

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, March 26, 2025 at 9:00 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; 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 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.

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.

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;

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- 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 – March 26, 2025

1.	Quorum Call/Call to Order/Meeting Minutes	Ted Smith, Chair	9:00
	A. Approval of February Meeting Minutes	Board of Directors	9:00-9:05
2.	Public Comments	Pat Mulvihill	9:05-9:15
3.	Board Chair's Report	Ted Smith	9:15-9:20
4.	Finance Committee Report	Alice Houston	9:20-9:40
	Action Items		
	A. Resolution 2025-8 Sole Source Trapeze Software Maintenance	Joe Triplett	
5.	Operations Committee Report	Alice Houston	9:40-9:45
6.	Executive Director's Report	Ozzy Gibson	9:45-9:50
7.	Staff Reports and Presentation		9:50-10:30
	A. Financial Statements for February 2025	Tonya Day	
	B. FY26 Budget	Tonya Day	
	C. Review overall Procurement Calendar for year	Tonya Day	
	D. TARC 2025 Update	Aida Copic & Alex Posorske	
	E. Monthly Performance Report	Rob Stephens	
	F. Update and Demonstration of AVAIL	Ross Harms	
8.	Board Members Open Discussion		10:30-10:35
9.	Adjournment	Ted Smith	10:35

TARC BOARD OF DIRECTORS MEETING



February 26, 2025 Board Meeting Minutes

The Board of Directors of Transit Authority of River City (TARC) met on February 26, 2025 at 9:00 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
Alice Houston
Steve Miller
Justin Brown

Virtual

DuWayne Gant
Michael Schnuerle
Christy Ames

Declined

Abbie Gilbert

Meeting Called to Order

Ted Smith called meeting to order at 9:04 a.m.

Quorum Call

January Board Meeting Minutes approved.

Public Comment

Ozzy Gibson 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.

Robert McNair spoke on the topic of raising the bus fare and asking for more dollars from the collected taxes in our community.

Special Reports

Ted Smith presented the Board Chair Report.

- Executive Committee met on February 24. No actions were taken.
- TARC 2025 Redesign will be the Board's focus over the coming weeks.

Alice Houston presented the Finance Committee Report.

- All of the Resolutions presented have been moved to today's Board Meeting for consideration.

Action Items

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Matt Abner presented Resolution 2025-3 Updating the Financial Management Oversight (FMO) Policy.

- This resolution requests that the Board adopt the changes made to this Financial Management Policy.
- This resolution ensures that TARC's business practices are accurately referenced.
- This resolution ensures that TARC remains compliant with the recommendation from the FMO review.
- TARC reviews the Financial Management Policy annually to clarify job titles and responsibilities and update business processes to reflect current practices.

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

Tonya Day presented Resolution 2025-4 Information Technology Products and Consulting Services with Indefinite Delivery and Indefinite Quantity (RFP 20231855).

- TARC began looking for Information Technology Products and Consulting Services with Indefinite Delivery and Indefinite Quantity (IDIQ) via RFP 20231855 in July 2023.
- TARC received responses from three vendors, and two were determined to be responsive and responsible proposals.
- A committee of TARC staff from a range of departments evaluated and independently scored the proposals from uMomentum Corporation and Unified Technologies.
- Factors considered during the evaluation process included technical understanding of products and services desired, relevant experience successfully providing similar services, and professional references.
- TARC seeks to enter into an agreement with nMomentum for Information Technology Products and Consulting Services with Indefinite Delivery and Indefinite Quantity at a cost not to exceed \$419,000 over the 2-year initial terms and any subsequent optional terms.

Ted Smith asked, "How does this align with the approved list from the State on Technology?"

Tonya Day answered, "So if we can use the State we do, but if we start adding items that are needed we are not able to use them." Tonya Day pointed out the issues with the Cintas uniforms that was discussed during the last Board Meeting.

Justin Brown asked, "This will save you all time?"

Tonya Day responded, "Yes, we have quite a few huge pieces of software that feed into our systems, so having an industry expert who can help us out with fixing the big picture will be an asset."

Board Members continued the discussion.

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

Chris Ward presented Resolution 2025 - 5 Commissioning and Construction, Engineering and Inspection (CEI) Services (RFP 20231826).

TARC BOARD OF DIRECTORS MEETING



- As part of TARC's efforts to ensure a state of good repair for its facilities and equipment to support safe, reliable, and efficient transit service, there is an intermittent need for commissioning services associated with capital projects.
- TARC is currently planning for capital projects that are expected to make use of commissioning services.
- RFP 20231826 was issued as an Indefinite Delivery and Indefinite Quantity solicitation under which TARC would engage the awarded consultant for discrete commissioning activities for projects as needed.
- Two proposals were received and it was determined that the ECS Southeast, LLC proposal offered the best value to TARC.
- TARC has funds programmed for this use in formula funded grants with the Federal Transit Administration (FTA).
- TARC seeks to enter into an agreement with ECS Southeast, LLC with an initial term of two (2) years with an option of three (3) one-year terms for Commissioning and Construction, Engineering and Inspection (CEI) Services at a not-to-exceed amount of \$150,000 for the initial two-year term.

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

William Harris presented Resolution 2025-6 Maintenance Mechanic and Custodian Uniform Rental and Laundry Program Services (20241876).

- Historically, TARC participated in the Louisville Metro Government Cooperative Purchasing MOU of maintenance and custodian uniforms that includes all of the Metro Louisville Government agencies.
- The last uniform agreement was awarded to Cintas in September 2019 with a total of a three (3) year term with two additional optional years.
- TARC facilitated and conducted a Request for Proposal 20241876.
- TARC received four (4) responsive and responsible bids.
- TARC evaluated all proposals and Cintas Corporation received the highest score.
- TARC intends to award Cintas Corporation to support agency's maintenance mechanic and custodian uniform program services in compliance with the Department of Transportation maintenance uniform policy.
- TARC is seeking to enter into a contract with Cintas Corporation for the Maintenance Mechanic and Custodian Uniforms Rental and Laundry Program Services at an annual cost not to exceed \$140K for the first year with a 3 percent increase per year for each additional year. The initial term is three (3) years with an option to auto-renew for an additional two (2) one-year terms.

The motion was duly moved for approval by Ted Smith. The motion was seconded by Justin Brown. The Board of Directors unanimously adopted the resolution.

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Presentations

Executive Director's Report

Ozzy Gibson presented the Executive Committee Report.

- Black History Month Activities
- TARC gear is on sale at customer service counter in lobby.
- Implemented January 26, 2025 service reduction.
- Continued installation, and testing on new Avail CAC/AVL system, including public information displays on over 70 TARC buses.
- JCPS update, some of the magnetic school routes are coming back on March 17.

Matt Abner presented the Financial Statements for January 2025.

Board Members discussed advertising income. Follow up information will be presented in March.

Tonya Day presented the Procurement Calendar.

Alex Posorske presented the TARC 2025 Update.

- March 5 Press Conference – maps and plans shared with the public.
- Collecting feedback from public over the next several weeks.
- Booking appearances at neighborhood meetings.
- Indiana outreach to the mayors in Clarksville and New Albany.
- Rep McGarvey meeting regarding paratransit funding.

Rob Stephens presented the Monthly Performance Report

Board Members shared that more information are needed on some of the slides.

Rob Stephens stated, "The new Avail CAC/AVL system will have good information that will be able to answer many of your questions. Right now, the information is not very accurate because we are running the old system and the new system. By next Board Meeting TARC should be on the new system throughout."

Ozzy Gibson presented an update on Titles VI.

Board Members discussed the importance of sharing the Title VI changes in the TARC 2025 public hearings.

Ted Smith made a motion to adjourn at 10:10 a.m. This motion was seconded by Alice Houston and approved by the Board.

Ted Smith, Chair of the TARC Board of Directors

Date



MEMORANDUM

To: TARC Board of Directors

From: Ozzy Gibson, Executive Director

Date: March 26, 2025

Re: Resolution 2025 – 8 Sole Source (20251924) Trapeze Software Maintenance and Support

TARC in its annual budget plan values funding so as to keep its technology in a state of good repair and to have the most updated support and maintenance for its systems. This includes Trapeze software support and maintenance that have been upgraded and expanded on several occasions. The offerings and agreements over the years have included software license agreements, software maintenance agreements, and/or enhancements for the following system products:

- Trapeze PASS Paratransit scheduling and reservations software
- Trapeze COM Customer feedback and management software
- Trapeze FX Fixed-Route advanced planning and scheduling software
- Trapeze OPS operations and workforce management software
- Trapeze INFO IVR Integrated Voice Response for schedule information software
- Trapeze INFO Agent Client Info System

With the current implementation of the new ITS system with Avail Technology, we expect to continue to use Trapeze Software and its systems for Fiscal Years 2026 and 2027. An independent cost estimate and pricing analysis was conducted by the Procurement Department. A formal quote was acquired from Trapeze for support and maintenance for years FY26 and FY27 with a not to exceed amount of \$940,000, and these funds will be budgeted as part of the IT Annual Software Maintenance. A sole source procurement (20251924) was initiated and advertised in TARC's website with the intent to award to Trapeze.

TARC is also working with Trapeze on a project to change several timekeeping/payroll configurations to align with our business requirements for Spread and Holiday OT Pay. That project has a formal quote of \$69,500.

The attached Resolution seeks Board approval to authorize the Executive Director to negotiate and enter into an agreement with Trapeze Software Group, Inc for a total not-to exceed amount of \$1,009,500.

Please call me at 502-561-5100 if you have any questions. Thank you.



Resolution 2025-8 Trapeze Software Maintenance and Support

A Resolution authorizing the Executive Director to negotiate and enter into a two-year agreement with Trapeze Software Group, Inc for software system support and maintenance for all of their products that TARC currently uses with a not-to-exceed amount of \$1,009,500.

WHEREAS, Transit Authority of River City (TARC) seeks software system support and maintenance on its existing Trapeze products; and

WHEREAS, TARC initiated a sole source procurement and pricing analysis for Trapeze software system support and maintenance; and

WHEREAS, TARC received quotes from Trapeze for each of their products that were deemed fair and reasonable; 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 two-year agreement with Trapeze based upon proposed costs for a not-to exceed amount of \$1,009,500.

Adopted this 26th day of March 2025

Ted Smith, Chair, Board of Directors

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



Current month Operating Revenues are over budget \$444,273 (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 \$907,630 (pg. 2, line 41) due to all expenses being under budget except Labor. Capital Expenses are under by \$131,500 (pg. 2, line 48) due to Development Costs and Depreciation being under budget for the month.

Year-to-date Operating Revenues are over \$3,564,812 (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 \$6,877,260 (pg. 2, line 41) due to all expenses being under budget, except Labor. While Labor expenses are over for both current month and Year-to-date expenses due to the JCPS agreement, a portion of those wages will be recovered based on that agreement. Year-to-date Capital Expenses are under budget \$483,537 (pg. 2, line 48) due to Development Costs being under budget which is a product of timing related to Capital Projects.

Overall for February, 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. This trend continues even after budget projections for January were reduced as this is when service level adjustments were assumed to begin. MTTTF receipts are over budget \$2,565,358 (pg. 7) year-to-date, bringing the year-to-date net savings to a favorable balance of \$13,007,430 before capital and subsidies.

Operating Expenses	\$6,877,260
Operating Revenues*	<u>\$3,564,812</u>
Subtotal	\$10,442,072
MTTF Overage	<u>\$2,565,358</u>
Total	\$13,007,430

*Operating Revenues includes JCPS agreement revenues of \$3,337,679

Statement of Revenue - Expenses - with Capital Contributions

February 2025, Fiscal Year 2025



Description	Current Month				Fiscal Year-to-date			
	FY25 Total Budget	Actual	Budget	Over budget (Under budget)	Actual	Budget	Over budget (Under budget)	Percentage Remaining
Revenues								
1 Passenger Fares	5,219,670	477,262	410,381	66,881	3,711,148	3,473,319	237,829	-6.85%
2 Paratransit Fares	977,667	70,545	80,270	(9,725)	670,784	636,910	33,874	-5.32%
3 Special Fare Revenues (MOA/MOU Agreements)	1,536,008	153,114	114,860	38,254	1,146,360	1,037,380	108,980	-10.51%
4 Comp Specials	0	0	0	0	0	0	0	0.00%
5 Advertising Revenue	1,100,000	65,347	94,160	(28,813)	496,268	733,310	(237,042)	32.32%
6 Other Agency Revenues	447,300	419,843	37,167	382,676	3,706,204	298,632	3,407,572	-1141.06%
7 Total Recoveries-Insurance	100,000	0	5,000	(5,000)	83,099	69,500	13,599	-19.57%
8								
9 Operating Revenues	9,380,645	1,186,110	741,838	444,273	9,813,864	6,249,051	3,564,812	-57.05%
10								
11 MTF Contributions- Federated, Operating	69,357,199	5,868,456	6,935,990	(1,067,534)	46,244,557	47,312,091	(1,067,534)	2.26%
12 Local Government Funds - MTF, Operating	1,628,903	1	114,692	(114,691)	182,578	1,043,836	(861,258)	82.51%
13 COVID Funds - FTA, Operating	27,050,613	269,529	772,768	(503,239)	9,125,014	17,797,241	(8,672,227)	48.73%
14 State Government Funds, Operating	1,671,444	366,461	32,900	333,561	1,061,653	902,705	158,948	-17.61%
15								
16 Total Non-Operating Revenues	99,708,159	6,504,447	7,856,350	(1,351,903)	56,613,802	67,055,873	(10,442,071)	15.57%
17								
18 Total Revenues Before Cap Contributions	109,088,804	7,690,557	8,598,188	(907,630)	66,427,666	73,304,924	(6,877,259)	9.38%
19								
20 Local Government Funds - MTF, Cap	5,898,670	(7,506)	234,548	(242,054)	675,834	3,175,420	(2,499,586)	78.72%
21 Federal Reimbursement Funds - FTA, Cap	39,050,525	2,706,797	2,295,330	411,467	12,876,326	21,002,218	(8,125,892)	38.69%
22 State Government Funds, Cap	3,144,221	673,061	276,637	396,424	2,155,378	1,705,606	449,772	-26.37%
23 Other Agencies Revenue, Cap	0	0	0	0	0	0	0	0.00%
24								
25 Total Capital Contributions	48,093,416	3,372,352	2,806,515	565,837	15,707,538	25,883,244	(10,175,706)	39.31%
26								
27 Total Revenues	157,182,220	11,062,909	11,404,703	(341,793)	82,135,204	99,188,168	(17,052,965)	17.19%
28								
29								
Expenses								
30								
31								
32 Labor	31,866,017	2,703,463	2,340,544	362,919	23,334,836	22,259,497	1,075,339	-4.83%
33 Fringes & Benefits	29,596,381	1,925,040	2,151,723	(226,683)	19,061,856	20,120,978	(1,059,122)	5.26%
34 Services	8,863,780	696,535	734,359	(37,824)	5,018,495	5,894,620	(876,125)	14.86%
35 Materials	8,839,946	643,198	659,949	(16,751)	5,246,160	6,111,110	(864,950)	14.15%
36 Utilities	1,118,100	106,233	100,600	5,633	679,705	755,600	(75,895)	10.04%
37 Casualty & Liability	4,411,270	191,223	367,605	(176,382)	1,239,710	2,940,840	(1,701,130)	57.85%
38 Purchased Transportation	23,295,590	1,399,032	2,124,672	(725,640)	11,573,005	14,485,491	(2,912,486)	20.11%
39 Interest Expense	0	0	0	0	0	0	0	0.00%
40 Other Expenses	1,097,720	25,834	118,736	(92,902)	273,897	736,788	(462,891)	62.83%
41 Operating Expenses	109,088,804	7,690,556	8,598,188	(907,630)	66,427,666	73,304,924	(6,877,260)	9.38%
42								
43								
44								
45 Development Cost & Loss on Disposal	2,646,585	113,223	180,458	(67,235)	492,929	811,853	(318,924)	39.28%
46 Depreciation Expenses	15,132,263	1,205,290	1,309,042	(103,752)	9,135,220	9,386,382	(251,162)	2.68%
47 Loss on Disposal of Assets	0	3,349	0	3,349	86,549	0	86,549	0.00%
48 Total Capital Expenses	17,778,848	1,321,862	1,489,500	(167,638)	9,714,697	10,198,235	(483,537)	4.74%
49								
50 Total Expenses	126,867,652	9,012,419	10,087,688	(1,075,268)	76,142,363	83,503,159	(7,360,797)	8.81%
51								
52								
53 Revenue / Expense Difference Before Capital	0	0	0	0	(1)	0	(1)	0.00%
54								
55 Revenue / Expense Difference After Capital	30,314,568	2,050,491	1,317,015	733,475	5,992,840	15,685,009	(9,692,168)	61.79%

Total Labor

February 2025, 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	2,703,463	2,340,544	362,919	23,334,836	22,259,497	1,075,339	-4.83%
2	Sick Leave	1,871,166	120,086	139,235	(19,149)	1,085,420	1,334,156	(248,736)	18.64%
3	Holiday	1,440,936	3,289	0	3,289	899,406	1,016,379	(116,973)	11.51%
4	Vacation	2,159,864	127,266	168,040	(40,774)	1,515,432	1,473,216	42,216	-2.87%
5	Other Paid Absences	240,600	11,375	16,470	(5,095)	123,159	174,724	(51,565)	29.51%
6									
7	Total	37,578,583	2,965,479	2,664,289	301,190	26,958,253	26,257,972	700,281	-2.67%
8									
9	Difference compared to Budget			301,190		700,281			
		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	222,392	203,818	18,574	2,021,974	2,008,737	13,237	-0.66%
11	Pension	7,635,386	546,057	525,131	20,926	5,392,535	5,404,094	(11,559)	0.21%
12	Hospital Medical & Surgical	8,529,778	694,017	603,407	90,610	5,620,273	5,818,162	(197,889)	3.40%
13	Vision Care Insurance	75,581	6,457	5,623	834	40,537	53,188	(12,651)	23.79%
14	Dental Plans	308,283	16,194	23,357	(7,163)	167,824	214,863	(47,039)	21.89%
15	Life Insurance	42,900	3,345	3,281	64	27,109	29,776	(2,667)	8.96%
16	Disability Insurance	141,423	11,427	10,779	648	92,708	98,307	(5,599)	5.70%
17	Kentucky Unemployment	955,200	0	193,040	(193,040)	14,811	213,040	(198,229)	93.05%
18	Worker's Compensation	2,920,000	148,982	243,333	(94,351)	1,752,671	1,946,664	(193,993)	9.97%
19	Uniform & Work Clothing Allowance	398,000	13,985	16,000	(2,015)	305,206	334,000	(28,794)	8.62%
20	Other Fringes	2,500	167	209	(42)	2,791	1,672	1,119	-66.93%
21	Total Fringe & Benefits	23,883,815	1,663,023	1,827,978	(164,955)	15,438,440	16,122,503	(684,063)	4.24%
22									
23									
24	Sick Leave	1,871,166	120,086	139,235	(19,149)	1,085,420	1,334,156	(248,736)	18.64%
25	Holiday	1,440,936	3,289	0	3,289	899,406	1,016,379	(116,973)	11.51%
26	Vacation	2,159,864	127,266	168,040	(40,774)	1,515,432	1,473,216	42,216	-2.87%
27	Other Paid Absences	240,600	11,375	16,470	(5,095)	123,159	174,724	(51,565)	29.51%
28	Total Compensation Benefits	5,712,566	262,016	323,745	(61,729)	3,623,418	3,998,475	(375,057)	9.38%
29									
30	Total	29,596,381	1,925,040	2,151,723	(226,685)	19,061,856	20,120,978	(1,059,121)	5.26%
31									
32	Difference compared to Budget			(226,683)		(1,059,122)			

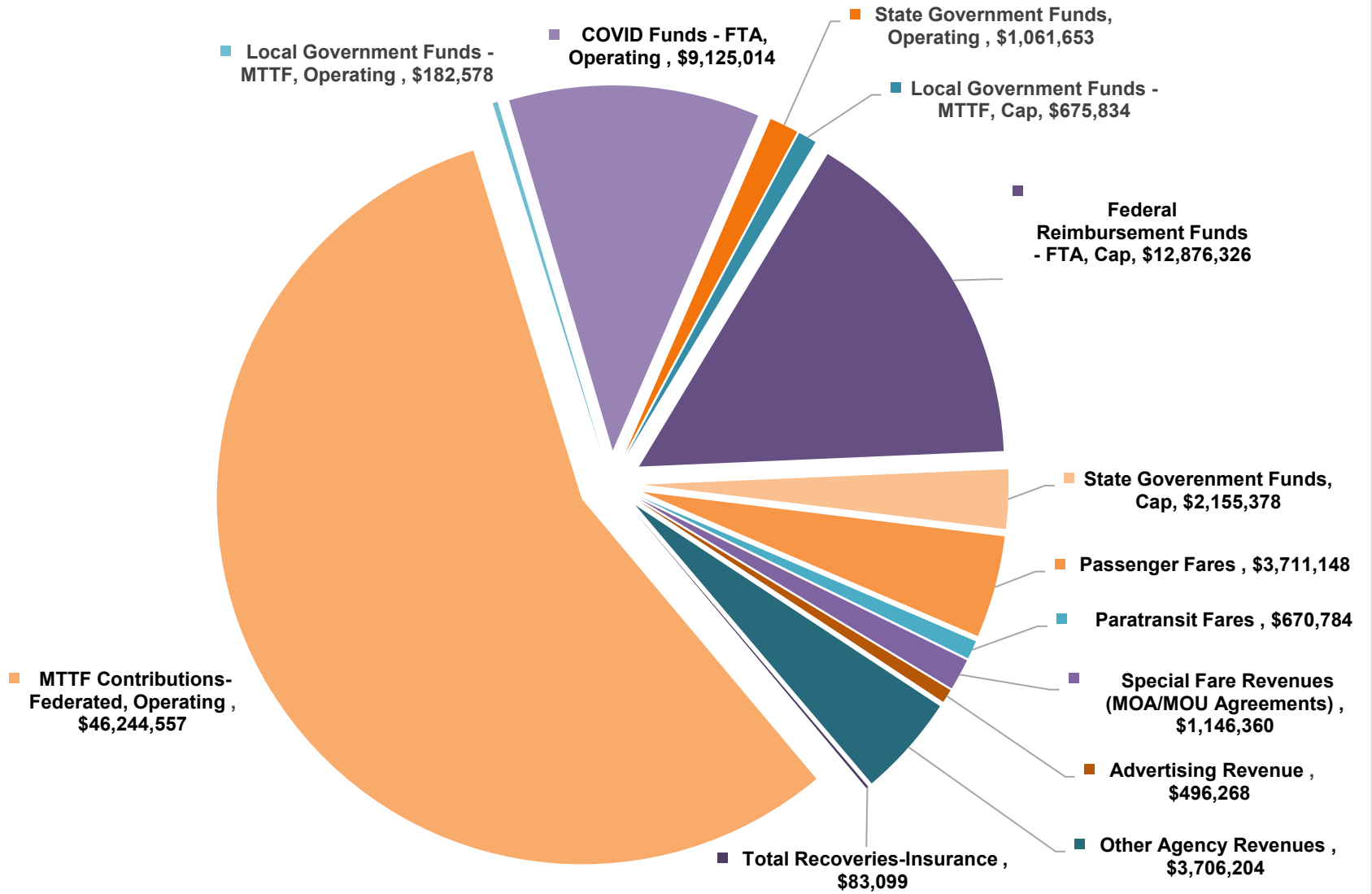


Balance Sheet

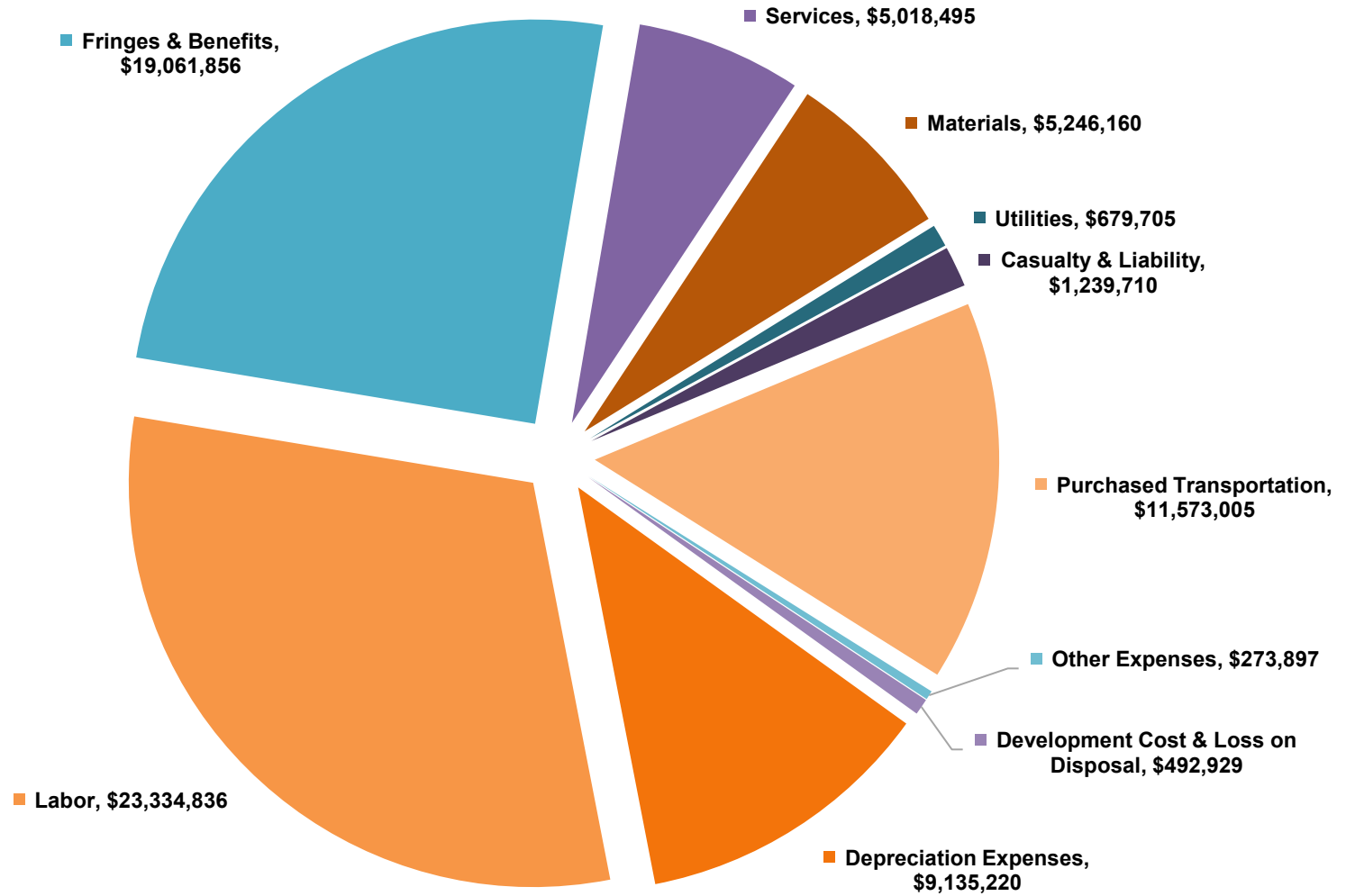
February 2025, Fiscal Year 2025

Assets	FY 25	FY 24	Liabilities, Reserves & Capital	FY 25	FY 24
Current Assets			Current Liabilities		
Cash & Cash Items	691,651	5,870,543	Long Term Debt	0	0
Short Term Investments	5,539,438	3,997,132	Short Term Debt	0	0
Accounts Receivable	80,718,935	72,570,771	Trade Payables	8,889,721	6,284,072
Interest Receivable	0	0	Accrued Payroll Liabilities	4,952,811	4,177,224
Due From Grant	80,000	80,000	Estimated Workmans Compensation	3,794,128	5,301,055
Materials & Supplies	6,753,495	2,701,262	Accrued Tax Liabilities	0	(173)
Total Current Assets	93,783,518	85,219,708	Unredeemed Tickets & Tokens	2,191,007	2,168,380
Other Assets			Reserves - Injury & Damages	822,810	710,700
Prepaid Insurance & Dues & WIP	794,347	1,358,326	Due To Operations	80,000	80,000
Total Other Assets	794,347	1,358,326	Unearned Capital Contributions	70,883,384	64,154,348
Fixed Assets			Other Current Liabilities (Health Ins.)	3,790,180	4,526,130
Land	3,773,249	3,773,249	Total Current Liabilities	95,404,040	87,401,737
Buildings	52,630,705	52,132,145	Equity		
Coaches	139,484,835	140,222,421	Retained Earnings	5,992,840	3,032,850
Office Equipment	17,157,216	11,645,778	Prior Year Retained Earning	80,840,115	78,763,717
Other Equipment	25,635,489	21,728,283	Total Equity	86,832,956	81,796,567
Development Costs	1,407,561	294,785	Total Liabilities & Equity	182,236,995	169,198,304
Vehicle Exp - Operating	1,420,405	1,420,405			
Other Equipment -Operating	171,005	185,103			
Total Fixed Assets	241,680,466	231,402,169			
Less Accumulated Depreciation					
Accumulated Depr Land	887,114	824,245			
Accumulated Depr Buildings	32,690,253	31,188,855			
Accumulated Depr Coaches	89,033,857	88,502,947			
Accumulated Depr Office Equipment	10,923,698	9,690,866			
Accumulated Depr Other Equipment	18,696,954	17,248,768			
Accumulated Depr Development Cost	503,487	92,921			
Accumulated Depr Vehicle Exp - Opr	1,130,420	1,074,294			
Accumulated Depr Other Equipment Op	155,553	159,003			
Total Depreciation	154,021,336	148,781,898			
Net Fixed Assets	87,659,130	82,620,271			
Total Assets	182,236,995	169,198,304			

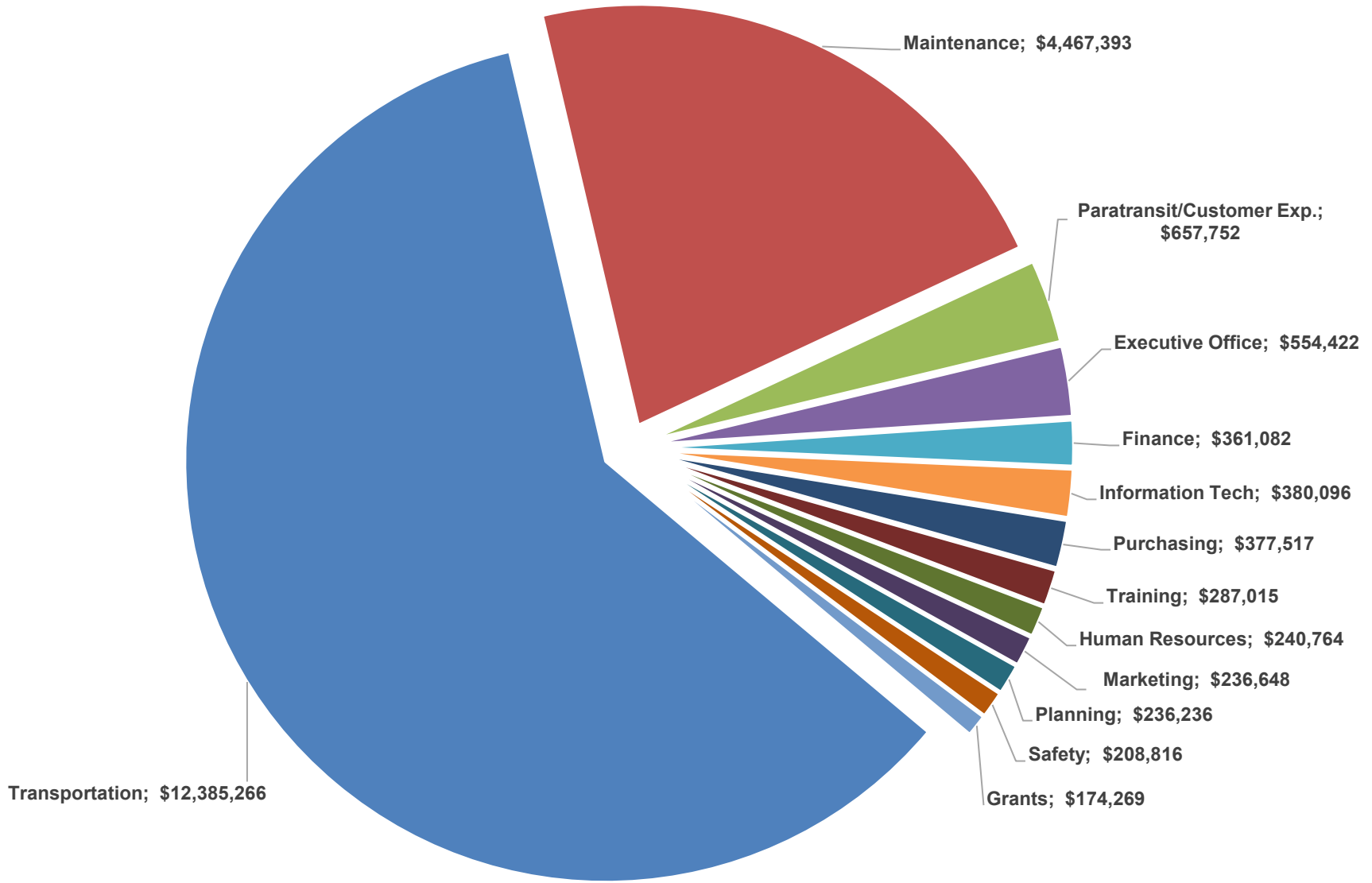
YTD Revenues - February 2025, FY 2025



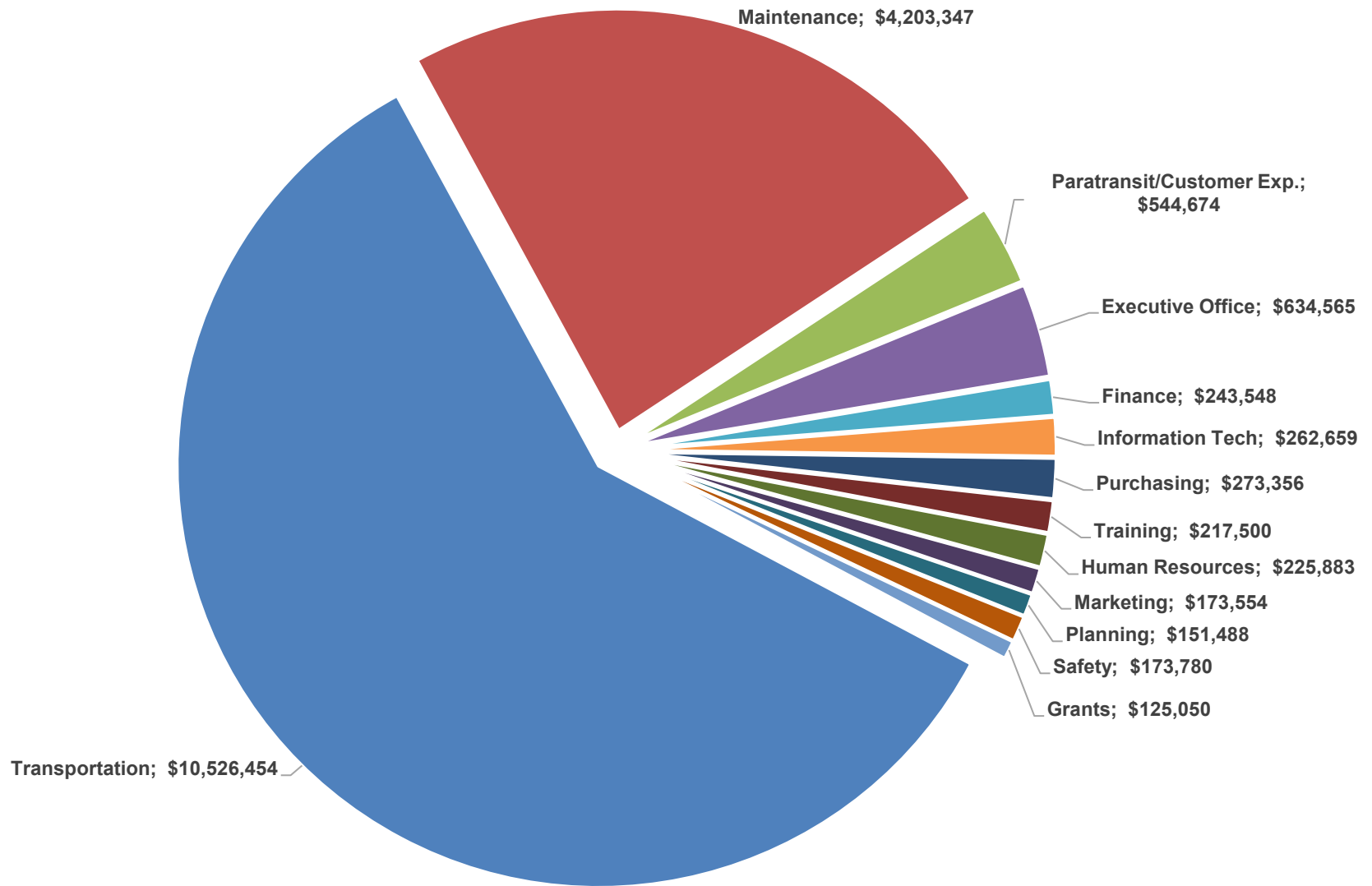
YTD Expenses - February 2025, FY 2025



YTD Department Labor Expenses - February 2025, FY 2025



YTD Department Fringe Expenses - February 2025, FY 2025





MassTransit Trust Fund (MTTF) Revenue Deposits

Deposit to Budget Difference FY 2025

Month	FY 25 Actual Deposits	FY 25 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	\$7,540,165	\$6,793,008	\$747,157	\$ 2,919,046	11.00%	8.86%
January	\$5,570,235	\$6,519,752	(\$949,517)	\$ 1,969,529	-14.56%	4.99%
February	\$5,561,482	\$4,965,653	\$595,829	\$ 2,565,358	12.00%	5.77%
March		\$6,114,281				
April		\$11,869,516				
May		\$6,011,666				
June		\$6,859,888				
TOTAL	\$47,010,646	\$75,300,639				

MTTF Revenue Deposits - Actuals

**LOUISVILLE METRO REVENUE COMMISSION
TARC LICENSE FEE TRANSACTIONS**

	February 2025	February 2024	YTD FYE 2025	YTD FYE 2024	Difference Amount	Percent Change
Receipts						
Employee Withholding	\$ 5,181,506	\$ 4,528,322	\$ 39,515,350	\$ 38,971,433	\$ 543,917	1.40%
Individual Fees	-	30	155	30	125	416.67%
Net Profit Fees	366,405	313,015	7,167,058	5,770,908	1,396,150	24.19%
Interest & Penalty	53,783	47,530	725,529	696,790	28,739	4.12%
Total Collections	\$ 5,601,694	\$ 4,888,897	\$ 47,408,092	\$ 45,439,161	\$ 1,968,931	4.33%
Investment Income	\$ 35,411	\$ 40,534	\$ 242,565	\$ 239,228	\$ 3,337	1.39%
Total Receipts	\$ 5,637,105	\$ 4,929,431	\$ 47,650,657	\$ 45,678,389	\$ 1,972,268	4.32%
Disbursements						
Collection Fee	\$ 75,623	\$ 66,000	\$ 640,010	\$ 613,428	\$ 26,582	4.33%
Total Disbursements	\$ 75,623	\$ 66,000	\$ 640,010	\$ 613,428	\$ 26,582	4.33%
Due Mass Transit	\$ 5,561,482	\$ 4,863,431	\$ 47,010,647	\$ 45,064,961	\$ 1,945,686	4.32%
Less Previous Payments			41,449,165	40,201,530	1,247,635	3.10%
Payable To Trust Fund			\$ 5,561,482	\$ 4,863,431	\$ 698,051	14.35%



Year to Date Summary

February 2025, Fiscal Year 2025

Actual Compared to Budget YTD

	Good	In the Red	
Total Revenues before Capital are Over/ Under by (pg. 2, line 18)	\$0	\$66,427,666	
Total Expenses are Over/ Under by (pg. 2, line 41)	\$66,427,666	\$0	
MTTF Revenue Deposits are Over/ Under by (pg. 7)	\$2,565,358	\$0	
February has a favorable balance before Capital	\$68,993,024	\$66,427,666	\$2,565,358

Actual Revenues over Expenses

Operating Revenues	\$9,813,864
Operating Expenses	\$66,427,666
Net Gain/(Loss) before MTTF	(\$56,613,802)
MTTF Approved Contributions	\$46,244,557
Net Gain/(Loss) before Subsidies	(\$10,369,245)
Subsidies	
ARP	\$7,277,600
5307 Federal Formula dollars to be used as (CEER)	\$1,847,414
MTTF Local Share	\$182,578
State Contributions	\$1,061,653
Total Subsidies	\$10,369,245
Net Gain/(Loss) before Capital	\$0



Reimbursement Funds Only and a One Time Funding Source

	TARC Share	Actual YTD FY 2023	Actual YTD FY 2024	Actual YTD FY 2025	Remaining Balance	Budget YTD FY 2025	Actual FY 2025 vs Budget FY 2025
ARP***	\$48,293,376	\$9,596,003	\$19,767,283	\$7,277,600	\$11,652,490	\$17,797,241	(\$10,519,641)

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

DRAFT FY 2026 BUDGET SCHEDULE

BUDGET TIME LINE

DECEMBER 5th	INITIAL REFRESHER TRAINING ON BUDGET PLANNING WITH FINANCE IN TRAINING ANNEX
DECEMBER 5th	EMAIL THAT DIRECTORS HAVE ACCESS TO FILES NO LATER THAN DATE STATED
JANUARY 2nd - 31st	INITIAL MEETINGS WITH FINANCE MUST HAVE DOCUMENTS APPROVED BY BUDGET ANALYST PRIOR TO SCHEDULING
JANUARY 2nd	KEY PLANS, PROJECTS AND GOALS FOR FY25, FY24 ACCOMPLISHMENTS TO MARKETING
FEBRUARY 3rd	DEPARTMENT DRAFT BUDGETS DUE TO FINANCE - MUST HAVE AT LEAST MET WITH FINANCE ONCE
FEBRUARY 3rd	COMMUNICATIONS/MARKETING DEPT. DUE DATE FOR SUBMITTING TO FINANCE
FEBRUARY 24th - 28th	EXECUTIVE DIRECTOR REVIEW OF DEPT BUDGETS
MARCH 14th	BY EXPENSE CATEGORY COMPLETED FOR EXECUTIVE REVIEW
MARCH 26th	TARC BOARD REVIEW OF BUDGET (FIRST LOOK)
EARLY APRIL (TBD)	TARC BOARD REVIEWS AND APPROVES FINAL BUDGET - MAY REQUIRE SPECIAL BOARD MEETING
APRIL MID (TBD)	MUST HAVE BUDGET TO METRO GOVERNMENT OMB FOR MAYOR REVIEW
APRIL 14TH	WORK BEGINS ON PREPARING FINAL BUDGET BOOK TO BE SENT TO METRO
APRIL 30th	TARC BUDGET GOES TO METRO COUNCIL WITH METRO'S BUDGET
MAY (TBD)	MAYOR'S RECOMMENDED BUDGET (Around the 3rd Thursday)
JUNE on or before the 3rd	BUDGET HEARINGS WITH METRO COUNCIL BEG. OF JUNE
JUNE (TBD)	FOLLOW UP BUDGET HEARINGS IF NECESSARY MID JUNE
JUNE (TBD)	APPROVAL BY METRO GOVERNMENT END OF JUNE



FY26 BUDGET TIMELINE

COMPLETED TASKS

DECEMBER 5th	INITIAL REFRESHER TRAINING ON BUDGET PLANNING WITH FINANCE IN TRAINING ANNEX
DECEMBER 5th	EMAIL THAT DIRECTORS HAVE ACCESS TO FILES NO LATER THAN DATE STATED
JANUARY 2nd - 31st	INITIAL MEETINGS WITH FINANCE MUST HAVE DOCUMENTS APPROVED BY BUDGET ANALYST PRIOR TO SCHEDULING
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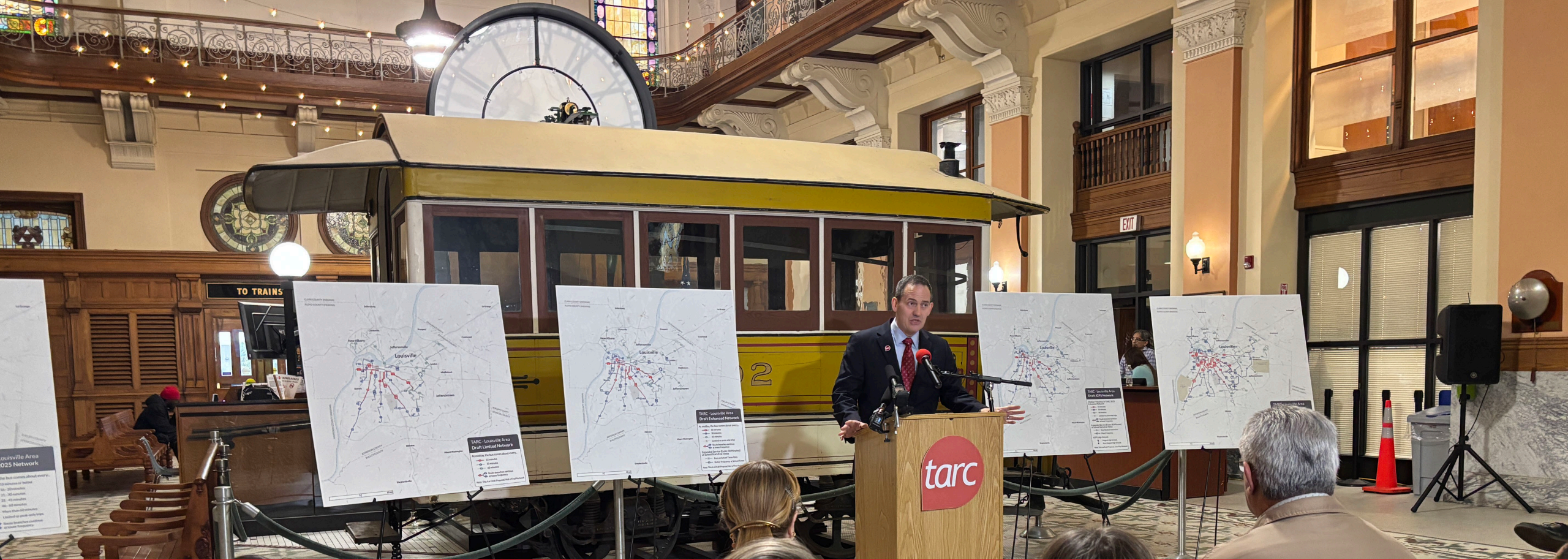


FY26 BUDGET TIMELINE

NEXT STEPS

EARLY APRIL (TBD)	TARC BOARD REVIEWS AND APPROVES FINAL BUDGET - MAY REQUIRE SPECIAL BOARD MEETING
APRIL MID (TBD)	MUST HAVE BUDGET TO METRO GOVERNMENT OMB FOR MAYOR REVIEW
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JUNE (TBD)	APPROVAL BY METRO GOVERNMENT END OF JUNE

The Procurement Calendar will be available during the Board Meeting.



BOARD OF DIRECTORS
MARCH 26, 2025

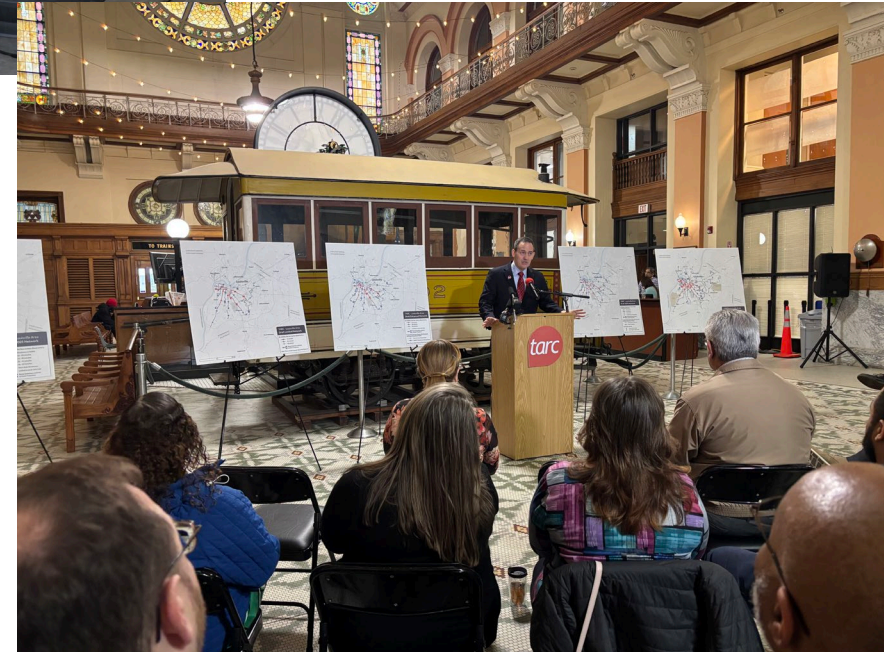
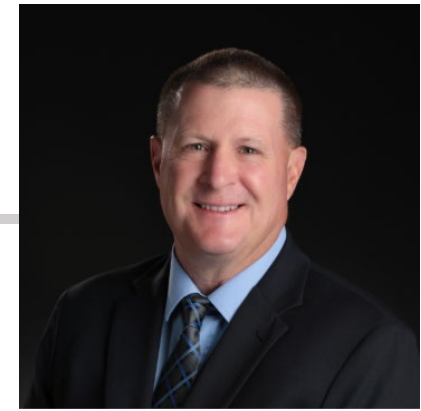
MARCH OPERATIONAL UPDATE



EXECUTIVE DIRECTOR REPORT

SINCE THE LAST BOARD MEETING, TARC ...

- Released TARC 2025 draft plans, launching a two month public outreach phase on the draft networks.
- Finished leadership training for managers, equipping them with the tools to lead and navigate difficult situations in the work place.
- Completed application period for 25th annual Design-a-Bus Contest with this year's partner Olmsted Parks. Bus to be released later this spring.
- 146 buses installed with new Avail CAD/AVL system including radios, 33 buses remaining. Every bus with new CAD/AVL is running in service. Install complete by end of month.



KEY STATS FOR PRESENTATION



MARCH DIRECTORS UPDATE

March 26, 2025





SNOW PLAN – PEER COMPARISON

TARC Peer Comparison Snow Plan January 27, 2025

	Cincinnati Go Metro	Indianapolis Indy Go	Columbus COTA	Louisville TARC
Snow Plan in Place to clear Bus Shelters and Stops?	No	Yes	Yes	No
Does Agency Coordinate with City/County Government?	Yes	Yes	Yes	Yes
How do you clear snow from bus stops, adjacent sidewalks and shelters?	N/A	Subcontract	Subcontract	N/A
How do you determine service levels during snow events?	No Service Reduction Service Based on Workforce Availability	No Service Reductions Service Based on Workforce Availability	No Service Reductions Service Based on Workforce Availability	No Service Reductions Service Based on Workforce Availability
Procedures for safe pick up and drop off at stops?	Operator Judgement	Operator Judgement	Operator Judgement	Operator Judgement
Assistance to Employees to get to work or accommodations for missing work?	Some – Unpaid Absence's No Attendance Penalties	No – No Accommodations	No – No Attendance Penalty Points	Some – Offered Assistance to get to work first few days

Transit Agencies in the “Snow Belt” have a higher tolerance for severe weather events that include several inches of snow in short spans of time and have developed action plans over time that include subcontracting snow removal from bus stops and shelters



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
- Thunder Over Louisville April 12, 2025 preparation

Trends:

- Ridership increase in February from 414,903 to 469,087 recovering from a ridership loss during Snow Event 1/5/25-1/12/25 of 57,496 when compared to same time frame previous year
- Initial data from Avail systems indicating OTP improvements

Celebrate Successes:

- Operator Badging Ceremony – Union Station March 14, 2025.

Elton Runner, Asher Goss, Yvette Mahaffey, Davisha Finn



FEBRUARY ON-TIME PERFORMANCE

CY 2024 80% or greater							
Jazette Childress	89.97%	Jeffrey Harper	89.76%	Stacey Henderson	83.79%	Dewayne Rogers	83.78%
Brooklyn Mason	89.65%	Tracy Leonard	89.14%	Larry Robb	83.77%	Kelvin Brewer	83.44%
Robert Wade	88.92%	Pam Patterson	88.86%	Brittany Jones	83.43%	Rodney Williams	83.11%
Deondria Stoudemire	88.78%	Jimmy Wilson	88.77%	Glenn Murray	83.03%	Maurice Alexander	83.01%
Talitha Yarbrough	88.32%	David Bolus	88.13%	Joshua Haeberlin	82.91%	Stacey Smith	82.87%
Chris Jarrett	88.05%	Freida Tutt	87.88%	Ken Reed	82.84%	Darien Hiscckerson	82.80%
Loni Moore	87.86%	Erica Miller	87.70%	Stephanie McClain	82.76%	Delisa Henderson	82.49%
Brittany Williams	87.52%	Kendrick Bailey	87.45%	Antwan Bell	82.33%	Kim Hurrigan	82.31%
Lisa Lauderdale	87.33%	Adrahamane Keita	87.25%	Brittany Miles	82.28%	M. Kenyon-Scott	82.24%
Tevin Tidwell	86.60%	Jeffrey Warner	86.48%	Shontey Evans	82.15%	Gina Amaefuna	82.09%
Sheena Wells	86.14%	Lionel Taylor	85.96%	Trina Edwards	82.00%	Donna Cook	81.89%
James Carrico	85.95%	Ervad Podbicanin	85.88%	Keith Mitchell	81.78%	Tracy Stokes	81.77%
Anthony Smith	85.86%	Garry Carpenter	85.84%	David Roberson	81.23%	Nisha Hawkins	81.08%
Lela Coleman	85.61%	Lisa Johnson	85.17%	Sensarae Green	81.06%	Charlotte Dailey	80.89%
Dawnell Ross	85.16%	Steve Saulsberry	85.03%	Shauntina Penny	80.89%	William Cunningham	80.75%
Courtney Lucas Jr.	85.00%	Jay Southerling Jr.	84.69%	Freda Withers	80.74%	Damian Lindsey	80.46%
Sharlene Martin	84.60%	Yazmin McCraney	84.58%	Quicy Frazier	80.35%	Joshua Watkins	80.34%
Angel Salas	84.48%	David Bolin	83.88%	Shawn Cecil	80.18%		
Mario Francois	83.87%	Shuntelle Williams	83.82%				

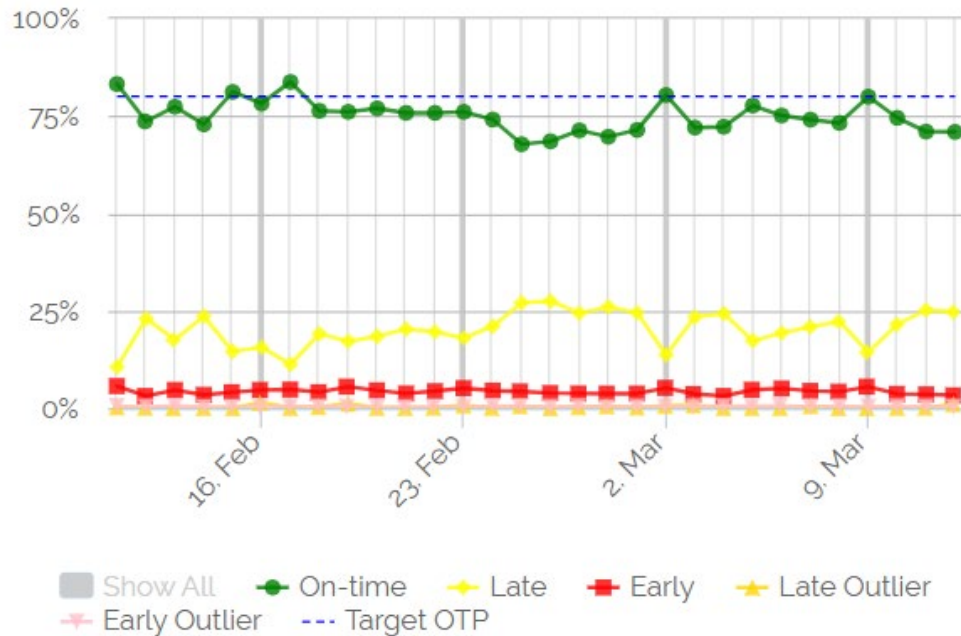
205 Operators for current Service



FEBRUARY ON-TIME PERFORMANCE

ON TIME PERFORMANCE OVERVIEW CONSOLIDATED - AVAIL

Schedule Adherence by Day Past 30
Days (02-11-2025 - 03-12-2025)

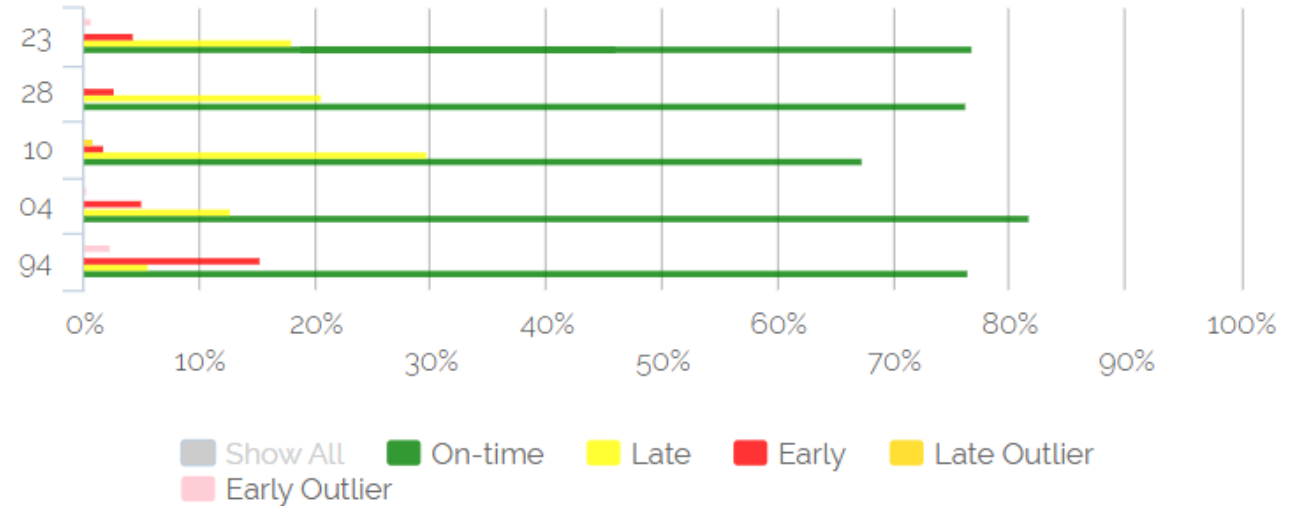


ON TIME PERFORMANCE SNAP SHOT - AVAIL

On-time Performance By Route Consolidated

Date Range: 02/11/2025 to 03/12/2025

Most Impactful Routes





FIXED ROUTE MISSED RUNS AND HOURS

2022				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8082	468	5.79%	2128.73
February	7336	353	4.81%	1657.45
March	8089	235	2.91%	795.42
April	7785	439	5.64%	2211.53
May	7773	269	3.46%	974.62
June	7725	262	3.39%	892.18
July	7360	195	2.65%	621.50
August	8675	576	6.64%	2046.67
September	8341	487	5.84%	1999.98
October	8477	680	8.02%	3133.12
November	8341	440	5.28%	1619.67
December	8477	384	4.53%	1304.62
TOTAL	96,461.00	4,788.00	4.96%	19,385.48

2024				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8158	272	3.33%	900.18
February	7478	340	4.55%	1,244.60
March	7741	320	4.13%	1,212.88
April	7478	329	4.41%	1,301.53
May	7908	529	6.69%	2,117.90
June	7914	370	4.68%	1,411.20
July	5441	254	4.67%	1,182.70
August	5452	171	3.14%	632.58
September	5174	180	3.48%	715.30
October	5513	284	5.15%	1,239.55
November	5185	264	5.09%	1,125.32
December	5378	320	5.95%	1,489.20
TOTAL	78,820.00	3,633.00	4.61%	14,572.95

2023				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
January	8419	221	2.63%	725.05
February	8036	248	3.09%	809.07
March	9083	339	3.73%	1,079.17
April	8300	273	3.29%	1,031.53
May	8860	470	5.30%	1,824.82
June	7998	489	6.11%	2,428.38
July	7412	502	6.77%	1,879.65
August	8177	362	4.43%	1,261.10
September	7655	579	7.56%	2,443.57
October	8172	489	5.98%	1,924.43
November	7854	306	3.90%	1,077.48
December	7799	267	3.42%	908.60
TOTAL	97,765.00	4,545.00	4.65%	17,392.85

2025				
	Total Runs	Total Missed Runs	% Missed Runs	Sum of Missed Hours
**January	5293	254	4.80%	1,092.23
February	4476	145	3.24%	93.85
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
TOTAL	9,769.00	399.00	4.08%	1,186.08

** January 2025 runs and hours adjusted for Snow Event 1/5/25 - 1/12/25. 2,668 missed hours and 359 missed runs as reported in February BOD operation update.

- February stats reflect January 26th service change efficiencies

MAINTENANCE

OVERVIEW

Emerging Issues:

- 3 New Gillig buses awaiting passenger seating from vendor American Seating
- Training scheduled for new Electric Gillig buses 04/03/25
- In-Service 11 New Gillig Buses

Trends:

- Chargeable road calls trending down from 83 to 43 for this month

Celebrate Successes:

- Sidewalk under awning repaired
- Transferred 18 new Para-Transit vehicles to MV to place in service
- Started installation of electric bus charging equipment





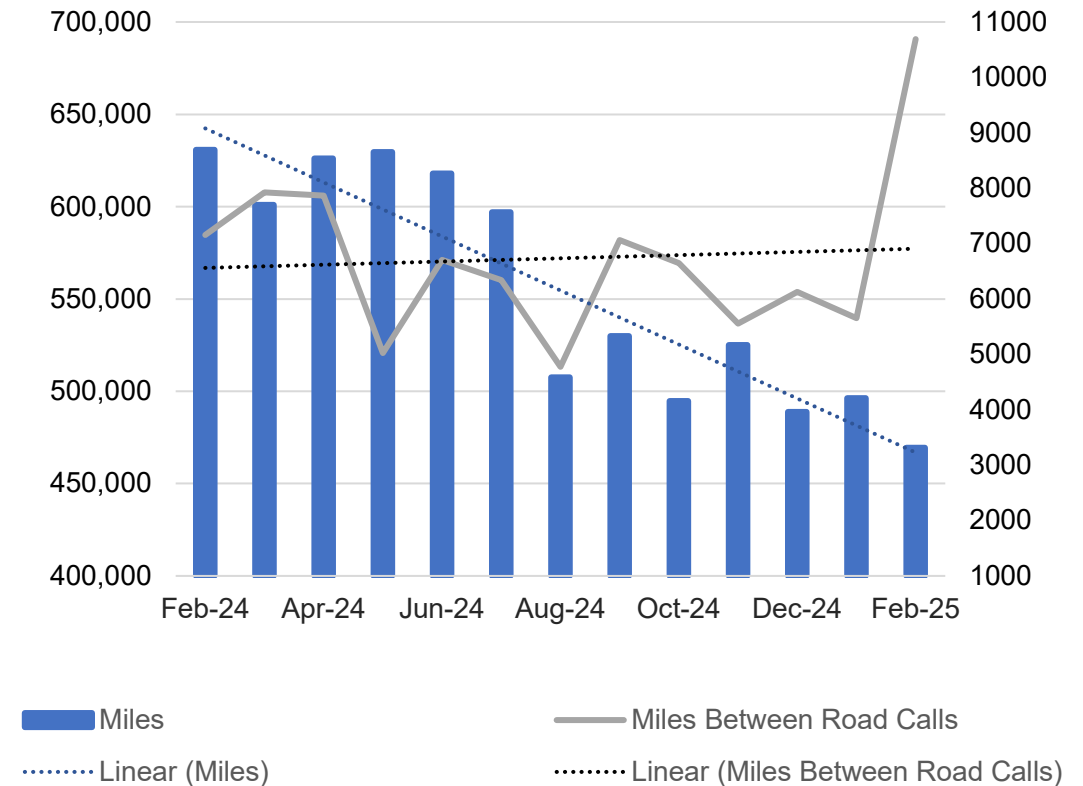
MAINTENANCE

MILES BETWEEN MECHANICAL FAILURES

YTD	Miles	Chargeable Road Calls	Miles Between Road Calls
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
Feb-25	459,735	43	10,691

FEBRUARY: Total Miles Between Road Calls = **10,691**
 Target Miles Between Road Calls = **5,500**

Miles Between Road Calls



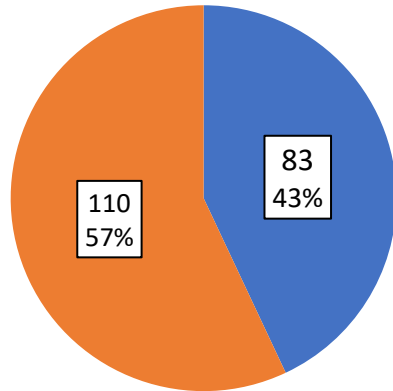
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

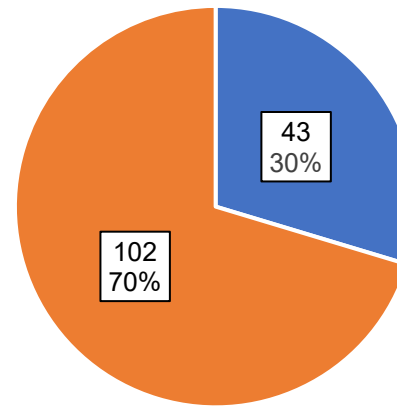
January 2025 Maintenance Road Calls



TOTAL
193

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

February 2025 Maintenance Road Calls



TOTAL
145

■ Chargeable Road Calls 43 ■ Non-Chargeable Roads Calls 102

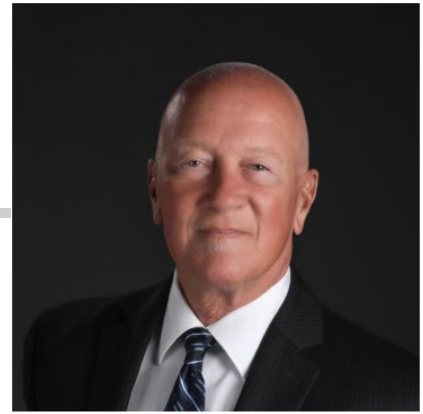
Chargeable Categories

- 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:

- Coach barrier selection has been finalized by the operators. Resolving with manufacturer regarding door latch issues.
- AVAIL issues with coach video surveillance requests for investigations

Trends:

- Employees are beginning to create a Safety Culture at TARC by bringing safety risks/concerns to our attention to review/resolve/mitigate (part of our Safety Agency Plan).

Celebrate Successes:

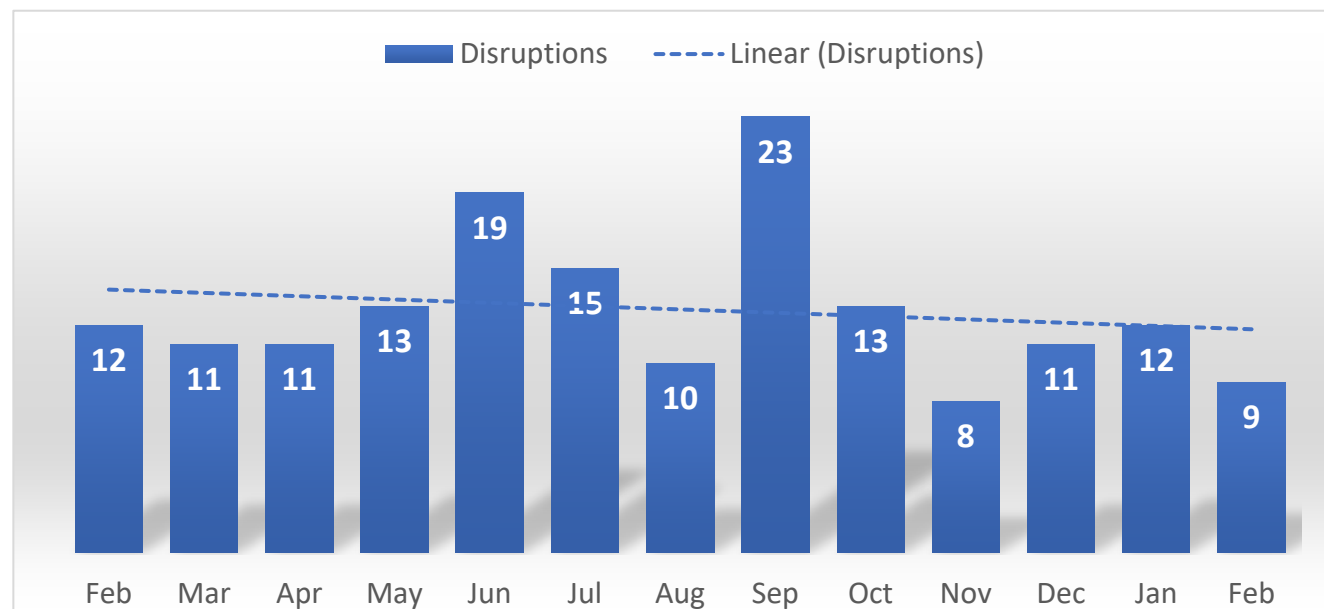
- LVT parking lot surveillance system has been useful in confirming various alleged activity. Also, no security breaches since this system has been installed.
- TARC sidewalks from Union Station to Transportation building are being repaired/replaced.

SAFETY

PASSENGER DISRUPTIONS BY LINE FEB 24 – FEB 25

Route ID	Disruptions
Broadway - #23	38
Dixie Rapid - #10	21
Market St - #15	19
Fourth St - #4	11
Preston - #28	11
Muhammad Ali - #19	11
Oak-Westport - #25	9
Bardstown - #17	8
Eastern Pkwy - #29	7
J'ville-Lou-New Albany - #71	6
Dixie Hwy - #18	4
Clarksville - #72	4
Shelbyville Rd - #31	4
Cardinal - #94	3
Hill St - #27	2
Portland Poplar Level - #43	2
Second St - #2	1
Twelfth St - #12	1
Chestnut St - #21	1
Taylorsville Rd - #40	1
Crums Lane - #63	1
Med Ctr - #52	0
Sixth St - #6	0
Outer Loop - #46	0

TOTAL PASSENGER DISRUPTIONS – FEB 24 – FEB 25



PASSENGER DISRUPTIONS*

This Month Total

9

Monthly Avg

12.85

***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

9

TYPE OF ACCIDENT

Fixed Object	6	66.7%
Moving Vehicle	3	33.3%

YTD

66

PREVENTABLE ACCIDENTS / 100K MILES

Monthly

2.3

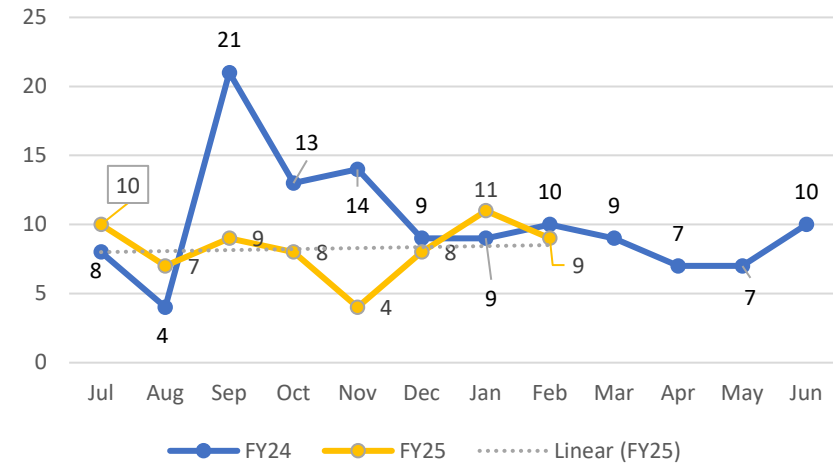
YTD AFR Goal

2.1

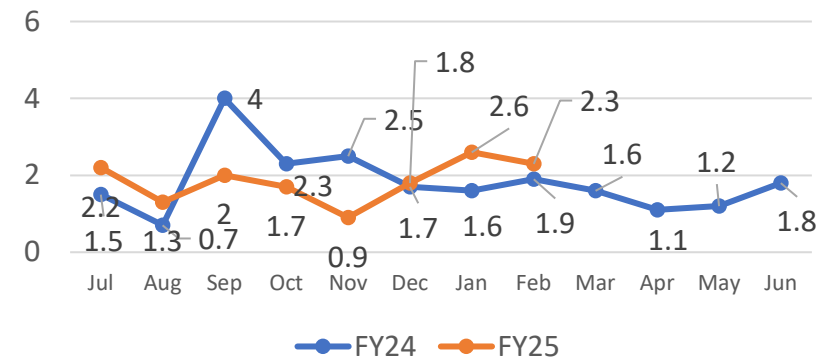
YTD

1.8

FY25 PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR FY24 vs FY25





MOBILITY SERVICES – TARC3

OVERVIEW

Emerging Issues:

- Researching other paratransit agencies for best eligibility process practices

Trends:

- Trip volume continues to increase

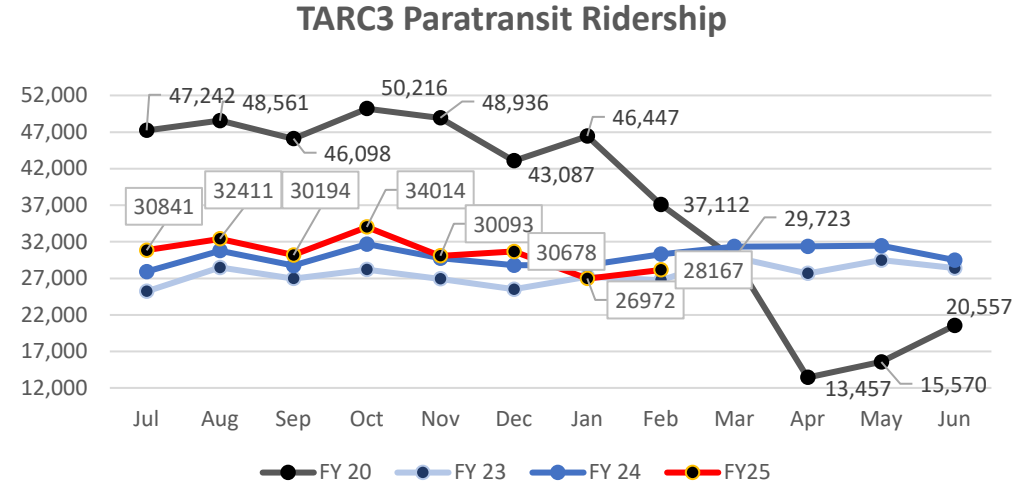
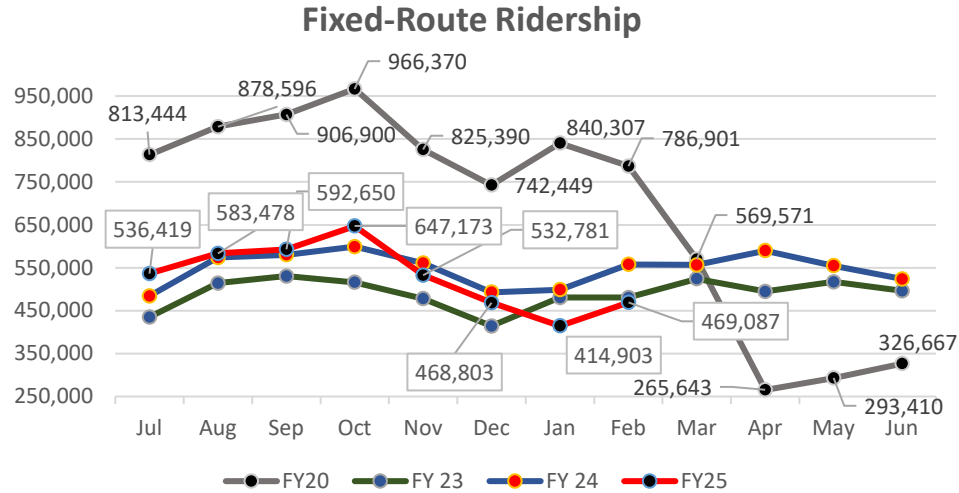
Celebrate Successes:

- TAAC at this month's meeting discussed the TARC 2025 process





FEBRUARY RIDERSHIP



FIXED ROUTE

Monthly: **469K** YTD: **4,245,294**
 +13.1% VLM
 -15.9% VLY

PARATRANSIT

Monthly: **28K** YTD: **243.3K**
 +4.6% VLM
 -7% VLY

COMBINED

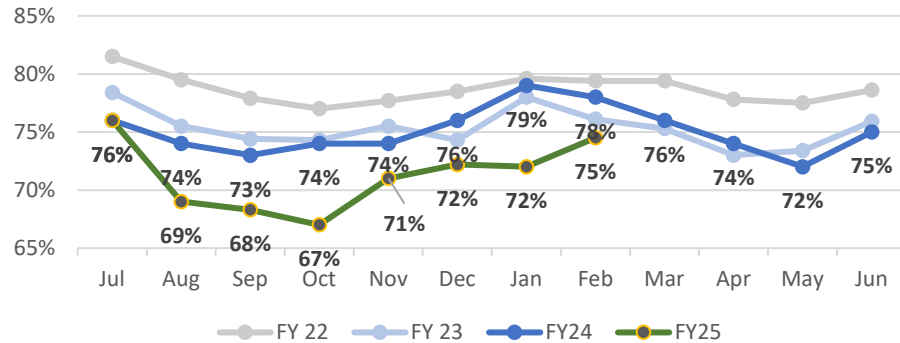
This Month, Last Year: **588K** This Month, This Year: **497K**
 -15.4% VLY

Performance Indicator	Fixed-Route System			Paratransit (TARC3)			
	System Production	FY25 YTD	FY20 (COVID)	FY24 YTD	FY25 MTD	FY20 (COVID)	FY24 YTD
Total Ridership		4,260,873	8,187,973	6,573,772	243,325	442,345	360,456
Weekday Ridership		3,614,491	7,135,476	5,562,244	201,657	381,276	297,419
Saturday Ridership		370,163	642,871	565,636	20,426	34,062	27,431
Sunday/Holiday Ridership		276,219	506,055	433,148	21,242	27,007	30,441
Total Revenue Miles		3,533,584.18	6,386,306.82	6,517,670	2,879,474	4,930,487	4,364,217
Total Revenue Hours		276,547.95	594,178.76	537,581	180,601	298,416	284,896
Trips per Revenue Mile		1.21	1.28	1.01	0.08	0.09	0.08
Trips per Revenue Hour		15.41	13.78	12.20	1.35	1.48	1.27

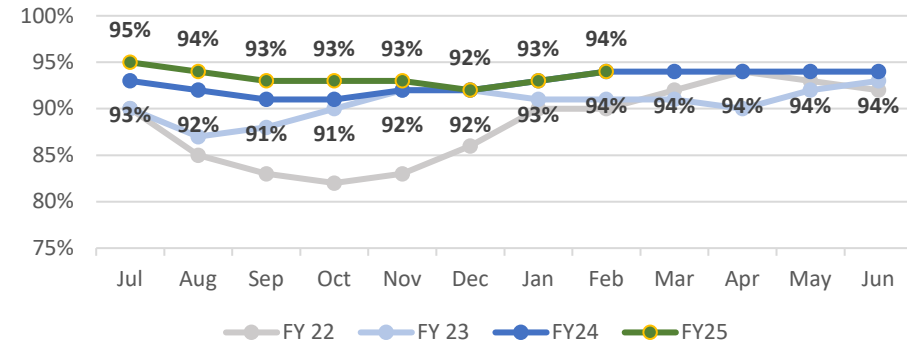


FEBRUARY ON-TIME PERFORMANCE

Fixed-Route On-Time Performance



TARC3 Paratransit On-Time Performance



Fixed-Route
FY24 Goal
80%

Paratransit
FY24 Goal
93%

** Operating Dual CAD/AVL Systems
OTP Performance Consolidated All Routes
AVAIL System Reporting:
Date Range 2/11/25 – 3/12/25 **74.5%**

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%	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%

CUSTOMER EXPERIENCE

OVERVIEW

Emerging Issues:

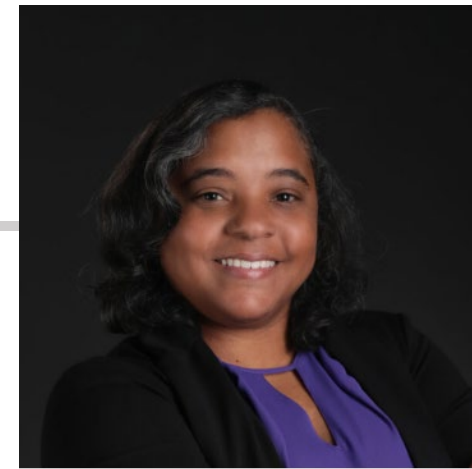
- Continual training on new CAD/AVL System
- Interviewing for 1 vacant CSR

Trends:

- Fixed Route Call Center average hold times remain low at 25 seconds
- Paratransit Call Center average hold times remain below the goal of 2 minutes at 1 minute 1 second

Celebrate Successes:

- 15% decrease in feedbacks January to February
- 91% closure rate for feedbacks received during the month
- New Feedback Summary Report – track status of feedbacks and provide continuous improvement





FEBRUARY FEEDBACK SUMMARIES – FIXED ROUTE

FIXED ROUTE MONTHLY					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	12	32	0	4	48
PASSED UP PASSENGER	22	10	0	0	32
NO SHOW	17	14	0	0	31
LATE SCHEDULE	18	12	0	2	32
IMPROPER OPERATIONS OF VEHICLE	7	2	0	1	10
EARLY SCHEDULE	5	8	0	1	14
PLANNING/SCHEDULE	23	1	0	0	24
IT/MOBILE	4	0	0	0	4
OTHER - MISC	34	12	0	4	50
TOTAL	142	91	0	12	245

DEFINITIONS FOR FEEDBACK CATEGORIES
Verified - feedback was able to be verified
Unverified - feedback could not be verified based on information provided
Unable to Investigate - feedback could not be confirmed based on the information provided
Under Investigation - more research is needed based on information provided

FIXED ROUTE COMPLAINT TREND REPORT															
FEEDBACK CATEGORY	FEB 24	MAR 24	APR 24	MAY 24	JUN 24	JUL 24	AUG 24	SEP 24	OCT 24	NOV 24	DEC 24	JAN 25	FEB 25	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	74	79	51	66	57	61	77	56	57	45	49	46	48	766	59
PASSED UP PASSENGER	60	52	71	82	76	69	73	55	67	44	36	46	32	763	59
NO SHOW	45	26	38	54	26	70	35	41	43	33	35	29	31	506	39
LATE SCHEDULE	35	16	29	27	18	64	110	68	78	64	41	39	32	621	48
IMPROPER OPERATIONS OF VEHICLE	16	25	21	23	25	25	25	26	19	16	11	20	10	262	20
EARLY SCHEDULE	27	18	22	15	17	20	21	15	8	11	24	24	14	236	18
PLANNING/SCHEDULE	27	22	24	27	18	28	29	26	18	22	23	24	24	312	24
IT/MOBILE	2	0	5	2	0	3	5	2	0	2	1	1	4	27	2
OTHER - MISC	55	55	63	80	61	81	89	48	78	86	54	57	50	857	66
COMMENDATIONS	14	8	9	16	13	12	13	7	16	14	4	8	9	143	11
TOTAL	355	301	333	392	311	433	477	344	384	337	278	294	254	4493	346



FEBRUARY FEEDBACK SUMMARIES – PARATRANSIT

PARATRANSIT MONTHLY REPORT					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	17	3	0	3	23
NO SHOW	11	5	0	1	17
LATE SCHEDULE	13	0	0	0	13
RECKLESS DRIVING	10	2	0	1	13
EARLY SCHEDULE	1	1	0	0	2
TRIP BOOKING OR SCHEDULING	5	1	0	1	7
OTHER - MISC	15	2	0	8	25
TOTAL	72	14	0	14	100

DEFINITIONS FOR FEEDBACK CATEGORIES
Verified - feedback was able to be verified
Unverified - feedback could not be verified based on information provided
Unable to Investigate - feedback could not be confirmed based on the information provided
Under Investigation - more research is needed based on information provided

PARATRANSIT COMPLAINT TREND REPORT																
FEEDBACK CATEGORY	FEB 24	MAR 24	APR 24	MAY 24	JUN 24	JUL 24	AUG 24	SEP 24	OCT 24	NOV 24	DEC 24	JAN 25	FEB 25	PERIOD TOTAL	13 MNTH AVG	
RUDE OPERATOR OR STAFF	16	22	26	28	29	23	23	34	46	22	34	35	23	361	28	
NO SHOW	23	28	22	30	19	14	17	17	20	24	12	24	17	267	21	
LATE SCHEDULE	21	12	10	16	6	14	14	23	12	15	13	11	13	180	14	
IMPROPER OPERATIONS OF VEHICLE	1	6	4	3	5	10	8	10	7	10	4	8	13	89	7	
EARLY SCHEDULE	2	1	2	2	1	0	2	6	0	3	0	1	2	22	2	
TRIP BOOKING OR SCHEDULING	19	25	14	12	9	18	10	19	11	8	12	19	7	183	14	
OTHER - MISC	31	22	33	41	32	42	28	18	25	26	27	30	25	380	29	
COMMENDATIONS	2	6	6	8	14	9	9	4	6	6	6	5	4	85	7	
TOTAL	115	122	117	140	115	130	111	131	127	114	108	133	104	1567	121	

ADDITIONAL STATS FOR BOARD MEMBER
REVIEW



MARCH DIRECTORS UPDATE

March 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

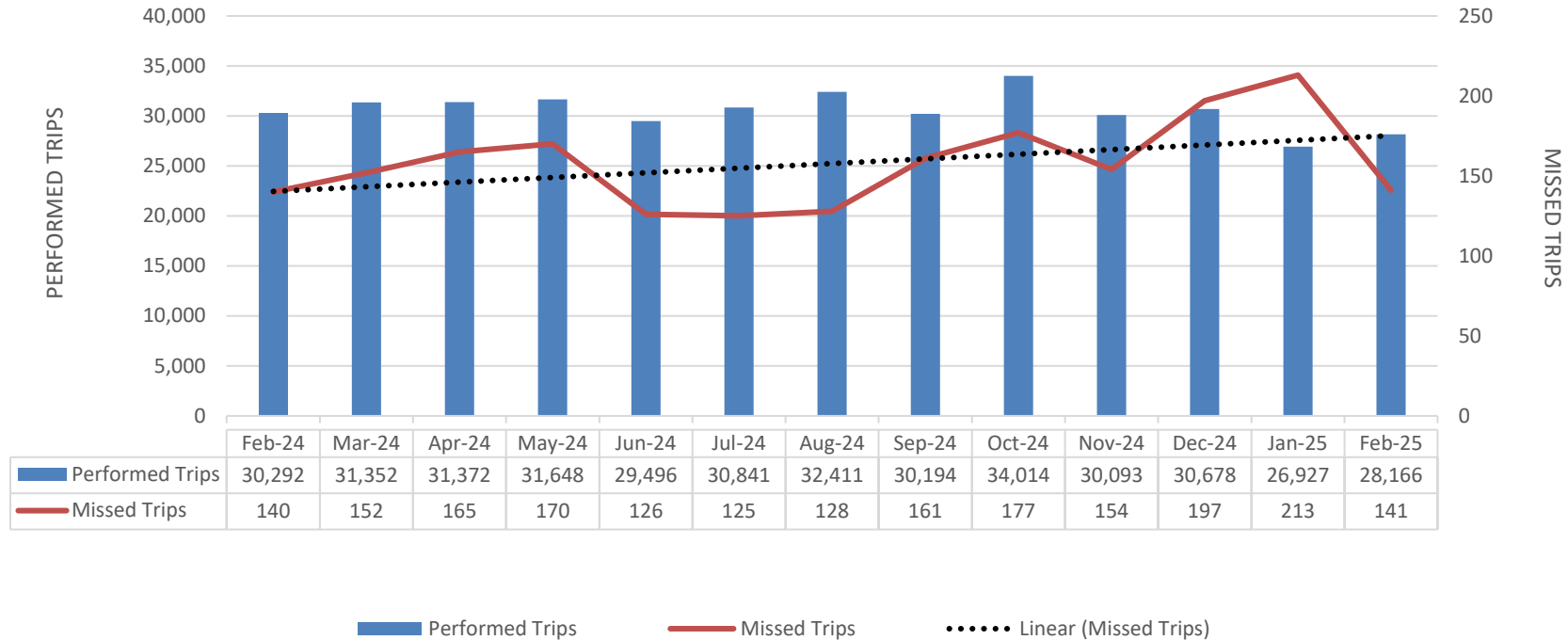
Fixed route missed trips = 57,496 x \$1.50 = \$86,244

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)



MV WEEKLY PERFORMANCE – FEBRUARY 2025

MONTHLY PERFORMED AND MISSED TRIPS



% Missed Trips

February 2025 Missed Trips: 0.50%

28,166 Performed Trips



MV LIQUIDATED DAMAGES – FEBRUARY 2025

PARATRANSIT

Monthly

\$13.4K +56% VLM
+62%% VLY

YTD

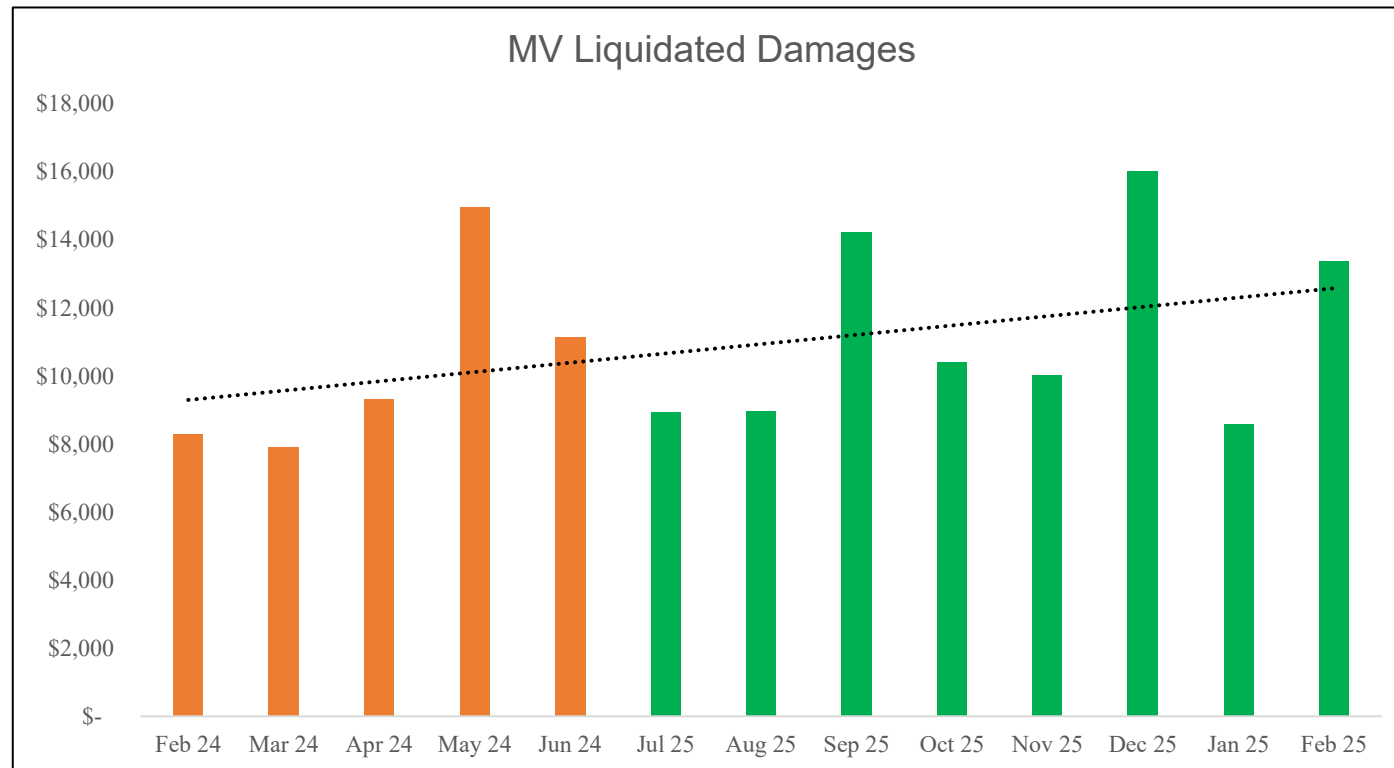
\$90.5K -30% VLY

Monthly Details

\$5.1K (38%), Late Trip, > 30 mins late

\$5K (37%), Accidents

\$3.2K (25%), Missed Trips



Types of Penalties:

Missed Trip

Late Trip

On-Time Performance

Excessive Trip Length

Customer Complaints

Compromised Safety

Maintenance

*increase in LDs due to preventable accidents

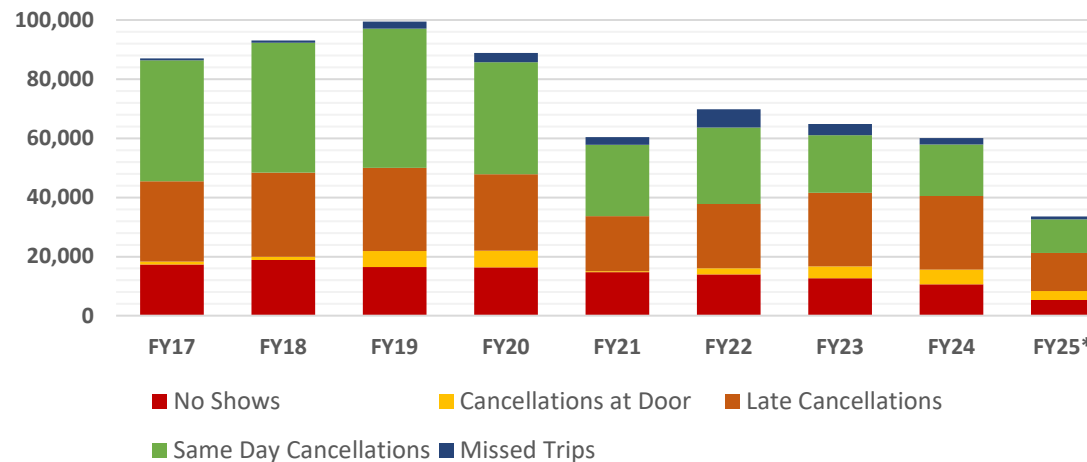


TARC3 SCHEDULED VS PERFORMED

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.



FEEDBACK PER RIDERSHIP

FIXED ROUTE / 100K BOARDING

Month

51

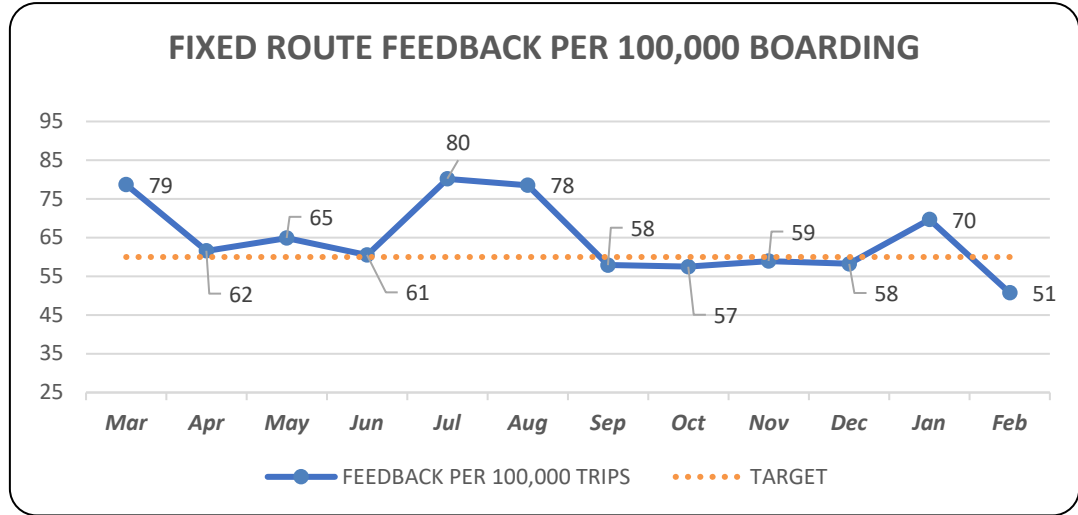
-27% VLM

TOTAL RIDERSHIP
469,087

TOTAL FEEDBACK
238

Goal

60



PARATRANSIT / 1,000 TRIPS

Month

3.6

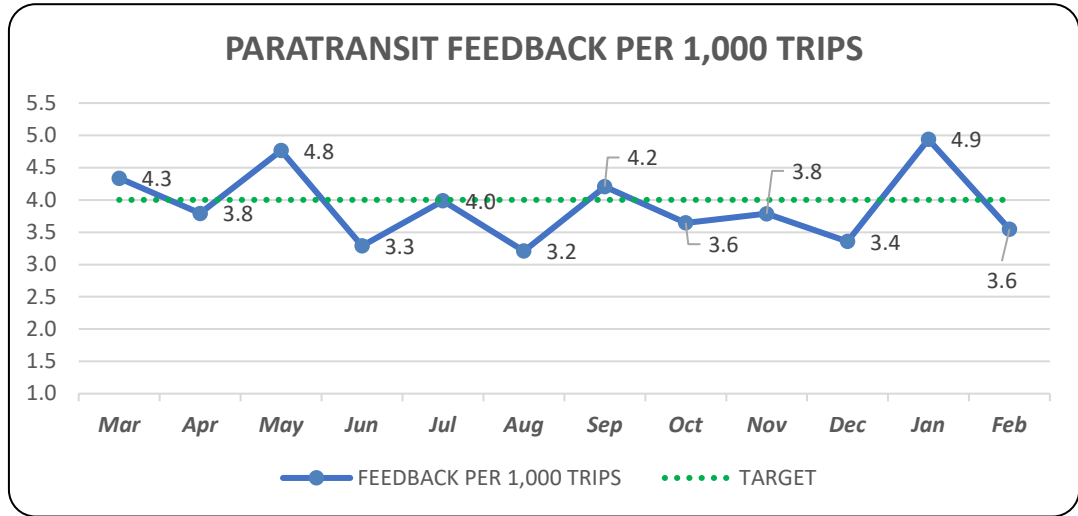
-27% VLM

TOTAL RIDERSHIP
28,167

TOTAL FEEDBACK
100

Goal

4

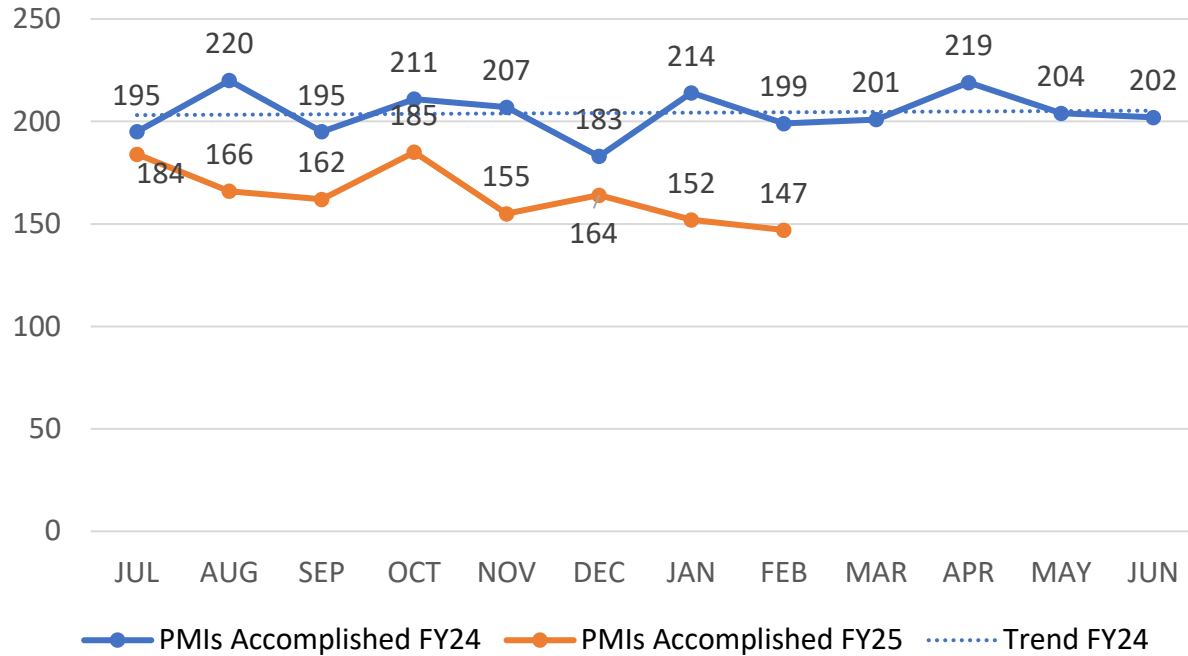




MAINTENANCE

Target PMI: 155
Total Vehicle PMIs: 147

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

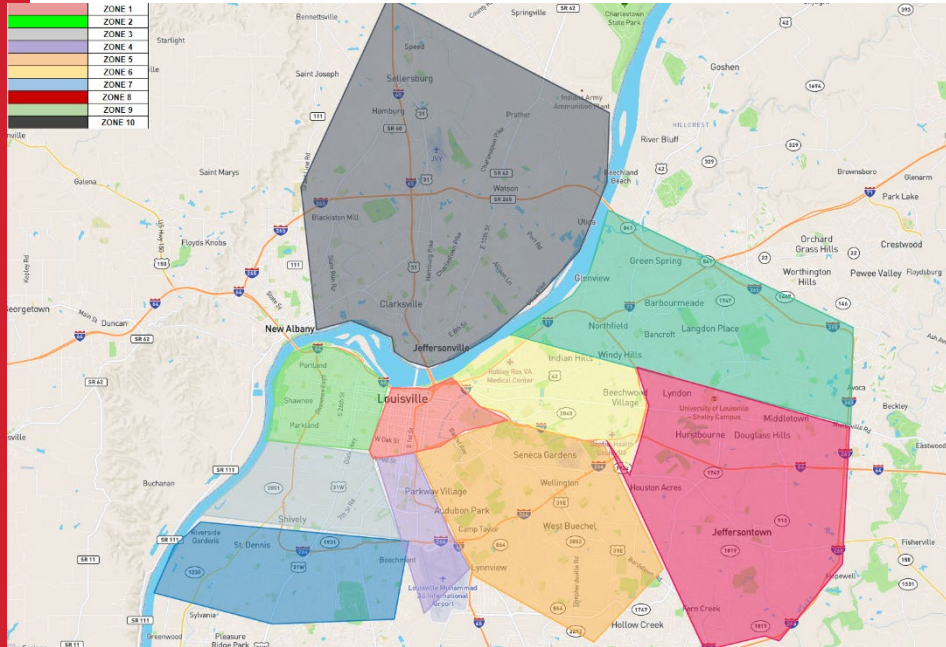
96,000 mile inspection

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



MAINTENANCE

FEBRUARY 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	

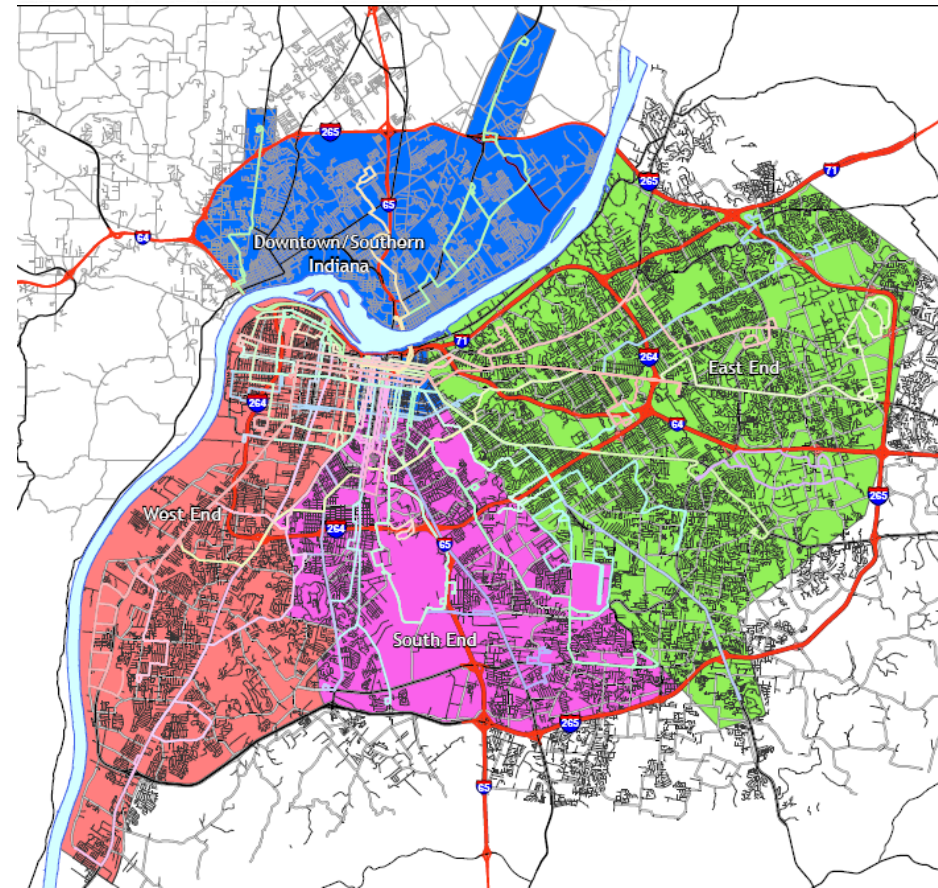
NOVEMBER	South	S
Opr Engagements	44	
Pax De-escalations	3	
On Bus Cust Support	27	

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



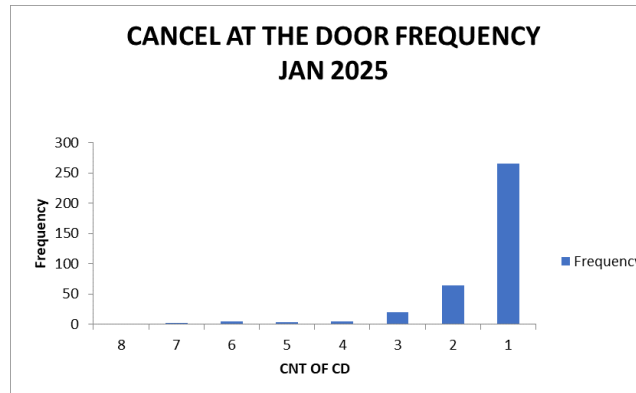
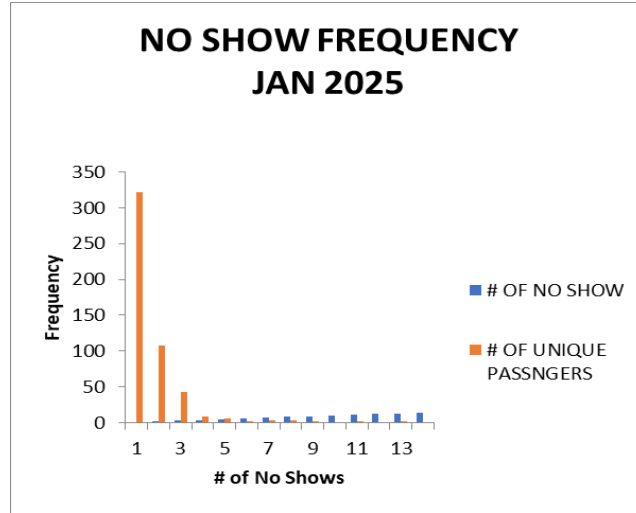
- 9 - Operations Supervisors
- 4 Zones / Heat Map Distribution / Hot Spots



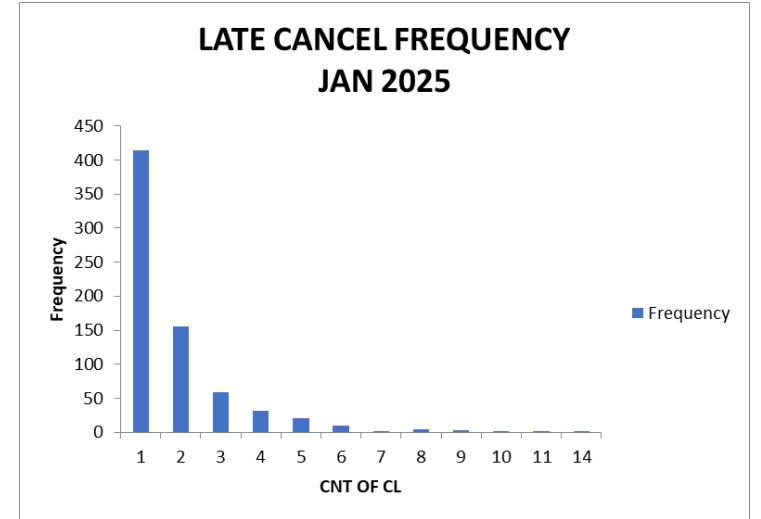
JANUARY 2025 CANCELLATION PATTERNS

# OF NO SHOW	# OF UNIQUE PASSNGERS
1	321
2	108
3	43
4	8
5	6
6	2
7	4
8	3
9	2
10	1
11	2
12	1
13	2
14	1

CNT OF CD	CNT OF UNIQUE PASS
8	1
7	2
6	5
5	3
4	5
3	20
2	64
1	265



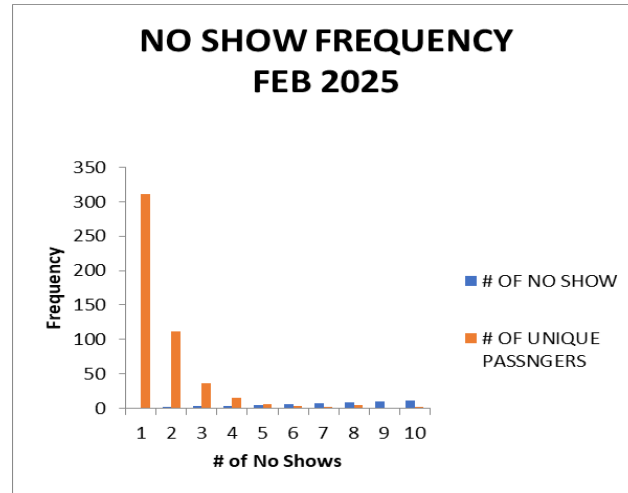
CNT OF CL	CNT OF UNIQUE PASS
1	414
2	156
3	59
4	32
5	21
6	10
7	2
8	5
9	3
10	2
11	1
14	1



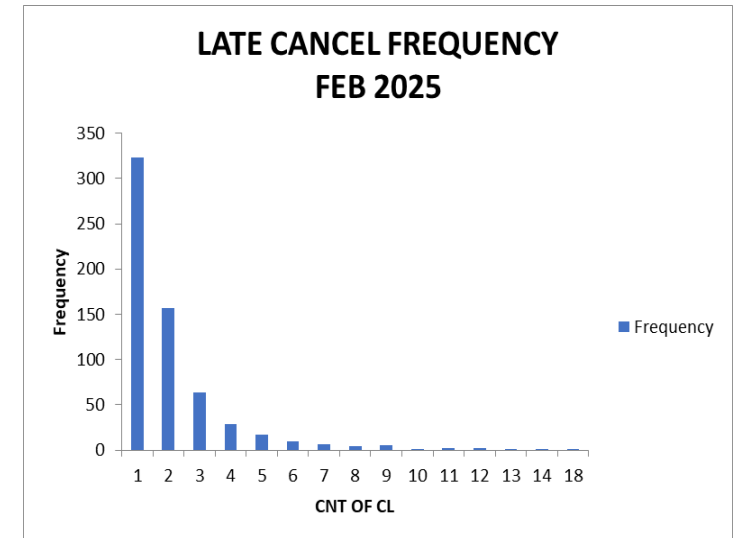


FEBRUARY 2025 CANCELLATION PATTERNS

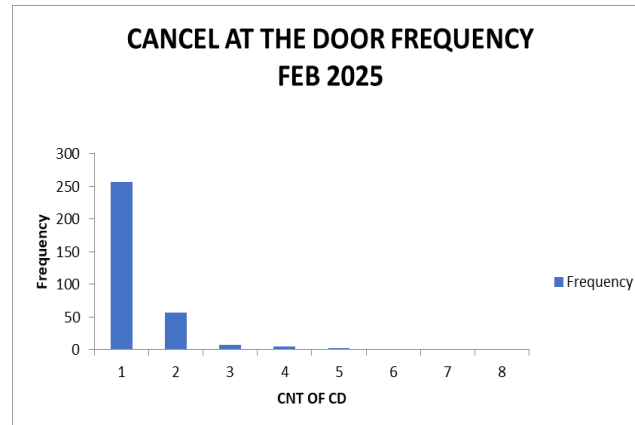
# OF NO SHOW	# OF UNIQUE PASSNGERS
1	311
2	112
3	36
4	15
5	6
6	4
7	2
8	5
10	1
11	2



# OF LATE CANCELS	# OF UNIQUE PASSNGERS
1	323
2	157
3	64
4	29
5	17
6	10
7	7
8	4
9	5
10	1
11	2
12	2
13	1
14	1
18	1



CNT OF CD	CNT OF UNIQUE PASS
1	257
2	57
3	7
4	5
5	3
6	1
7	1
8	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



MARCH BOARD OF DIRECTORS

March 26, 2025