

**OPERATIONS MEETING
TARC BOARD OF DIRECTORS**



Meeting Notice:

The TARC Board of Directors holds a monthly meeting of the Operations Committee. The next meeting will be held at:

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

Wednesday, February 19, 2025 at 10:45 a.m.

This meeting may also be held via teleconference as permitted by KRS 61.826.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation for assistance with the meeting or meeting materials. Please contact Stephanie Isaacs at 502.561.5103. Requests made as early as possible will allow time to arrange accommodation.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Agenda – February 19, 2025

1. Quorum Call/Call to Order Alice Houston, Chair 10:45
 - a. Approval of January Minutes

2. Staff Reports and Presentation 10:50-11:25
 - a. Operations Update Ozzy Gibson & Rob Stephens
 - b. TARC 2025 Network Redesign Alex Posorske
 - c. Update on Title VI for Board Meeting Aida Copic & Ozzy Gibson
Michelle Poyourow-Jarrett Walker

3. Possible Upcoming Topics for Future 11:25-11:30
 - a. Block by Block
 - b. Driver Tips Document

4. Adjournment 11:30

OPERATIONS MEETING TARC BOARD OF DIRECTORS



January 15, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, January 15, 2025 at 10:45 a.m. in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Members in Person

Abbie Gilbert
Alice Houston

Members Virtual

Michael Schnuerle
DuWayne Gant

Declined

Ted Smith
Christy Ames

Call to Order

Alice Houston called the meeting to order at 10:46 a.m.

Approved the December Operation Committee Meeting Minutes.

Staff Reports and Presentations

Ozzy Gibson presented several updates.

- TARC has met our goal of 68 fully trained drivers for JCPS.
- The list of qualified drivers has been shared with the Mayor's Office, Dr. Polio, and the appropriate members of Metro Council.
- JCPS Board Meeting on January 28. At the meeting, they should address the return of routes.
- The question for our budget process is the confirmation of the second year.
- KRS HB135 is on the agenda to be introduced for the next session General Assembly.
- Snowstorm was an issue for the whole community.
- Only 55,000 boardings during this time frame.
- Tuesday morning Public Works did reach out for a list of possible high priority snow removal locations.
- Paratransit locations were also shared with Public Works.
- Planning on reaching out to other cities regarding their snow removal plan.
- TARC implanted a snow plan with 15 routes – 141 runs a day.
- Only 20 busses got stuck and needed help getting out.
- Only 5 accidents of buses sliding into objects, but luckily no collisions with other vehicles.
- Customer Service answered a lot of calls and did a great job.
- Great job of messaging out to the community services changes to the snow.
- Internal and external snowstorm debriefing meetings are scheduled.

Ozzy Gibson presented an update on the Operations report moving forward in 2025.

- Focus will be on time performance and getting all of the work out.
- Focus will be on attendance.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



- New slides with information regarding the reason why the work did not go out.
 - Employee.
 - Equipment.
- Dan Franklin has been working with drivers who have 90% on time performance and collecting information on their success.
- Dan Franklin has been working with drivers with the lowest on time performance, suggesting retraining opportunities for them.
- The plan moving forward is to be posting everyone's times and performance on March 1, 2025.
- We will share data on routes that are problematic no matter who the driver is on the route.
- Every employee that receives a check from TARC will know what our on-time performance is and how much work went out that day.

Rob Stephens presented the Operations Report – Refer to the PowerPoint.

Board Members discussed additions of new stops and the cost of shuttles including benches.

TARC 2025 is tabled for this meeting and will be discussed further in the next meeting.

Aida Copic presented the updated Title VI.

- The Planning Department is preparing for January service adjustments, including route eliminations, consolidations, and service absorption.
- These changes require a Title VI analysis to address major service changes for the community.
- Introduce Michelle Poyourow, she is associate principal with Jarred Walker and Associates and she's working with us on this task.
- Review the memo that Michelle Poyourow prepared for us to start with policies review and for general information and peer comparison.
- Key question is why we are updating the policy, Our current policies have been developed and adopted in 2012/2013.
- This is a good time to review policies, make amendments as we move forward with TARC 2025.
- The Board will review draft policies, followed by public involvement process and comments on the draft policies and ultimately coming back to the board as final draft for its review and approval.

Abbie Gilbert, asked, "I guess we need time to be able to actually read this whole thing because I did not get to read it. Are you asking us to comment on this draft today?"

Ozzy Gibson, answered, "I think what we want to do is start the process. Why we are making these changes? When I met with Jarrad Walker Associates we started talking about things that need to happen and how quickly they can happen. One of the things that was discussed, we need to update our Title VI policy and control. We had a scope built in as side contract with Jarred Walker to help us develop our plans. What we do is something that is seen in other cities and it will pass the legalities."

OPERATIONS MEETING

TARC BOARD OF DIRECTORS



Michelle Poyourow presented three elements of the policy.

- Step One: defining a major service change which is TARC saying here is the amount we can change our system without going through a Title VI Service Equity Analysis, and above that amount of change. It's sort of setting your own threshold or standard for, what degree of change you need to do an Equity analysis for.
- Step Two: defining how much difference is tolerable between the experiences of minority population, and non-minority population, as well as the experiences of low-income population and non-low-income population.
- Step Three: setting that degree of change separately for those two groups of people.
- It's good to keep the policy really simple without putting into the policy a lot of prescription on exactly what methodology to use.
- This memo is very much about the policy, not the methodology.

And then there are a couple of big questions to answer too.

- “How much service change should count as major and should trigger a service Equity analysis where you examine the equity impacts?”
- “Should TARC obligate itself to evaluate service changes that are distributed widely around it's system, but on each route, the change might be small? This comes with more work, because every time a service change is made, it goes to increase the amount of work.
- Another question. That's a board level policy question is, “Should the Equity analyses, really only be focused on the quantity of service or should also look at the usefulness of service for those populations in question? So, not just do people have service nearby and how much but also can they reach jobs? Can they reach schools? Those are questions of usefulness.”
- Are you comfortable just setting the policy and leaving the details of methodology to staff to determine year by year as data changes as software changes?” “Which is what I recommend to do.”

Peer agencies: GRTC in Richmond, IndyGo in Indianapolis, City of Raleigh, MATA in Memphis, METRO in Madison, Wisconsin, and CapMetro in Austin, Texas.

Alice Houston asked, “I'm assuming that the data that you collected were similar to Louisville in terms of general population and minority low-income, or were they selected because they have a better public transit system?”

Michelle Poyourow answered, “Both, we were looking at both. So, we wanted to make sure and speak with a few agencies who had implemented a network redesign or a really big change to their network, because one of the problems with most agencies policies is that they were adopted in 2013. The 2013 policies make sense and are easy to implement when you're just changing one or two routes, but they don't actually work when you're changing your whole network at the same time”

Michelle Poyourow continued. “And so many agencies have been in the same situation as TARC of preparing network-wide changes and then realizing that the policy adopted did not actually make any sense for that purpose. You actually have to change it just to move forward with a network-wide change.”

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Abbie Gilbert said, "So, Pat a question for you. So, federally we are required to do a certain thing, and thus TARC took that and put that into our own policy, but we can make the policy bigger or smaller."

Pat Mulvihill answered, "The answer is yes. Yes, to that. I mean I think there would be some things that would probably violate Title VI if they were not within a reasonable measurement, but I think what they're proposing is contained in the draft policy that it is coming with this memo. But yes, the answer is, as long as you're within certain guidelines, you're free to do this. The 2013 policy was pretty prescriptive, every, and every change required the Title VI analysis on each route. Now, this would be a network redesign. And thus, if you are going to look at a major service change, which is what TARC is doing through these new plans, it makes sense that you're going to look at it in its totality and not route by route."

Abbie Gilbert asked, "Why did we make this policy to begin with?"

Pat Mulvihill answered, "You have it because the federal government requires you to do so."

Ozzy Gibson asked, "Do we actually really do our own policy when we flip this whole network around?"

Michelle Poyourow answered, "No. The reason is actually, you don't have to change much of substance in your existing policy. For example, your existing policy says that a certain amount of difference between the experience of minority populations and non-minority populations is tolerable. It sets that amount of difference and you could actually keep that the same. There's no need to change it, but the thing in the policy must change in order to implement such a change to your network."

Michelle Poyourow continued, "So, you can still look at impacts route by route in your new network and evaluate route by route and you can evaluate system-wide, but you just can't do what the existing policy says which is compare new route to the old route. It's just not a meaningful phrase in the context of a network redesign and that's what GRTC in Richmond and IndyGo in Indianapolis and CapMetro in Austin figured out as they were implementing big network changes."

Alice Houston said, "Now that makes sense, we can evaluate the impact however, we can't compare something that is not there."

Ozzy Gibson said, "We have a lawyer from our law firm assigned to this, because we were informed that if we didn't take a look at our Title VI when doing a major overhaul of the system, we could have faced some type of litigation. We won't implement any policy until the attorney that we brought in approves it."

DuWayne Gant asked, "Will this data include the correlation between the decline in ridership with the fixed route, with the correlation, with the ridership and the increase in ridership with TARC 3 Paratransit?"

Aida Copic answered, "Yes, the evaluation of the policies will include changes to the fixed routes to potential impact on ridership and obviously paratransit. We will compare the data demographics data for low-income and minorities and the policies and assess potential impact. The methodology will change with the new policies and we will apply the quality of service in addition to the quantity. So basically, access will be evaluated for all TARC users"

Pat Mulvihill asked, "In the cities you looked at, did you deal with this new policy that they implemented for both

OPERATIONS MEETING TARC BOARD OF DIRECTORS



contractions and expansions? Because that's what we're talking about with network redesign. Some may have expanded their service beyond their current network or where others contracted?"

Michelle Poyourow answered, "Yes, we looked at a mix of cities. So, for example, the City of Raleigh, cut some service during the pandemic and it was not, unlike some pandemic changes temporary, but instead it was known that it would be permanent, IndyGo also put some thought into cuts for their policy as well as additions. All of them did put some thoughts into that, make sure that their policy applies across a range of future conditions, but some of them were certainly at the time preparing for an increase, as you say, but yes, we did, look at those that made cuts as well."

Michelle Poyourow said, "The FTA basically requires the process of you setting policies. They don't actually require that those policies be any particular policy or any particular number. So, they require that there is an equity analysis and that it can adhere to your adopted policies, but they give agencies a lot of leeway in setting policies that reflect a local values of their community."

Board Members agreed further discussions will be needed.

Alice Houston adjourned the meeting at 11:51 a.m.

ADOPTED THIS 19th DAY OF February, 2025

Alice Houston, Chair of the Operations Committee.



BOARD OF DIRECTORS
FEBRUARY 26, 2025

FEBRUARY OPERATIONAL UPDATE

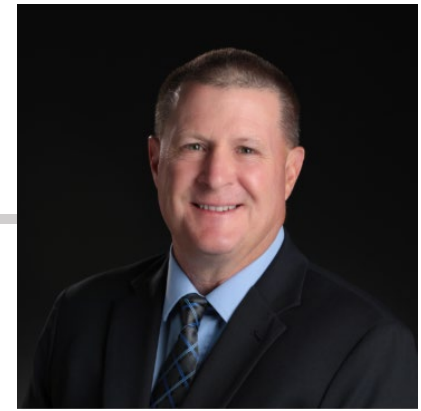




EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...

- Celebrated Black History Month though saving a seat on every bus to honor Rosa Parks and her contribution to the civil rights movement. Partnered with Olmsted Parks, and Spalding University to celebrate local African American leaders including Elmer Lucille Allen, and TARC's own Alyce French Johnson.
- Brought back TARC gear for sale to the public at our main customer service kiosk in Union Station! You can grab some great items like shopping trolleys, crossbody bags, grocery totes, water bottles, and umbrellas—perfect for TARC riders or those who love public transit.
- Implemented January 26, 2025 service reductions
- Continued installation and testing on new Avail CAD/AVL system, including public information displays on over 70 TARC buses





FUTURE SLIDES – FOCUS

- Missed Runs Break Down
- Potential Missed Boarding's
- Potential Missed Revenue
- Top Reasons for Missed Runs
- Absenteeism
- Late Garage Pull Out – Contributing Factors
- Employee Recognition

KEY STATS FOR PRESENTATION



FEBRUARY DIRECTORS UPDATE

February 26, 2025





SNOW WEEK UPDATE

Ridership Comparison for Week 1 of January 2024 to Snow Week of January 2025

Route No.	Route Name	Ridership 01/07/24 - 01/13/24	Percentage of Change	Ridership 01/05/25 - 01/11/25	Change
4	Fourth Street	10,385	-36.10%	6,636	(3,749)
10	Dixie Highway RAPID	9,070	-39.76%	5,464	(3,606)
23	Broadway	20,362	-38.94%	12,433	(7,929)
28	Jackson Street - Preston Highway	11,381	-34.20%	7,489	(3,892)
2	Second Street	1,165	-93.99%	70	(1,095)
6	Sixth Street	3,396	-58.04%	1,425	(1,971)
12	Twelfth Street	926	-96.00%	37	(889)
15	Market Street	5,752	-70.57%	1,693	(4,059)
17	Bardstown Road	2,301	-60.28%	914	(1,387)
18	18th Street - Dixie Highway	3,265	-36.17%	2,084	(1,181)
19	Muhammad Ali Blvd	7,621	-57.55%	3,235	(4,386)
21	Chestnut Street	3,325	-63.58%	1,211	(2,114)
22	Twenty-Second Street	169	-97.63%	4	(165)
25	Oak-Westport Crosstown	3,847	-54.87%	1,736	(2,111)
27	Hill Street	2,453	-95.60%	108	(2,345)
29	Eastern Parkway	3,589	-64.28%	1,282	(2,307)
31	Shelbyville Road	2,036	-46.81%	1,083	(953)
40	Taylorsville Road	2,308	-70.49%	681	(1,627)
43	Poplar Level	4,572	-97.38%	120	(4,452)
63	Crums Lane	2,522	-60.94%	985	(1,537)
71	Jeffersonville-Louisville-New Albany	2,455	-56.78%	1,061	(1,394)
72	Clarksville	1,905	-53.75%	881	(1,024)
52	Medical Center Circulator	248	-90.32%	24	(224)
94	Cardinal Shuttle	14,647	-81.48%	2,713	(11,934)
93	UPS Shuttle-UL-JCTC	133	-51.88%	64	(69)
99	UPS Shuttle West Louisville	104	-36.54%	66	(38)
					0
Totals		119,937	-55.39%	53,499	(66,438)



SNOW WEEK UPDATE CONT.

TARC3 PERFORMED VS NOT PERFORMED JAN 5TH - 12TH, 2025	OTP	TRIPS SCHEDULED	TRIPS COMPLETED	MISSED TRIPS	SAME DAY CANCELS	LATE CANCELS	NO SHOWS	CANCEL AT THE DOOR	SITE CANCELS	OTHER CANCELS	TOTAL CANCELED TRIPS	LOST REVENUE	Vehicles Stuck in Snow and Ice
Sunday, January 5, 2025	81%	420	159	12	123	100	6	20	0	0	249	\$ 747	1
Monday, January 6, 2025	45%	519	72	31	202	152	12	7	36	7	416	\$ 1,248	5
Tuesday, January 7, 2025	88%	875	538	5	155	102	44	29	0	2	332	\$ 996	4
Wednesday, January 8, 2025	90%	1,141	851	13	114	90	44	19	0	10	277	\$ 831	6
Thursday, January 9, 2025	91%	1,138	881	5	86	88	33	30	0	15	252	\$ 756	3
Friday, January 10, 2025	90%	1,057	746	8	124	104	35	24	0	16	303	\$ 909	1
Saturday, January 11, 2025	93%	508	392	2	51	35	12	14	0	2	114	\$ 342	0
Sunday, January 12, 2025	95%	493	435	5	15	25	13	0	0	0	53	\$ 159	0
TOTALS	84%	6,151	4,074	81	870	696	199	143	36	52	1,996	\$ 5,988	20

Fixed Route

Week of (Sunday to Sunday)	OTP	Missed Miles	Missed Hours	Missed Work	Call Ins	Stuck Coaches	# of Routes Ran	Ridership	LOST REVENUE
1/7/24 – 1/14/24	77%	3,358	191	272	58	0	26	113,000	\$ 169,500
1/5/25 – 1/12/25	66%	35,888	2,668	359	209	20	15	55,504	\$ 83,256
DELTA	0	32,530	2,477	87	151	n/a	11	57,496	\$ 86,244

Total of 1,996 canceled TARC3 trips week of the snow event. Total of 55,504 boarding's for fixed route that week. Average weekly ridership in January week of 5-12, 2024 was 113,000. Lost ridership of 57,496 for fixed route

Estimated combined lost revenue from the snow event to be approximately \$92,232.

TARC3 missed trips = 1,996 x \$3 = \$5,988

Fixed route missed trips = 57,496 x \$1.50 = \$86,244

Please note that this assumes everyone would pay fares when boarding (no use of period passes) and assumes everyone paying full fare (no reduced rides)



TARC PEER COMPARISON 2025 STATS

TARC Peer Comparison 2025 data

	Cincinnati Go Metro	Indianapolis Indy Go	Nashville We Go Transit	Louisville TARC
Service Area Miles Covered	289 square miles	396 square miles	504 square miles	288 square miles
Service Population	744,901	969,466	703,953	744,816
Total Budget 24/25	\$160,168,013	\$146,800,000	127,997,000	\$114,985,630
Paratransit Average Monthly Trips Scheduled	14,663	13,210	33,465	31,865
Paratransit On-Time Performance	88.5%	70%	91.8%	93%
Average Monthly Boarding's Fixed Route	1,129,737	600,000	701,523	414,910
On Time Performance Fixed Route %	78%	78%	83.4%	70%
Fixed Route Missed Service Trips %	.9%	.2%	.21%	3.3%

^[1] Cincinnati Go Metro new on demand service “Metro Now” reported 7,433 trips per month of September 2024

^[2] Nashville We Go Transit includes additional on demand services called Access on Demand along with their Access ADA service in average monthly trips scheduled for .paratransit. Go Metro, TARC and Cincinnati Go Metro transit report only paratransit on demand services for this metric.

^[3] Cincinnati Go Metro implemented Free Rides Program in 2023 when the Cincinnati Bengals vs. Seattle Seahawks game at Paycor Stadium provided more than 19,000 people with free transportation. Miller Lite announced it is partnering with Cincinnati Metro again to provide complimentary rides to and from Paycor Stadium for fans attending the Bengals’ game against the Ravens on Sunday

^[4] Cincinnati Go Metro and TANK are again offering free rides to BLINK an outdoor festival this year. In 2022 they offered a similar service for us and they showed great ridership,” he says. There were an estimated 185,000 free rides during the last BLINK.

^[5] Cincinnati Go Metro offered free fares in spring of 2022 to help motorists with rising gas prices. Average weekday ridership was 44,358 during fare-free week, a 26% increase compared to the previous month, per data from the transit agency

TRANSPORTATION



OVERVIEW

Emerging Issues:

- Running 2 CAD/AVL systems until April 1 target date for 100% install of Avail
- Identifying trigger box locations on routes and geo fencing due points for OTP
- Ridership decrease in January from 468,803 to 414,903

Trends:

- Fixed Route missed service 3.3 % for January down from 2024 average of 4.61 %

Celebrate Successes:

- Improved OTP estimates and reduced missed service after Jan 26th service change
- Graduation on February 28th will be for full time operators- if all pass their CDL road tests and final ride evaluations.

Elton Runner

Asher Goss

Yvette Mahaffey

Davisha Finn



JANUARY ON-TIME PERFORMANCE

Celebrating Success and Acknowledging Excellence		
	Operator	OTP
1	Calvin Sadifer	91.99%
2	Freida Tutt	90.84%
3	Leslie Williams	91.99%
4	Lisa Lauderdale	90.18%
5	Pam Patterson	95.31%
6	Tyrone Powell Jr.	94.48%
7	Cheryl Pitmon	92.68%
8	Tyrone Powell	91.28%
9	Ervad Podbicanin	94.86%
10	David Gillenwater	91.76%
11	Jesse Heil	92.28%
12	Tim Moore	97.31%
	Michael West	95.52%



ON TIME PERFORMANCE



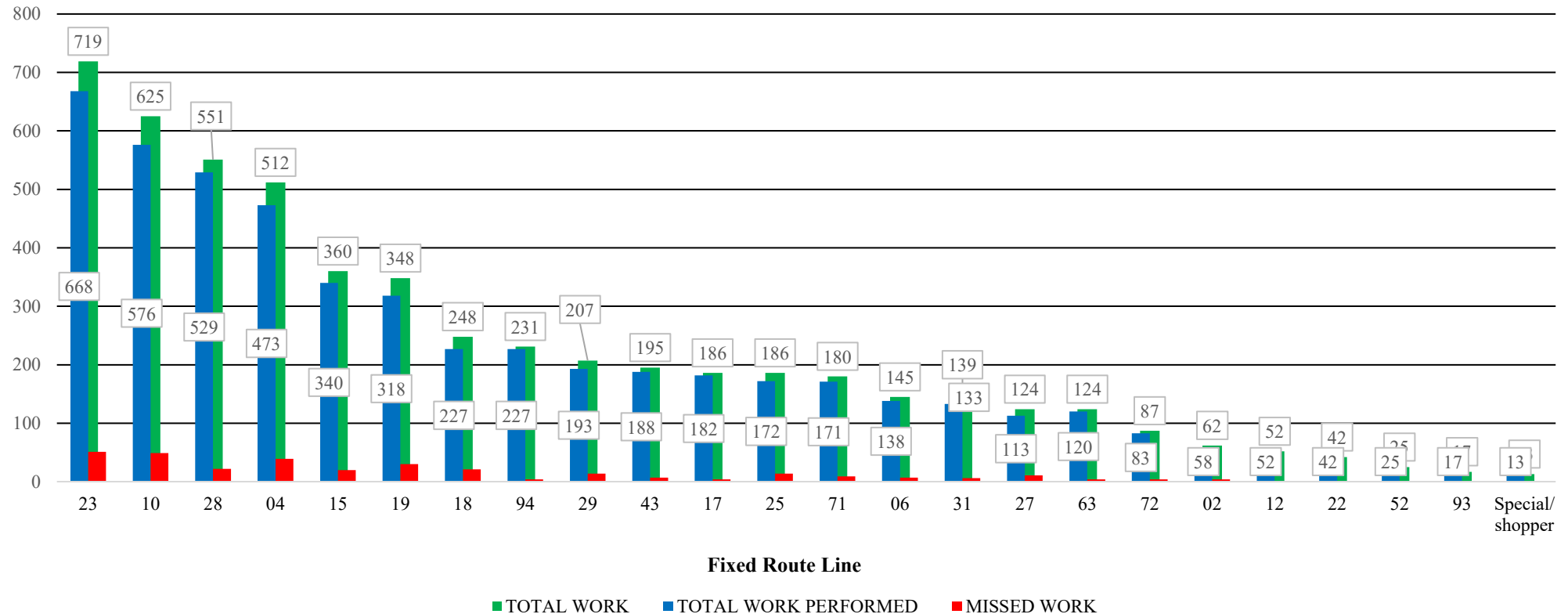
Avail CAD/AVL – Dash Board – Customizable real time data feed and status reports
April 2025 – Target for 100% Install



FIXED ROUTE SCHEDULED VS PERFORMED

TOTAL WORK	OPEN WORK	% OF TOTAL OPEN	MISSED WORK	% OF OPEN MISSED	% OF TOTAL MISSED	TOTAL WORK PERFORMED	% PERFORMED
5,378	1,083	20.14%	320	29.55%	5.95%	5,028	93.49%

Fixed Route Scheduled VS Performed





FIXED ROUTE MISSED RUNS AND HOURS

Year	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
2021				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
	98,310.00	5,753.00	5.85%	22,877.49
2022				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
	96,461.00	4,788.00	4.96%	19,385.48
2023				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
	97,765.00	4,545.00	4.65%	17,392.85
2024				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
	78,820.00	3,633.00	4.61%	14,572.95
2025				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8158	272	3.33%	878.00
	8,158.00	272.00	3.33%	878.00

MAINTENANCE

OVERVIEW

Emerging Issues:

- Post delivery of 12 new Gillig buses
- Training team on TARC's new electric

Trends:

- Chargeable road calls trending up from 81 to 83 for this month

Celebrate Successes:

- Took delivery of 8 new Gillig buses
- Took delivery of 17 new Para-Transit vehicles
- Signage removed or changed per service



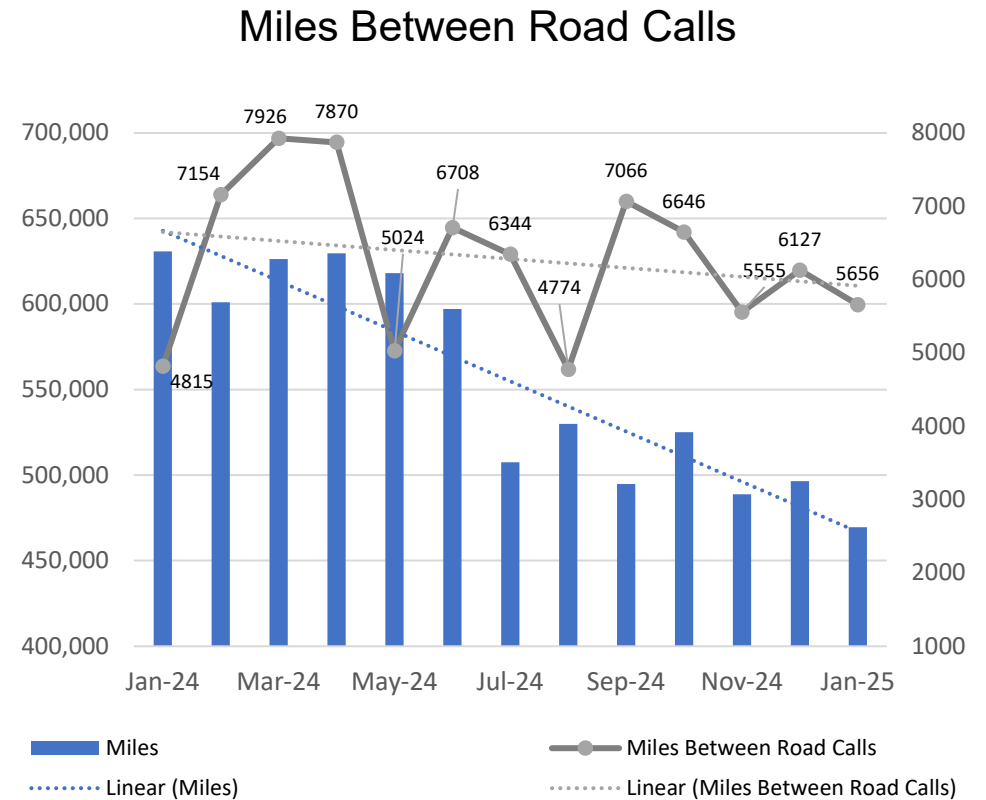


MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
Jan-24	630,740	131	4,815
Feb-24	601,018	84	7,154
Mar-24	626,175	79	7,926
Apr-24	629,625	80	7,870
May-24	618,039	126	5,024
Jun-24	597,066	89	6,708
Jul-24	507,516	80	6,344
Aug-24	529,940	111	4,774
Sep-24	494,672	70	7,066
Oct-24	525,053	79	6,646
Nov-24	488,840	88	5,555
Dec-24	496,333	81	6,127
Jan-25	469,485	83	5,656

JANUARY: Total Miles Between Road Calls = 5,656
Target Miles Between Road Calls = 5,500

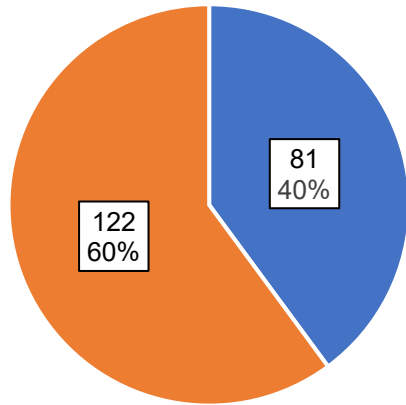


A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.

MAINTENANCE

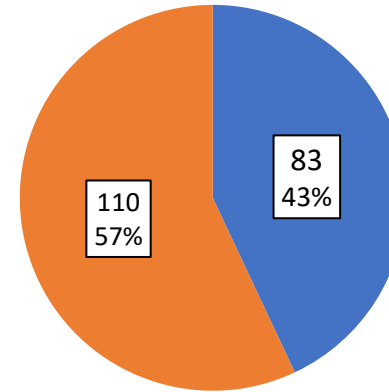
CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

December 2024 Maintenance Road Calls



**TOTAL
203**

January 2025 Maintenance Road Calls



**TOTAL
193**

■ Chargeable Road Calls 81 ■ Non-Chargeable Roads Calls 122

■ Chargeable Road Calls 83 ■ Non-Chargeable Roads Calls 110

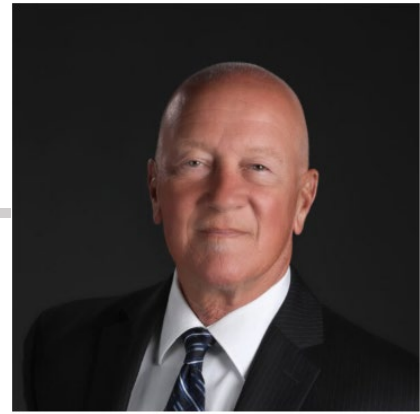
Chargeable Categories

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

Non-Chargeable Categories

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

SAFETY



OVERVIEW

Emerging Issues:

- Demo Operator Barrier issues - issues corrected and monitoring if resolution was successful
- Finalize barrier selection via operator vote by end of February
- January increase in preventable accidents (11 – highest this year)

Trends:

- Passenger disruptions continue to trend downward

Celebrate Successes:

- Operators had safety concerns about some coach stops that required crossing several lanes of traffic after the stop and upon review, stops were moved to a safer location (part of risk assessment)

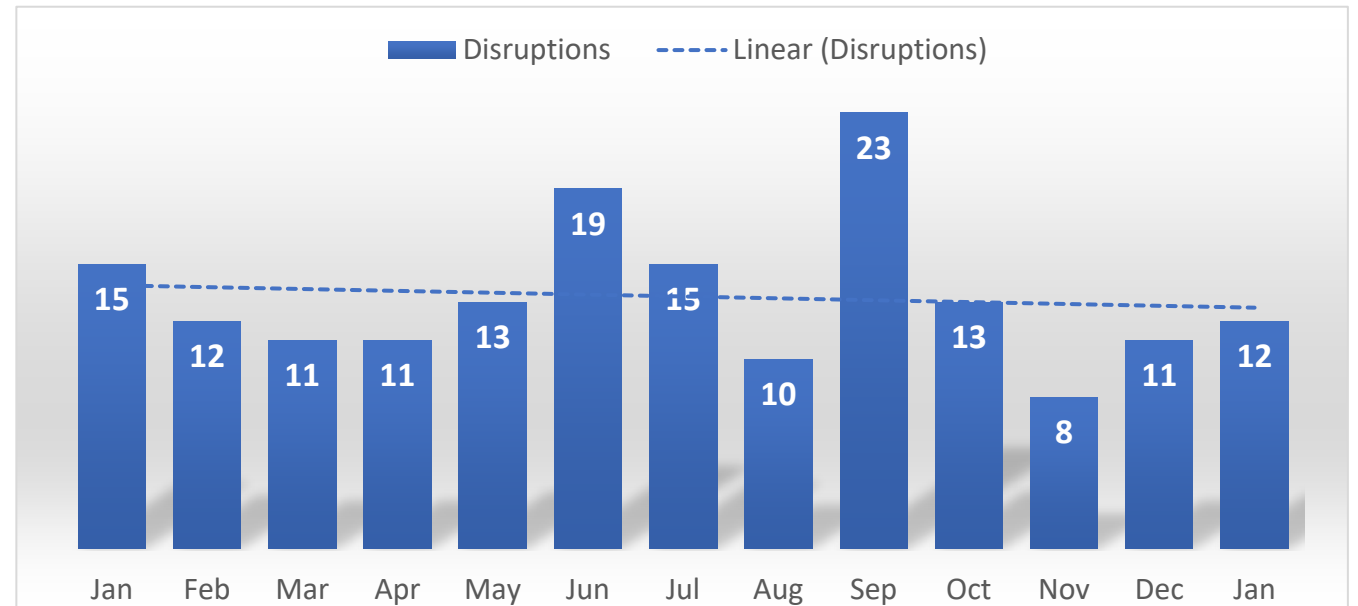


SAFETY

PASSENGER DISRUPTIONS BY LINE JAN 24 – JAN 25

Route ID	Disruptions	Rider Ship	% Disruption to Ridership
Broadway - #23	39		#DIV/0!
Market St - #15	21		#DIV/0!
Dixie Rapid - #10	20		#DIV/0!
Fourth St - #4	14		#DIV/0!
Preston - #28	14		#DIV/0!
Muhammad Ali - #19	11		#DIV/0!
Eastern Pkwy - #29	6		#DIV/0!
Bardstown - #17	8		#DIV/0!
Oak-Westport - #25	9		#DIV/0!
Clarksville - #72	4		#DIV/0!
Dixie Hwy - #18	4		#DIV/0!
Cardinal - #94	3		#DIV/0!
Shelbyville Rd - #31	3		#DIV/0!
Hill St - #27	2		#DIV/0!
Portland Poplar Level - #43	2		#DIV/0!
J'ville-Lou-New Albany - #71	5		#DIV/0!
Crums Lane - #63	1		#DIV/0!
Second St - #2	1		#DIV/0!
Twelfth St - #12	1		#DIV/0!
Chestnut St - #21	1		#DIV/0!
Taylorsville Rd - #40	1		#DIV/0!
Med Ctr - #52	1		#DIV/0!
Sixth St - #6	0		#DIV/0!
Outer Loop - #46	0		#DIV/0!

TOTAL PASSENGER DISRUPTIONS – JAN 24 THRU JAN 25



PASSENGER DISRUPTIONS*

This Month Total

12

Monthly Avg

13.31

***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.)



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly

11

TYPE OF ACCIDENT

Fixed Object	9	81.9%
Moving Vehicle	2	18.1%

YTD

57

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

1.8

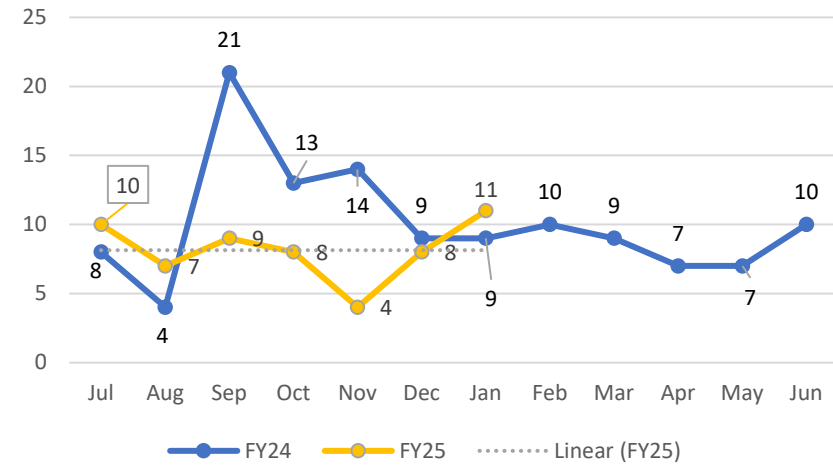
YTD AFR Goal

2.1

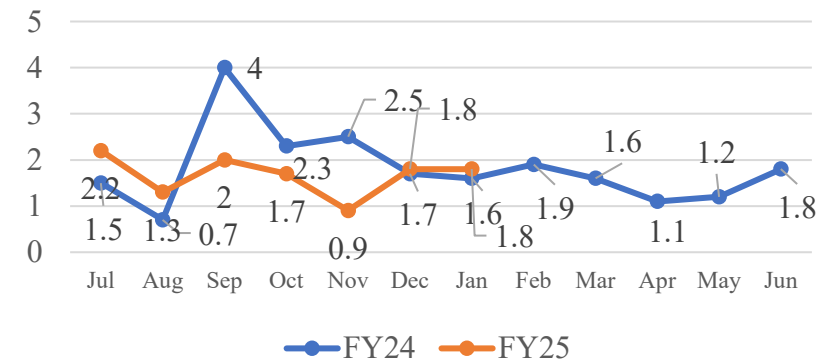
YTD

1.7

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25





CUSTOMER EXPERIENCE

OVERVIEW

Emerging Issues:

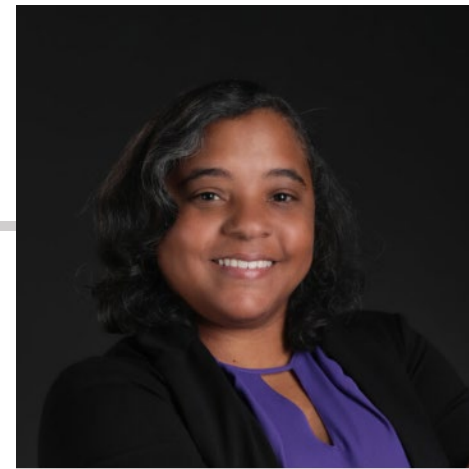
- Beginning the transition to a new CAD/AVL system

Trends:

- Call Volume – 16% increase from 44,917 calls in December to 50,794 calls in January (higher volume due to winter storm and service changes)

Celebrate Successes:

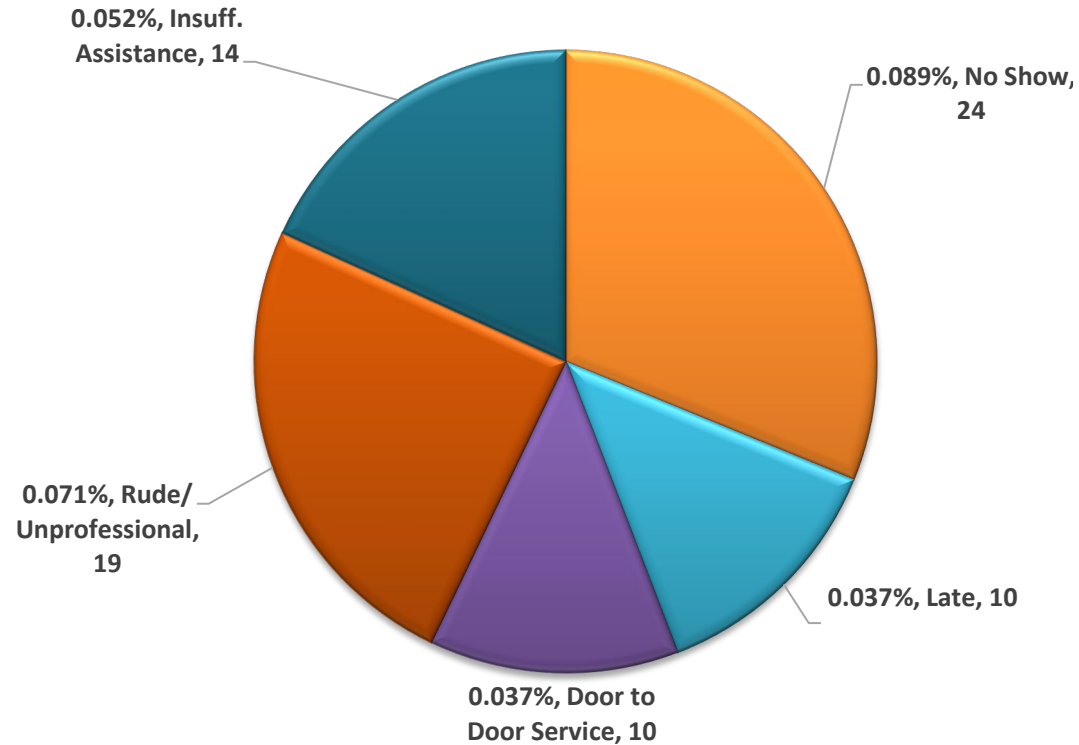
- Handled 8,000 calls during the January snow storm with a hold time or 1min 16sec stay under our goal of 2 mins.



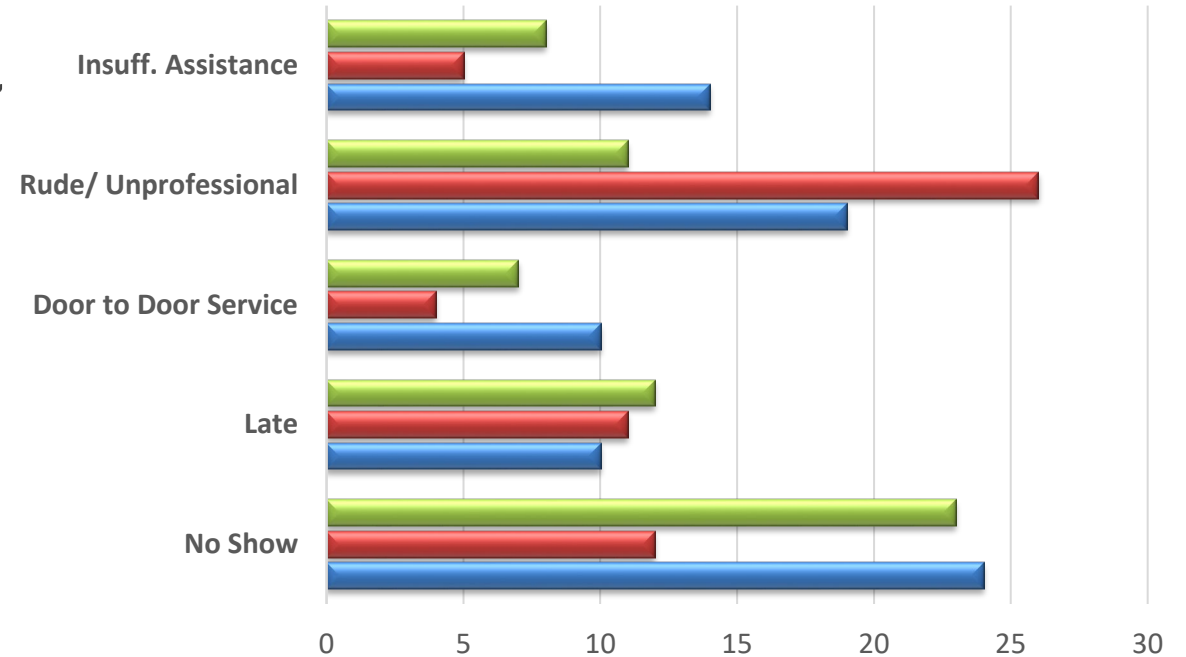


TARC3 TOP 5 FEEDBACK CATEGORIES – JANUARY 2025

Feedback Categories



3 Month Comparison



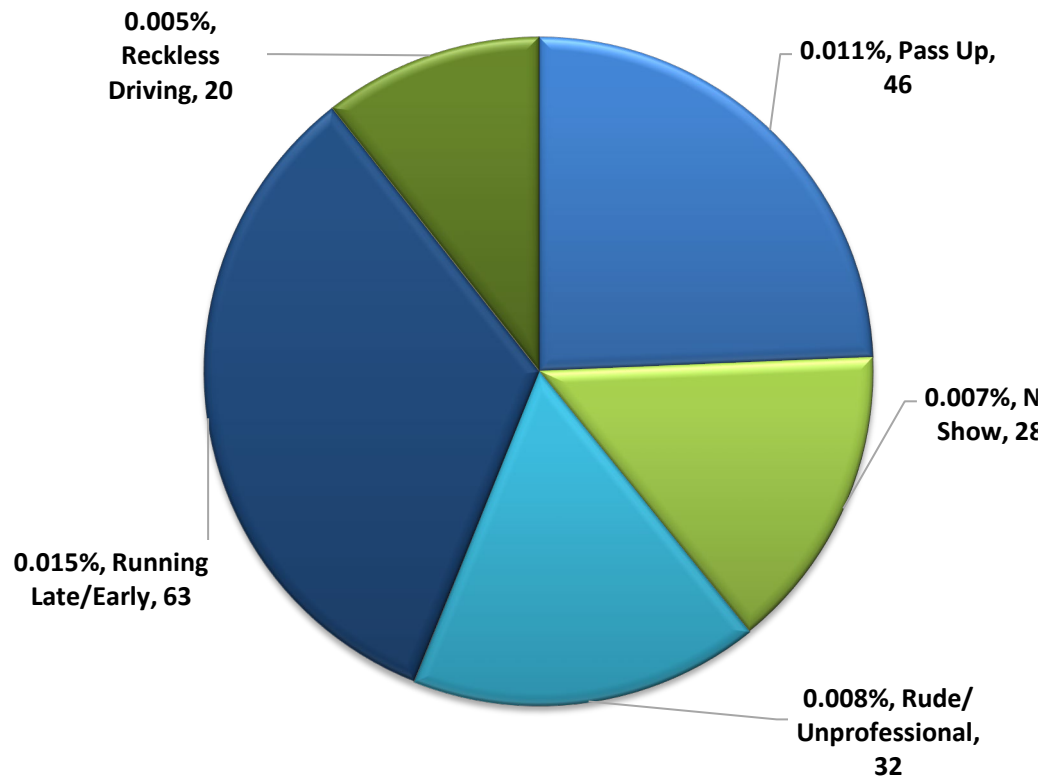
	No Show	Late	Door to Door Service	Rude/ Unprofessional	Insuff. Assistance
Nov-24	23	12	7	11	8
Dec-24	12	11	4	26	5
Jan-25	24	10	10	19	14

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

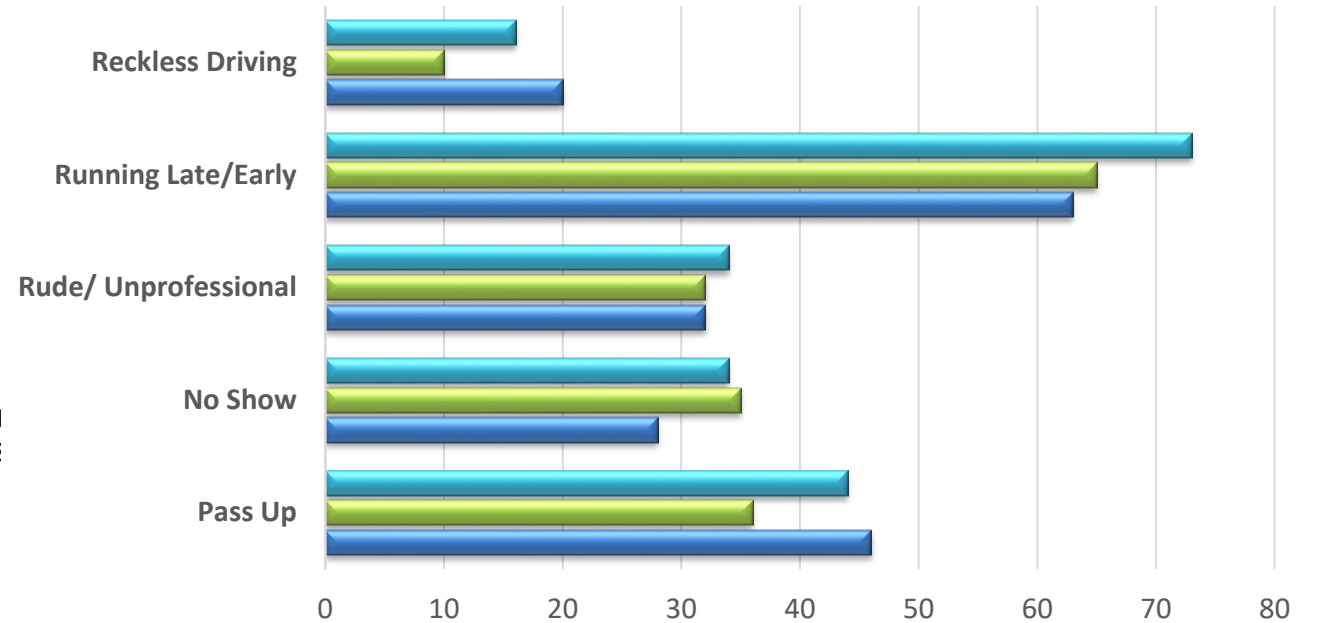


FIXED ROUTE TOP 5 FEEDBACK CATEGORIES – JANUARY 2025

Feedback Categories



3 Month Comparison



	Pass Up	No Show	Rude/ Unprofessional	Running Late/Early	Reckless Driving
Nov-24	44	34	34	73	16
Dec-24	36	35	32	65	10
Jan-25	46	28	32	63	20

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



MOBILITY SERVICES – TARC3



OVERVIEW

Emerging Issues:

- No Show and Suspension Policy with Appeals Process in development
- Review Webpage for access to individuals with disabilities

Trends:

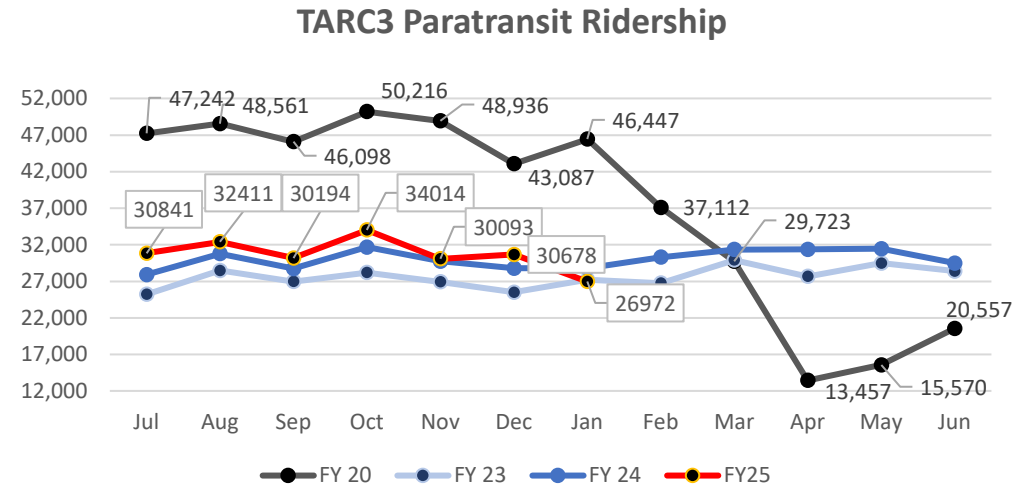
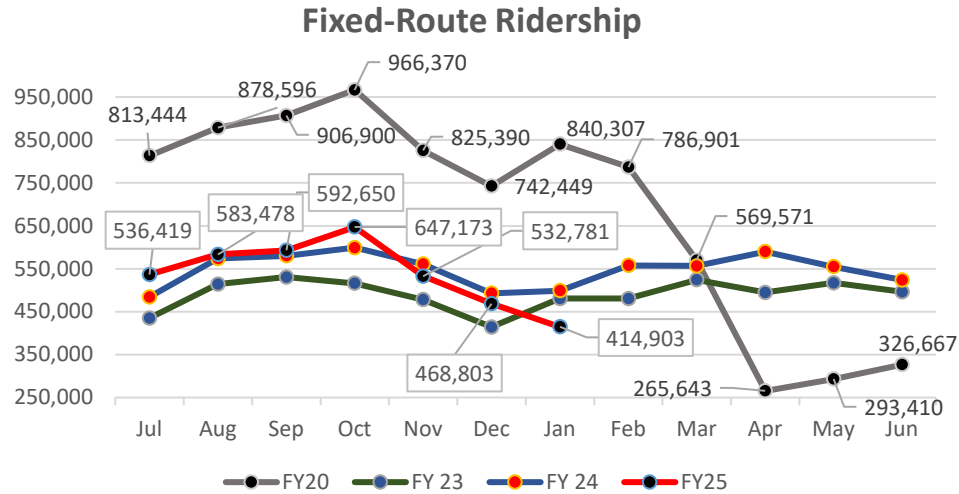
- Twelve percent decrease in ridership from December '24 to January '25 due to inclement weather
- Seven percent decrease in ridership from January '24 to January '25

Celebrate Successes:

- Collaborated with TAAC (TARC Accessibility Advisory Council) to update the TARC3 Riders' Guide



JANUARY RIDERSHIP



FIXED ROUTE

Monthly: **415K**
 YTD: **3,776,207**
 -11.5% VLM
 -16.8% VLY

PARATRANSIT

Monthly: **27K**
 YTD: **215,518**
 -12.2% VLM
 -6.6% VLY

COMBINED

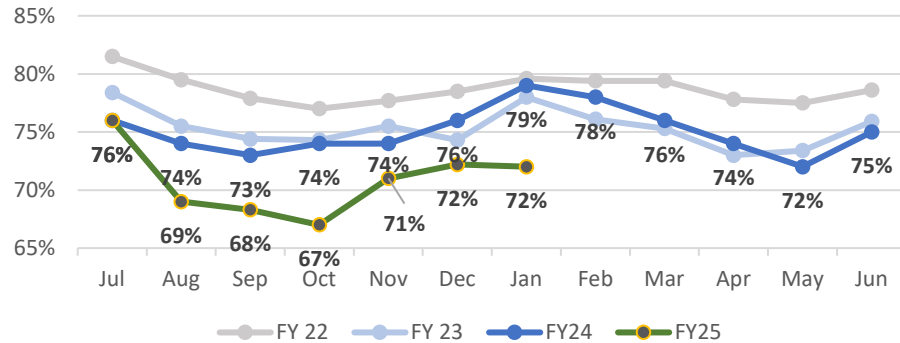
This Month, Last Year: **528K**
 This Month, This Year: **442K**
 -16.3% VLY

Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 MTD	FY20 (COVID)	FY24 YTD
Total Ridership	3,792,018	8,187,973	6,573,772	215,158	442,345	360,456
Weekday Ridership	3,215,678	7,135,476	5,562,244	177,977	381,276	297,419
Saturday Ridership	330,888	642,871	565,636	18,081	34,062	27,431
Sunday/Holiday Ridership	245,452	506,055	433,148	19,100	27,007	30,441
Total Revenue Miles	3,143,462.37	6,386,306.82	6,517,670	2,549,272	4,930,487	4,364,217
Total Revenue Hours	245,775.05	594,178.76	537,581	159,352	298,416	284,896
Trips per Revenue Mile	1.21	1.28	1.01	0.08	0.09	0.08
Trips per Revenue Hour	15.43	13.78	12.20	1.35	1.48	1.27

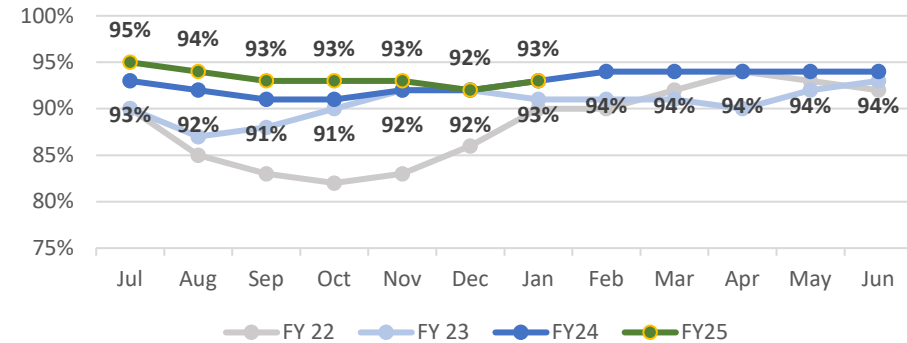


JANUARY ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY24 Goal
80%

Paratransit
FY24 Goal
93%

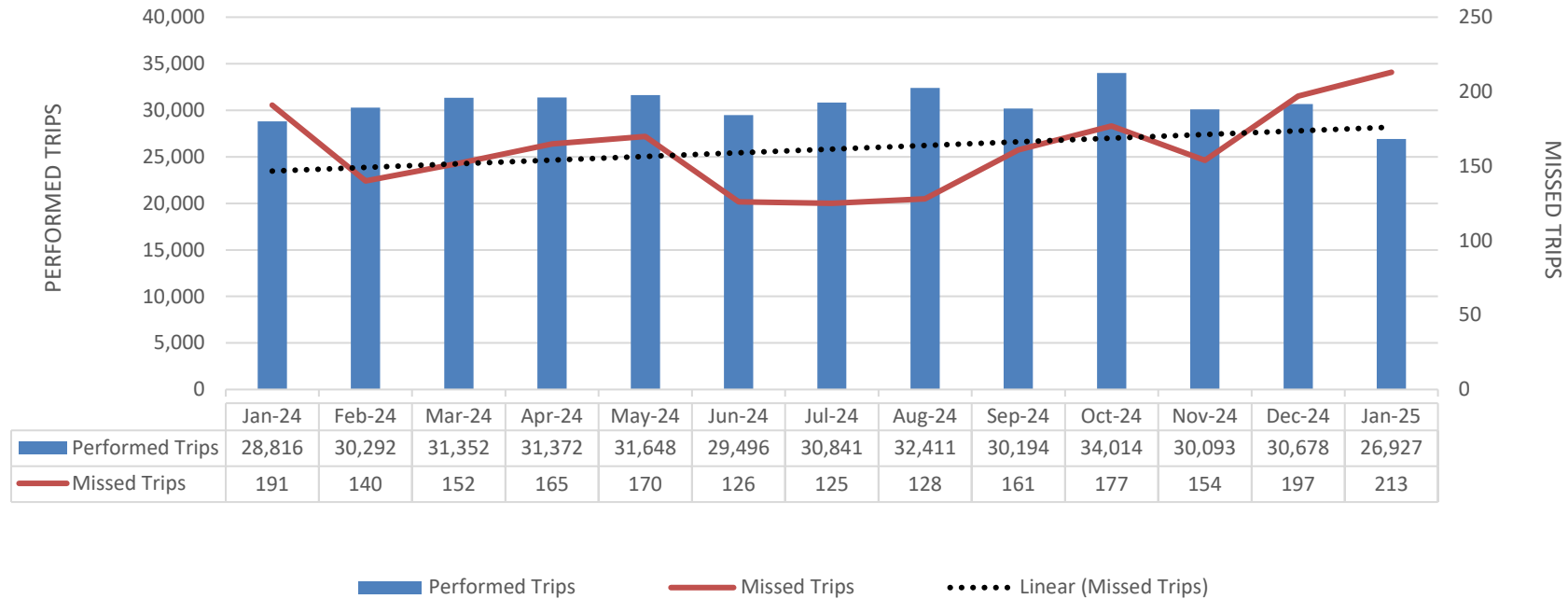
On-Time Performance									
	Fixed-Route				Paratransit (TARC3)				
	FY25	FY24	FY23	FY22		FY25	FY24	FY23	FY22
Jul	72%	76%	78%	80%	Jul	95%	93%	90%	90%
Aug	69%	74%	76%	80%	Aug	94%	92%	87%	85%
Sept	69%	73%	74%	78%	Sep	93%	91%	88%	83%
Oct	67%	74%	74%	77%	Oct	93%	91%	90%	82%
Nov	71%	74%	76%	78%	Nov	93%	92%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

** Operating Dual CAD/AVL Systems



MV WEEKLY PERFORMANCE – JANUARY 2025

MONTHLY PERFORMED AND MISSED TRIPS



% Missed Trips

January 2025 Missed Trips: 0.79%

26,927 Performed Trips

Excluding Inclement Weather Days:

23,288 Performed Trips, 0.58% Missed Trips

ADDITIONAL STATS FOR BOARD MEMBER
REVIEW



FEBRUARY DIRECTORS UPDATE

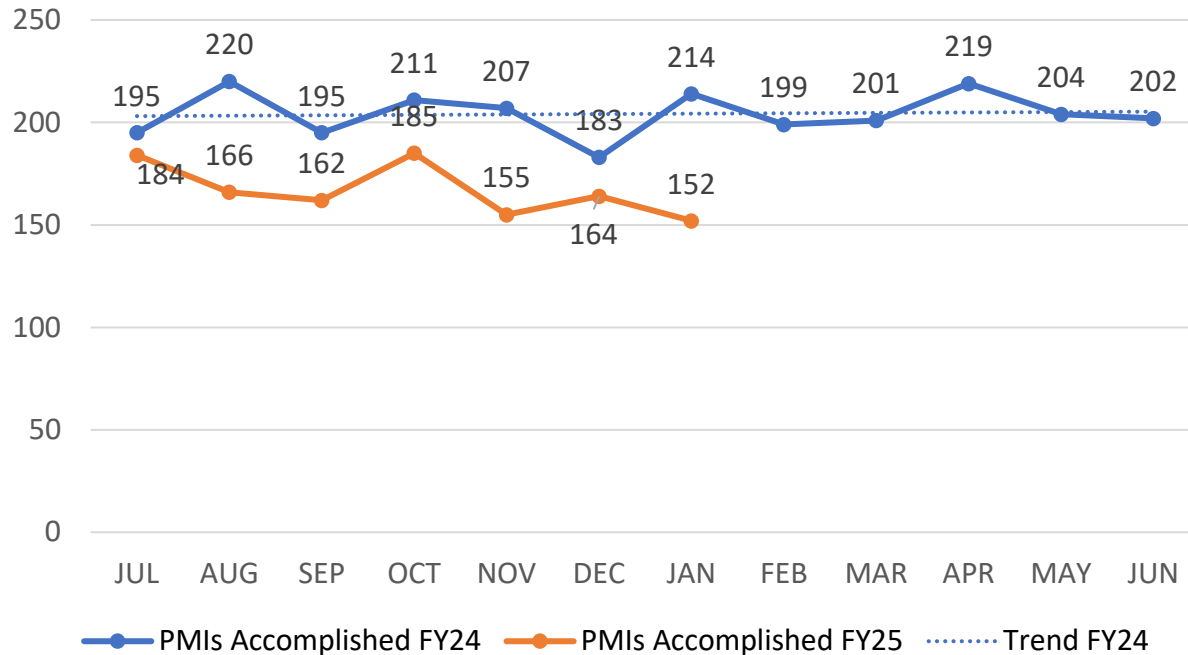
February 26, 2025



MAINTENANCE

Target PMI: 155
Total Vehicle PMIs: 152

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

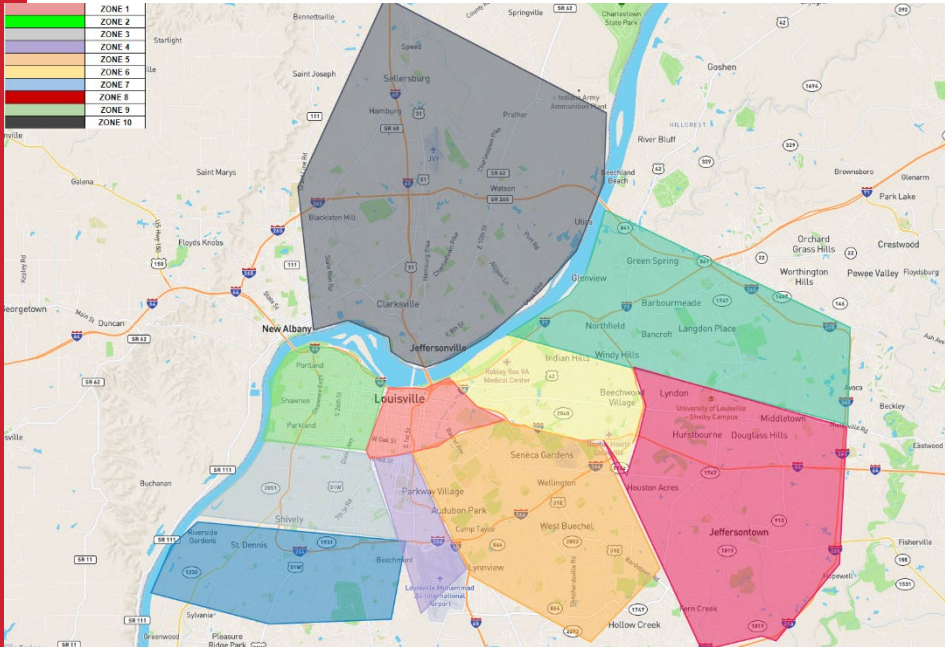
96,000 mile inspection

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



MAINTENANCE

JANUARY SHELTER CLEANINGS



Task/Zone	ZONE										TOTAL
	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8	Z9	Z10	
Trash Can Emptied	23	22	6	9	7	6	9	7	3	3	95
BioHazard Cleaned	0	5	7	3	8	2	9	0	0	0	34
Graffiti Removed	10	4	7	0	8	2	1	0	6	0	38
Installation of Advertisements	0	0	1	0	0	1	0	0	0	0	2
Shelter Cleaned	503	291	269	278	388	175	230	118	85	101	2438
Spot/Stain Pressure Washed	0	0	0	0	0	0	0	0	0	0	0
Surface Scrub Pressure Wash Complete	0	0	0	0	0	0	0	0	0	0	0

December Shelter Cleanings 2438

Other Requests 169

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	

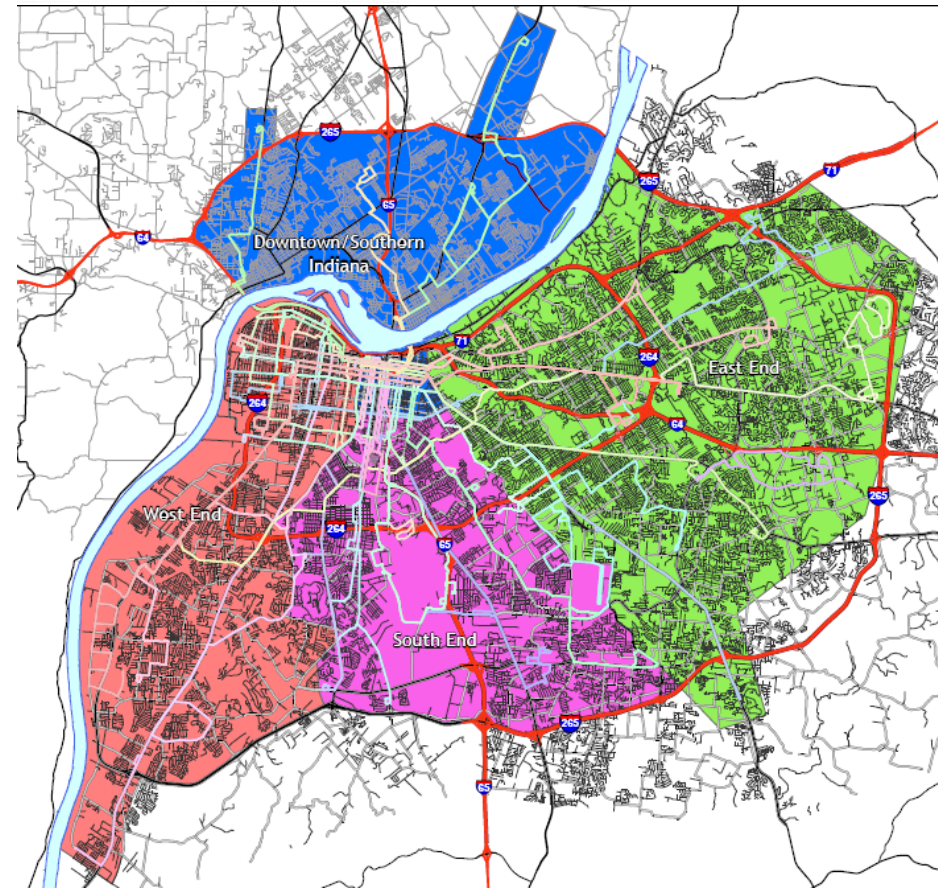
NOVEMBER	South	S
Opr Engagements	44	
Pax De-escalations	3	
On Bus Cust Support	27	

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 – JANUARY 2025

PARATRANSIT

Monthly

\$8.6K

-43% VLM
-20% VLY

YTD

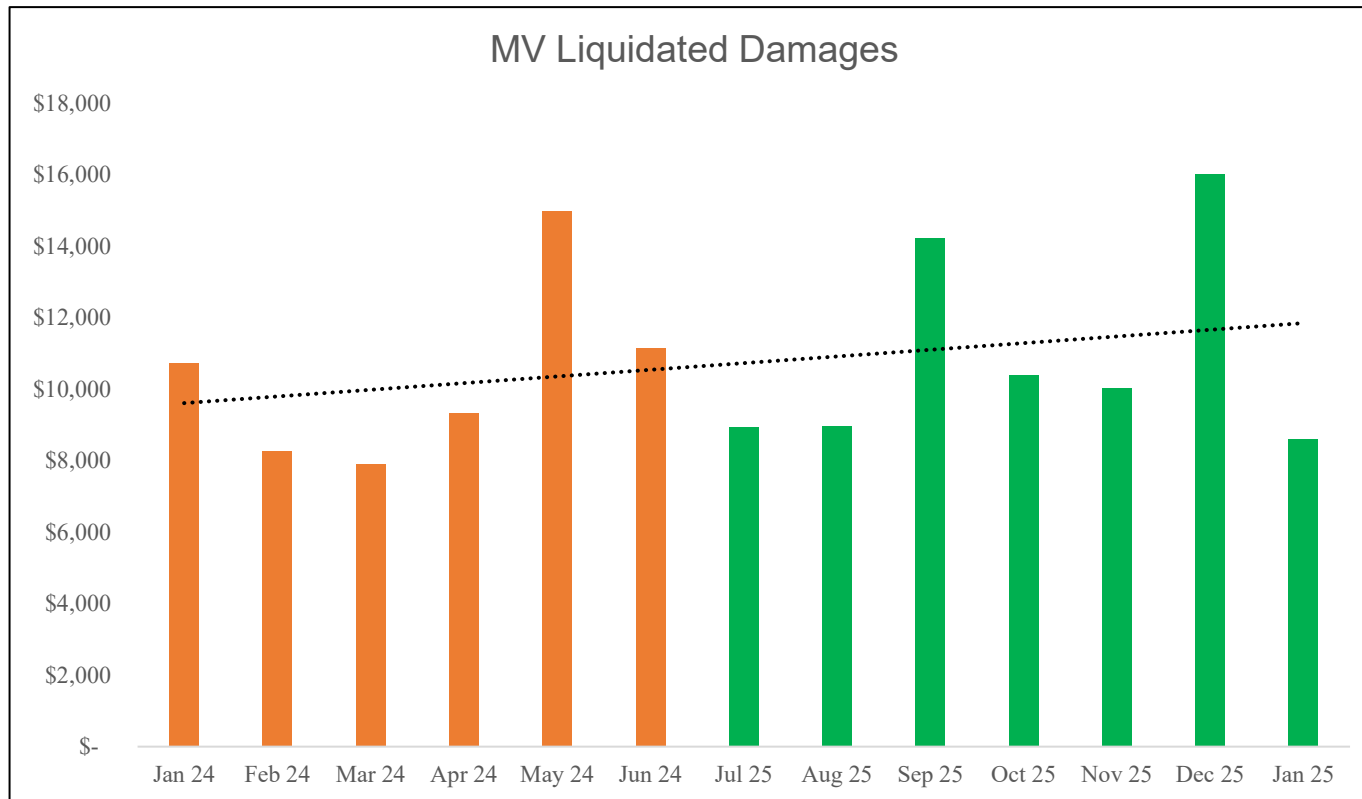
\$77.1K -36% VLY

Monthly Details

\$4.1K (48%), Late Trip, > 30 mins late

\$3.5K (40%), Missed Trips

\$1K (12%), Weekday Productivity



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

70

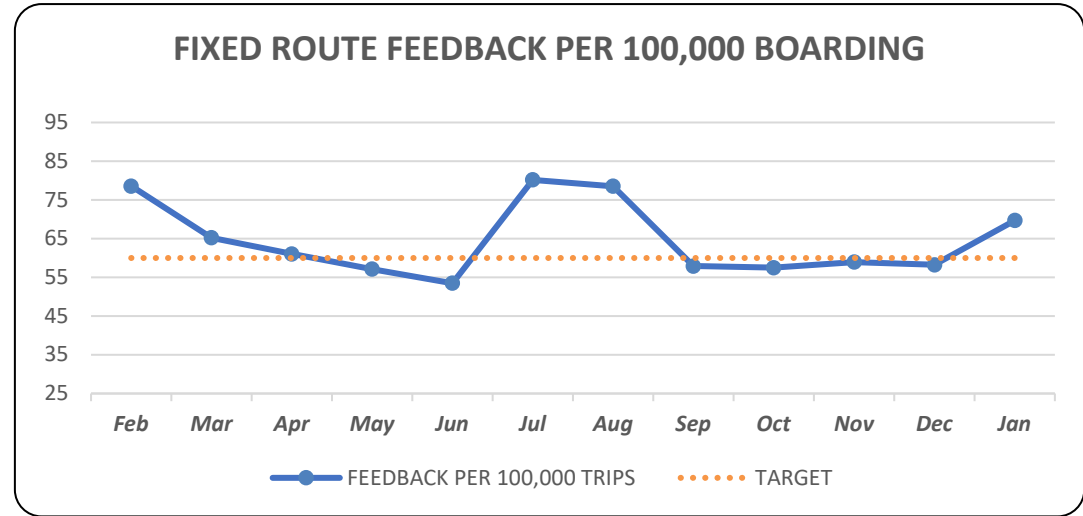
44% VLM

TOTAL RIDERSHIP
414,903

TOTAL FEEDBACK
289

Goal

60



PARATRANSIT / 1,000 TRIPS

Month

4.9

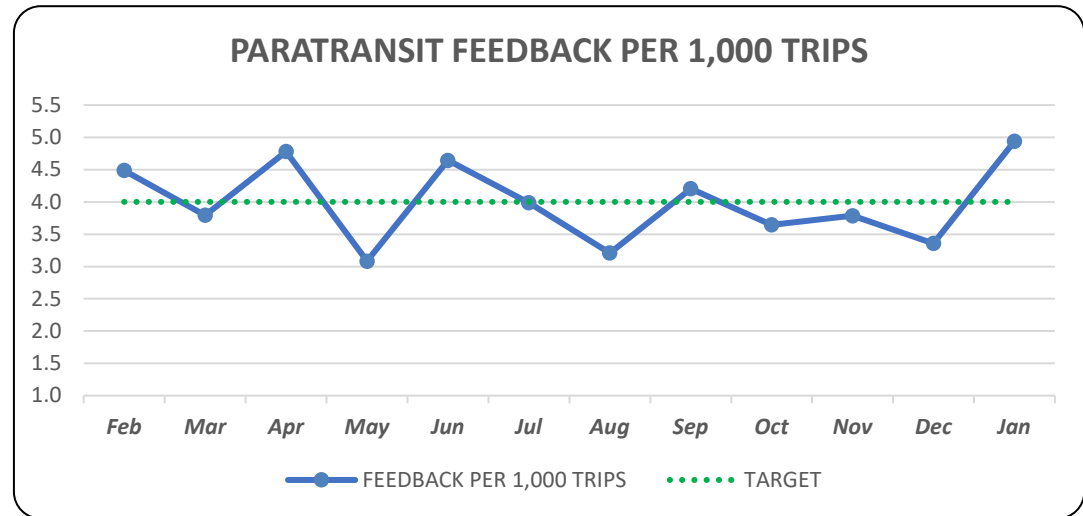
20% VLM

TOTAL RIDERSHIP
26,927

TOTAL FEEDBACK
133

Goal

4



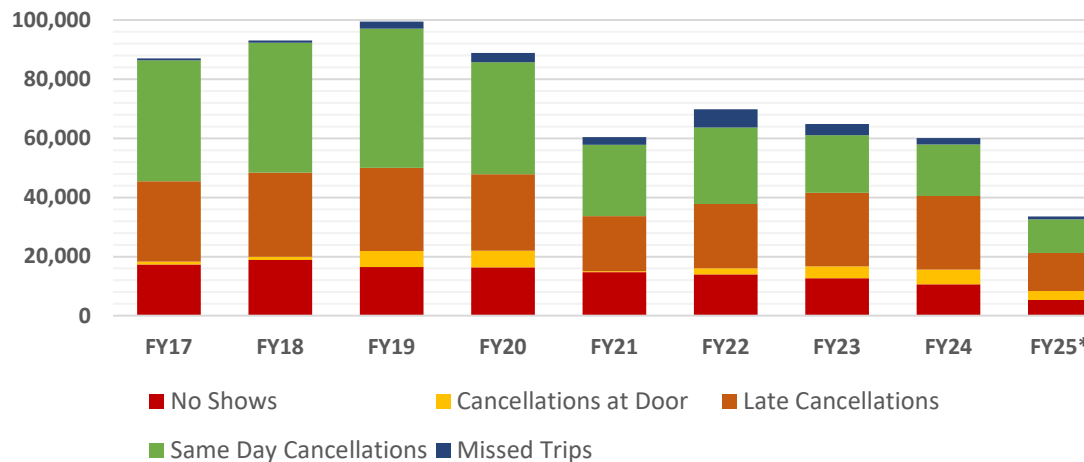


TARC3 SCHEDULED VS PERFORMED

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*	221,828	188,231	12,791	3,086	5,331	11,455	934	33,597	15%
*YTD (Dec)									

TARC3 Non-Performed Scheduled Trips



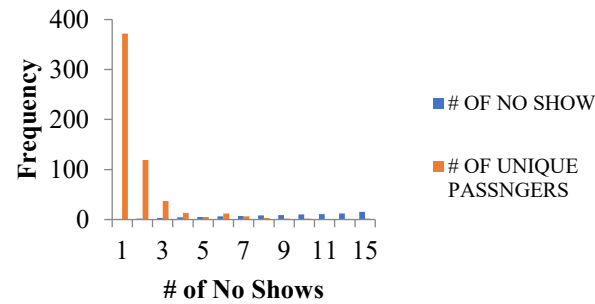
FY25*			
	% of Scheduled	% of Cancelled	Definition
MISSED	0.42%	3%	Any trip whereas the driver arrives before or after the 30 minute pickup window and departs without the passenger before waiting at least 5 minutes within the 30 minute pickup window
SAME DAY	5.16%	34%	Trip is cancelled on day of service at least 2 hours prior to scheduled pickup time. Trip can be rerouted.
LATE	5.77%	38%	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	1.39%	9%	Trip is cancelled after driver arrives for pick up and has made contact with the passenger.
NO SHOWS	2.40%	16%	Driver arrives and passenger is unable to be located for transport.



DECEMBER 2024 CANCELLATION PATTERNS

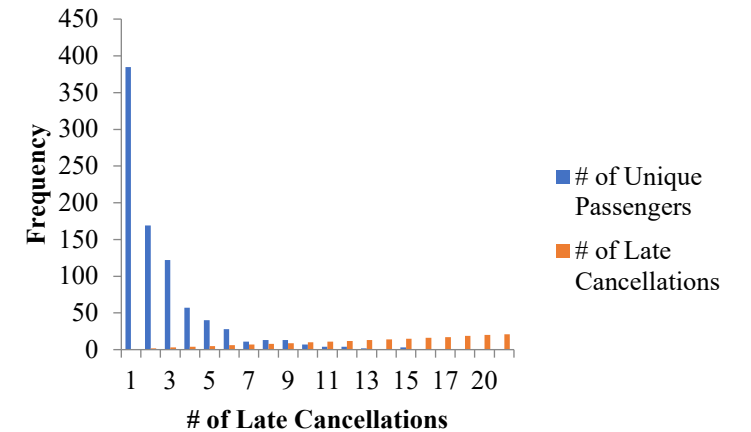
# NO SHOWS	# OF UNIQUE PASSNGERS
1	372
2	119
3	37
4	13
5	5
6	12
7	6
8	3
9	2
10	2
11	1
12	1
15	2

NO SHOW FREQUENCY DEC 2024

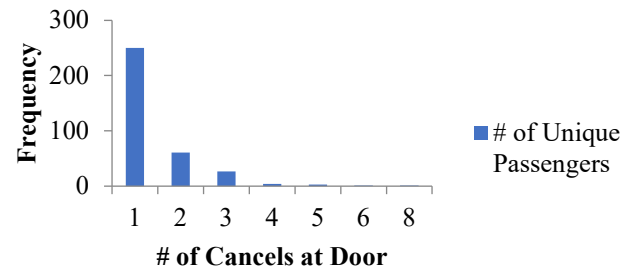


# OF LATE CANCELS	# OF UNIQUE PASSNGERS
1	385
2	169
3	122
4	57
5	40
6	28
7	11
8	13
9	13
10	7
11	4
12	4
13	2
14	1
15	3
16	1
17	1
19	1
20	1
21	1

LATE CANCEL FREQUENCY DEC 2024



CANCEL AT THE DOOR FREQUENCY DEC 2024



# OF CANCELS AT DOOR	# OF UNIQUE PASSNGERS
1	250
2	61
3	27
4	4
5	3
6	1
8	1
12	1



TARC3 SCHEDULED VS PERFORMED – IN PROGRESS

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.

IMMINENT ARRIVAL CALL ANALYSIS							
FY25 MTD							
	Oct-24	% CHANGE	Nov-24	% CHANGE	Dec-24	% CHANGE	YTD
IMMINENT ARRIVAL CALLS	24,064	17.6%	21,111	-12.3%	21,432	1.5%	130,324
COMPLETED (APPLICATION ENDED)	6,167	16.6%	5,451	-11.6%	5,489	0.7%	33,829
COMPLETED (USER HUNG UP)	16,490	18.8%	14,553	-11.7%	14,844	2.0%	88,708
NO ANSWER	1,035	9.1%	832	-19.6%	814	-2.2%	5,853
BAD NUMBER	372	11.0%	275	-26.1%	285	3.6%	1,934
ATTEPMTED TRIPS	39,924	12.0%	35,579	-10.9%	36,850	3.6%	221,832
COMPLETED TRIPS	34,014	12.7%	30,093	-11.5%	30,678	1.9%	188,231
CANCELLATIONS	5,910	8.2%	5,486	-7.2%	6,172	12.5%	33,601
LATE	2,177	9.3%	1,989	-8.6%	2,334	17.3%	12,792
SAME DAY	2,060	4.8%	1,984	-3.7%	2,096	5.6%	11,455
MISSED TRIP	178	15.6%	155	-12.9%	197	27.1%	937
CANCEL AT THE DOOR	552	0.0%	455	-17.6%	517	13.6%	3,086
NO SHOW	943	17.9%	903	-4.2%	1,028	13.8%	5,331



FEBRUARY BOARD OF DIRECTORS

February 26, 2025

Title VI ~~Major Service~~ ~~Change and Impact Equity~~ Policies

Major Service Change Policy:

A “~~m~~Major” service changes are those that change revenue service more than 25% on a Route, measured in terms of revenue hours or revenue miles per typical weekly schedule. 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 adopts the following for disparate impacts and disproportionate burden policies for major service and fare changes. The TARC 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.

Disparate Impact Policy

The TARC Disparate Impact policy states disparate impact to be +/- 10% (percentage points) statistical difference between the effects on minority populations compared to the impacts borne by non-minority populations.

Disproportionate Burden Policy:

The TARC Disproportionate Burden policy states disproportionate burden to be +/- 10% (percentage points) statistical difference between the effects on low-income populations compared to the impacts borne by non-low-income populations.

Each of these policies will be applied to system-wide demographics to individual routes ~~and~~ or routes cumulatively.

Commented [MP1]: Amending the title to a more general title that encompasses all three of the policies included below.

Commented [MP2]: Grammar correction (making this a plural noun to agree with the rest of the sentence).

Commented [MP3]: While “revenue service” earlier in the sentence implies that either revenue hours or revenue miles will be used, someone reading quickly could think that some other measure (such as linear route miles) might be used. Revenue hours and revenue miles are standard among peers as the units of measurement of change to a route.

Commented [MP4]: Giving this paragraph a heading, to be consistent with the next paragraph which has a heading.

Commented [MP5]: This could be read to mean either percentage or percentage points. Other agencies limit the percentage points of difference.

Commented [MP6]: As above.

Commented [MP7]: In a network redesign, it is often not possible to link an “old” route to an individual “new” route. Segments from an “old” route are often served by multiple “new” routes, so a “new” route may be a combination of multiple “old” routes. Measuring impacts on routes individually implies only comparing old-to-new for every individual route, which is not possible in a network redesign. Therefore when agencies prepare to for an equity analysis of a redesign, they must amend their policies like this, to allow for the cumulative analysis of groups of routes or the entire network. When TARC’s policy was first written, in 2013, network redesigns were rare and the policy therefore didn’t allow for this possibility.

Title VI Service Equity Policies

DRAFT

Major Service Change Policy:

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Each of these policies will be applied to system-wide demographics to individual routes or routes cumulatively.



To: TARC Board of Directors
From: Michelle Poyourow and Scudder Wagg, JWA
Date: February 4, 2025
Subject: Updating TARC's Title VI Service Equity Policies

Why Amend the Title VI Policy?

TARC's 2013 Title VI Service Equity Policies were written for service changes limited to one or a few routes, in which the individual routes stayed mostly the same. They required that an analysis be conducted on individual routes, meaning the "before" route would be compared to the "after" route.

In a network redesign, it is often impossible to link one "before" route to another "after" route – some new routes take over pieces of other routes, making it impossible to say which "old" route a new route is replacing.

The 2013 policy therefore cannot be used in a network redesign, as written.

Minimal Amendments

The most important part of the TARC Title VI Service Equity Policy is its thresholds: the degree of change in service that triggers an equity analysis (25%), and the degree of difference that is considered acceptable between protected and non-protected populations' experiences of a change (10%). We recommend leaving those thresholds as they are.

Some minimal amendments would make this policy usable for the network redesign, while also clarifying some terms. The minimal amendments are:

1. Clarifying that the change in service that is considered "major", triggering an equity analysis, would be a change that increases either the revenue hours or revenue miles on a route in a typical weekly schedule.
 - This is the usual interpretation, both within TARC and among peer agencies, but the existing policy leaves it vague.
2. Clarifying that the degree of acceptable difference between populations is 10 percentage points.
 - This is the usual interpretation, both within TARC and among peer agencies, but the existing policy leaves it vague.
3. Allowing the measurement of equity impacts on routes individually or cumulatively.

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Updating TARC's Title VI Service Equity Policies

January 6, 2025

Page 2

- This is the norm among peer agencies. An equity analysis must be performed for a Major Service Change, but either an individual route analysis (old-route-compared-to-new-route) or a cumulative analysis (old group of routes compared to new group of routes) can be used.

Potential Methodologies

In Service Equity Analyses, TARC staff will need to bring different methodologies to bear depending on the degree of change to the network, the available data that year, the available software that year, and the available consultant support that year.

Methodologies should not be specified by policy, because they appropriately vary from one service change to the next. To help the Board anticipate what a Service Equity Analysis may look like in the future, we are providing the Board with a copy of our memo to staff in which we describe multiple recommended methodologies.