

**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, March 19, 2025 at 10:30 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 – March 19, 2025

- | | |
|--|----------------------------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair 10:30 |
| a. Approval of February Minutes | |
| 2. Staff Reports and Presentation | 10:30-10:45 |
| a. Operations Update | Ozzy Gibson & Rob Stephens |
| b. TARC 2025 Network Redesign | Alex Posorske |
| 3. Possible Upcoming Topics for Future | 10:45-10:50 |
| a. Block by Block | |
| 4. Adjournment | 11:00 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



February 19, 2025 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Wednesday, February 19, 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

Alice Houston

Members Virtual

Michael Schnuerle

DuWayne Gant

Abbie Gilbert

Declined

Ted Smith

Christy Ames

Steve Miller

Call to Order

Alice Houston called the meeting to order at 10:44 a.m.

Approved the January Operation Committee Meeting Minutes.

Staff Reports and Presentations

Ozzy Gibson presented updates.

- Great job by the whole team in dealing with the snow.
- Several folks worked long hours.
- Black History Month – Save a Seat for Rosa Parks.
- Through the month of February, TARC has partnered with Olmsted Parks and Spaulding University.
- We are continuing testing of the new AVAIL system.
- March reports should include much cleaner and immediate data.
- Our numbers right now are a little skewed because we are running the old and new systems at the same time.
- Rob Stephens will have more information regarding the cost of the snow in the Operations Report.
- Future slides in the Operations report will focus on time performance and getting all of the work out as well as slides showcasing the attendance numbers.
- Overtime cost will also be added into the Operations report.

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

Alex Posorske presented the TARC 2025 Update.

- Draft proposal of TARC 2025 network redesign to Stakeholder Advisory Committee on March 4th.
- Press Conference on March 5th to release the redesign plans to the public.
- Two-month outreach period for TARC 2025 for public feedback.
- Marketing team has been scheduling town hall and neighborhood associations meetings.
- Handouts with talking points are available for Board Members and staff.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Ozzy Gibson presented the Title VI Service Equity Policies Draft.

Board Members discussed the changes.

Ozzy Gibson shared that the next step is to present this to the public for feedback. Once that is complete the full report will then be presented to the Board to be voted on.

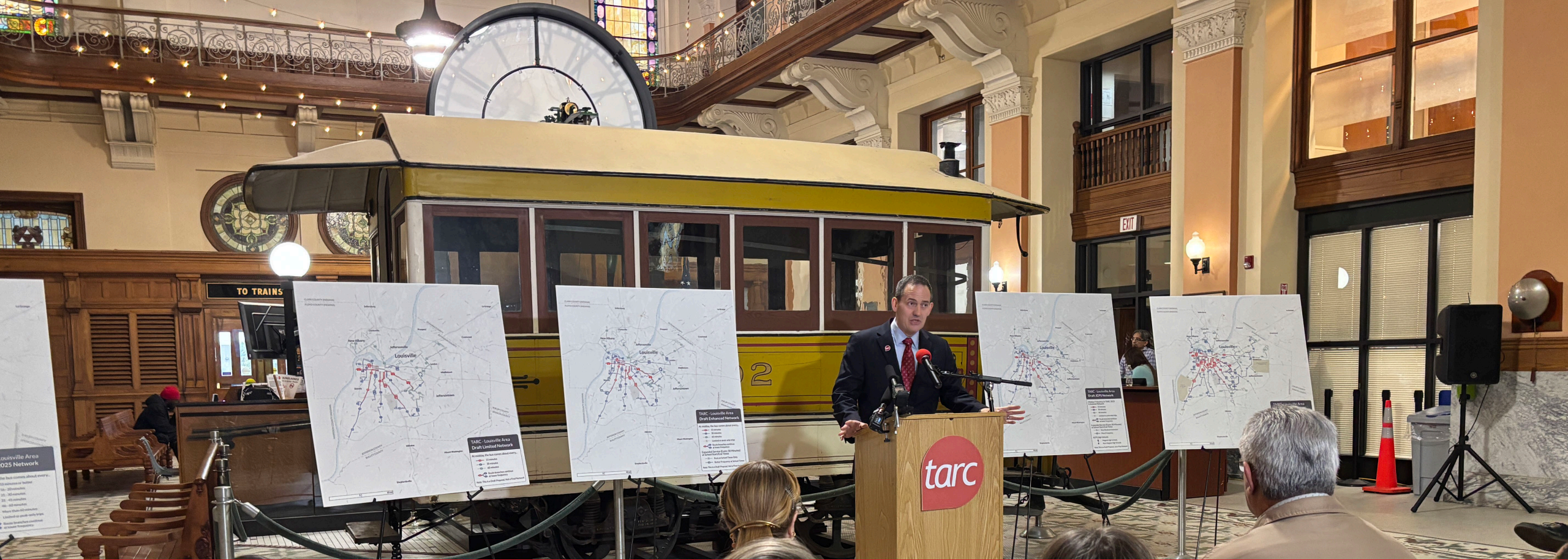
Ozzy Gibson presented the possible topics for future Operations Committee Meetings.

- Block by Block report will contain information on the cleaning shelters and cutting some costs.
- Driver Tips Document is being put together by Dan Franklin to help boost our on-time performance.

Alice Houston adjourned the meeting at 11:20 a.m.

ADOPTED THIS 19th DAY OF March, 2025

Alice Houston, Chair of the Operations Committee.



BOARD OF DIRECTORS
MARCH 26, 2025

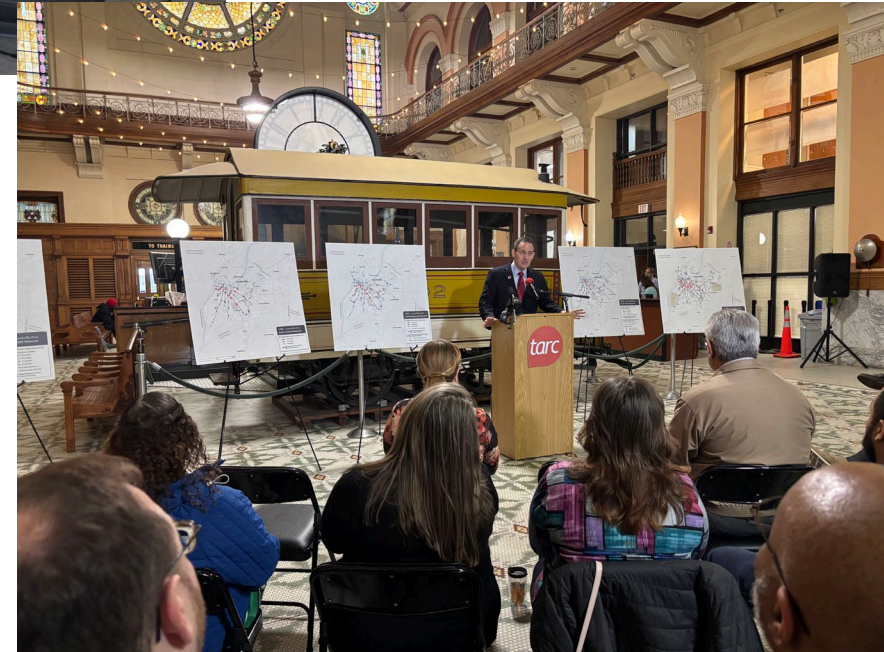
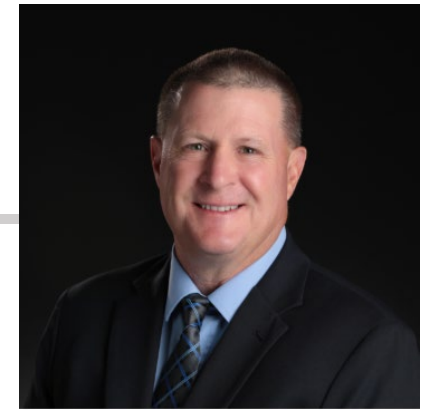
MARCH OPERATIONAL UPDATE



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



FEBRUARY 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%				

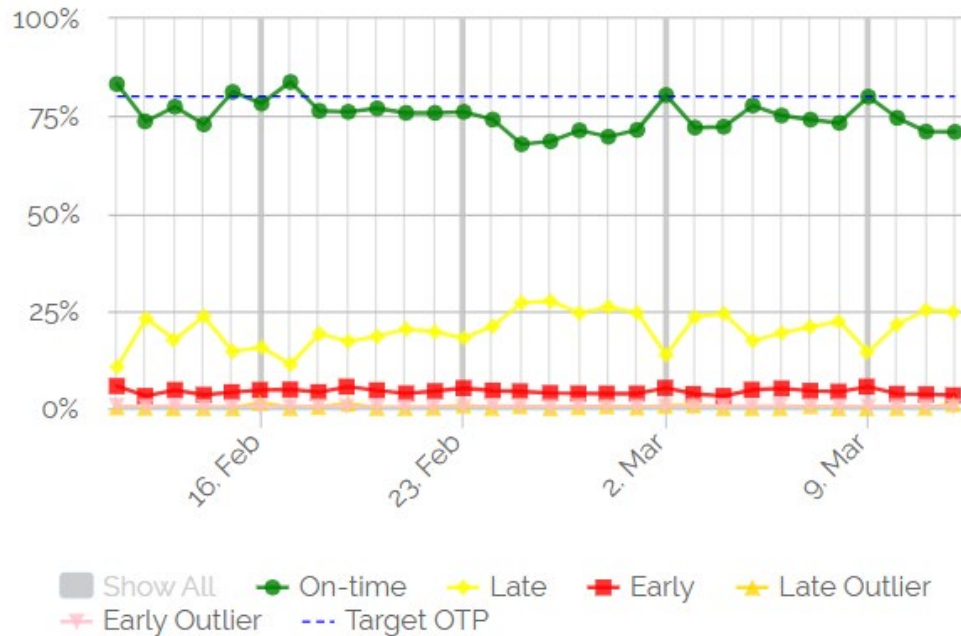
205 Operators for current Service



FEBRUARY ON-TIME PERFORMANCE

ON TIME PERFORMANCE OVERVIEW CONSOLIDATED - AVAIL

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

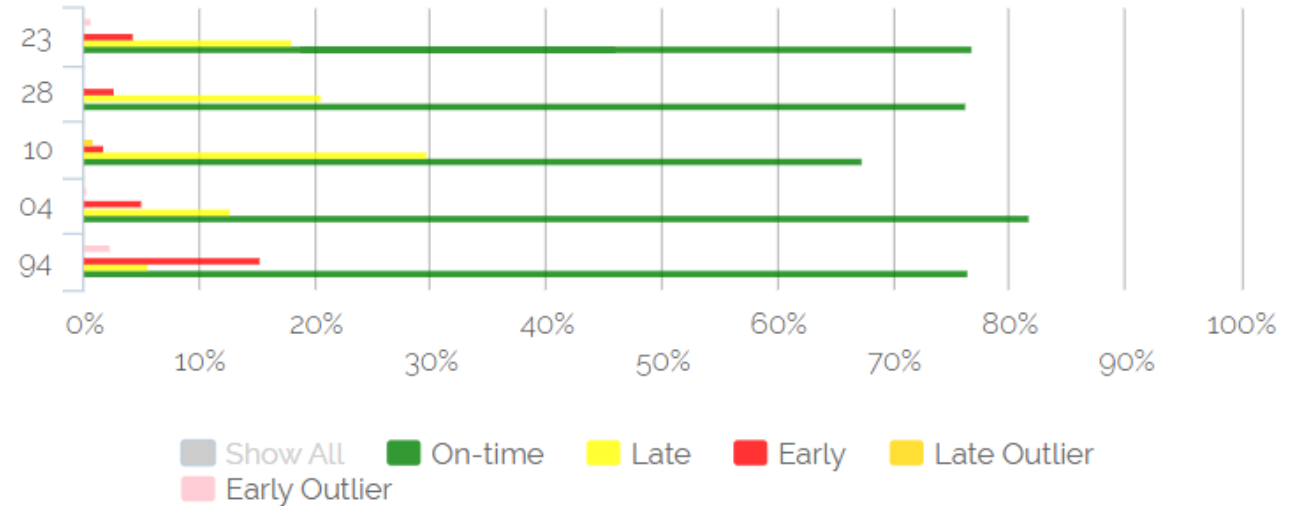


ON TIME PERFORMANCE SNAP SHOT - AVAIL

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





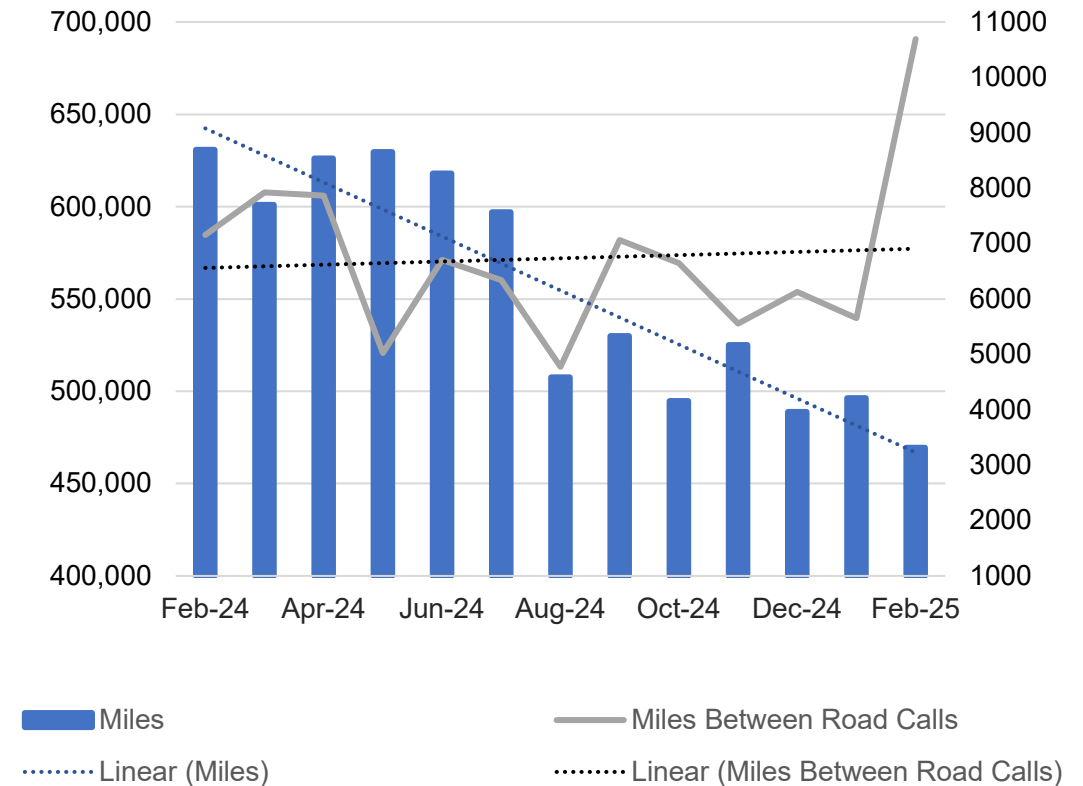
MAINTENANCE

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



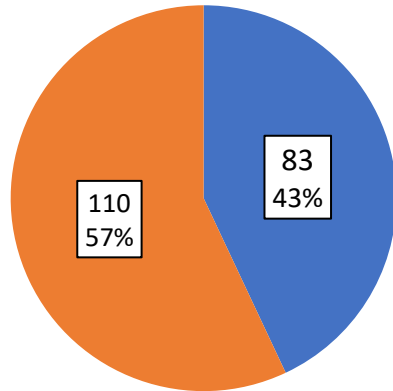
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



MAINTENANCE

CHARGEABLE VS NON-CHARGEABLE ROAD CALLS

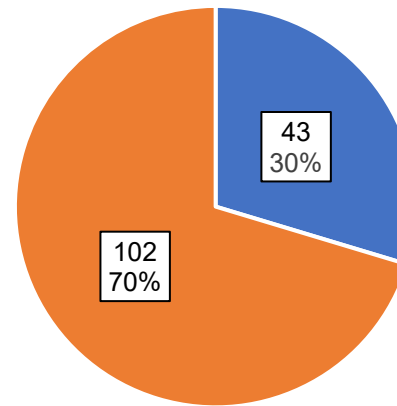
January 2025 Maintenance Road Calls



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

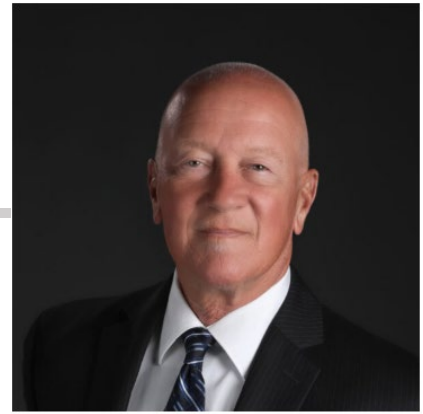
Chargeable Categories

- 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:

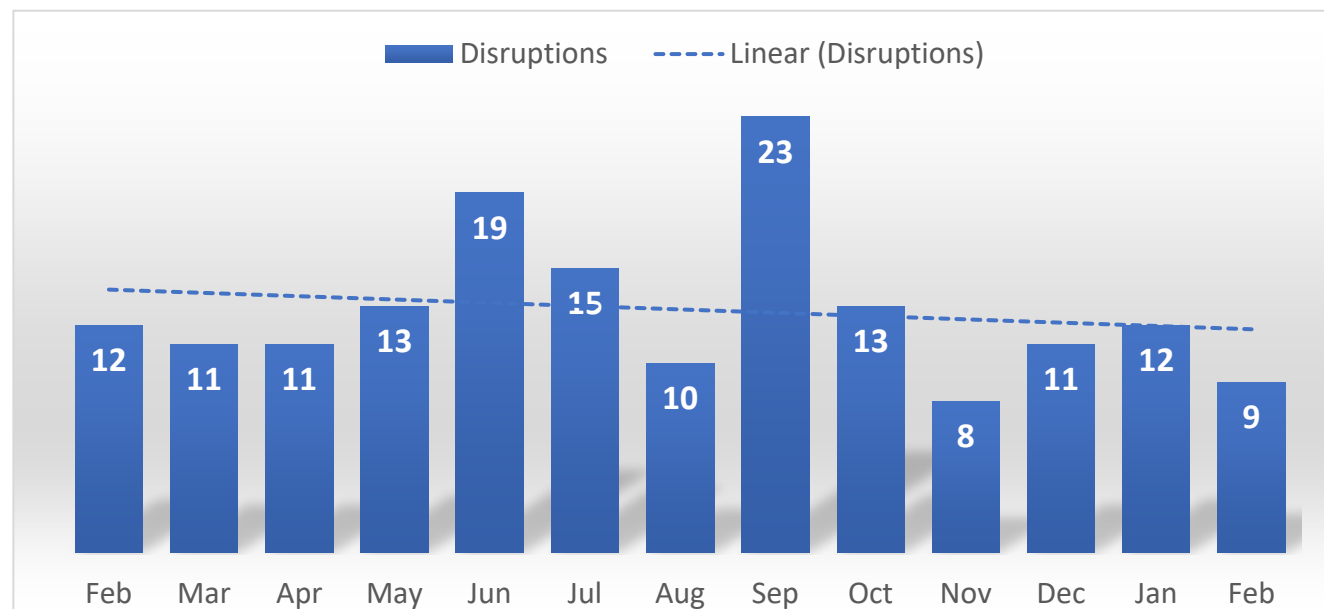
- LVT parking lot surveillance system has been useful in confirming various alleged activity. Also, no security breaches since this system has been installed.
- TARC sidewalks from Union Station to Transportation building are being repaired/replaced.

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

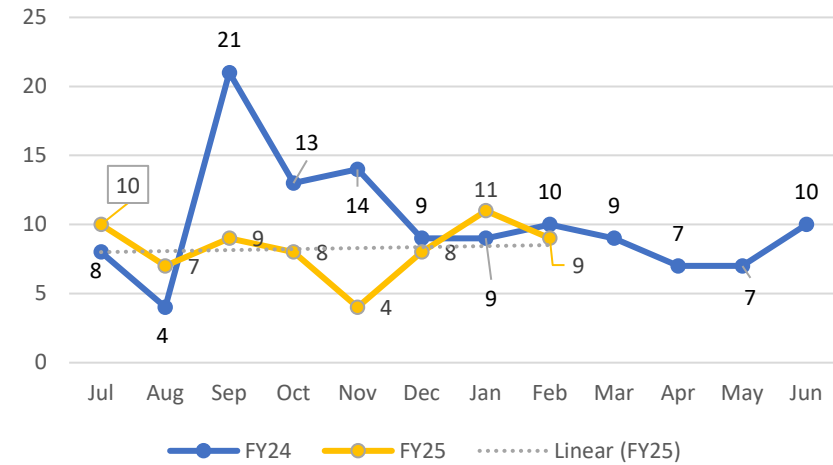
YTD AFR Goal

2.1

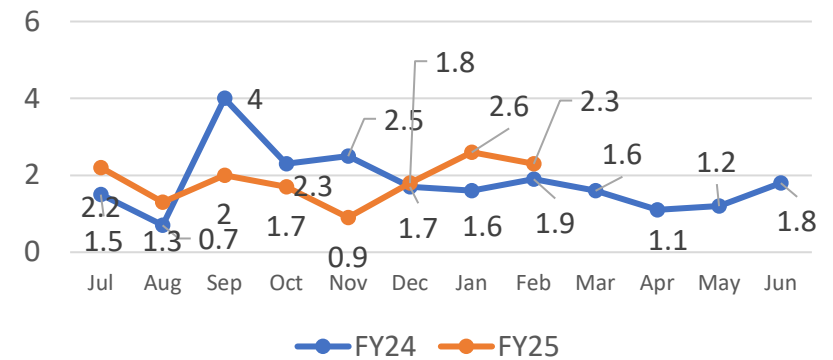
YTD

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

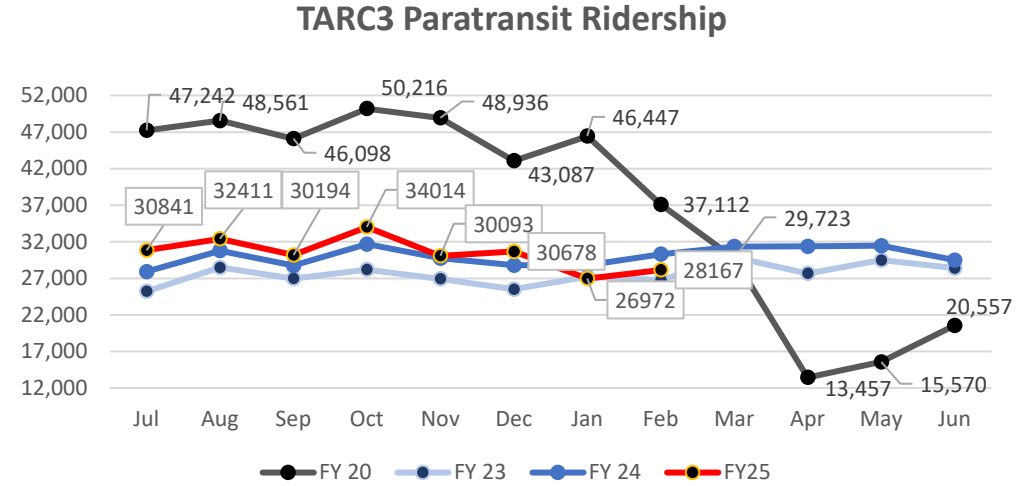
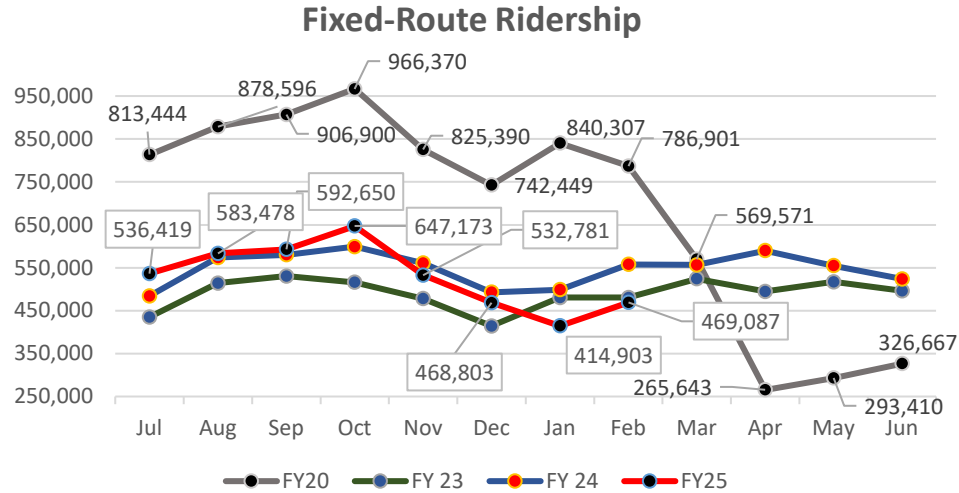
Celebrate Successes:

- 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

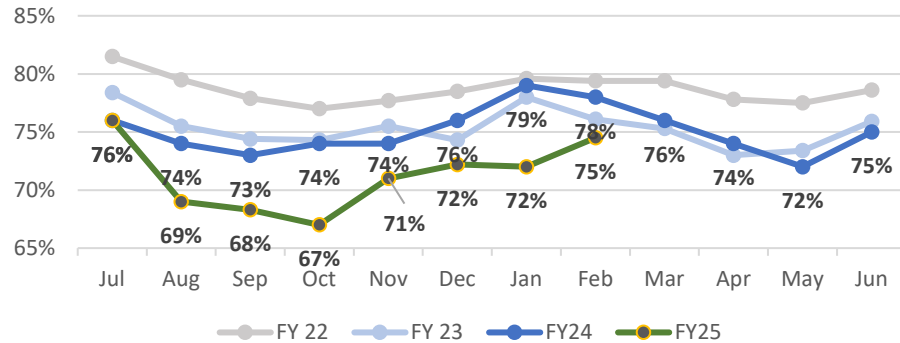
This Month, Last Year: **588K** This Month, This Year: **497K**
 -15.4% VLY

Performance Indicator	Fixed-Route System			Paratransit (TARC3)		
	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

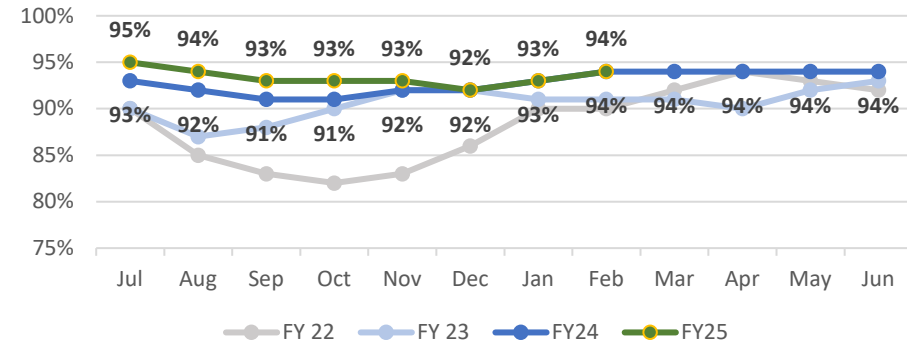


FEBRUARY ON-TIME PERFORMANCE

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:

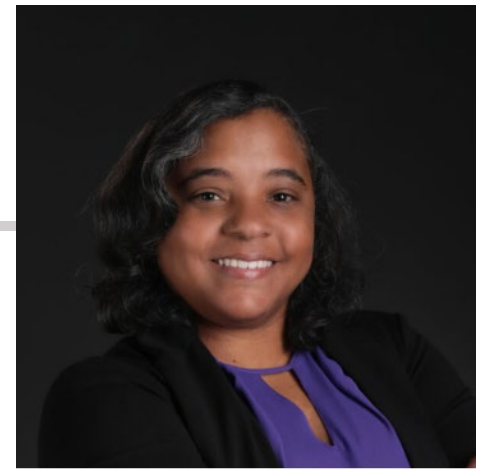
- Continual training on new CAD/AVL System
- Interviewing for 1 vacant CSR

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

FIXED ROUTE MONTHLY					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	12	31	0	5	48
PASSED UP PASSENGER	22	8	0	1	32
NO SHOW	0	0	0	0	0
LATE SCHEDULE	18	12	0	1	32
IMPROPER OPERATIONS OF VEHICLE	0	0	0	0	0
EARLY SCHEDULE	5	8	0	1	14
PLANNING/SCHEDULE	23	1	0	0	24
IT/MOBILE	4	0	0	4	4

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



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

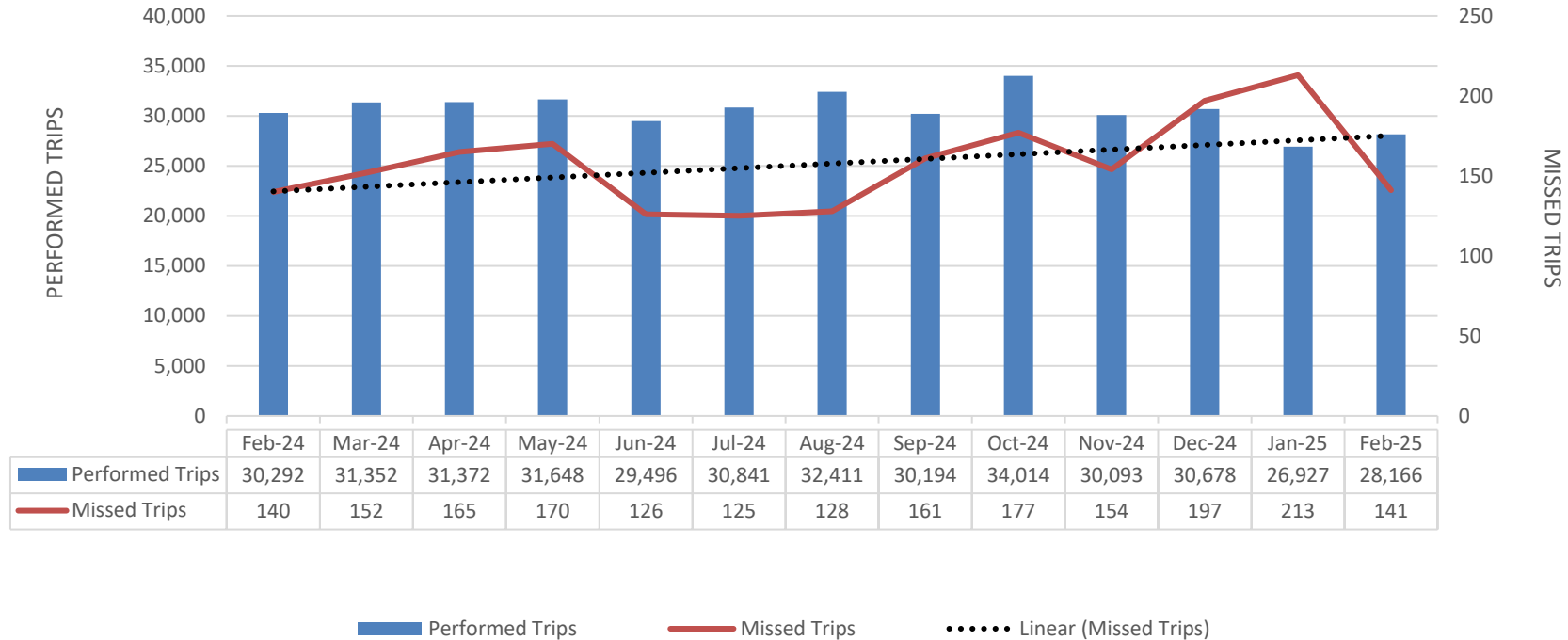
Fixed route missed trips = 57,496 x \$1.50 = \$86,244

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)



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

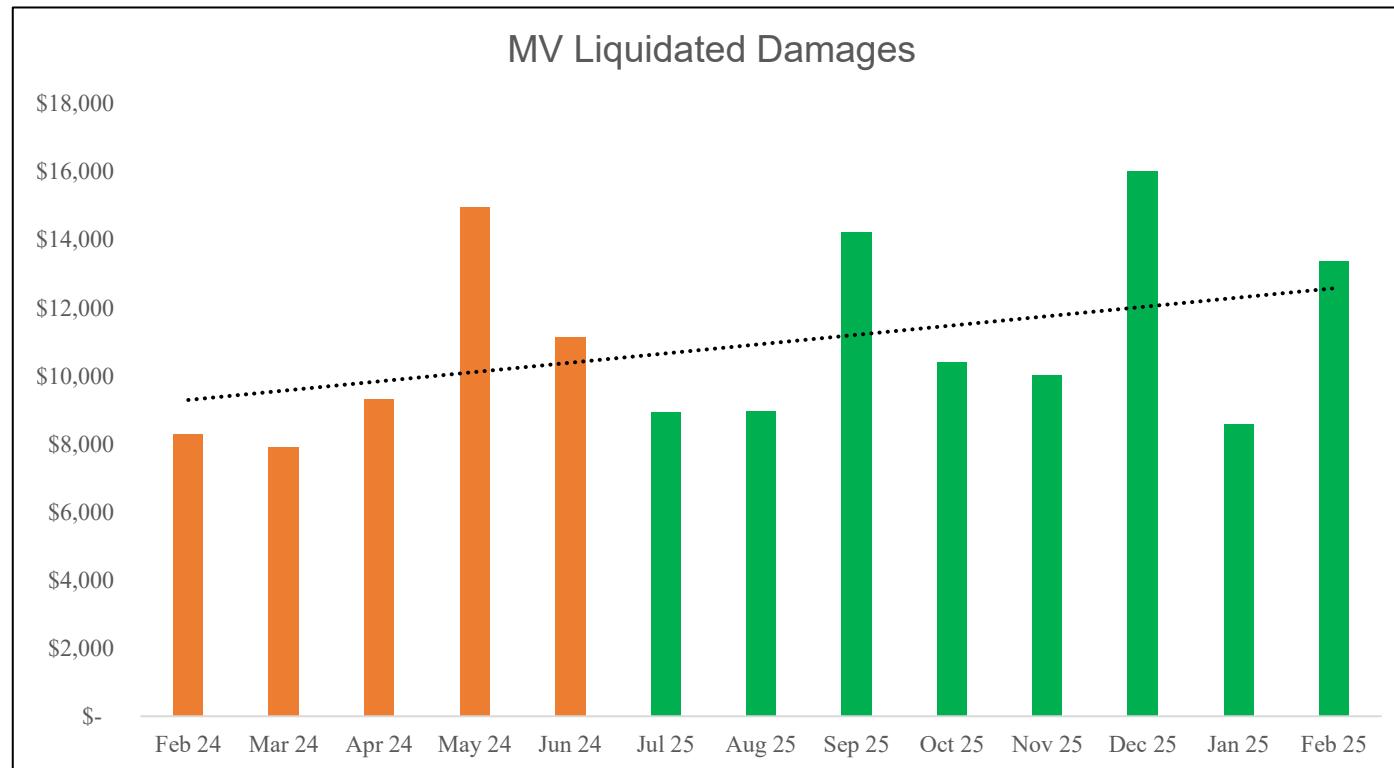
\$90.5K -30% VLY

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

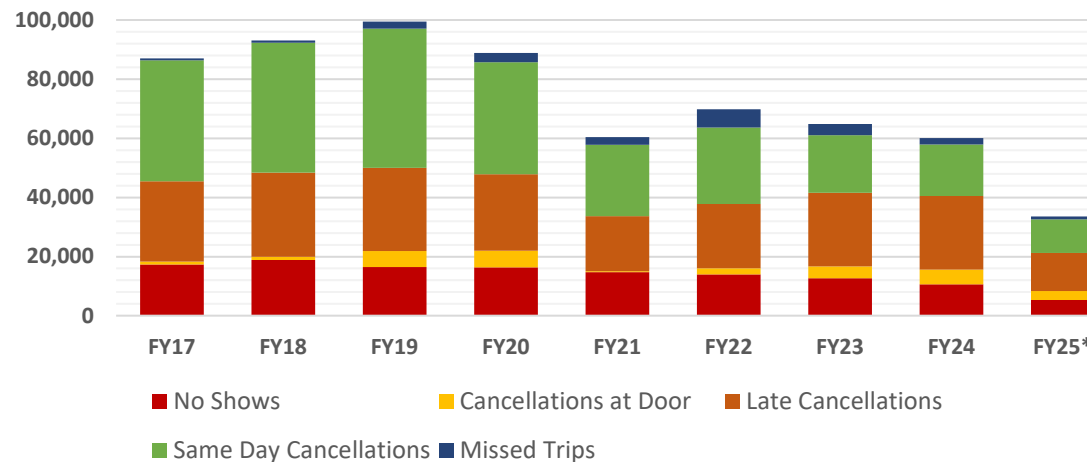


TARC3 SCHEDULED VS PERFORMED

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

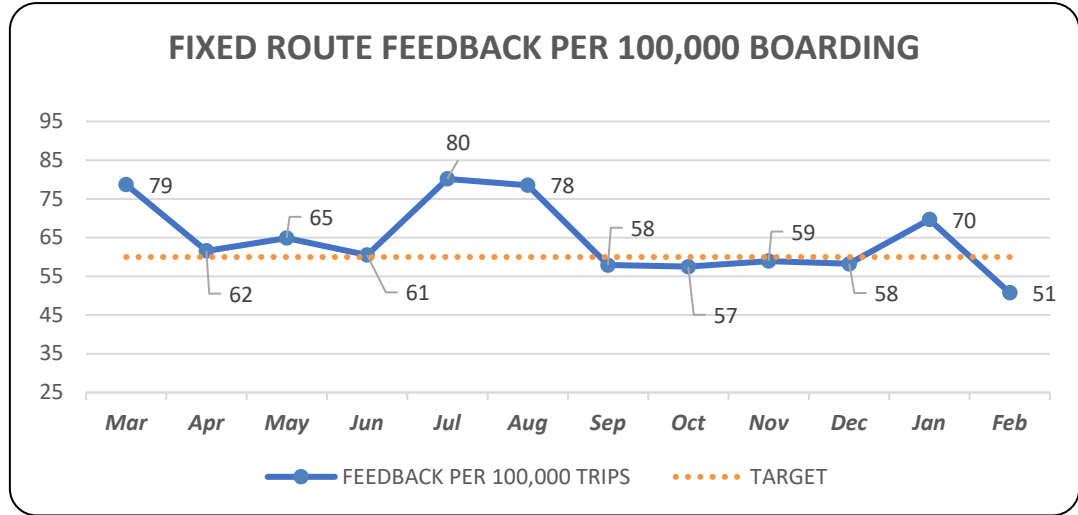
-27% VLM

TOTAL RIDERSHIP
469,087

TOTAL FEEDBACK
238

Goal

60



PARATRANSIT / 1,000 TRIPS

Month

3.6

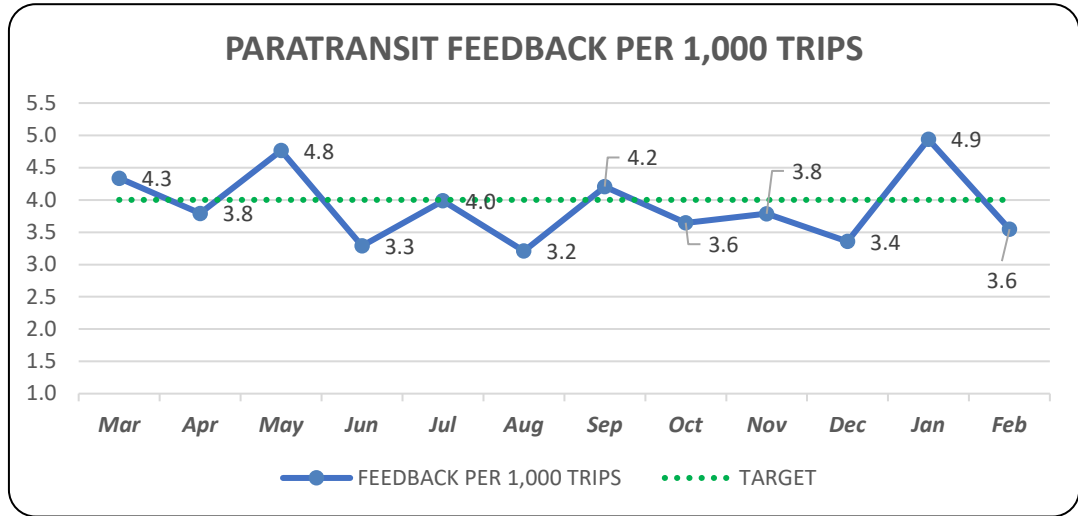
-27% VLM

TOTAL RIDERSHIP
28,167

TOTAL FEEDBACK
100

Goal

4

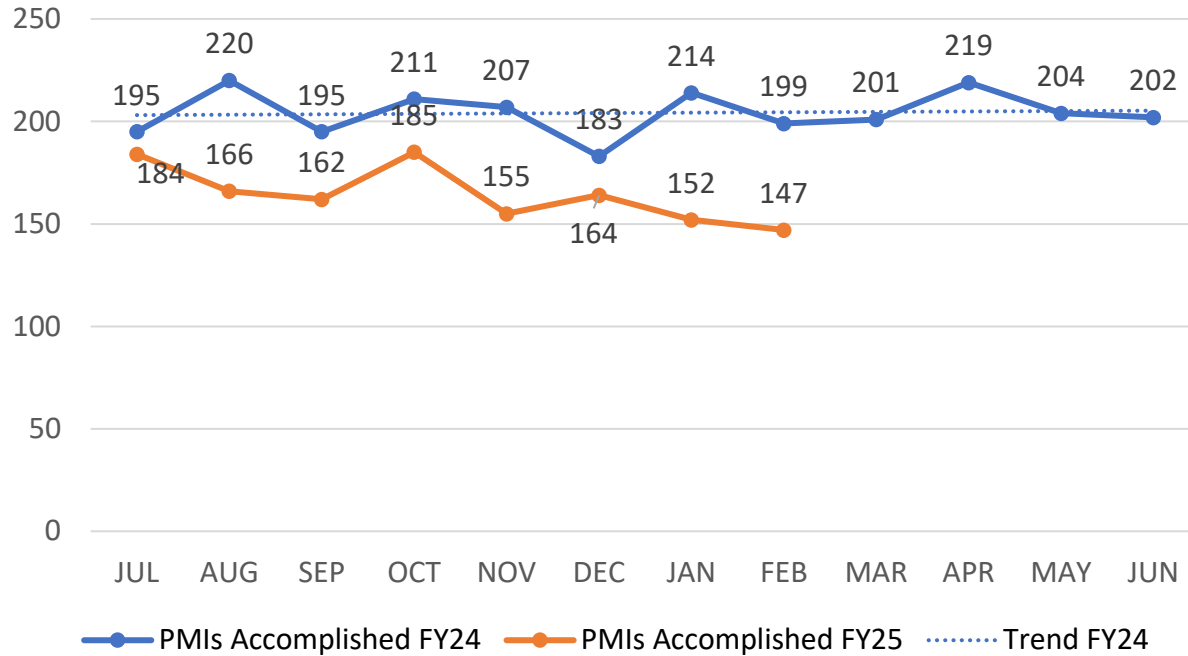




MAINTENANCE

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

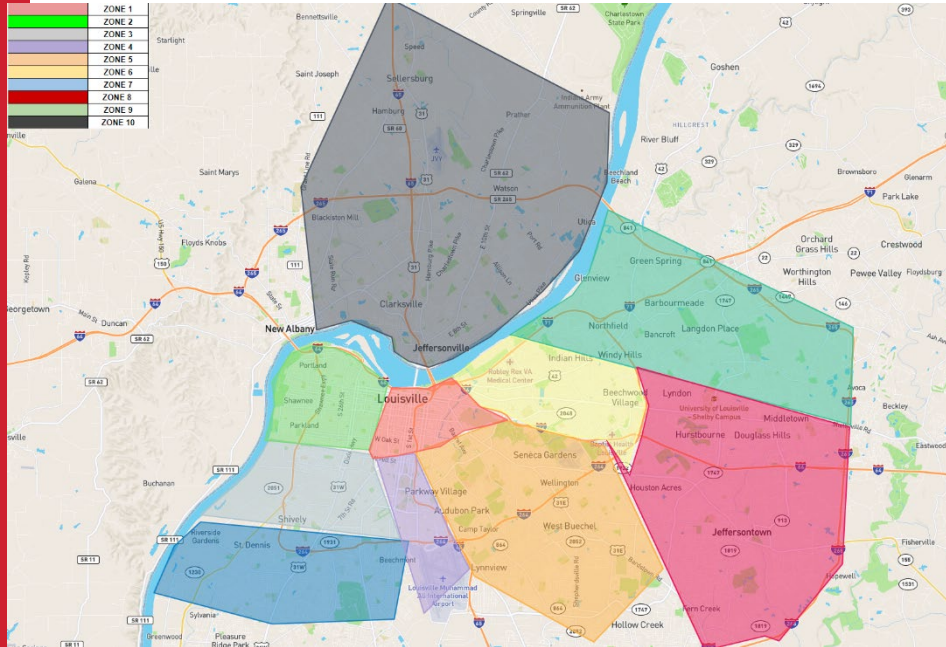
96,000 mile inspection

- 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	

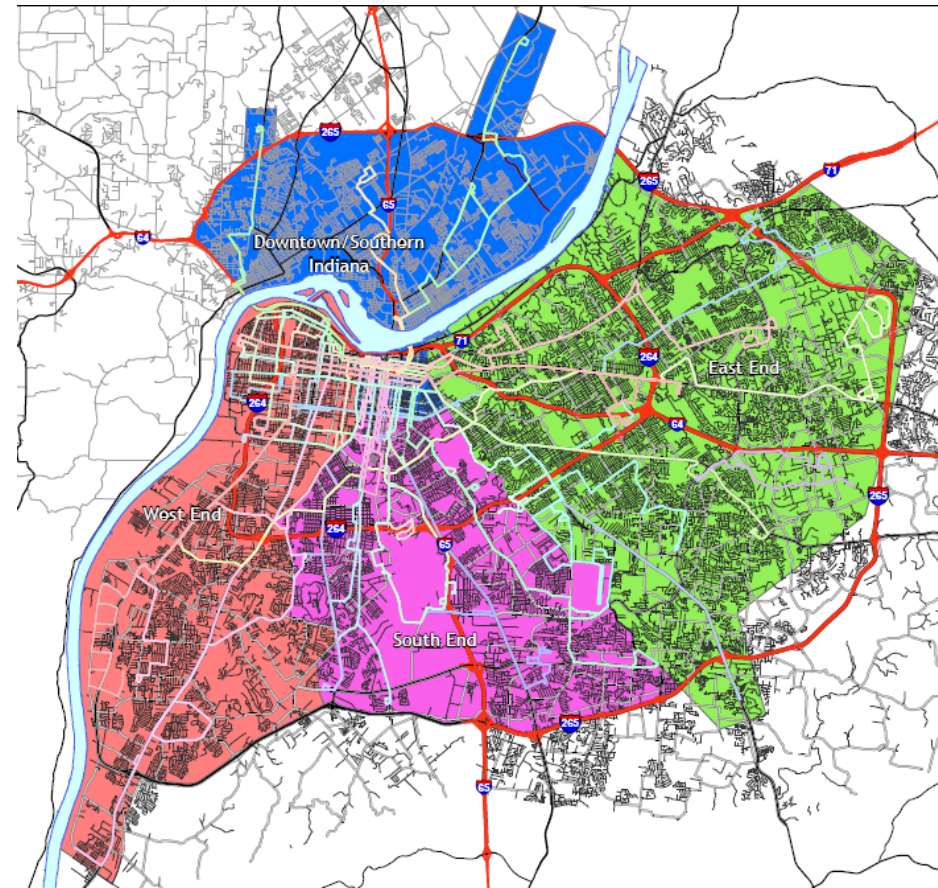
NOVEMBER	South	S
Opr Engagements	44	
Pax De-escalations	3	
On Bus Cust Support	27	

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

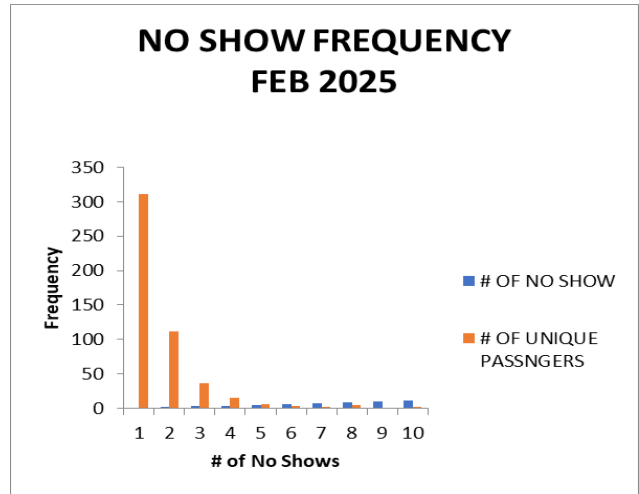


- 9 - Operations Supervisors
- 4 Zones / Heat Map Distribution / Hot Spots

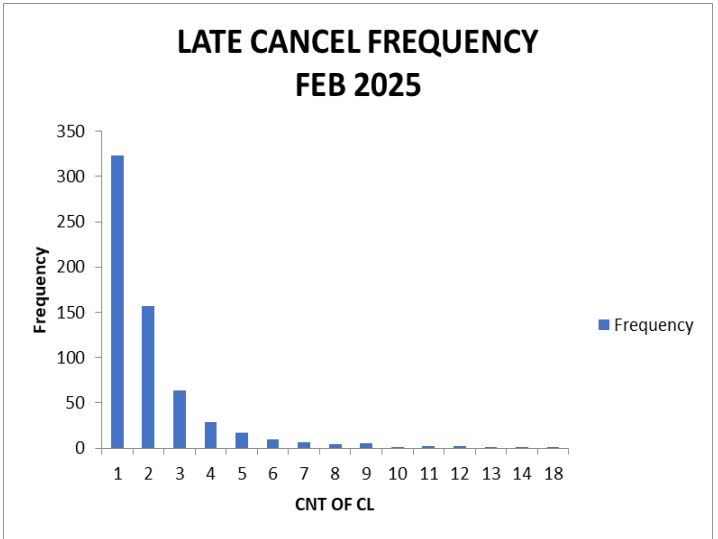


FEBRUARY 2025 CANCELLATION PATTERNS

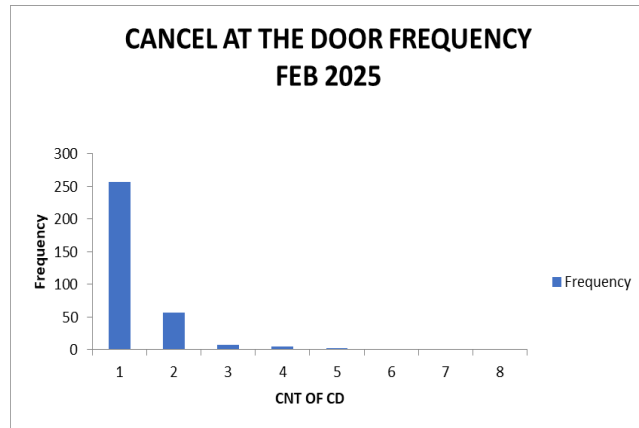
# OF NO SHOW	# OF UNIQUE PASSNGERS
1	311
2	112
3	36
4	15
5	6
6	4
7	2
8	5
10	1
11	2



# 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



FEBRUARY BOARD OF DIRECTORS

February 26, 2025