services in the operation of its public transit system.

(i) The Authority shall participate in overall planning for the Authority's service area with particular emphasis on mass transit.

(j) The Authority may arrange for financing of its system by:

1. Requesting appropriations from the MTTF "Mass Transit Trust Fund";

2. Issuing revenue bonds upon its income and revenues;
3. Issuing mortgage bonds upon its real and personal property;
4. Issuing General Obligation bonds complying with KRS 96A.120;
5. Issuing bond anticipation notes upon its mortgages or revenue bonds;
6. Any other methods permitted by law.

(k) The Authority may expand its membership and service area, either inter or intra-state upon compliance with KRS 96A, KRS 65, and any other federal or state requirements that may apply at such time.

Section 2. The assets and income of the Authority shall be used exclusively for mass transportation purposes.

### **ARTICLE III - BOARD OF DIRECTORS**

**Section 1. General Powers.** The business, activities, and affairs of the Authority shall be managed, controlled, and directed by its Board of Directors to the full extent of the powers and authority delegated to them by law.

**Section 2. Number and Tenure.** The Board of Directors shall consist of eight (8) members. Each Board member shall be appointed by the Metro Mayor of Louisville pursuant to KRS 67C.139. Each Board member of the Authority shall serve a three-year term. Members shall be eligible for reappointment. Members may serve until their successors are appointed and accept appointments.

The Chairperson of the Board will notify the office of the Mayor in writing 180 days prior to the expiration of a member's term.

**Section 3. Increasing Size of Board.** If and when the service area and membership of the Authority is expanded in accordance with Article II, Section 1 (k) of these by-laws, the size and membership of the Board of Directors may be increased,

subject to the concurrence and approval of the governing bodies of the public bodies heretofore participating. Each new public body of the Authority shall be entitled to not more than one member on the Board of Directors. These members shall serve three-year terms.

**Section 4. Compensation** Board members shall by resolution of the Board be allowed reasonable expenses necessarily incurred by them in the conduct of the affairs of the Authority. Compensation may be paid to Board members if so provided in the proceedings or joint proceedings of the governing bodies of the entities creating in the Authority.

**Section 5. Vacancies**. Any vacancy occurring among the members shall be filled in the manner provided by law. No vacancies shall impair the right of a quorum to transact any and all business of the Authority. Vacancies on the Board shall not be counted as members of the Board when determining the number of members of the Board necessary to constitute a quorum.

**Section 6. Presumption of Assent**. A member who is present at a meeting of the Board of Directors at which action on any Authority matter is taken shall be presumed to have assented to the action taken unless his or her dissent shall be entered in the minutes of the meeting, or unless he or she shall file a written dissent to such action with the person acting as the secretary of the meeting before adjournment thereof, or shall forward such dissent by Registered Mail to the secretary of the Authority immediately after the adjournment of the meeting. Such right to dissent shall not apply to a Director who voted in favor of such action.

#### **ARTICLE IV - SEAL**

The Authority shall have no seal unless the Board determines otherwise, in which case the seal shall have inscribed thereon the name of the Authority, the year of its incorporation,

and the words "Seal of Authority." Said seal may be used by causing it or a facsimile thereof to be impressed or affixed or reproduced or otherwise.

## **ARTICLE V - MEETINGS**

**Section 1. Regular Meetings.** Regular meetings of the Board shall be held at least once in each calendar month, at such time and place as may be fixed by the Board as a matter of record.

**Section 2 Special Meetings.** Special meetings of the Board may be called by the Chairperson or any two members of the Board upon oral or written notice to all members at least forty-eight hours in advance. Each notice of a special meeting shall state the time, place and purpose or purposes thereof. Notice may be waived by any member, orally or in writing, before, at or after such special meeting; and the presence of any member at any such meeting shall constitute a waiver of any defect of notice, unless such member shall cause it to appear on record that his or her attendance is only for the purpose of objecting to any deficiency in the notice or the time or manner of giving the same. Nothing permitted by this section shall allow avoidance of applicable open meetings laws.

## **ARTICLE VI - QUORUM AND MANNER OF ACTING**

**Section 1. Quorum.** A majority of the members of the Board shall constitute a quorum for the transaction of business, but a smaller number may adjourn from time to time.

**Section 2. Manner of Acting.** The affirmative vote of a majority of a quorum shall be necessary for the adoption of any motion, measure or resolution. The procedures of the meetings shall be consistent with the following:

(a) The proceedings shall follow the latest edition of Roberts Rules of Order except as herein provided.



(b) Voting shall be by voice vote except where (1) any member requests the ye and nay votes to be recorded by a roll-call vote and (2) in all proceedings involving any adjustment of rates and charges for use of the services and facilities of the mass transportation system of the Authority, authorization of proceedings to acquire property through exercise of the power of eminent domain, the issuance of revenue bonds or mortgage bonds of the Authority, a request that general obligation bonds be issued for Authority purposes, or approval and authorization of any lease agreement where the Authority is the lessor and a public body or bodies (or any combination thereof) is the lessee.

## **ARTICLE VII - BOARD OFFICERS AND EXECUTIVE DIRECTOR**

**Section 1. Officers of the Board of Directors.** There shall be a Chairperson and Vice-Chairperson of the Board of Directors. There may be an Executive Director and/or Secretary-Treasurer appointed by the Mayor.

**Section 2. Election of Officers.** An annual election of officers shall be held at the regular July meeting of the Board.

**Section 3. Duties of the Chairperson.** The Chairperson shall preside at all meetings of the Board at which he or she shall be present. He or she shall have power to sign all deeds, bonds, contracts, agreements, formal instruments and other obligations, in the name of and for the Authority which have been approved by the Board. He or she shall keep the Board advised, fully informed as to, and freely consult with them concerning the business of the Authority. He or she shall also have, exercise and perform all such other powers and duties as may be from time to time vested upon him or her by the Board.

**Section 4. Duties of the Vice-Chairperson.** The Vice-Chairperson shall, in the event of the death, resignation, removal, disability or absence of the Chairperson, perform all the duties of the Chairperson, and may perform such other duties as may be prescribed by the Chairperson of the Board.

**Section 5. Duties of the Secretary-Treasurer.** The Secretary-Treasurer, if appointed, shall perform the duties prescribed in KRS 96A.

**Section 6. The Employment of the Executive Director.** As is established in KRS 96A and KRS 79.310 - 330, an Executive Director may be hired having the qualifications established by law. He shall make and execute bond in an amount established by the Board.

**Section 7. The Duties of the Executive Director.** The Executive Director, if and when employed, shall be the Chief Executive Officer of the Authority, having such powers and duties as the Board may prescribe. The Executive Director may recommend the establishment or alteration of rules and regulations, and of rates and charges for use of the services and facilities of the mass transportation system of the Authority. He or she may, upon authorization of the Board, execute papers, checks, contracts or other documents for the Authority which are purely administrative in nature, or which are specifically authorized by the Board. He or she shall devote a substantial amount of his or her time to duties of his or her office, shall not engage in any business or profession in direct conflict therewith, and shall be directly subject to the supervision and direction of the Board. He or she shall operate and conduct the business and affairs of the Authority according to the orders, resolutions, and directives of the Board of Directors, Executive Committee, or Chairperson, and according to his or her own discretion whenever and wherever it is not limited under these by-laws or the orders, resolutions and directives of the Board of Directors. He or she shall employ, discharge, and direct all officers and employees, other than those Board officers provided for in these by-laws, of the Authority and shall see that their respective duties are performed properly.

## **ARTICLE VIII - COMMITTEES**

**Section 1. Executive Committee.** As authorized by KRS 96A, there may be an Executive Committee of the Board. The members of the Executive Committee, if the

Board establishes it, shall be the Board Chairperson, Vice Chairperson, Chairperson of the Finance Committee, and Chairperson of the Operations Committee. In the event a vacancy occurs on the Executive Committee for any reason, same shall be filled by selection of the Board at the next regularly scheduled Board meeting from any Board members whom the Board chooses to fill the position(s) set forth above which had become vacant.

In the interim between meetings of the Board of the Authority, the Executive Committee shall have and may exercise the following powers and responsibilities of the Board: (1) the expenditure of \$500,000 or less; (2) naming members to the Nominating Committee; (3) establishing an annual process to evaluate TARC's Executive Director; (4) identifying training opportunities for Board members and ensure that the appropriate Board training is provided; (5) preparing a Board meeting attendance matrix annually; (6) reviewing TARC's strategic planning process; and (7) utilizing all other powers granted by the Board except those expressly required by KRS 96A to be exercised by the Executive Board.

**Section 2. Regular Committees.** The Board may, as it deems necessary, establish regular or standing committees, the members of which shall be appointed by the Chairperson, to advise the Board of continuing matters of interest to the Authority. The Chairperson shall be an ex-officio member of each regular or standing committee; however, the Chairperson shall not have the right to vote or be counted in determining a quorum.

**Section 3. Temporary Committees.** As may be necessary from time to time, the Chairperson may appoint temporary committees of the Board to advise the Board on matters of interest to the Authority. The Chairperson shall be an ex-officio member of each temporary committee; however, the Chairperson shall not have the right to vote or be counted in determining a

quorum, unless the Board otherwise provides.

**ARTICLE IX - FISCAL YEAR**

The fiscal year of the Authority shall begin on the first day of July and end on the last day of June.

**ARTICLE X - AUDITS**

The Board shall at all times have employed a firm of independent Certified Public Accountants licensed to practice in this state to audit the financial accounts and affairs of the Authority. Such auditors shall have no personal interest directly or indirectly in the fiscal affairs of the Authority and shall be experienced and qualified in the accounting and auditing of public bodies. A contract shall be executed with such auditors describing their duties, the period to be covered, the professional fees to be paid, the responsibility of the Authority, and other appropriate matters. The contract shall be awarded on the basis of professional competence in the field of accounting and auditing for public bodies and subject to the rules of ethics of the American Institute of Certified Public Accountants.

**ARTICLE XI - AMENDMENTS TO BY-LAWS**

These by-laws may be altered, amended, or repealed, and new by-laws may be adopted, by a majority of the members of the Board of Directors at any regular or special meeting of the Board only after such amendments are presented at a regular committee meeting or Executive Committee meeting, which is held prior to the regular or special meeting of the Board in which the amendments are being considered for adoption



# MEMORANDUM

**To:** TARC Board of Directors  
**From:** Ozzy Gibson, Executive Director  
**Date:** December 18, 2024  
**Re:** Resolution 2024 - 44 Capital Assistance Grants for Federal Fiscal Year 2024

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Every year TARC plans for the use of capital funds available through Federal formula grant apportionments. This planning is done in coordination with the Kentuckiana Regional Planning and Development Agency (KIPDA) and in keeping in compliance with federal statutes. The result of this work is TARC's Program of Projects (POP), which is reflected in part in TARC's Fiscal Year (FY) 2025 budget. Included with this memorandum is a copy of TARC's Federal Fiscal Year (FFY) 2024 Capital Program of Projects (POP) utilizing Federal formula funds from Sections 5307, 5310, and 5339.

TARC's FFY 2024 POP identifies projects to be funded in a grant application for FFY 2024 Sections 5307 and 5309 capital assistance apportioned to TARC through the Bipartisan Infrastructure Legislation (BIL). These are funds appropriated for 2024 and distributed to transit agencies nationwide according to a formula. The grant application will be filed for a total of \$24,910,145 (\$19,928,116 federal share, \$4,982,029 local match or non-federal share). Section 5310 funds are not included in this total as these funds are awarded through a competitive process overseen by TARC. Major projects and expenses included in this POP are:

- Renovation and technology projects prioritized through TARC's asset management planning process
- Reimbursement of Capital Maintenance costs
- As much as 40% of the cost of contracting for paratransit service

The Program of Projects was the subject of a public meeting held on Zoom and Facebook Live, Monday, November 25, 2024 at 4:00 p.m. TARC notified the public of the meeting through a posting on our News and Events page and a series of social media posts.

The projects listed are in keeping with the FY 2025 capital budget as adopted by the Board through Resolution 2024-18. This resolution seeks the authority to file the grant for formula funds.

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

**RESOLUTION 2024-44**  
**CAPITAL ASSISTANCE GRANTS FOR FEDERAL FISCAL YEAR 2024**

A Resolution authorizing the Executive Director to file an application with the Department of Transportation, United States of America, for a grant under the Urban Mass Transportation Act of 1964, as amended.

**WHEREAS**, the Secretary of Transportation is authorized to make grants for a mass transportation program of projects; and

**WHEREAS**, the contract for financial assistance will impose certain obligations upon the applicant, including the provision by it of the local share of the project costs; and

**WHEREAS**, it is required by the U.S. Department of Transportation, in accordance with the provision of Title VI of the Civil Rights Act of 1964, as amended, that the applicant give assurances that it will comply with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Transportation requirements thereunder; and

**WHEREAS**, it is the goal of the applicant that Disadvantaged Business Enterprises be utilized to the fullest extent possible in connection with these projects, and that definite procedures shall be established and administered to ensure that disadvantaged businesses shall have the maximum feasible opportunity to compete for contracts when procuring construction contracts, supplies, equipment contracts, or consultant and other services.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Transit Authority of River City that:

1. The Executive Director and Chief Financial/Administrative Officer are authorized to execute and file an application on behalf of the Transit Authority of River City with the U.S. Department of Transportation to aid in the financing of planning, capital and/or operating assistance projects pursuant to Section 5307 of the Urban Mass Transportation Act of 1964, as amended.
2. The Board Chair, Vice-Chair, Executive Director, and Chief Financial/Administrative Officer are authorized to execute and file such applications an assurance or any other document required by the U.S. Department of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964.
3. The Executive Director and Chief Financial/Administrative Officer are authorized to furnish such additional information as the U.S. Department of Transportation may require in connection with the application for the program of projects and budget.
4. The Executive Director and Chief Financial/Administrative Officer are authorized to set forth and execute affirmative disadvantaged business policies in connection with the program of projects and budget procurement needs.



5. The Executive Director and Chief Financial/Administrative Officer are authorized to execute grant agreements on behalf of the Transit Authority of River City with the U.S. Department of Transportation for aid in the financing of the planning, capital and/or operating assistance program of projects and budget.

**ADOPTED THIS 18th DAY OF DECEMBER 2024**

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**Ted Smith, Chair of the TARC Board of Directors**

# Program of Projects and Budget for Federal Fiscal Year 2024 Grant Funds

Apportioned: April 4, 2024

Urbanized Area: Louisville, KY  
 Designated Recipient: TARC  
 Grantee: Transit Authority of River City  
 Program Numbers:  
 Temporary number: 1105-2025-X

|  | Full Year Apportionment | <b>Actual</b>     |
|--|-------------------------|-------------------|
| Section 5307 Apportionment for 2024 (A)                | \$                      | 18,321,285        |
| TARC Local Match                                       | \$                      | 4,580,321         |
| <b>Total TARC 5307 Capital Program Funds Available</b> | <b>\$</b>               | <b>22,901,606</b> |
| Section 5339 Apportionment for 2024 (B)                | \$                      | 1,606,831         |
| TARC Local Match                                       | \$                      | 401,708           |
| <b>Total 5339 Capital Program Funds Available</b>      | <b>\$</b>               | <b>2,008,539</b>  |
| <b>Subtotal of TARC Apportionments</b>                 | <b>\$</b>               | <b>19,928,116</b> |
| <b>Subtotal of TARC Local Match</b>                    | <b>\$</b>               | <b>4,982,029</b>  |
| <b>Carryover Funds</b>                                 | <b>\$</b>               | <b>-</b>          |
| <b>Total Funds Available for TARC Capital Program</b>  | <b>\$</b>               | <b>24,910,145</b> |

## Project Description

| CAPITAL PROJECTS (80/20 FUNDING)          | ALI              | LOCAL               | FEDERAL              | TOTAL                |
|---|------------------|---------------------|----------------------|----------------------|
| 1 A & E Services                          | 11.41.03         | 40,000.00           | 160,000.00           | 200,000.00           |
| 2 MIS Equipment / Hardware                | 11.42.07         | 200,000.00          | 800,000.00           | 1,000,000.00         |
| 3 MIS Equipment / Software                | 11.42.08         | 400,000.00          | 1,600,000.00         | 2,000,000.00         |
| 4 Security Enhancements                   | 11.42.09         | 91,321.00           | 365,284.00           | 456,605.00           |
| 5 Rehab/Renovate Admin / Maint Facility   | 11.44.03         | 25,000.00           | 100,000.00           | 125,000.00           |
| 6 Capital Maintenance                     | 11.7A.00         | 2,820,000.00        | 11,280,000.00        | 14,100,000.00        |
| 7 Non-Fixed Rte ADA Paratransit Svc       | 11.7C.00         | 1,000,000.00        | 4,000,000.00         | 5,000,000.00         |
| 8 Capital Cost of Contracting-Fixed Route | 11.71.12         | 4,000.00            | 16,000.00            | 20,000.00            |
| Subtotal Capital Section 5307             |                  | 4,580,321.00        | 18,321,284.00        | 22,901,605.00        |
|   | <i>Project 1</i> | 3,580,321.00        | 14,321,284.00        | 17,901,605.00        |
| 9 Buy Replacement 40' Bus                 | 11.12.01         | 280,000.00          | 1,120,000.00         | 1,400,000.00         |
| 10 Other 3rd Party Contractual Services   | 11.71.11         | 1,000.00            | 4,000.00             | 5,000.00             |
| 11 MIS Equipment / Hardware               | 11.42.07         | 8,000.00            | 32,000.00            | 40,000.00            |
| 12 Purchase Support Vehicles              | 11.42.11         | 24,000.00           | 96,000.00            | 120,000.00           |
| 13 Acquire Miscellaneous Equipment        | 11.42.20         | 8,707.00            | 34,828.00            | 43,535.00            |
| 14 Facility Rehabilitation                | 11.44.02         | 80,000.00           | 320,000.00           | 400,000.00           |
| Subtotal Capital Section 5339             |                  | 401,707.00          | 1,606,828.00         | 2,008,535.00         |
| <b>TOTAL CAPITAL</b>                      |                  | <b>4,982,028.00</b> | <b>19,928,112.00</b> | <b>24,910,140.00</b> |
| <b>OTHER FUNDING</b>                      |                  |                     |                      |                      |
| 15 Enhanced Mobility* (Section 5310)      |                  | 345,302.25          | 1,381,209.00         | 1,726,511.25         |
| Subtotal Section 5310                     |                  | 345,302.25          | 1,381,209.00         | 1,726,511.25         |
| <b>TOTAL PROGRAM OF PROJECTS</b>          |                  | <b>5,327,330</b>    | <b>21,309,321</b>    | <b>26,636,651</b>    |

\*TARC is the designated recipient for these funds. Funds will be awarded to subrecipients whose projects are selected in accordance with FTA guidance. The sources and amount of local match will be determined as a result of that process.



# Federal Transit Administration

## Formula Funding Programs

| Program   | Section 5307 - Urbanized Area Formula Grants<br><br>(80% Federal, 20% Local – provided by MTTF)   | Section 5339 – Grants for Buses and Bus Facilities<br><br>(80% Federal, 20% Local – provided by MTTF)  | Section 5310 – Enhanced Mobility of Seniors & Individuals with Disabilities   |
|---|---|--|---|
| <b>Description of intended program use</b>  | Public transportation capital, planning, and operating expenses in certain circumstances.   | Replace, rehabilitate, and purchase buses and related equipment and construct bus-related facilities.  | Assist private nonprofit or private entities to meet transportation needs of seniors and individuals with disabilities.   |
| <b>Eligible Activities</b>  | <p>Eligible activities are wide-ranging, but for TARC typically include:</p> <ul style="list-style-type: none"> <li>• Replace/purchase buses, vans, support vehicles, and equipment</li> <li>• Plan, engineer, design transit projects</li> <li>• Buy security equipment and enhancements</li> <li>• Construct/renovate maintenance, passenger, and bus-related facilities</li> <li>• Construct associated transit improvements</li> <li>• Buy hardware/software</li> </ul> | <p>Funds are focused on capital projects that typically include:</p> <ul style="list-style-type: none"> <li>• Replace/purchase buses, vans, and related equipment</li> <li>• Construct/renovate bus-related facilities</li> <li>• Buy hardware/software</li> </ul> | <p>Frequently used Section 5310 projects include:</p> <ul style="list-style-type: none"> <li>• Light-duty buses/vans</li> <li>• Wheelchair lifts, ramps, and securement devices</li> <li>• Contracted/leased transportation services</li> </ul> |
| <p><b>Section 5307 “Other Capital Items”</b> include three activity types TARC often uses for developing grant applications to support operations: 11.7A.00 Preventive Maintenance, 11.7C.00 Non Fixed Route ADA Paratransit, and 11.71.12 Capital Cost of Contracting. These activity types are only available for Section 5307, not Section 5339.</p> |   |  |   |
| <b>Constraints &amp; Characteristics</b>  | <p>Urban areas of 200,000 or more may not use funds for operating assistance unless identified by FTA as eligible under 49 USC 5307.</p> <p>&gt;= 1% applied to Security-related projects<br/>&gt;= .75% applied to Safety-related projects</p>   | <p>This program has two related discretionary programs for Bus and Bus Facilities – 5339(b) and Low and No Emission – 5339(c). TARC has received both types of awards, but they function differently than the formula 5339 program.</p>                            | <p>The federal share of eligible capital costs may not exceed 80 percent, and 50 percent for operating assistance. The 10 percent that is eligible to fund program administrative costs may be funded at 100 percent federal share.</p>         |

# MEMORANDUM

**To:** TARC Board of Directors

**From:** Ozzy Gibson, Executive Director

**Date:** December 18, 2024

**Re:** Resolution 2024 – 45 Financial Auditing Professional Services (RFP 20231827)

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In September, the Procurement Department issued a Request for Proposals (RFP) 20231827 for Financial Auditing Professional Services. The RFP was advertised on TARC's website via Bonfire, TransitTalent, and sent directly to several financial auditing companies. A total of two companies intended to bid, however, on October 31, 2024, TARC received one proposal, which resulted in a single bid procurement. The Procurement Department contacted the other company that had intended to bid, and asked why they did not provide a bid response. The company had indicated that it would be a burden for them to travel in to Louisville for any required meetings on TARC locations, and thus, they opted out of bidding, which then resulted in a single bid procurement.

The Procurement Department conducted an independent cost estimate prior to receiving bid. A committee of TARC staff from multiple departments that would manage and work with the service evaluated and independently scored the proposal. The evaluation committee scored the proposal on several factors including technical approach, qualifications, professional references, and relevant experience. After scoring and careful consideration, the evaluation committee deemed the response as responsive and responsible, and thus, unanimously recommends an award to Crowe, LLP.

Crowe's proposal includes a fee schedule for the next five fiscal years (2025 – 2029) which will cover the cost of TARC's three (3) annual audits (i.e., Fiscal Year End, NTD, and TARC Pension Plan). In addition to the fee schedule, Crowe's proposal includes an hourly rate schedule for the next five fiscal years should additional work beyond that which would occur during the three (3) annual audits be required. Funds for each year of the contract will be included as part of the Operations Budget.

This Resolution seeks approval for the Board of Directors to authorize the Executive Director to negotiate and enter into a contract with Crowe, LLP at a cost not to exceed \$386,815 which covers the initial three (3) year term and additional two (2) one-year terms. The term also includes a 10% contingency for any additional services provided beyond the three (3) annual audits.

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

## **RESOLUTION 2024-45**

### **FINANCIAL AUDITING PROFESSIONAL SERVICES**

A Resolution authorizing the Executive Director to negotiate and enter into a contract with Crowes, LLP for Financial Auditing Services at a cost not to exceed \$386,815 for the initial term of three (3) years with two (2) one-year optional terms that will auto-renew annually.

**WHEREAS**, TARC seeks a provider for Financial Auditing Professional Services; and

**WHEREAS**, an independent cost estimate was conducted prior to receiving responses; and

**WHEREAS**, a single bid responsive proposal was received from provider of Financial Auditing Professional Services; and

**WHEREAS**, an evaluation committee comprised of knowledgeable TARC staff from relevant departments reviewed and scored the proposal; and

**WHEREAS**, the evaluation committee recommends unanimously an award to Crowe, LLP as the best value solution for TARC; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to negotiate and enter into a contract with Crowe, LLP for Financial Auditing Professional Services at a cost not to exceed \$386,815 for an initial term of three (3) years with an option for two (2) one-year auto-renewals. The contract includes a 10% contingency for any additional services provided beyond the 3 regularly scheduled annual audits.

**ADOPTED THIS 18th DAY OF DECEMBER 2024**

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**Ted Smith, Chair of the TARC Board of Directors**



# MEMORANDUM

**To:** TARC Board of Directors  
**From:** Ozzy Gibson, Executive Director  
**Date:** December 18, 2024  
**Re:** Resolution 2020-37 Amendment No. 2 Contract 2822 TransTrack Annual Support

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In September 2020, Resolution 2020-37, TARC Board of Directors granted authorization for the Interim Co-Executive Directors to enter into a contract with TransTrack Systems, Inc. to provide Business Analytics and NTD Reporting System for an initial term of three (3) years with an option of two (2) one-year extensions. It included all license fees, installation, training and associated costs as well as first year maintenance. At that time, TARC was using the Trapeze product APC Gateway and Plan to hold, maintain, and report on NTD ridership and passenger count data. As Automated Passenger Counters (APC) began to be installed on the TARC Fleet, the Trapeze product could not process the APC data as efficiently, and thus, a decision was made to move to the TransTrack product.

In August 2022, the Board of Directors authorized the Executive Director to amend the contract to transition from Trapeze APC Gateway and Plan to the TransTrack equivalent tools that would be able to handle the ridership data as well as any upgrades more efficiently (Amendment No. 1 to Contract 2822 for TransTrack Annual Support). The transition was due to a realignment of the two companies that had become subsidiaries of the same holding company.

Although the Amendment was approved and TransTrack immediately took over the duties that Trapeze had been handling, TARC and Trapeze were working on the remaining billing discrepancies. After TransTrack took over the service and billing on July 1, 2024 for \$22K billed in quarterly increments for the term of July 1, 2024 – June 30, 2025 for Business Analytics and NTD Reporting System, the value of the agreement increased an additional \$23K. The current contract annual not to exceed amount is \$110K for FY2025, which requires Board approval.

This Resolution seeks authorization from the Board of Directors for the Executive Director to increase the total not to exceed amount for maintenance and support for TransTrack to \$109K for fiscal year 2025.

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

## **RESOLUTION 2020-37 AMENDMENT NO. 2 CONTRACT 2822 TRANSTRACK ANNUAL SUPPORT**

A Resolution authorizing the Executive Director to increase the total amount for maintenance and support for TransTrack Business Analytics and NTD reporting solution from \$88K to \$110K for the fiscal year of 2025.

**WHEREAS**, in August of 2020 the TARC Board of Directors authorized the Executive Director to negotiate and enter into an agreement with TransTrack Systems, Inc. for a Business Analytics and NTD reporting solution (contract No. 2822); and

**WHEREAS**, in August of 2022 the TARC Board of Directors authorized the Executive Director to amend contract No. 2822 and to transition the ridership and passenger count data to TransTrack for analysis and NTD reporting; and

**WHEREAS**, TARC and TransTrack amended the contract for ridership and passenger count data and will honor the annual cost for FY2025 of \$22K as agreed to in August of 2022;

**WHEREAS**, in July of 2024 TARC received a new billing estimate that increased the contract value an additional \$23K, a result of a quarterly billing of \$27.3K, which increase the total not to exceed amount from \$87.6K to \$110K for FY 2025; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Transit Authority of River City that:

The Executive Director is hereby authorized to increase the total amount for maintenance and support for TransTrack from \$87.6K to \$109K total for the fiscal year of 2025.

**ADOPTED THIS 18th DAY OF DECEMBER 2024**

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**Ted Smith, Chair of the TARC Board of Directors**