

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Meeting Notice:

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

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

Tuesday, May 19, 2026

This meeting will begin immediately following the conclusion of the Finance Committee Meeting.

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

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

OPERATIONS MEETING TARC BOARD OF DIRECTORS



Agenda – Tuesday, May 19, 2026

- | | | |
|-----------------------------------|----------------------|-----------|
| 1. Quorum Call/Call to Order | Alice Houston, Chair | 2:50-2:55 |
| a. Approval of April Minutes | | |
| 2. Staff Reports and Presentation | | 2:55-3:25 |
| a. Operations Update | Ozzy Gibson | |
| b. COO Update | Bruce Withers | |
| c. NTN Marketing Update | Jeremy Priddy | |
| d. New TARC Network Update | Martin Barna | |
| 3. Adjournment | | 3:25 |

OPERATIONS MEETING TARC BOARD OF DIRECTORS



April 21, 2026 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, April 21, 2026 at 2:45 p.m. in person at TARC's headquarters, 1000 West Broadway in the Board Room and virtually via teleconference as permitted by KRS 61.826.

Members in Person

Abbie Gilbert
Steve Miller

Members Virtual

DuWayne Gant
Ted Smith
Myra Rock

Declined

Justin Brown
Christy Ames
Alice Houston

Call to Order

Abbie Gilbert called the meeting to order at 2:45 p.m.

Approved the March Operation Committee Meeting Minutes.

Action Items:

Ozzy Gibson presented the Operations Report.

- Announced the Louisville Bats as a new Riders Club partner, offering 20% off Friday night home games.
- Joined Louisville Metro Department of Transportation for a new strategic partnership with Lime scooters and bikes.
- Provided fare-free service to Thunder Over Louisville.
- Participated in NuLu's Bock Fest, and Paristown's Louisville Hospitality Expo.
- Returned vintage, Cleveland-style fare boxes to the lobby.
- Began utilizing a newly arrived "Coach Simulator", it offers multiple environmental scenarios and real-world bus operating features to train existing and new operators for the road.
- Celebrated employees with six months of perfect attendance:
 - Transportation (24)
 - Maintenance (14)
 - Customer Service (1)

Bruce Withers presented the COO update.

- Board Members discussed the need of clarification regarding the response on the March Feedback for Fixed Routes and Paratransit listed as "unable to verify".

Anna Cooper presented clarification of the different headings on the customer feedback for fixed routes and paratransit.

- Customers have several ways to submit a complaint or an issue.

OPERATIONS MEETING TARC BOARD OF DIRECTORS



- Ms. Cooper also explained that TARC has 30 days to investigate a complaint after it has been logged into Customer Service.
- Unverified complaints are due to wrong or not enough information has been shared in the complaint.
- Sometimes the video does not show anything happening.
- The procedures for handling rude operator or drivers is to bring them in for additional coaching and corrective guidance.
- Some of the investigations have resulted in the dismissal of coach operators.
- All complaints are followed up on and the findings are shared.

New TARC Network Overview.

Martin Barna with JWA presented the New TARC Network (NTN) Implementation Update.

- The process of preparing for the launch of the New TARC Network on August 2, 2026 is over two-thirds complete.
- During the month of April, TARC continues with bus stop construction, employee training and customer outreach.
- Coach Operators will be picking their NTN routes in the week of May 4th.
- The routes have been posted for a couple of weeks for all coach operators to review.
- Maps and Schedules have been finalized.
- Bus stop pad construction is underway.
- Bus stop signage is scheduled to be installed beginning in early May.
- Downtown street conversions are scheduled for after Derby.
- Training is continuing for all departments.
- Spirit Week activities are planned for the week prior coach operator pick-week.
- We are preparing to deploy dozens of ambassadors to locations across the service area in the final months leading up to the NTN launch.
- The ambassador team will include temporary staff, TARC staff, Riders Club members and stakeholders.
- NTN onboard announcements on coaches began playing in both English and Spanish in April.

Board members requested the April 15th Stakeholders Presentation be shared with them.

Board members requested a monthly Marketing update.

Abbie Gilbert adjourned the meeting at 3:23 p.m.

ADOPTED THIS 19th DAY OF MAY, 2026.

Abbie Gilbert, Chair of the TARC Board of Directors



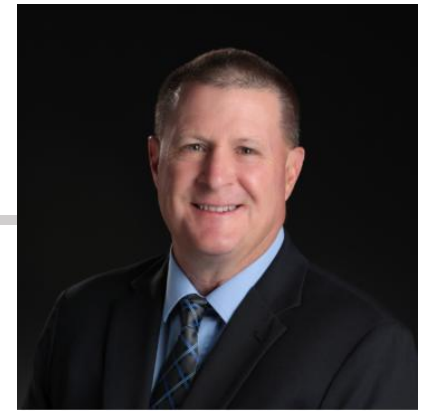
BOARD OF DIRECTORS
MAY 26, 2026

MAY OPERATIONAL UPDATE





EXECUTIVE DIRECTOR REPORT



Ozzy Gibson
Executive Director

SINCE THE LAST BOARD MEETING, TARC ...

- Held press conference for first official New TARC Network bus-stop sign unveiling at Broadway & Dixie Hwy—kicking off the transition from the old signs and bus stops
- Launched a Comparative Trip Planner at ridetarc.org/new so passengers can see how the trip they take today will look with the New TARC Network
- Launched Token Transit app (additional mobile ticketing option) for TARC3 paratransit customers
- Offered fare-free election day service to help passengers get to the polls to vote
- Held TARC Spirit Week, a week full of activities in preparation for the New TARC Network launch

Explore the New TARC Network

Plan Your Trip
Start at: Please and Thank You FRANK
Go to: TARC Union Station
Leave now
Shop Plan

Options in the New TARC Network
10:16 AM - 10:40 AM (24 min) 3 min walk

Options in the Current Network
10:02 AM - 10:35 AM (32 min) 11 min walk

Route Details:

- Route Number:** 1
- Route Name:** Broadway - Bardstown
- Route Branches:** 1A, 1B, 1C
- Stop ID Number:** 23090

Frequency:
Red = 15 Min Frequency
Blue = 30 Min Frequency

Buy Passes App:
TARC Louisville, KY
Rider: TARC3 ADA Paratransit
Paratransit Single Ride
Valid for a single ride on Paratransit. Ticket will display for 2 hours after activation.
\$4.50
Buy Now
Add to Cart

Bus Stop Sign:
TARC
4th Street - New Cut
Central Ave - Outer Loop
1510

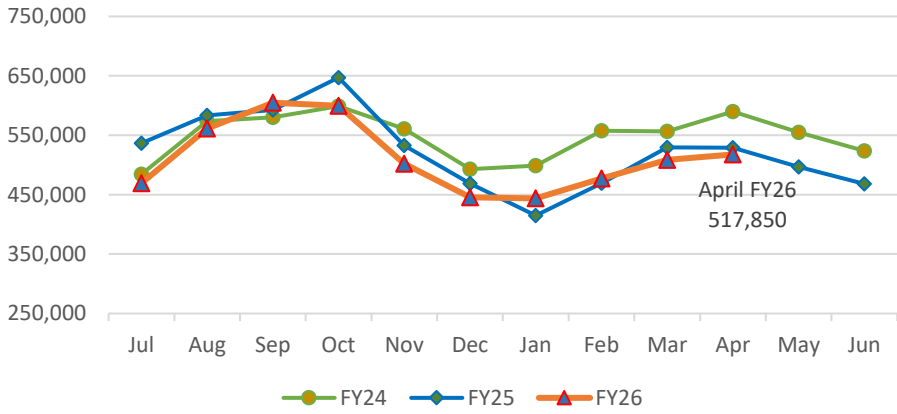
Bus:
ELECTION DAY

New Bus Stop Signs Starting August 2

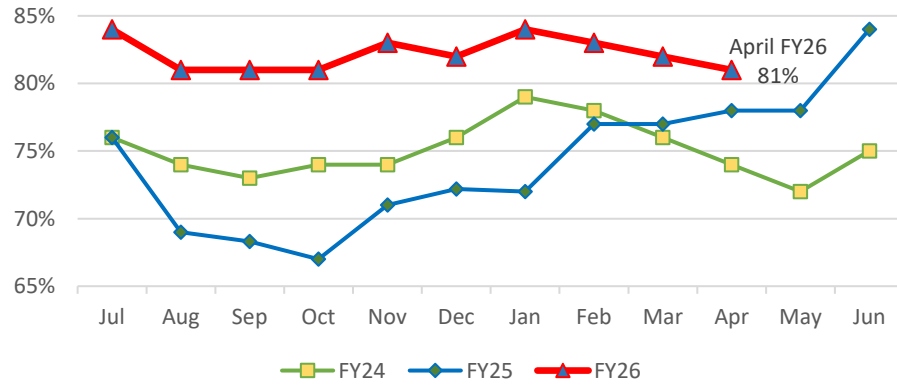


APRIL FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



Performance Indicator	Fixed-Route System		
	FY26 YTD	FY25	FY24
Total Ridership	5,129,996	6,636,904	6,573,722
Avg Monthly Ridership	513,000	553,075	547,810
Total Revenue Miles	4,029,188.23	5,231,772	6,517,670
Total Revenue Hours	312,582.65	409,032	537,581
Trips per Revenue Mile	1.28	1.20	1.01
Trips per Revenue Hour	16.51	15.37	12.20

Monthly Ridership Comparison VLM +1.86%
Comparison VLY -2.14%

Total YTD Ridership 5,129,996

	On-Time Performance		
	Fixed-Route		
	FY26	FY25	FY24
Jul	84%	72%	76%
Aug	81%	69%	74%
Sept	81%	69%	73%
Oct	81%	67%	74%
Nov	83%	71%	74%
Dec	82%	72%	76%
Jan	84%	**	79%
Feb	83%	77%	78%
Mar	82%	77%	76%
Apr	81%	78%	74%
May		78%	72%
June		84%	75%
FYTD	82%	74%	75%

Fixed-Route FY26 Goal 80%

VLM: A comparison of data between the current month, and the immediately preceding calendar month
VLY: A comparison of data between the current month, and the same month from the preceding year



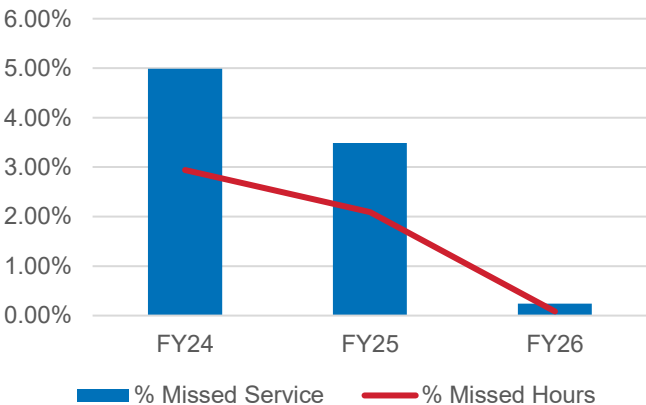
APRIL FIXED-ROUTE MISSED RUNS AND MISSED HOURS

FY24	Total Runs	Missed Service	% Missed Service (Avg)	Missed Hours	% Missed Hours (Avg)
July	7412	502	6.77%	1,879.65	3.87%
August	8177	362	4.43%	1,261.10	2.60%
September	7655	579	7.56%	2,443.57	5.12%
October	8172	489	5.98%	1,924.43	3.58%
November	7854	306	3.90%	1,077.48	2.06%
December	7799	267	3.42%	908.60	1.63%
January	8158	272	3.33%	900.18	1.63%
February	7478	340	4.55%	1,244.60	2.54%
March	7741	320	4.13%	1,212.88	2.24%
April	7478	329	4.41%	1,301.53	2.78%
May	7908	529	6.69%	2,117.90	4.16%
June	7914	370	4.68%	1,411.20	3.09%
Total	93,746	4,665	4.99%	17,683.12	2.94%

FY25	Total Runs	Missed Service	% Missed Service (Avg)	Missed Hours	% Missed Hours (Avg)
July	5441	254	4.67%	1,182.70	3.23%
August	5452	171	3.14%	632.58	1.76%
September	5174	180	3.48%	715.30	1.87%
October	5513	284	5.15%	1,239.55	3.19%
November	5185	264	5.09%	1,125.32	3.12%
December	5378	320	5.95%	1,489.20	4.01%
January*	5293	254	4.80%	1,092.23	3.03%
February	4476	145	3.24%	603.12	1.70%
March	4903	137	2.79%	522.73	1.43%
April	4822	69	1.43%	253.75	0.71%
May	4903	83	1.69%	263.58	0.77%
June	4613	20	0.43%	80.95	0.27%
Total	61,153	2,181	3.49%	9,201.01	2.09%

FY26	Total Runs	Missed Service	% Missed Service (Avg)	Missed Hours	% Missed Hours (Avg)
July	4351	6	0.14%	26.56	0.01%
August	4770	9	0.19%	25.50	0.07%
September	4770	6	0.13%	11.72	0.03%
October	4770	7	0.15%	17.53	0.05%
November	4770	20	0.42%	67.65	0.20%
December	4770	14	0.29%	29.52	0.08%
January*	4542	24	0.53%	76.73	0.15%
February	4148	11	0.26%	25.83	0.08%
March	4581	1	0.02%	2.86	0.01%
April	4422	10	0.23%	17.30	0.05%
May					
June					
Total	45,594	108	0.24%	301.20	0.07%

Missed Service and Hours

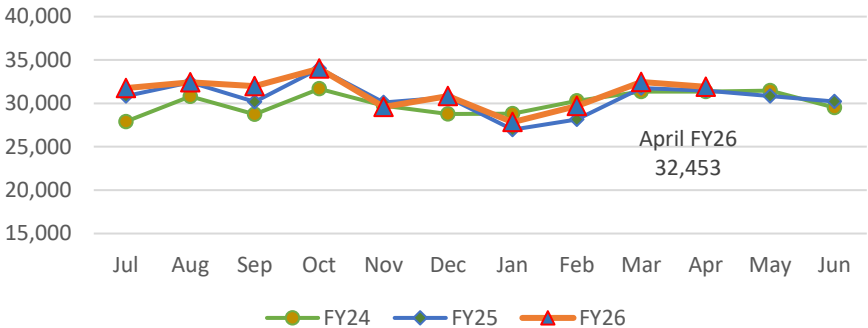


*January 2025 & 2026 adjustment due to winter weather

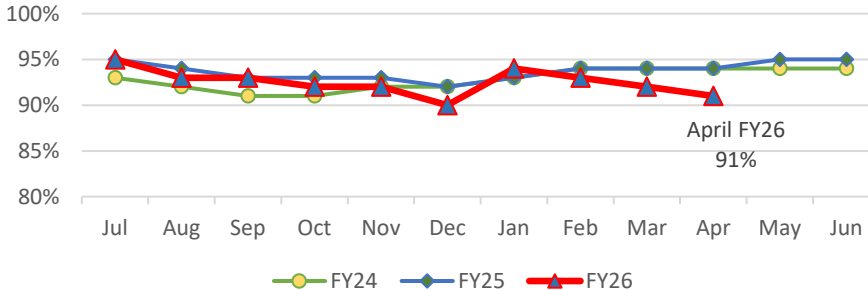


APRIL PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit Ridership



TARC3 Paratransit On-Time Performance



Performance Indicator	Paratransit (TARC3)		
System Production	FY26 YTD	FY25	FY24
Total Ridership	312,490	367,610	360,456
Avg. Monthly Ridership	31,249	30,634	30,038
Total Revenue Miles	3,639,449	4,374,215	4,364,217
Total Revenue Hours	230,843	277,039	284,896
Trips per Revenue Mile	0.09	0.08	0.08
Trips per Revenue Hour	1.35	1.33	1.27

Monthly Ridership **32,453**
Comparison VLM -1.71%
Comparison VLY +1.31%
Total YTD Ridership **312,490**

On-Time Performance			
Paratransit (TARC3)			
	FY26	FY25	FY24
Jul	95%	95%	93%
Aug	93%	94%	92%
Sep	93%*	93%	91%
Oct	92%	93%	91%
Nov	92%	93%	92%
Dec	90%	92%	92%
Jan	94%	93%	93%
Feb	93%	94%	94%
Mar	92%	94%	94%
Apr	91%	94%	94%
May		95%	94%
Jun		95%	94%
FYTD	93%	94%	93%

VLM: A comparison of data between the current month, and the immediately preceding calendar month
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Paratransit FY26 Goal **93%**
*excluding Sept. 11- 14 and Sept. 18-21
(Bourbon and Beyond/Louder Than Life Events)

COO / DIRECTOR OF TRANSPORTATION REPORT

PARATRANSIT

- Focus on improving customer experience through efficiency, technology, and KPI tracking.
- April scheduled trips: 36,829 with 32,453 performed trips.
- Late, cancel at the door and no shows: 7.0%, contributing to the overall 15.0% same day cancels.
- We have not seen a huge reduction of ridership compared to March after the fare increased.

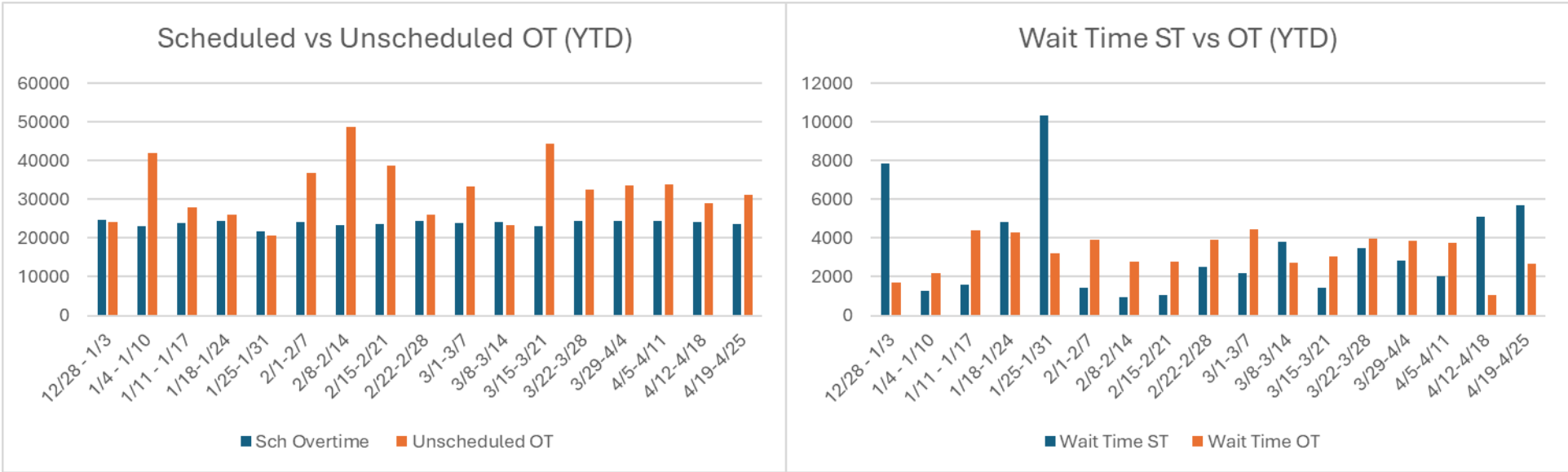
April 2026 Scheduled Trips			
Total Trips Performed	36,829		
Same Day Cancel	2,900	7.90%	
Late Cancel	1,264	3.40%	\$59,408
Cancel at the Door	491	1.30%	\$23,077
No Show	854	2.30%	\$40,138
Total same-day cancellations	5,509	15.00%	\$122,623

	2025		2026	
	Scheduled	Performed	Scheduled	Performed
January	32377	26966	14104	12566
February	32835	28165	33425	29943
March	35319	31203	36796	32452
April	35492	31483	36829	32453
May	34147	30911		
June	33531	30364		
July	35312	31853		
August	35739	32485		
September	35587	319990		
October	37267	34182		
November	33251	30324		
December	35727	12856		



COO / DIRECTOR OF TRANSPORTATION REPORT

FIXED ROUTE



Scheduled vs. Unscheduled Overtime

- Scheduled overtime remained relatively consistent across the reporting period, indicating stable planned service coverage.
- Unscheduled overtime shows continuous improvement week over week.
- The downward trend in unscheduled overtime suggests improved staffing alignment and reduced reliance on reactive coverage.

Wait Time Straight Time vs. Overtime

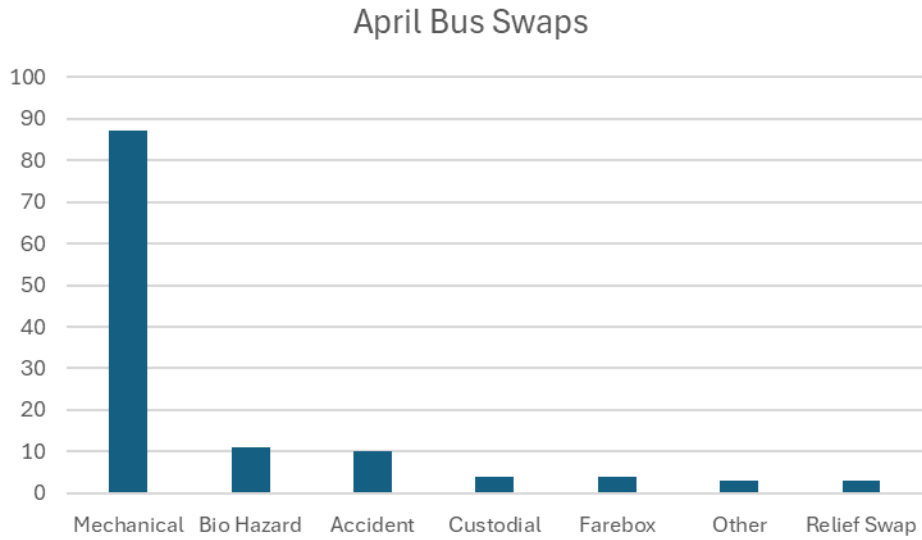
- Wait time at straight time is in an upward trend. These employees are guaranteed 8 hour per day.
- Wait time overtime has decreased indicating better management of the floor.
- Overall, wait time continues to be managed within acceptable limits; overtime usage is based off data from the call out study



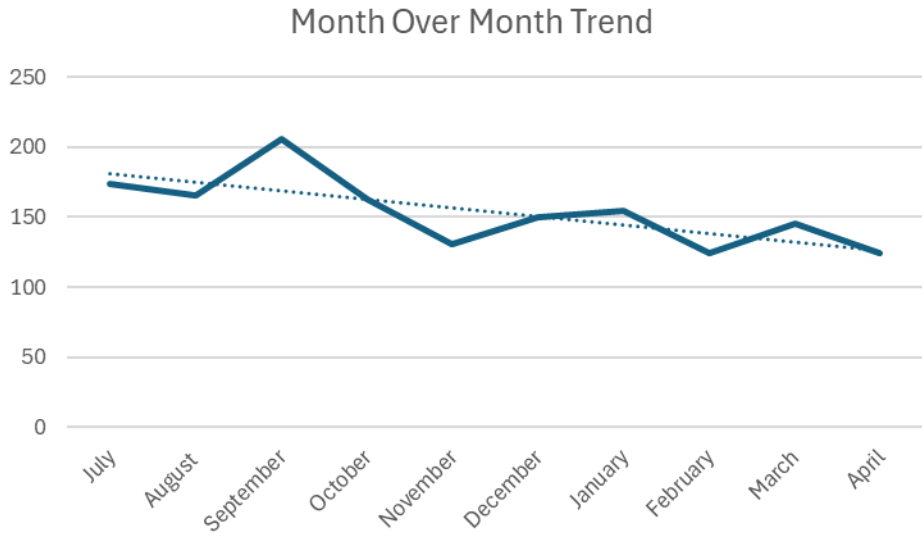
COO / DIRECTOR OF TRANSPORTATION REPORT

MAINTENANCE

- April recorded 124 total bus swaps, with the majority driven by mechanical issues; all other categories remained minimal.
- Mechanical-related swaps significantly outweigh accident, biohazard, and other causes, indicating primary maintenance focus area.
- Month-over-month swaps show a general downward trend since the September peak, with minor fluctuations.
- April reflects a continued decline. These efforts have been impacted by focusing on service first.
- Before a swap issues, we have a Road Supervisor respond and confirm the bus needs to be taken off the road.



April Total: 124



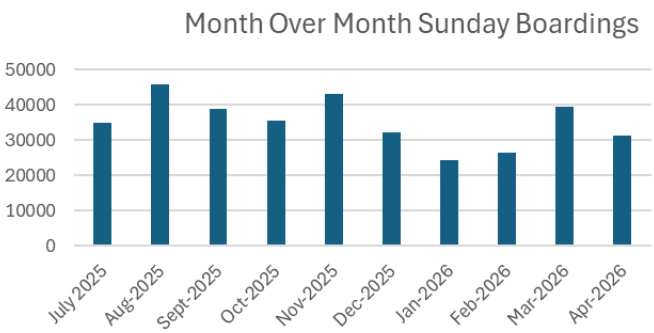
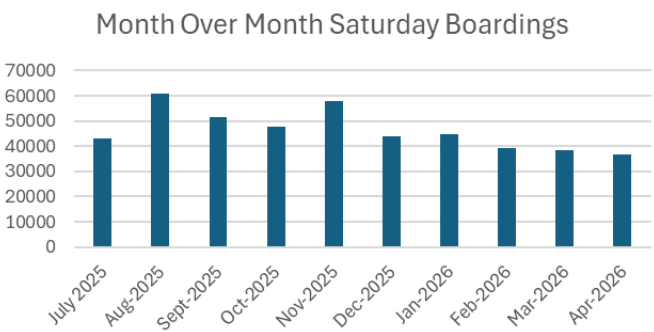
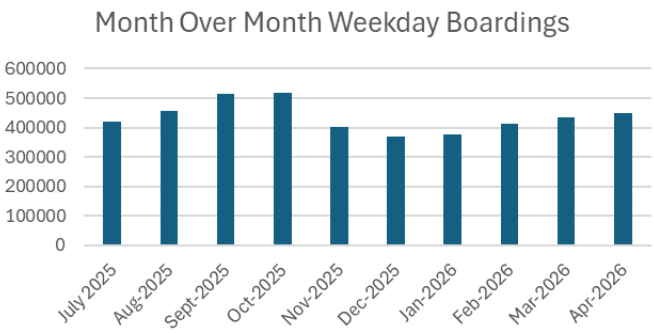
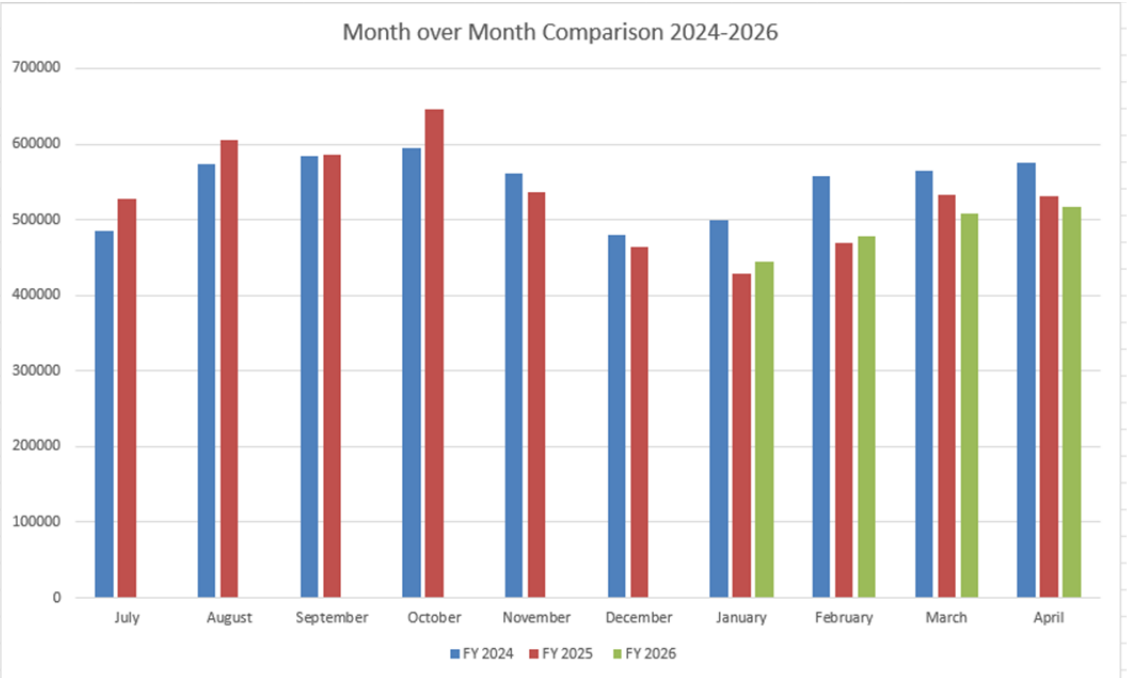


COO / DIRECTOR OF TRANSPORTATION REPORT

FIXED ROUTE

Boardings- Month Over Month Comparison

- Weekday boardings have shown a steady rebound from the winter months through April. This is a normal trend.
- Saturday boardings have dipped in the month of April. Part of this could be due to Thunder over Louisville.
- Sunday boardings have lessened in April, compared to March.
- Overall ridership reflects typical seasonal and event patterns.
- We had just over 8k less boardings in April compared to March.





APRIL ON-TIME PERFORMANCE 90% CLUB

Operator	OTP %
Miller, Erica	99%
King, Keith	98%
Powell, Ronald	98%
Wilson, Jimmy	98%
Sandifer, Calvin	98%
Cook, Donna	98%
Bolus, David	97%
Salas, Angel	97%
Edwards, Trina	97%
Wells, Sheena	96%
Pitmon, Cheryl	96%
Murray, Glenn	96%
Sloan, Anthony	96%
Moore, Timothy	96%
Harper, Jeffrey	96%
Mason, Brooklyn	96%
Cochran, John	96%
Leonard, Tracy	95%
Hawkins, Nisha	95%
Alexander, Maurice	95%

Operator	OTP %
Johnson, Donald	95%
Powell, Tyrone	95%
Johnson, Ulrike	94%
Rogers, Dewayne	94%
Bachelor, Michael	94%
List Iii, Frank	94%
Patterson, Pamela	94%
Malone, Eddie	94%
Kenyon-Scott, Melanie	94%
Ross, Tamika	94%
Nathaniel, leesha	94%
Robb, Larry	94%
Williams, Leslie	93%
Tidwell, Teven	93%
Miles, Brittney	93%
Smith, Anthony J.	93%
Tutt, Frieda	93%
Carpenter, Garry	93%
Lindsey, Damian	93%
Saulsberry, Steve	93%
Miller, Terrence	93%

Operator	OTP %
Williams, Shuntelle	93%
Florence, Albert	92%
Hayes, Kamika	92%
Goss, Asher	92%
Pruitt, Tammy	92%
Jordan, Kenyatta	92%
Cecil, Shawn	92%
Lansberg, Jon	92%
Powell Jr, Tyrone	92%
Maddox, Gwendolyn	92%
Roberson, David	92%
Malone, Dewan	92%
Pitts, Kendell	92%
Wade, Robert	92%
Radford, LaTricie	92%
Diallo, Salim	91%
Harris, Stephon	91%
Edmonds, John	91%
Jarrett, Christopher	91%
Stoudemire, Deondria	91%
Amaefuna, Gina	91%

Operator	OTP %
Sandage, Mary	91%
Smyzer, Angela	91%
Muhire, Bernond	90%
Coleman, Lelia	90%
Heil, Jesse	90%
Cunningham, Latoi	90%
Williams, Rodney	90%
Williams, Robin	90%
Williams, Brittany	90%
Podbicanin, Ervad	90%
Zipperlein, Melissa	90%
Brown, Teresa	90%

Total Coach Operators for Service (April): 245
Total Coach Operators for Service (March): 246

Total Coach Operators at 90% or better (April): 74
Total Coach Operators at 90% or better (March.): 83



APRIL ON-TIME PERFORMANCE 80% CLUB

Operator	OTP %
Beckham, Cordelro	89%
Brown, Curtis	89%
Fitzgerald, Birdturam	89%
Miller, Antonio	89%
Thomas, Stephanie	89%
Broyles, Kameran	89%
Jones, Brittany	89%
Pope, Melissa	89%
Rodriguez Villanueva, Ismael	89%
Keita, Adrahamane	88%
Mitchell, Keith	88%
Bailey, Kendrick	88%
Jackson, Andre	88%
Watson, Jason	88%
Yarbrough, Demetra	88%
Swain, Cessli	88%
Glenn, Rachelle	88%
Neal, Joel	88%
Wade, Shonda	88%
Brown, Orlando	88%
Knights, Donald	87%

Operator	OTP %
Wells, Marie	87%
Henderson, Delisa	87%
Watkins, Joshua	87%
Knight, Kelley	87%
Tebault, William	87%
Mccraney, Yazmin	87%
Jackson, Dennis C.	87%
Gillenwater, David	87%
Brewer, Kelvin	87%
Wadlington, Tina	86%
Reynolds, Dale	86%
Myles, Antonio	86%
Jackson, Kevin	86%
Nelson, Paul	86%
Montgomery, Zephra	86%
Mattingly, Stephen	86%
Offutt, Joseph	86%
Smith, Stacey	85%
Hurricane, Kimberly	85%
Kennedy, Kyneesha	85%
Brents, James	85%

Operator	OTP %
Walker, Wayne	85%
Westmoreland, Nathan	85%
Willis, Gerri	85%
Goodwin, Remonda	85%
Reed, Bessie	85%
Ross, Dawnyell	85%
Frazier, Kenneth	84%
Smith, William	84%
Taylor, Lionel	84%
Murray, Alise	84%
Sweat, Renesha	84%
Martin, Audrey	84%
Payne, Kawana	84%
Bowen, Angela	83%
Taylor, Danielle	83%
Wayne, Keith	83%
Meneese, Anita	83%
Prince, Timothy	82%
Adams, Robert	82%
Bracken, Alisha	82%
Thomas, Yvonne	82%

Operator	OTP %
Jackson, April	81%
Finisson, Ruby	81%
Jackson, Dennis E.	81%
Colbert, Keyshulmaria	81%
Penny, Shauntina	81%
Finn, Jadavia	81%
Yarbrough, Talitha	81%
Lucas, Courtney	81%
Orndorff, Catrice	81%
RANDALL, PHILEPE	80%
Robert, Anna	80%
Owens, Kim	80%
Lucas, Darryl	80%
Wallace, Sandie	80%
Foster-Mcfadden, Tarina	80%
Durham, John	80%
Cockroft, Latisha	80%
Finn, Davisha	80%
Calloway, Dionde	80%

Total Coach Operators for Service (April): 245
Total Coach Operators for Service (March.): 246

Total Coach Operators at 80% to 89% (April): 82
Total Coach Operators at 80% to 89% (March): 15 92



TARC LEADERSHIP



Tonya Day
Chief Financial
Administrative Officer



Bruce Withers
COO / Transportation



John Hardesty
General Counsel



Jennifer Miles
Mobility Services



Sherri Toohey
Human Resources



Rick Dooley
Maintenance



Liann Alfaro
Planning



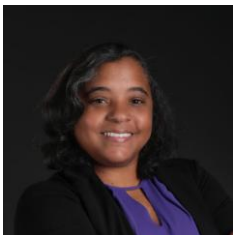
Maria Harris
Procurement



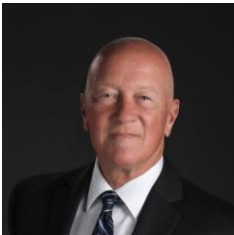
Dan Franklin
Senior Advisor



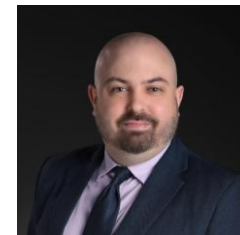
David Meckle
Marketing &
Communications



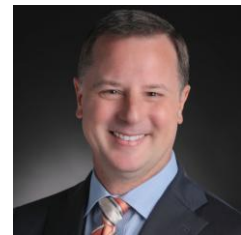
Anna Cooper
Customer Experience



Keith Shartzner
Safety & Security



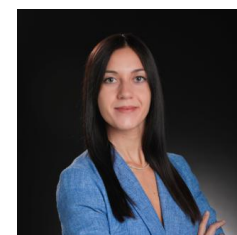
Nathan Love
Training



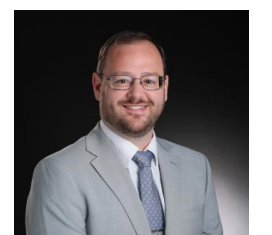
Chris Ward
Capital & Facilities



Joe Triplett
Information
Technology



Annalisa Roberson
Civil Rights &
Compliance



Matt Abner
Finance



APRIL FEEDBACK (FIXED ROUTE)

FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR	48	53	54	55	65	65	46	50	34	52	47	48	39	656	50
PASSED UP PASSENGER	63	65	67	62	73	60	81	42	50	47	60	53	79	802	62
NO SHOW	16	9	8	7	18	17	12	7	13	10	8	10	8	143	11
LATE SCHEDULE	34	34	11	21	28	31	40	31	13	24	14	31	29	341	26
RECKLESS DRIVING	30	21	25	17	29	21	25	19	20	16	26	21	20	290	22
EARLY SCHEDULE	12	16	7	9	12	12	22	13	11	15	15	9	17	170	13
PLANNING/SCHEDULE	25	21	28	23	22	25	32	15	8	23	18	16	17	273	21
IT/MOBILE	2	3	1	2	1	1	0	3	0	0	1	0	1	15	1
NEW TARC NETWORK	0	0	0	0	0	0	1	2	2	6	5	6	2	24	2
OTHER - MISC	46	46	49	53	64	73	70	49	55	67	52	60	61	745	57
COMMENDATIONS	4	5	21	8	10	6	10	5	6	8	8	9	6	106	8

FIXED ROUTE (April 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR	30	4	4	1	39
PASSED UP PASSENGER	69	6	0	4	79
NO SHOW	7	1	0	0	8
LATE SCHEDULE	28	1	0	0	29
RECKLESS DRIVING	9	11	0	0	20
EARLY SCHEDULE	16	1	0	0	17
PLANNING/SCHEDULE	16	1	0	0	17
IT/MOBILE	0	0	0	1	1
NEW TARC NETWORK	2	0	0	0	2
OTHER - MISC	35	8	0	18	61

Rude Operator – The customer felt that the operator was unfriendly, unprofessional, confrontational, or perhaps didn't speak or smile.

Passed Up Passenger – The operator did not stop or wait for a passenger at a coach stop.

No Show – The bus did not show up.

Late Schedule – The bus was late and arrived after the scheduled time.

Reckless Driving - The operator was driving recklessly or made a dangerous maneuver.

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

Planning / Schedule – The customer would like to see a different schedule or stops at different locations that don't exist right now.

IT/Mobile – Problems with any of our technology on board a bus, on the website, or with our mobile device features like mobile payments.



APRIL FEEDBACK (PARATRANSIT)

PARATRANSIT FEEDBACK TREND REPORT (Including Commendations)															
FEEDBACK CATEGORY	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	PERIOD TOTAL	13 MNTH AVG
RUDE OPERATOR OR STAFF	28	29	34	23	33	20	33	16	40	24	34	30	25	369	28
NO SHOW	23	18	18	20	23	18	26	19	28	23	23	25	21	285	22
LATE SCHEDULE	20	15	9	11	19	21	31	14	20	17	26	32	23	258	20
RECKLESS DRIVING	7	8	4	7	11	4	7	0	7	10	8	5	6	84	6
EARLY SCHEDULE	2	2	2	0	1	1	1	0	1	3	1	3	4	21	2
TRIP BOOKING OR SCHEDULING	12	14	13	16	18	17	23	14	10	16	15	21	13	202	16
OTHER - MISC	26	28	27	25	32	32	30	26	30	26	32	49	49	412	32
COMMENDATIONS	5	4	4	5	6	9	0	5	3	6	6	9	29	91	7

PARATRANSIT (April 2026)					
FEEDBACK CATEGORY	VERIFIED	UNVERIFIED	UNABLE TO INVESTIGATE	UNDER INVESTIGATION	TOTAL
RUDE OPERATOR OR STAFF	1	16	2	6	25
NO SHOW	1	19	1	0	21
LATE SCHEDULE	12	10	0	1	23
RECKLESS DRIVING	1	4	0	1	6
EARLY SCHEDULE	0	2	1	1	4
TRIP BOOKING OR SCHEDULING	2	9	0	2	13
OTHER - MISC	11	25	5	8	49

Rude Operator – The customer felt that the operator was unfriendly, unprofessional, confrontational, or perhaps didn't speak or smile.

No Show – The customer was marked a no show, and they would like to dispute the no show. Example: they state that they didn't see the vehicle, or maybe it went to the wrong door or location.

Late Schedule – The vehicle arrived after the scheduled window time.

Reckless Driving - The operator was driving recklessly or made a dangerous maneuver.

Early Schedule – The vehicle arrived before the scheduled window time.

Trip Booking or Schedule – Customer complains of a problem with how their trip was booked. Could be times, origin or destination, or date of trip.

FEEDBACK STATUS DEFINITIONS (PARATRANSIT)

DEFINITIONS FOR FEEDBACK STATUS AFTER INVESTIGATION

- Verified - feedback was able to be verified
Example: The information provided allowed us to retrieve video and confirm the incident.
- Unverified - feedback could not be verified based on information provided
Example: The information did not match the details in the recorded call or video.
- Unable to Investigate - feedback could not be confirmed based on the information provided
Example: The customer could not provide the date or time of the incident.
- Under Investigation - additional research is required to reach a conclusion.



SAFETY

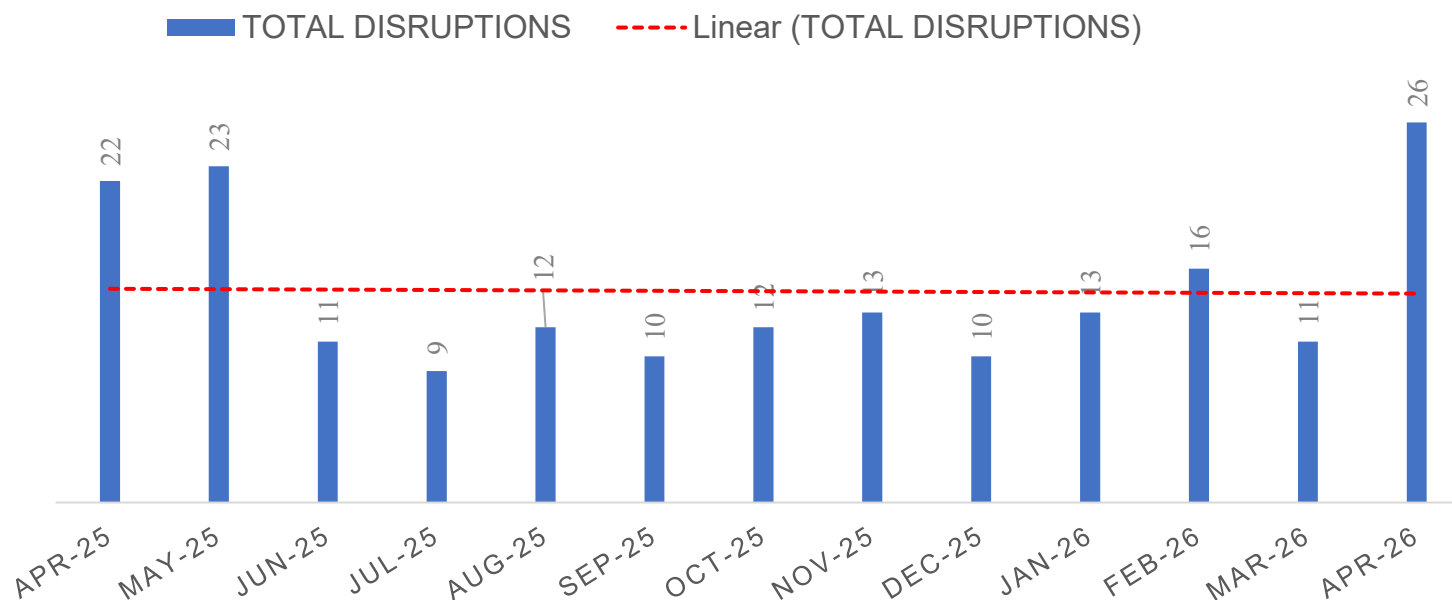
PASSENGER DISRUPTIONS BY ROUTE APRIL 26

Route ID	Disruptions
Broadway - #23	7
Dixie Rapid - #10	6
Preston - #28	6
Fourth St - #4	2
Market St - #15	2
Sixth St - #6	1
Muhammad Ali - #19	1
Clarksville - #72	1

DISRUPTION CATEGORIES APRIL 26

Category	#	Disputes(Others) Breakdown	#
Fare Evaders	3	Soiled passenger	2
Passenger Fights	4	Bodily fluids (BBP)	1
Profane Language	1	Unresponsive passenger	4
Disputes(Others)	18	Passenger requested EMS	2
Verbal Assaults	0	Intoxicated passenger	1
Physical Assaults	0	Cart in aisle – refused to move	1
		Pedestrian arrested at stop	1
		Mirror damage unreported	1
		Men boarded looking for pass.	1
		Non preventable accidents	2
		2 teens refused fare – pd	1
		Dropped ID in wheel well	1

TOTAL PASSENGER DISRUPTIONS (APRIL 25 – APRIL 26)



PASSENGER DISRUPTIONS*

This Month Total

26

Monthly Avg

14.46

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

ADDITIONAL STATS FOR BOARD MEMBER REVIEW



MAY DIRECTORS UPDATE

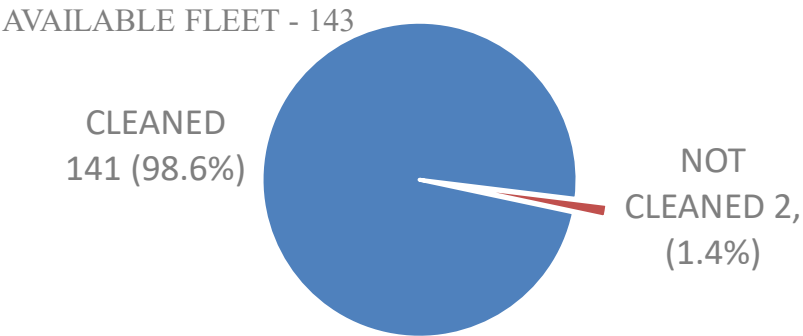
May 26, 2026

MAINTENANCE

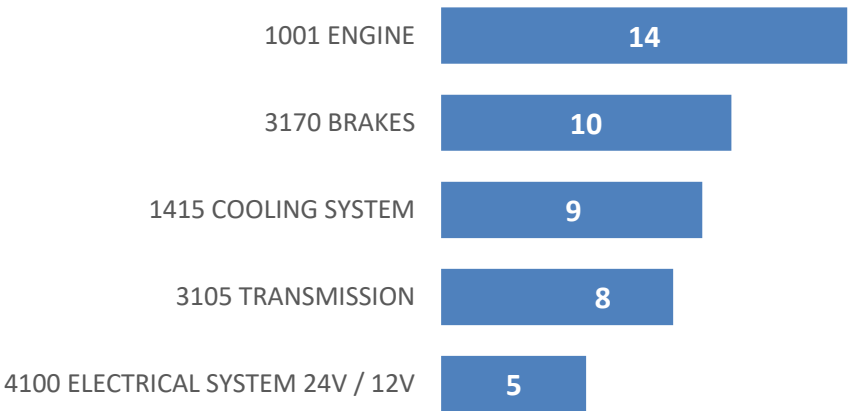
HIGHLIGHTS

- Took delivery of 5 new Gillig 40' Electric buses
- Preliminary commissioning of Electric Bus Charging Infrastructure, completion early May
- Capital replacement of various exterior doors around TARC facilities, Bus Barn, 925 Broadway

COACH CLEANING



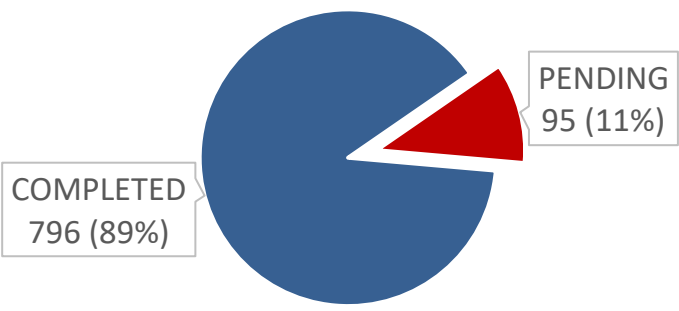
TOP 5 CHARGEABLE ROAD CALL CATEGORIES



MAINTENANCE

WORK ORDERS

WORK ORDER STATUS



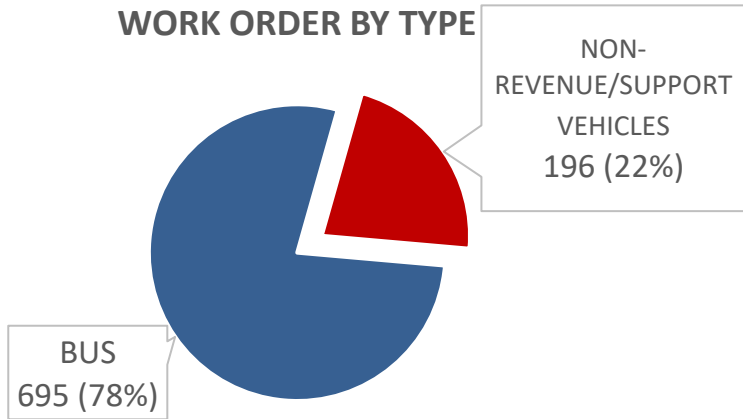
TOTAL BUS WORK ORDER SUBMITTED

695

TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED

196

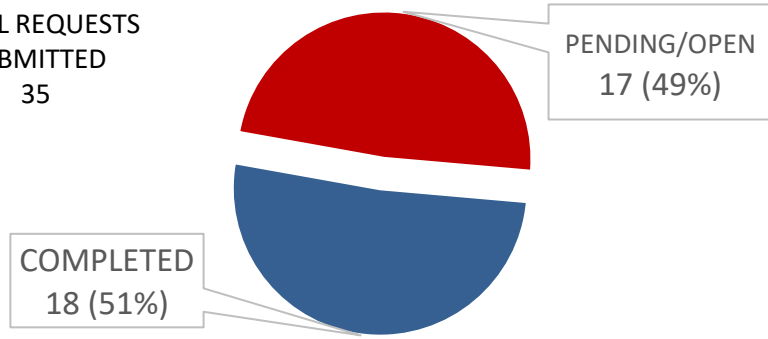
WORK ORDER BY TYPE



BUILDING MAINTENANCE WORK ORDERS

TOTAL REQUESTS SUBMITTED

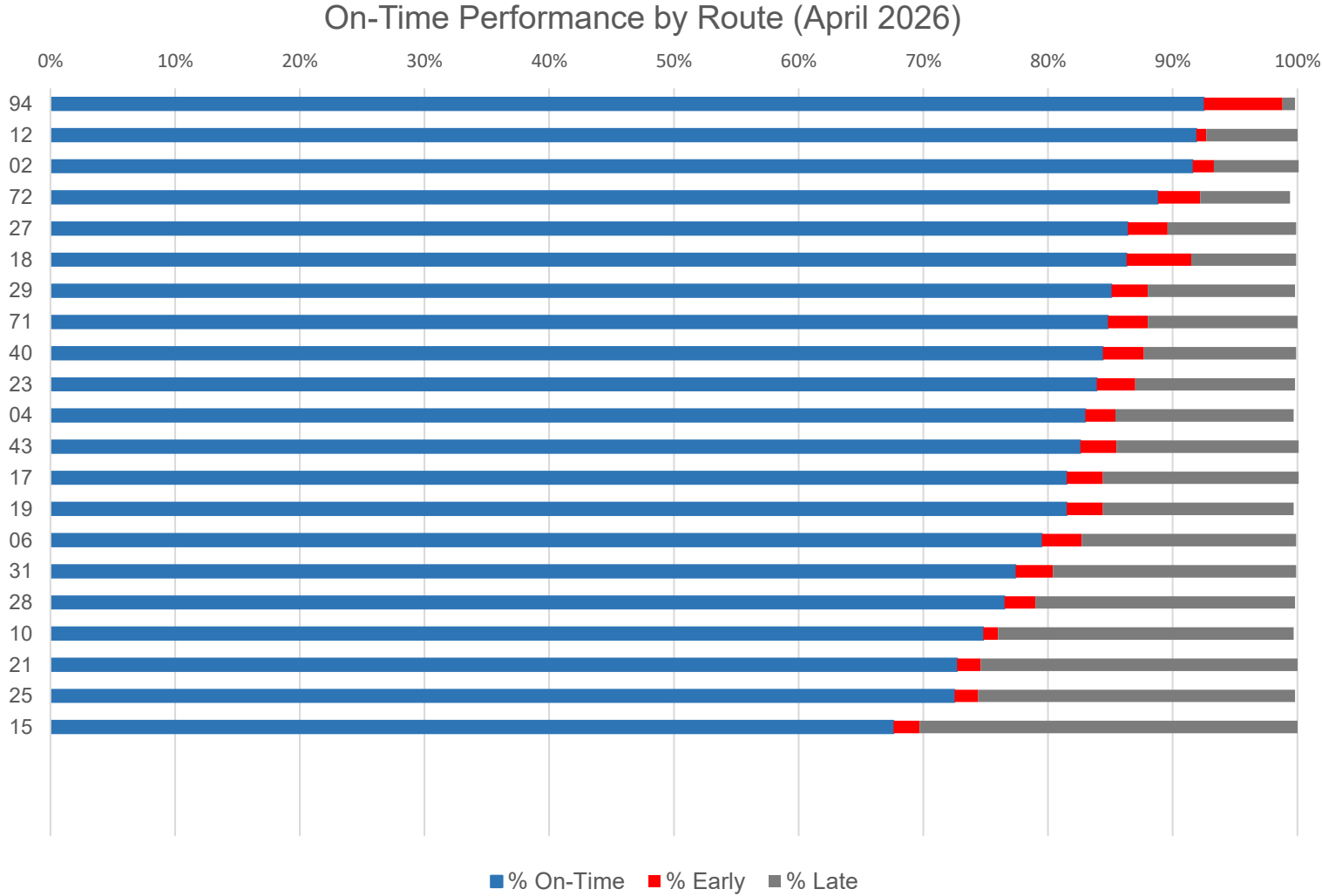
35





APRIL ON-TIME PERFORMANCE

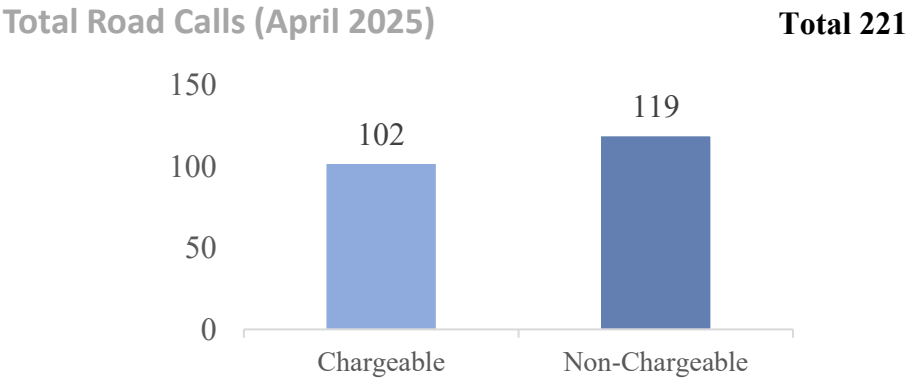
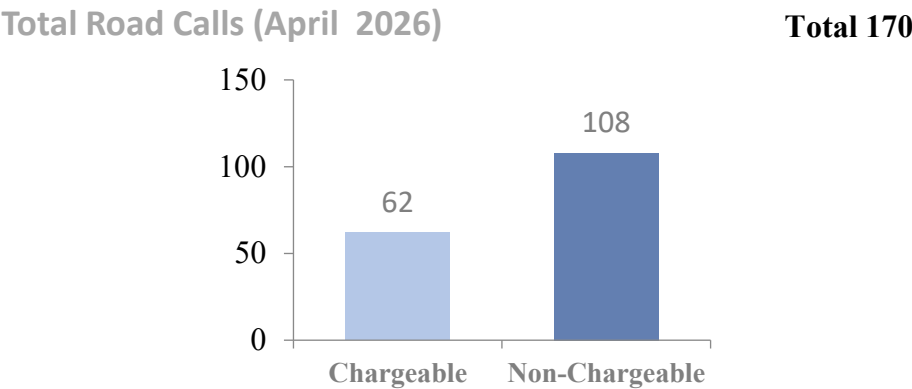
Route	% On-Time	% Early	% Late
94	92.50%	6.30%	1.00%
12	91.90%	0.80%	7.30%
02	91.60%	1.70%	6.80%
72	88.80%	3.40%	7.20%
27	86.40%	3.20%	10.30%
18	86.30%	5.20%	8.40%
29	85.10%	2.90%	11.80%
71	84.80%	3.20%	12.00%
40	84.40%	3.30%	12.20%
23	83.90%	3.10%	12.80%
04	83.00%	2.40%	14.30%
43	82.60%	2.90%	14.60%
17	81.50%	2.90%	15.70%
19	81.50%	2.90%	15.30%
06	79.50%	3.20%	17.20%
31	77.40%	3.00%	19.50%
28	76.50%	2.50%	20.80%
10	74.80%	1.20%	23.70%
21	72.70%	1.90%	25.40%
25	72.50%	1.90%	25.40%
15	67.60%	2.10%	30.30%
Overall	81.3%	2.7%	15.7%



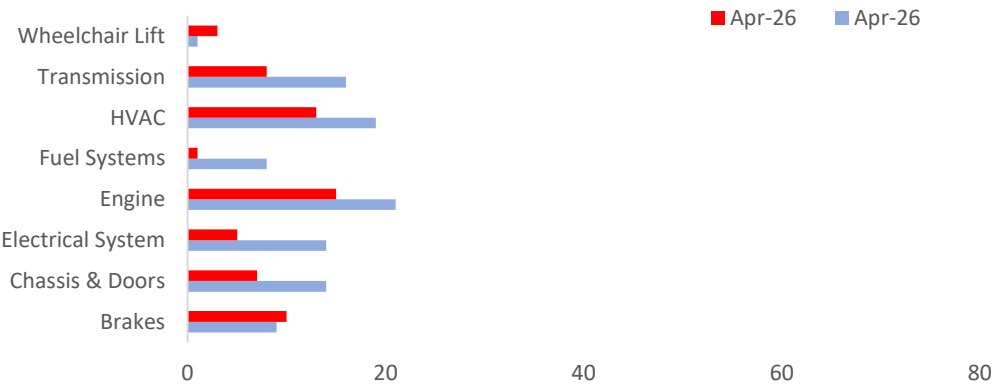


MAINTENANCE

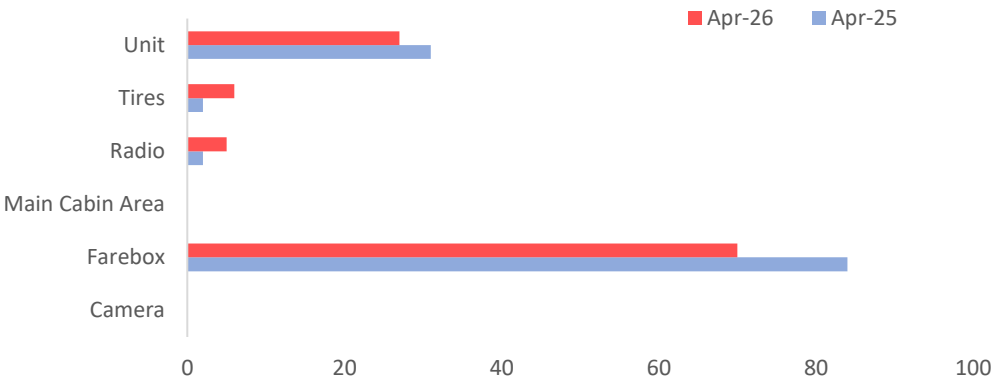
CHARGEABLE VS NON-CHARGEABLE ROAD CALLS (VS SAME MONTH LAST YEAR)



Chargeable Roadcalls By Category



Non Chargeable Roadcalls By Category



Chargeable Road Call:
Non-Chargeable Road Call:

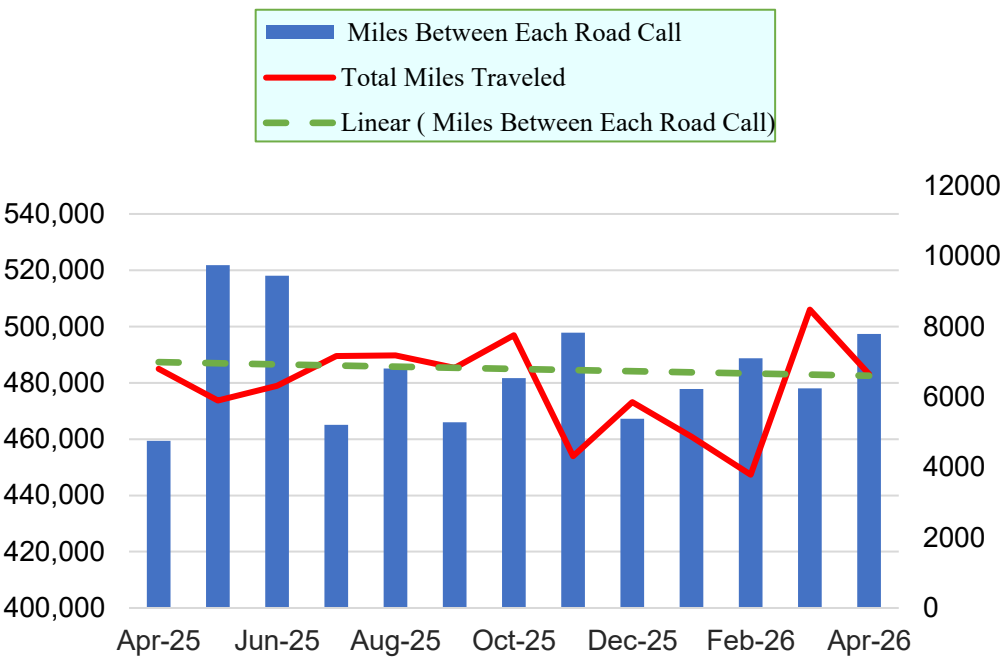
An issue the TARC Maintenance Department may be able to prevent or mitigate
An issue the TARC Maintenance Department has no control or prevention of



MAINTENANCE

MILES BETWEEN CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Chargeable Road Calls	AVG Miles Between Each Road Call
Apr-26	483,069	62	7,791
Mar-26	506,016	81	6,247
Feb-26	447,352	63	7,101
Jan-26	460,852	74	6,228
Dec-25	473,098	88	5,376
Nov-25	453,965	58	7,827
Oct-25	496,899	76	6,538
Sep-25	485,352	92	5,275
Aug-25	489,767	72	6,802
Jul-25	489,556	94	5,208
Jun-25	478,934	98	9,241
May-25	473,698	80	9,741
Apr-25	485,004	102	4,755



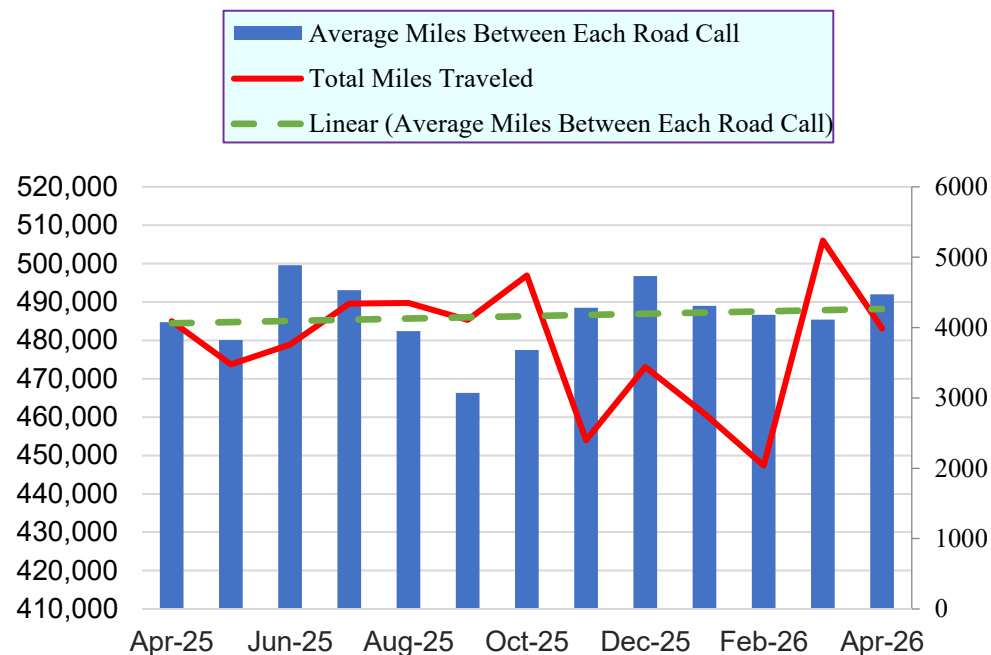
Total Miles Between Chargeable Road Calls = 7,791
Target Miles Between Road Calls = 6,000

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

MAINTENANCE

MILES BETWEEN NON-CHARGEABLE ROAD CALLS

	Total Miles Traveled (each month)	Non- Chargeable Road Calls	AVG Miles Between Each Road Call
Apr-26	483,069	108	4,473
Mar-26	506,016	123	4,113
Feb-26	447,352	107	4,181
Jan-26	460,852	107	4,307
Dec-25	473,098	100	4,731
Nov-25	453,965	106	4,283
Oct-25	496,899	135	3,681
Sep-25	485,352	158	3,072
Aug-25	489,767	124	3,950
Jul-25	489,556	108	4,533
Jun-25	478,934	98	4,887
May-25	473,698	124	3,820
Apr-25	485,004	119	4,076



Total Miles Between Non-Chargeable Road Calls = **4,473**

Period Average = **4,162**

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.



SAFETY

SAFETY PREVENTABLE ACCIDENTS

Monthly	TYPE OF ACCIDENT				YTD FY26
7	Fixed object	5	71.4%	98	
	Bicyclist	1	14.3%		
	Backing	1	14.3%		

5 Fixed Objects

- Going straight at 4th/Heywood, 15th/Hill
- Turning left at TARC barn
- Pulling into coach stop at 10th/Broadway, Douglas & Bardstown Road

1 Bicyclist

- Going straight at 4th/Bloom

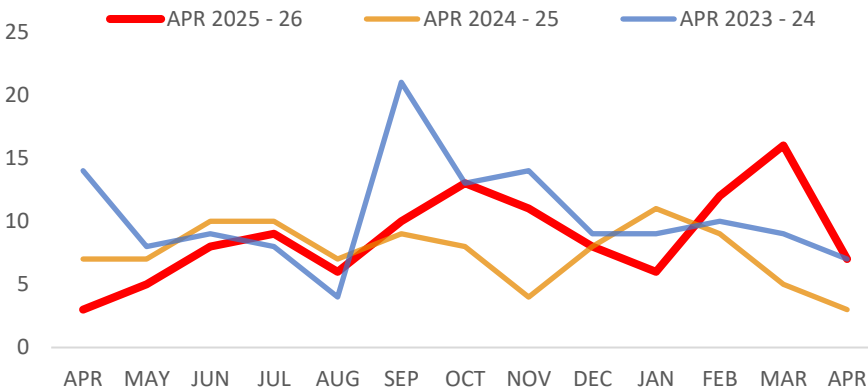
1 Backing

- L&N Stadium

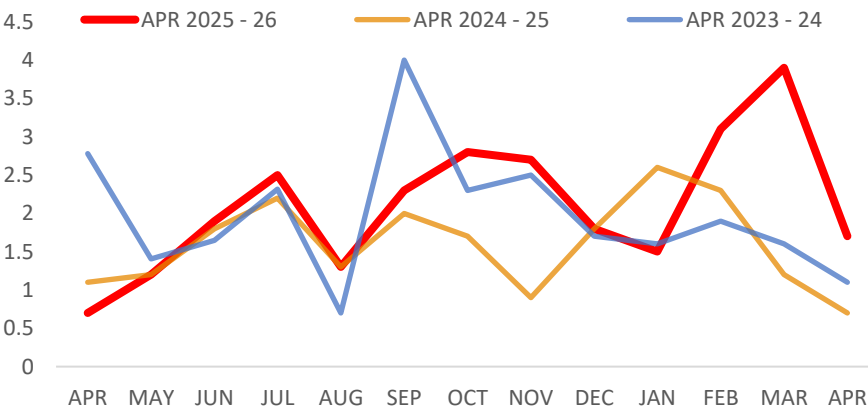
PREVENTABLE ACCIDENTS / 100K MILES

Monthly	YTD AFR Goal	YTD FY26
1.7	2.1	2.4

PREVENTABLE ACCIDENTS



PREVENTABLE ACCIDENT AFR





NTN UPDATE

NTN MARKETING – KEY ACCOMPLISHMENTS

- **Website Updates:** Comparative trip planner, detailed route maps, schedules, route comparison tables, DTC info, sign info, stop changes, and FAQs
- **New signs:** production complete; new sign press conference May 6; bus stop flyers
- **On-bus information:** announcements, interior cards, bus wrap, and marquee signs
- **Social media:** info posted weekly
- **Outreach:** Stakeholder toolkit, community group meetings (27 scheduled so far), Riders Club (3x month email and text, new updates), NTN overview video
- **Internal Comms:** TARC Talks with Ozzy, monthly TARC Team News, Internal monitors, staff events

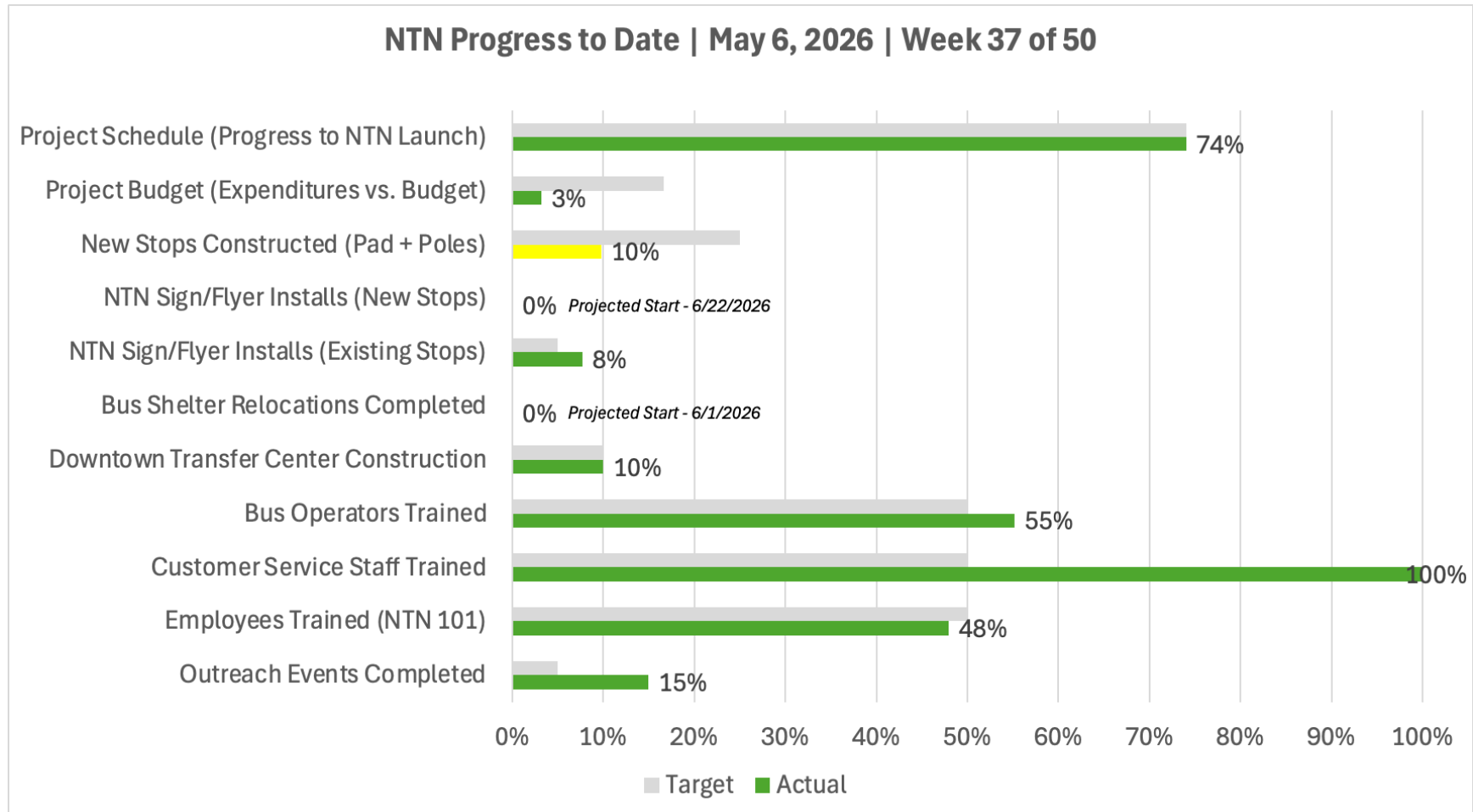


New TARC Network Updates for TARC Board of Directors | May 2026

TARC is ten weeks away from the launch of the New TARC Network on Sunday, August 2, 2026. Additional progress updates are summarized below:

- **NTN Spirit Week.** TARC held a New TARC Network Spirit Week in late April to promote awareness of the New TARC Network among TARC staff and provide information on the project. Activities included a cornhole tournament, popcorn booth, and cookout.
- **Operator Bid.** The operator bid pick for the New TARC Network was held the week of May 4th with all operators selecting their work assignments that will begin on August 2nd.
- **Bus Stop Construction.** Construction of new bus stops began in late February and has continued over the last three months. TARC expects to establish over 200 new bus stops as part of the New TARC Network rollout.
- **Bus Stop Changes.** A full list of bus stop changes is posted on the TARC website. The new network will have about 1,500 bus stops, which is less than half of the current system.
- **Bus Stop Signage.** All 1,500+ new bus stop signs are now in the process of being installed by contractors. Installations have been completed on Routes 4, 5 and 10. TARC staff are installing flyers at all bus stops prior to sign changes to inform riders about the changes.
- **Downtown Street Conversions.** Louisville Metro staff will begin the next phase of restriping work for the two-way street conversions along Muhammad Ali Boulevard, 7th Street and 8th Street later this month with projected completion in early June.
- **Downtown Transfer Center.** TARC contractors have broken ground on utility improvements that will be needed to support the Security Trailer at the DTC.
- **NTN Training.** Employee training for the New TARC Network began in March and has continued over the last two months. At last count, more than half of all TARC employees have completed the required NTN training sessions.
- **NTN Media Event.** TARC held a special event to commemorate the unveiling of the first new bus stop sign on Broadway & Dixie Highway on May 5th.
- **NTN Website.** The New TARC Network website has been expanded and now includes a comparative trip planner, route maps, schedules, route comparison table, as list of bus stop changes and a DTC diagram.
- **Community Group Outreach.** TARC has contacted more than 300 community groups about the New TARC Network and has offer to attend any upcoming community meetings.
- **TARC Ambassador Events.** TARC is preparing to deploy ambassadors to outreach events across the service area in the final two months leading up the NTN launch to promote awareness of the new network launch, hand out flyers, answer questions and guide customer to the NTN website for additional information

ew TARC Network – Implementation Dashboard (May 2026)



NTN Updates

- NTN Spirit Week
- Operator Bid Pick
- Bus Stop Construction & Signs
- Downtown Transfer Center
- Staff Training
- NTN Website Updates
- Community Outreach
- NTN Media Event – May 5th

