

# **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, June 16, 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, June 16, 2026

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

# OPERATIONS MEETING TARC BOARD OF DIRECTORS



## May 19, 2026 Operations Committee Meeting Minutes

The Operations Committee of Transit Authority of River City (TARC) met on Tuesday, May 19, 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

Steve Miller  
Justin Brown

### Members Virtual

DuWayne Gant  
Myra Rock

### Declined

Alice Houston  
Christy Ames  
Ted Smith  
Abbie Gilbert

### Call to Order

Steve Miller called the meeting to order at 2:52 p.m.

Approved the April Operation Committee Meeting Minutes.

### Action Items:

Ozzy Gibson presented the Operations Report.

- TARC held a press conference for first official New TARC Network bus top sign unveiling at Broadway & Dixie Hwy. This kicks off the transition from the old signs to the new signs.
- Launched a Comparative Trip Planner at [ridetarc.org/new](http://ridetarc.org/new) so passengers can now see how the trip they take today will look with the New TARC Network starting August 2.
- We launched the Token Transit App. This is an additional mobile ticketing option for TARC 3 paratransit customers.
- TARC offered fare-free election day service to help passengers get to the polls to vote.
- Employee Engagement Committee coordinated a TARC Spirit Week, a week full of activities in preparation for the New TARC Network launch.
- The April fixed route ridership and on-time performance numbers were reviewed.
- The April fixed route missed runs and missed hours were reviewed.
- The April Paratransit service numbers were reviewed.

Board Members discussed the impact the I-65 highway shut down will have on fixed route service and paratransit service.

Bruce Withers presented the COO update.

New TARC Network Overview.

## **OPERATIONS MEETING TARC BOARD OF DIRECTORS**



Jeremy Priddy presented the NTN Marketing Key Accomplishments.

- Website updates include comparative trip planner, detailed route maps, schedules, route comparison tables, DTC info, sign info; stop changes; and FAQ.
- New sign and flyer unveiling on May 6 was to draw attention to the changes that the public is seeing.
- On-bus information through of announcements, interior cards, bus wrap and marquee signs.
- Social Media posts with information are posted weekly.

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

- Operator Bid. The operator-bid-pick for the New TARC Network was held the week of May 4<sup>th</sup> with all operators selecting their work assignments that will begin on August 2<sup>nd</sup>.
- 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, 7<sup>th</sup> Street and 8<sup>th</sup> Street later this month with projected completion in early June.

Steve Miller adjourned the meeting at 3:12 p.m.

**ADOPTED THIS 16th DAY OF JUNE, 2026.**

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**Alice Houston, Chair of the Operations Committee**





**BOARD OF DIRECTORS**  
**JUNE 23, 2026**

JUNE OPERATIONAL UPDATE



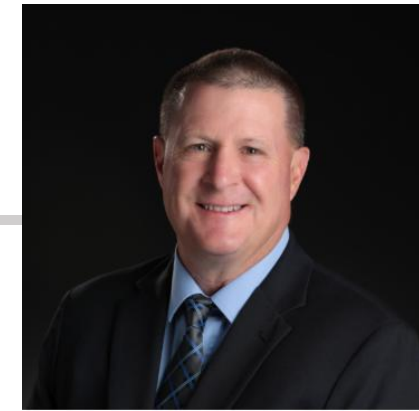




# EXECUTIVE DIRECTOR REPORT

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

- Began the second annual **TARC Transit Challenge** in partnership with Every Commute Counts, more trips on TARC equals more chances to win
- Launched the Summer Youth Pass, offering youth ages 6-19 unlimited travel with TARC throughout the summer (June through August) for just \$45
- Attended community events and discussed NTN at District 15 B.O.B., LIBA Buy Local Fair, Republic Bank Juneteenth, the Portland Festival, Paristown Flea, KY Pride Festival, and more
- Held press conference and unveiled the 26<sup>th</sup> annual Design-a-Bus with contest winning artwork from local children in partnership with the Portland Museum and JCPS



**Ozzy Gibson**  
Executive Director





## DIRECTOR SPOTLIGHT: DAVID MECKLE

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### Director of Marketing, David Meckle

A native of Louisville, David has a proven track record of building and leading corporate marketing functions that drive measurable growth. His expertise spans brand strategy, marketing / ad campaign development, sales enablement, and internal communications.

Before joining TARC, David served as SVP, Director of Marketing Communications at McGriff, a division of Marsh & McLennan Agency, one of the largest insurance brokerages in the U.S. where he ran the corporate Marketing Communications team.

Prior to McGriff, David held marketing communications leadership roles at ADP and SHPS Human Resources Solutions. Before transitioning into corporate marketing roles, he worked for several Louisville advertising agencies, managing campaigns for several local clients, including Thorntons, Spalding University, and Circle K Convenience Stores.

David holds a BA in Communications from Bellarmine University.

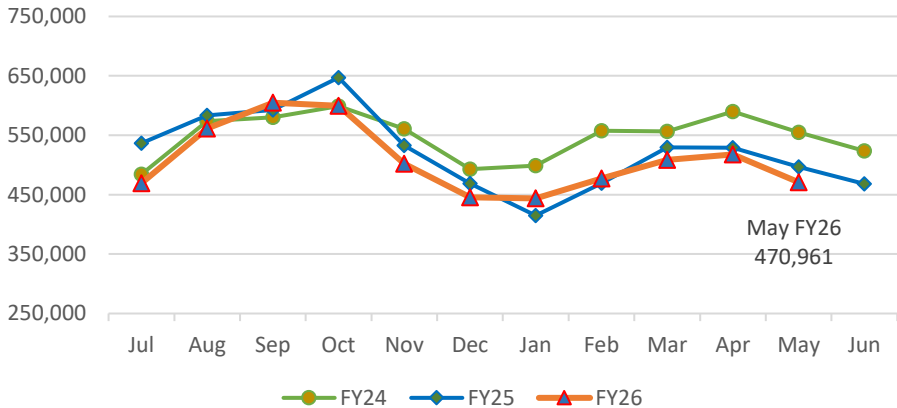


"I'm excited to join the TARC family and look forward to developing creative strategies to enhance the TARC brand, increase ridership, and drive meaningful growth and results."

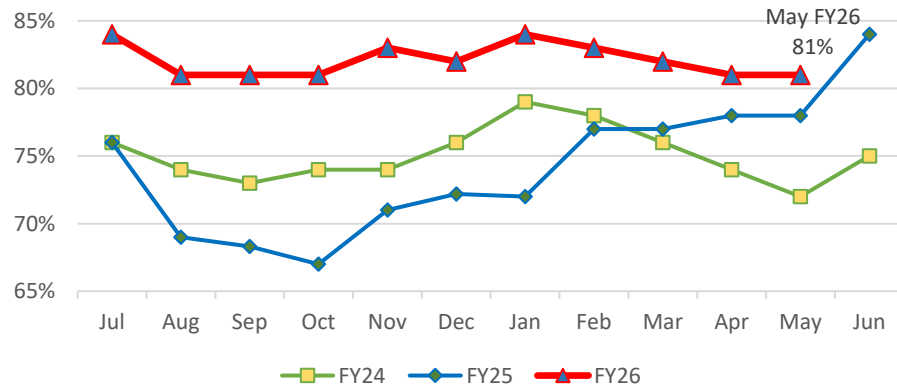


# MAY FIXED ROUTE SERVICE

Fixed-Route Ridership



Fixed-Route On-Time Performance



| Performance Indicator  | Fixed-Route System |           |           |
|------------------------|--------------------|-----------|-----------|
|                        | FY26 YTD           | FY25      | FY24      |
| Total Ridership        | 5,600,957          | 6,636,904 | 6,573,722 |
| Avg Monthly Ridership  | 509,178            | 553,075   | 547,810   |
| Total Revenue Miles    | 3,616,236.23       | 5,231,772 | 6,517,670 |
| Total Revenue Hours    | 280,442.18         | 409,032   | 537,581   |
| Trips per Revenue Mile | 1.27               | 1.20      | 1.01      |
| Trips per Revenue Hour | 16.36              | 15.37     | 12.20     |

Monthly Ridership Comparison VLM -9.05%  
Comparison VLY -5.15%

Total YTD Ridership 5,600,957

| 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                 | 81%  | 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





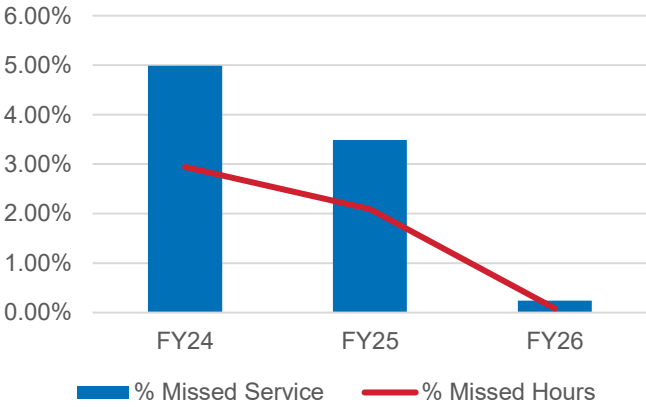
# MAY FIXED-ROUTE MISSED RUNS AND MISSED HOURS

| 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       | 4422       | 8              | 0.18%                  | 17.63        | 0.05%                |
| June      |            |                |                        |              |                      |
| Total     | 50,016     | 116            | 0.23%                  | 318.83       | 0.07%                |

Missed Service and Hours



\*January 2025 & 2026 adjustment due to winter weather



# MAY ON-TIME PERFORMANCE 90% CLUB

| Operator          | OTP % |
|-------------------|-------|
| King, Keith       | 99%   |
| Bolus, David      | 98%   |
| Murray, Glenn     | 98%   |
| Powell, Ronald    | 98%   |
| Wilson, Jimmy     | 98%   |
| Miller, Erica     | 97%   |
| Podbicanin, Ervad | 97%   |
| Sandifer, Calvin  | 97%   |
| Bailey, Kendrick  | 96%   |
| Mason, Brooklyn   | 96%   |
| Moore, Timothy    | 96%   |
| Sloan, Anthony    | 96%   |
| Johnson, Donald   | 95%   |
| Lindsey, Damian   | 95%   |
| Pitmon, Cheryl    | 95%   |
| Pruitt, Tammy     | 95%   |
| Smith, Anthony J. | 95%   |
| Tutt, Frieda      | 95%   |
| Wadlington, Tina  | 95%   |
| Wells, Sheena     | 95%   |

| Operator              | OTP % |
|-----------------------|-------|
| Beckham, Cordelro     | 94%   |
| Cecil, Shawn          | 94%   |
| Edwards, Trina        | 94%   |
| Kenyon-Scott, Melanie | 94%   |
| Leonard, Tracy        | 94%   |
| Miles, Brittney       | 94%   |
| Mitchell, Keith       | 94%   |
| Robb, Larry           | 94%   |
| Rogers, Dewayne       | 94%   |
| Walker, Wayne         | 94%   |
| Williams, Leslie      | 94%   |
| Carpenter, Garry      | 93%   |
| Cochran, John         | 93%   |
| Coleman, Lelia        | 93%   |
| Fitzgerald, Birdturam | 93%   |
| Harper, Jeffrey       | 93%   |
| Keita, Adrahamane     | 93%   |
| Patterson, Pamela     | 93%   |
| Saulsberry, Steve     | 93%   |
| Stoudemire, Deondria  | 93%   |

| Operator              | OTP % |
|-----------------------|-------|
| Taylor, Lionel        | 93%   |
| Colbert, Keyshulmaria | 92%   |
| Glenn, Rachelle       | 92%   |
| Hayes, Kamika         | 92%   |
| Maddox, Gwendolyn     | 92%   |
| Malone, Eddie         | 92%   |
| Miller, Antonio       | 92%   |
| Swain, Cessli         | 92%   |
| Tidwell, Teven        | 92%   |
| Wade, Robert          | 92%   |
| Heil, Jesse           | 91%   |
| Henderson, Delisa     | 91%   |
| Johnson, Ulrike       | 91%   |
| Lansberg, Jon         | 91%   |
| List Iii, Frank       | 91%   |
| RANDALL, PHILEPE      | 91%   |
| Reynolds, Dale        | 91%   |
| Smith, William        | 91%   |
| Williams, Robin       | 91%   |
| Brown, Curtis         | 90%   |
| Broyles, Kameran      | 90%   |

| Operator            | OTP % |
|---------------------|-------|
| Diallo, Salim       | 90%   |
| Gillenwater, David  | 90%   |
| Harris, Stephon     | 90%   |
| Moore, Chalondias   | 90%   |
| Neal, Joel          | 90%   |
| Reed, Bessie        | 90%   |
| Roberson, David     | 90%   |
| Ross, Tamika        | 90%   |
| Taylor, Danielle    | 90%   |
| Trowell, Laquita    | 90%   |
| Wells, Marie        | 90%   |
| Williams, Shuntelle | 90%   |

**Total Coach Operators for Service (May): 250**  
**Total Coach Operators for Service (April): 245**

**Total Coach Operators at 90% or better (May): 72**  
**Total Coach Operators at 90% or better (April): 74**



## MAY ON-TIME PERFORMANCE 80% CLUB

| Operator            | OTP % |
|---------------------|-------|
| Bachelor, Michael   | 89%   |
| Cook, Donna         | 89%   |
| Ellison, Frank      | 89%   |
| Finisson, Ruby      | 89%   |
| Florence, Albert    | 89%   |
| Jackson, Andre      | 89%   |
| Jordan, Kenyatta    | 89%   |
| Malone, Dewan       | 89%   |
| Miller, Terrence    | 89%   |
| Pitts, Kendell      | 89%   |
| Pope, Melissa       | 89%   |
| Powell, Tyrone      | 89%   |
| Williams, Brittany  | 89%   |
| Alexander, Maurice  | 88%   |
| Bowen, Angela       | 88%   |
| Goodwin, Remonda    | 88%   |
| Hurricane, Kimberly | 88%   |
| Jackson, April      | 88%   |
| Myles, Antonio      | 88%   |
| Powell Jr, Tyrone   | 88%   |
| Ross, Dawnyell      | 88%   |

| Operator             | OTP % |
|----------------------|-------|
| Sandage, Mary        | 88%   |
| Smyzer, Angela       | 88%   |
| Westmoreland, Nathan | 88%   |
| Amaefuna, Gina       | 87%   |
| Ayers, Steven        | 87%   |
| Brents, James        | 87%   |
| Brown, Orlando       | 87%   |
| Brown, Teresa        | 87%   |
| Cunningham, Latoi    | 87%   |
| Fields, Shelisha     | 87%   |
| Frazier, Kenneth     | 87%   |
| Mccraney, Yazmin     | 87%   |
| Tebault, William     | 87%   |
| Watson, Jason        | 87%   |
| Yarbrough, Demetra   | 87%   |
| Brewer, Kelvin       | 86%   |
| Hawkins, Nisha       | 86%   |
| Jarrett, Christopher | 86%   |
| Kennedy, Kyneesha    | 86%   |
| Knight, Kelley       | 86%   |
| Muhire, Bernond      | 86%   |

| Operator                     | OTP % |
|------------------------------|-------|
| Wallace, Sandie              | 86%   |
| Wayne, Keith                 | 86%   |
| Cleveland, Sammy             | 85%   |
| Jackson, Kevin               | 85%   |
| Martin, Audrey               | 85%   |
| Mattingly, Stephen           | 85%   |
| Rodriguez Villanueva, Ismael | 85%   |
| Adams, Robert                | 84%   |
| Carrico, James               | 84%   |
| Dailey, Charlotte            | 84%   |
| Goss, Asher                  | 84%   |
| Nathaniel, leesha            | 84%   |
| Smith, Stacey                | 84%   |
| Williams, Rodney             | 84%   |
| Yasharahla, Ahdawan          | 84%   |
| Cockroft, Latisha            | 83%   |
| Hubbard, Jacob               | 83%   |
| Lucas, Courtney              | 83%   |
| Meneese, Anita               | 83%   |
| Nelson, Paul                 | 83%   |
| Payne, Kawana                | 83%   |

| Operator                 | OTP % |
|--------------------------|-------|
| Thomas, Stephanie        | 83%   |
| Thomas, Yvonne           | 83%   |
| Wade, Shonda             | 83%   |
| Ward, Patrick            | 83%   |
| Warner, Jeffery          | 83%   |
| Wells, Thomas            | 83%   |
| Durham, John             | 82%   |
| Finn, Jadavia            | 82%   |
| Kirk, Nicole             | 82%   |
| Murray, Alise            | 82%   |
| Offutt, Joseph           | 82%   |
| Sweat, Renesha           | 82%   |
| Colbert, Elonda          | 81%   |
| Finn, Davisha            | 81%   |
| House, Jonathan          | 81%   |
| Jackson, Dennis E.       | 81%   |
| Polen Williams, Starlene | 81%   |
| Prince, Timothy          | 81%   |
| Lucas, Darryl            | 80%   |
| Robert, Anna             | 80%   |

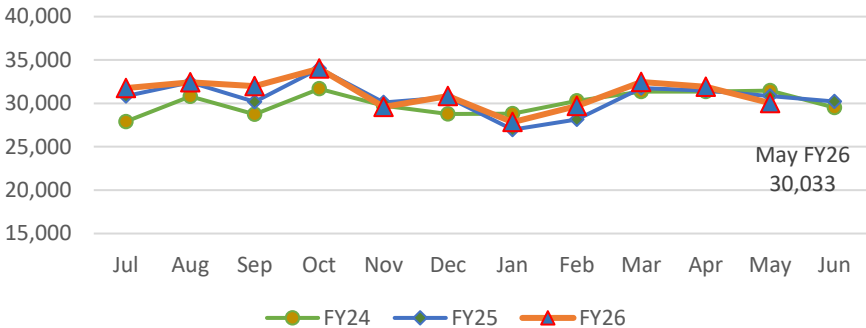
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**Total Coach Operators for Service (April): 245**

**Total Coach Operators at 80% to 89% (May): 83**  
**Total Coach Operators at 80% to 89% (April): 82**

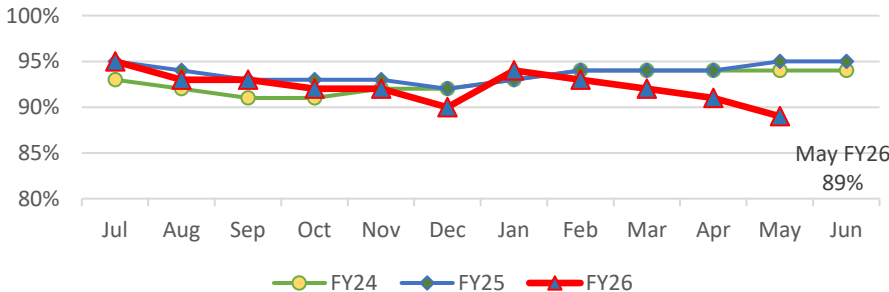


# MAY PARATRANSIT SERVICE (TARC3)

TARC3 Paratransit Ridership



TARC3 Paratransit On-Time Performance



| Performance Indicator  | Paratransit (TARC3) |           |           |
|------------------------|---------------------|-----------|-----------|
| System Production      | FY26 YTD            | FY25      | FY24      |
| Total Ridership        | 342,523             | 367,610   | 360,456   |
| Avg. Monthly Ridership | 31,138              | 30,634    | 30,038    |
| Total Revenue Miles    | 3,983,017           | 4,374,215 | 4,364,217 |
| Total Revenue Hours    | 252,481.30          | 277,039   | 284,896   |
| Trips per Revenue Mile | 0.09                | 0.08      | 0.08      |
| Trips per Revenue Hour | 1.36                | 1.33      | 1.27      |

Monthly Ridership 30,033  
Comparison VLM -5.85%  
Comparison VLY -2.59%  
Total YTD Ridership 342,523

| 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                 | 89%  | 95%  | 94%  |
| Jun                 |      | 95%  | 94%  |
| FYTD                | 93%  | 94%  | 93%  |

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

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
- May scheduled trips: 36,829 with 31,896 performed trips; very similar to April
- Late, cancel at the door and no shows: 8.7%, contributing to the overall 18.2% same day cancels
- We have not seen a reduction of ridership compared to March after the fare increased.
- If anything, there has been a slight uptick in trips compared to 2025.

|           | 2025      |           | 2026      |           |
|-----------|-----------|-----------|-----------|-----------|
|           | Scheduled | Performed | Scheduled | Performed |
| January   | 32377     | 26966     | 14104     | 12656     |
| February  | 32835     | 28165     | 33425     | 29943     |
| March     | 35319     | 31203     | 36793     | 32452     |
| April     | 35492     | 31483     | 36829     | 31896     |
| May       | 34147     | 30911     | 33441     | 30333     |
| June      | 33531     | 30364     |           |           |
| July      | 35312     | 31853     |           |           |
| August    | 35739     | 32485     |           |           |
| September | 35587     | 319990    |           |           |
| October   | 37267     | 34182     |           |           |
| November  | 33251     | 30324     |           |           |
| December  | 35727     | 12856     |           |           |

|                     |       |       |
|---------------------|-------|-------|
| May Scheduled Trips | 30333 |       |
| Same Day Cancel     | 2861  | 9.4%  |
| Late Cancel         | 1286  | 4.2%  |
| Cancel at the Door  | 544   | 1.8%  |
| No Show             | 817   | 2.7%  |
|                     | 30033 | 18.2% |



# MAY FEEDBACK (PARATRANSIT)

| PARATRANSIT FEEDBACK TREND REPORT (Including Commendations) |        |        |        |        |        |        |        |        |        |        |        |        |        |              |             |
|-------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|-------------|
| FEEDBACK CATEGORY                                           | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | Apr-26 | May-26 | PERIOD TOTAL | 13 MNTH AVG |
| RUDE OPERATOR OR STAFF                                      | 29     | 34     | 23     | 33     | 20     | 33     | 16     | 40     | 24     | 34     | 30     | 25     | 23     | 364          | 28          |
| NO SHOW                                                     | 18     | 18     | 20     | 23     | 18     | 26     | 19     | 28     | 23     | 23     | 25     | 21     | 22     | 284          | 22          |
| LATE SCHEDULE                                               | 15     | 9      | 11     | 19     | 21     | 31     | 14     | 20     | 17     | 26     | 32     | 23     | 36     | 274          | 21          |
| RECKLESS DRIVING                                            | 8      | 4      | 7      | 11     | 4      | 7      | 0      | 7      | 10     | 8      | 5      | 6      | 6      | 83           | 6           |
| EARLY SCHEDULE                                              | 2      | 2      | 0      | 1      | 1      | 1      | 0      | 1      | 3      | 1      | 3      | 4      | 2      | 21           | 2           |
| TRIP BOOKING OR SCHEDULING                                  | 14     | 13     | 16     | 18     | 17     | 23     | 14     | 10     | 16     | 15     | 21     | 13     | 18     | 208          | 16          |
| OTHER - MISC                                                | 28     | 27     | 25     | 32     | 32     | 30     | 26     | 30     | 26     | 32     | 49     | 49     | 51     | 437          | 34          |
| COMMENDATIONS                                               | 4      | 4      | 5      | 6      | 9      | 0      | 5      | 3      | 6      | 6      | 9      | 29     | 16     | 102          | 8           |

| PARATRANSIT (May 2026)     |          |            |                       |                     |       |
|----------------------------|----------|------------|-----------------------|---------------------|-------|
| FEEDBACK CATEGORY          | VERIFIED | UNVERIFIED | UNABLE TO INVESTIGATE | UNDER INVESTIGATION | TOTAL |
| RUDE OPERATOR OR STAFF     | 0        | 11         | 3                     | 9                   | 23    |
| NO SHOW                    | 2        | 12         | 1                     | 7                   | 22    |
| LATE SCHEDULE              | 26       | 7          | 0                     | 3                   | 36    |
| RECKLESS DRIVING           | 1        | 1          | 1                     | 3                   | 6     |
| EARLY SCHEDULE             | 1        | 1          | 0                     | 0                   | 2     |
| TRIP BOOKING OR SCHEDULING | 6        | 5          | 2                     | 5                   | 18    |
| OTHER - MISC               | 10       | 18         | 4                     | 19                  | 51    |

**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)

---

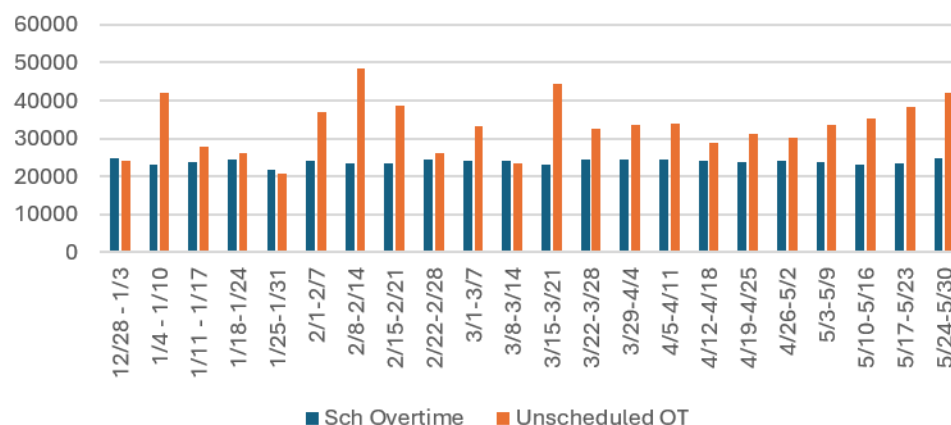
## DEFINITIONS FOR FEEDBACK STATUS AFTER INVESTIGATION

- 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.

# COO / DIRECTOR OF TRANSPORTATION REPORT

## FIXED ROUTE

Scheduled vs Unscheduled OT (YTD)



Wait Time ST vs OT (YTD)



### 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 straight-time fluctuates based on daily service needs and operator availability.
- Wait time overtime has improved, by bringing operators when needed to maintain accessible service levels.
- Overall wait time continues to be managed within acceptable operational limits.

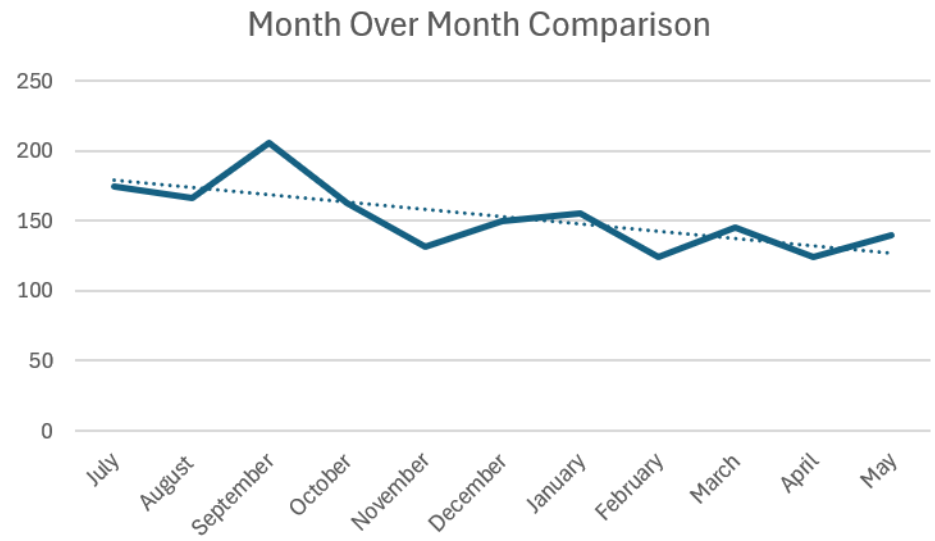
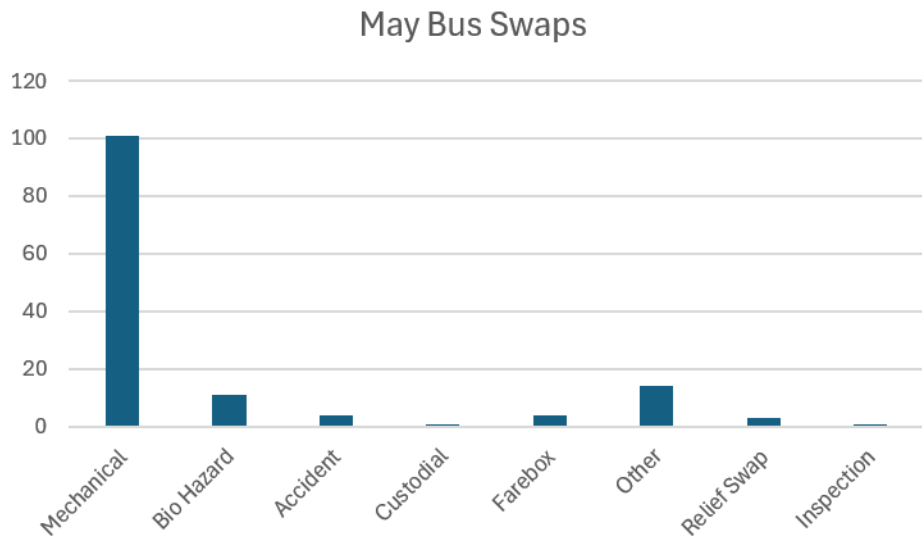




# COO / DIRECTOR OF TRANSPORTATION REPORT

## MAINTENANCE

- May recorded 140 bus swaps, up from April but below peak levels seen in September.
- Mechanical issues remained the primary cause of bus swaps.
- Overall swap activity continues to trend below fall 2025 levels despite monthly fluctuations.
- Road Supervisors evaluate vehicles prior to authorizing swaps when operationally feasible.



May Total: 140

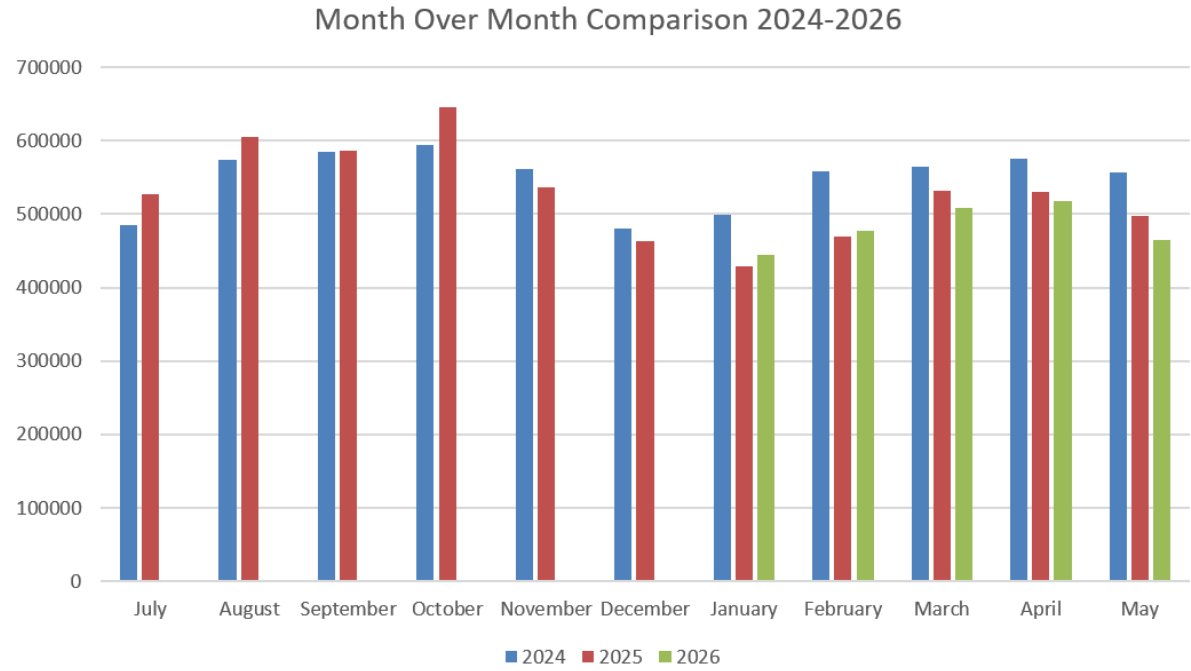


# COO / DIRECTOR OF TRANSPORTATION REPORT

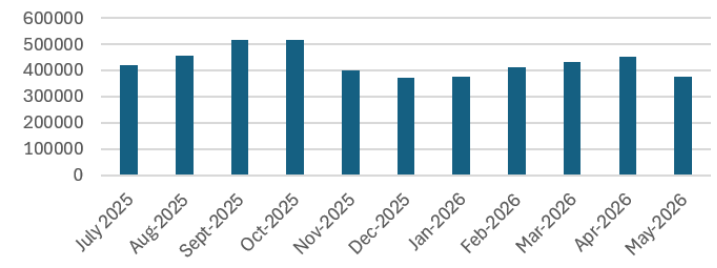
## FIXED ROUTE

### Boardings- Month Over Month Comparison

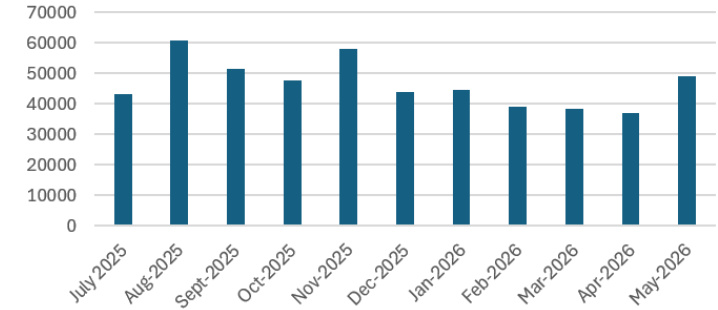
- Weekday ridership decreased in May.
- Saturday ridership rebounded and reached it highest level since November.
- Sunday ridership continued to trend upward.
- Strong weekend ridership helped offset lower weekday boardings.



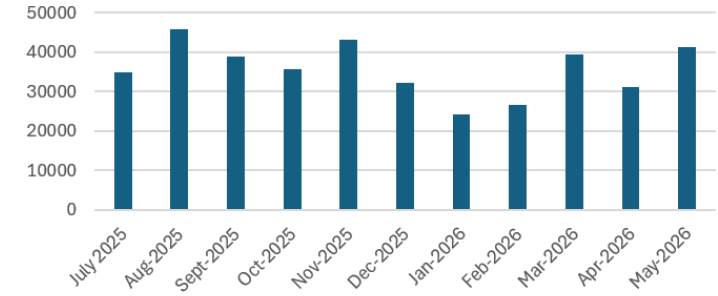
Month Over Month Weekday Boardings



Month Over Month Saturday Boardings



Month Over Month Sunday Boardings





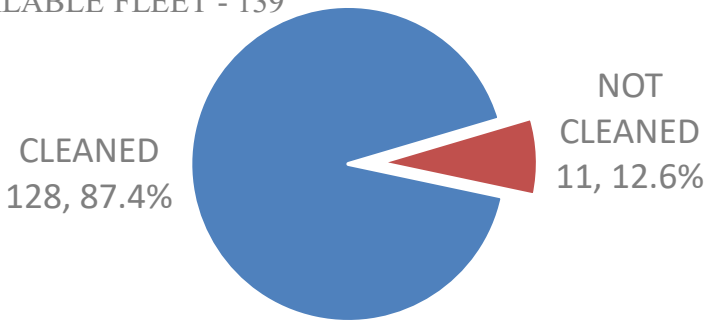
# MAINTENANCE

## HIGHLIGHTS

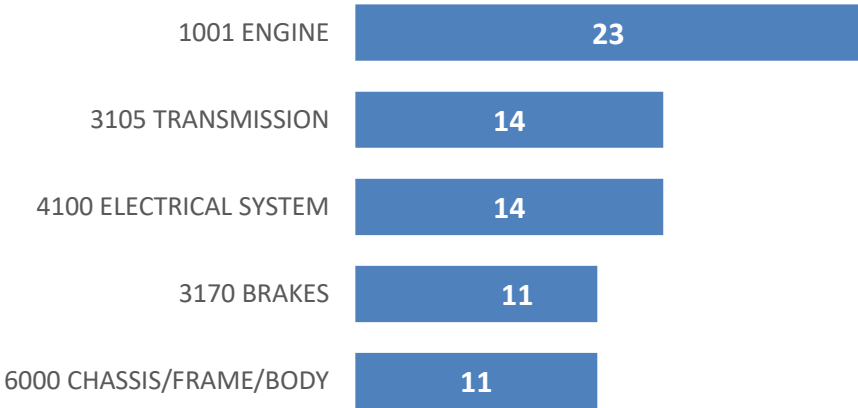
- Successful commissioning and completion of TARC’s ChargePoint Electric Bus Chargers
- Restriping of crosswalks by T+O
- Various landscaping projects at 10<sup>th</sup> street
- NTN signage installs and DTC site prep

## COACH CLEANING

AVAILABLE FLEET - 139



## TOP 5 CHARGEABLE ROAD CALL CATEGORIES



# ADDITIONAL STATS FOR BOARD MEMBER REVIEW



## JUNE DIRECTORS UPDATE

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June 23, 2026



# 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



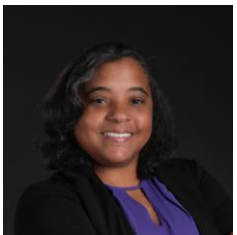
**Maria Harris**  
Procurement



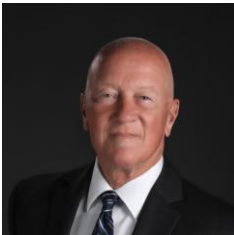
**Dan Franklin**  
Senior Advisor



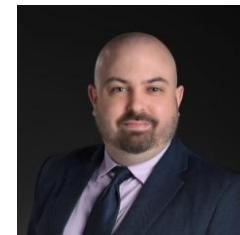
**David Meckle**  
Marketing &  
Communications



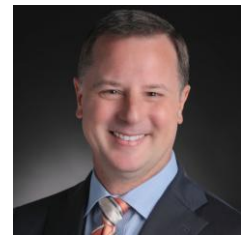
**Anna Cooper**  
Customer Experience



**Keith Shartzner**  
Safety & Security



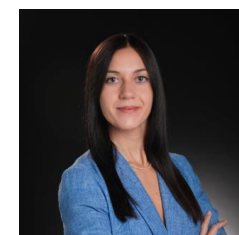
**Nathan Love**  
Training



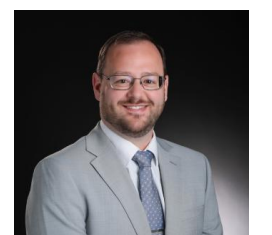
**Chris Ward**  
Capital & Facilities



**Joe Triplett**  
Information  
Technology



**Annalisa Roberson**  
Civil Rights &  
Compliance



**Matt Abner**  
Finance





# MAY FEEDBACK (FIXED ROUTE)

| FIXED ROUTE FEEDBACK TREND REPORT (Including Commendations) |        |        |        |        |        |        |        |        |        |        |        |        |        |              |             |
|-------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|-------------|
| FEEDBACK CATEGORY                                           | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | Apr-26 | May-26 | PERIOD TOTAL | 13 MNTH AVG |
| RUDE OPERATOR                                               | 53     | 54     | 55     | 65     | 65     | 46     | 50     | 34     | 52     | 47     | 48     | 39     | 40     | 648          | 50          |
| PASSED UP PASSENGER                                         | 65     | 67     | 62     | 73     | 60     | 81     | 42     | 50     | 47     | 60     | 53     | 79     | 54     | 793          | 61          |
| NO SHOW                                                     | 9      | 8      | 7      | 18     | 17     | 12     | 7      | 13     | 10     | 8      | 10     | 8      | 10     | 137          | 11          |
| LATE SCHEDULE                                               | 34     | 11     | 21     | 28     | 31     | 40     | 31     | 13     | 24     | 14     | 31     | 29     | 25     | 332          | 26          |
| RECKLESS DRIVING                                            | 21     | 25     | 17     | 29     | 21     | 25     | 19     | 20     | 16     | 26     | 21     | 20     | 16     | 276          | 21          |
| EARLY SCHEDULE                                              | 16     | 7      | 9      | 12     | 12     | 22     | 13     | 11     | 15     | 15     | 9      | 17     | 12     | 170          | 13          |
| PLANNING/SCHEDULE                                           | 21     | 28     | 23     | 22     | 25     | 32     | 15     | 8      | 23     | 18     | 16     | 17     | 15     | 263          | 20          |
| IT/MOBILE                                                   | 3      | 1      | 2      | 1      | 1      | 0      | 3      | 0      | 0      | 1      | 0      | 1      | 3      | 16           | 1           |
| NEW TARC NETWORK                                            | 0      | 0      | 0      | 0      | 0      | 1      | 2      | 2      | 6      | 5      | 6      | 2      | 1      | 25           | 2           |
| OTHER - MISC                                                | 46     | 49     | 53     | 64     | 73     | 70     | 49     | 55     | 67     | 52     | 60     | 61     | 55     | 754          | 58          |
| COMMENDATIONS                                               | 5      | 21     | 8      | 10     | 6      | 10     | 5      | 6      | 8      | 8      | 9      | 6      | 5      | 107          | 8           |

| FIXED ROUTE (May 2026) |          |            |                       |                     |       |
|------------------------|----------|------------|-----------------------|---------------------|-------|
| FEEDBACK CATEGORY      | VERIFIED | UNVERIFIED | UNABLE TO INVESTIGATE | UNDER INVESTIGATION | TOTAL |
| RUDE OPERATOR          | 17       | 17         | 6                     | 0                   | 40    |
| PASSED UP PASSENGER    | 11       | 34         | 9                     | 0                   | 54    |
| NO SHOW                | 10       | 0          | 0                     | 0                   | 10    |
| LATE SCHEDULE          | 25       | 0          | 0                     | 0                   | 25    |
| RECKLESS DRIVING       | 10       | 4          | 2                     | 0                   | 16    |
| EARLY SCHEDULE         | 12       | 0          | 0                     | 0                   | 12    |
| PLANNING/SCHEDULE      | 12       | 2          | 1                     | 0                   | 15    |
| IT/MOBILE              | 2        | 0          | 0                     | 1                   | 3     |
| NEW TARC NETWORK       | 0        | 0          | 0                     | 0                   | 0     |
| OTHER - MISC           | 33       | 4          | 3                     | 15                  | 55    |

**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.



# SAFETY

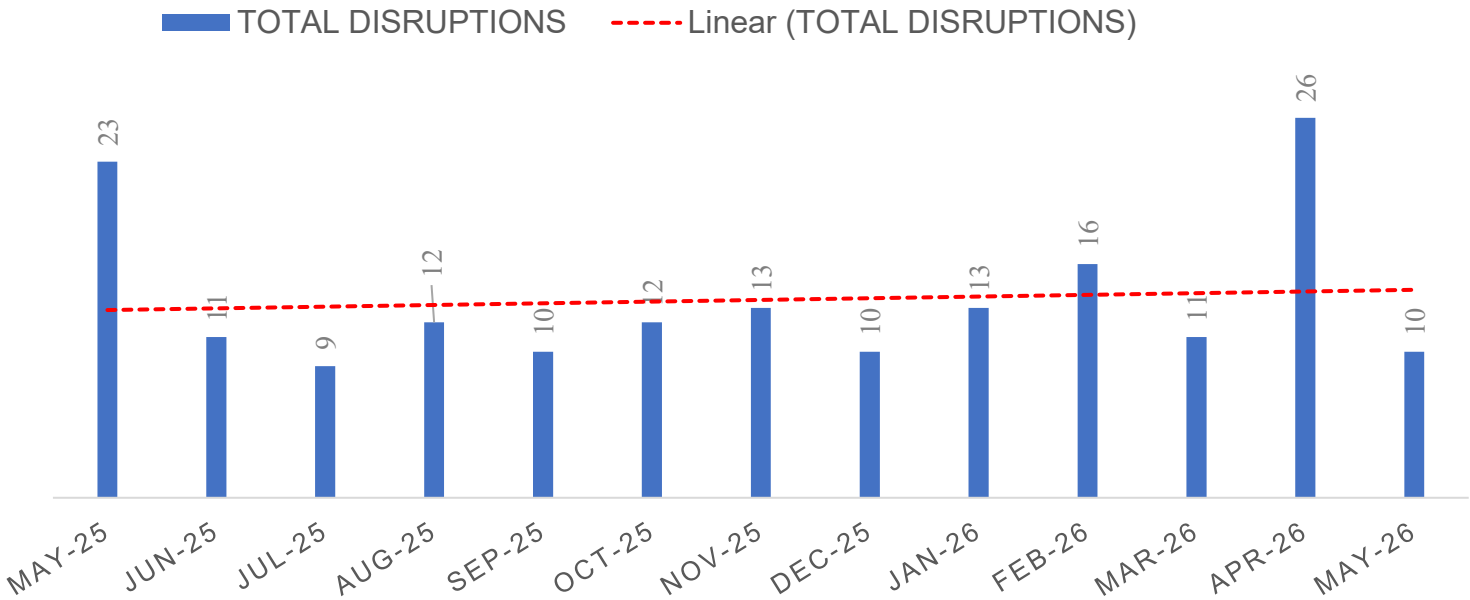
PASSENGER DISRUPTIONS BY ROUTE MAY 26

| Route ID              | Disruptions |
|-----------------------|-------------|
| Fourth St - #4        | 1           |
| Oak – Westport - #25  | 1           |
| Eastern Parkway - #29 | 1           |
| Clarksville - #72     | 1           |
| Broadway- #23         | 2           |
| Preston - #28         | 1           |
| Eastern Parkway - #29 | 1           |
| Tavlorsville Rd - #40 | 1           |
| Eastern Parkway - #71 | 1           |

DISRUPTION CATEGORIES MAY 26

| Category          | #  | Disputes(Others) Breakdown  | # |
|-------------------|----|-----------------------------|---|
| Fare Evaders      | 0  | Medical emergency           | 2 |
| Passenger Fights  | 0  | Passenger requested EMS     | 1 |
| Profane Language  | 0  | Operator witnessed accident | 1 |
| Disputes(Others)  | 10 | Wheelchair hit door         | 1 |
| Verbal Assaults   | 0  | Pedestrian strike           | 1 |
| Physical Assaults | 0  | Passenger requested Metro   | 1 |
|                   |    | Lost child                  | 2 |
|                   |    | Wheelchair hit door         | 1 |

TOTAL PASSENGER DISRUPTIONS (MAY 25 – MAY 26)



## PASSENGER DISRUPTIONS\*

This Month Total

10

Monthly Avg

13.54

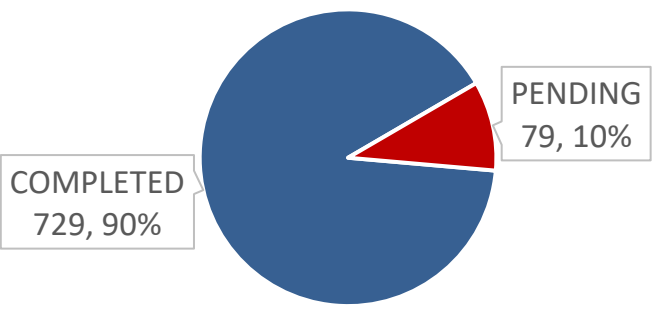
\*Disruption: an incident on the coach that delays service more than 5 minutes



# MAINTENANCE

## WORK ORDERS

WORK ORDER STATUS



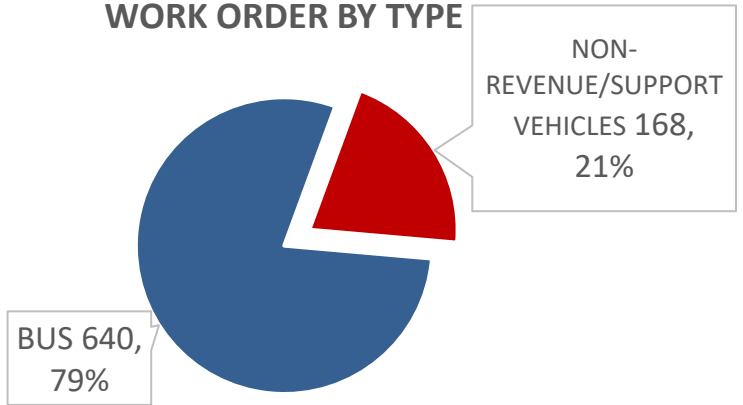
TOTAL BUS WORK ORDER SUBMITTED

640

TOTAL SUPPORT VEHICLE WORK ORDERS SUBMITTED

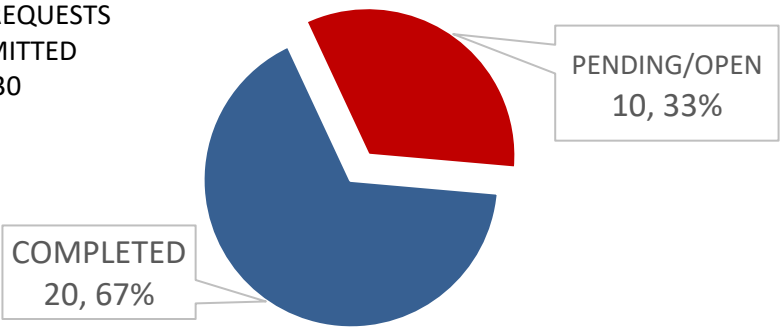
168

WORK ORDER BY TYPE



## BUILDING MAINTENANCE WORK ORDERS

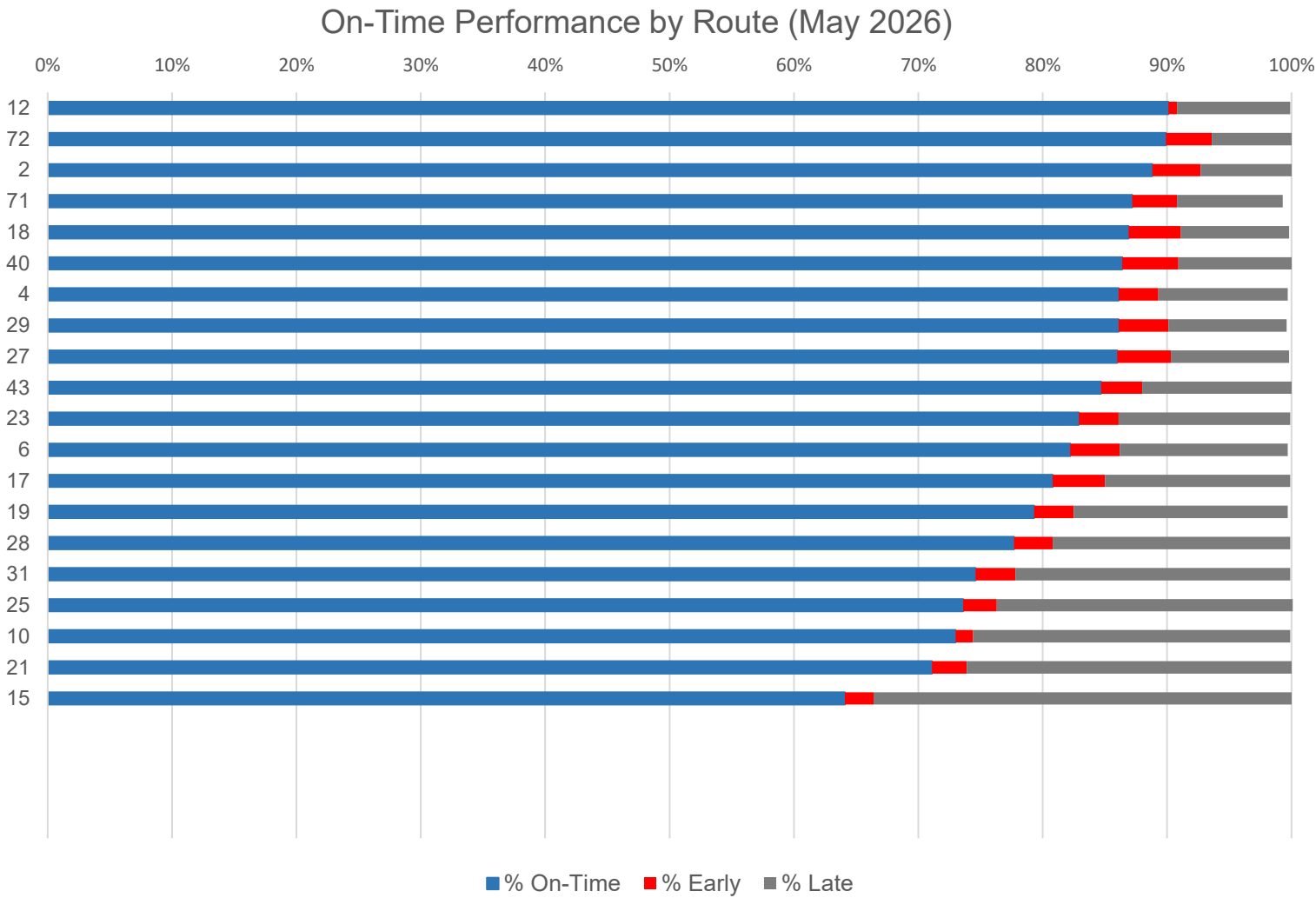
TOTAL REQUESTS SUBMITTED  
30





# MAY ON-TIME PERFORMANCE

| Route   | % On-Time | % Early | % Late |
|---------|-----------|---------|--------|
| 12      | 90.10%    | 0.70%   | 9.10%  |
| 72      | 89.90%    | 3.70%   | 6.40%  |
| 2       | 88.80%    | 3.90%   | 7.30%  |
| 71      | 87.20%    | 3.60%   | 8.50%  |
| 18      | 86.90%    | 4.20%   | 8.70%  |
| 40      | 86.40%    | 4.50%   | 9.10%  |
| 4       | 86.10%    | 3.20%   | 10.40% |
| 29      | 86.10%    | 4.00%   | 9.50%  |
| 27      | 86.00%    | 4.30%   | 9.50%  |
| 43      | 84.70%    | 3.30%   | 12.00% |
| 23      | 82.90%    | 3.20%   | 13.80% |
| 6       | 82.20%    | 4.00%   | 13.50% |
| 17      | 80.80%    | 4.20%   | 14.90% |
| 19      | 79.30%    | 3.20%   | 17.20% |
| 28      | 77.70%    | 3.10%   | 19.10% |
| 31      | 74.60%    | 3.20%   | 22.10% |
| 25      | 73.60%    | 2.70%   | 23.80% |
| 10      | 73.00%    | 1.40%   | 25.50% |
| 21      | 71.10%    | 2.80%   | 26.10% |
| 15      | 64.10%    | 2.30%   | 33.60% |
|         |           |         |        |
|         |           |         |        |
| Overall | 81%       | 2.7%    | 15.7%  |

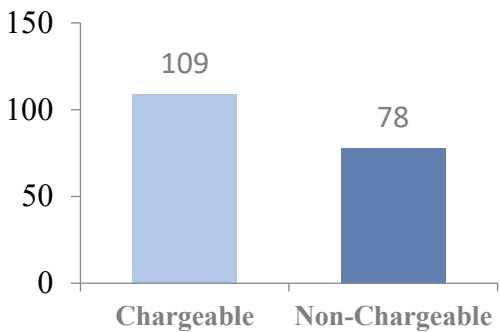




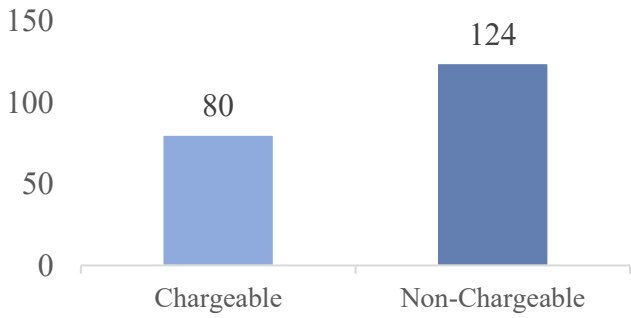
# MAINTENANCE

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

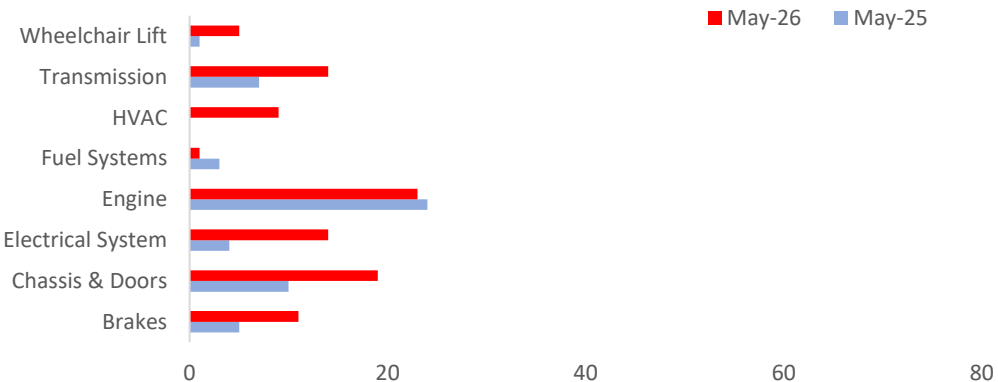
Total Road Calls (May 2026) **Total 187**



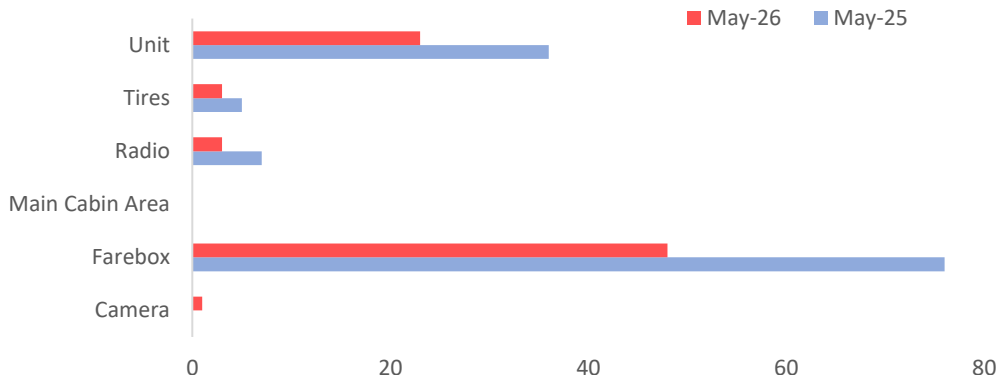
Total Road Calls (May 2025) **Total 204**



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

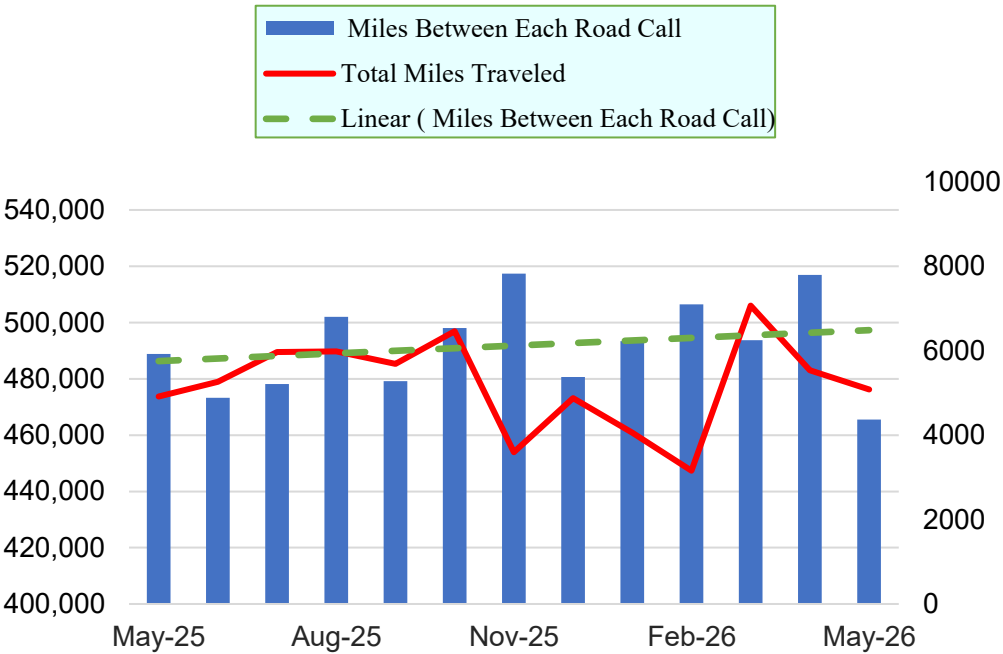




# MAINTENANCE

## MILES BETWEEN CHARGEABLE ROAD CALLS

|        | Total Miles Traveled<br>(each month) | Chargeable<br>Road Calls | AVG Miles Between<br>Each Road Call |
|--------|--------------------------------------|--------------------------|-------------------------------------|
| May-26 | 476,230                              | 109                      | 4,369                               |
| 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                       | 4,887                               |
| May-25 | 473,698                              | 80                       | 5,921                               |
|        |                                      |                          |                                     |



Total Miles Between Chargeable Road Calls = **4,369**  
Target Miles Between Road Calls = **6,000**

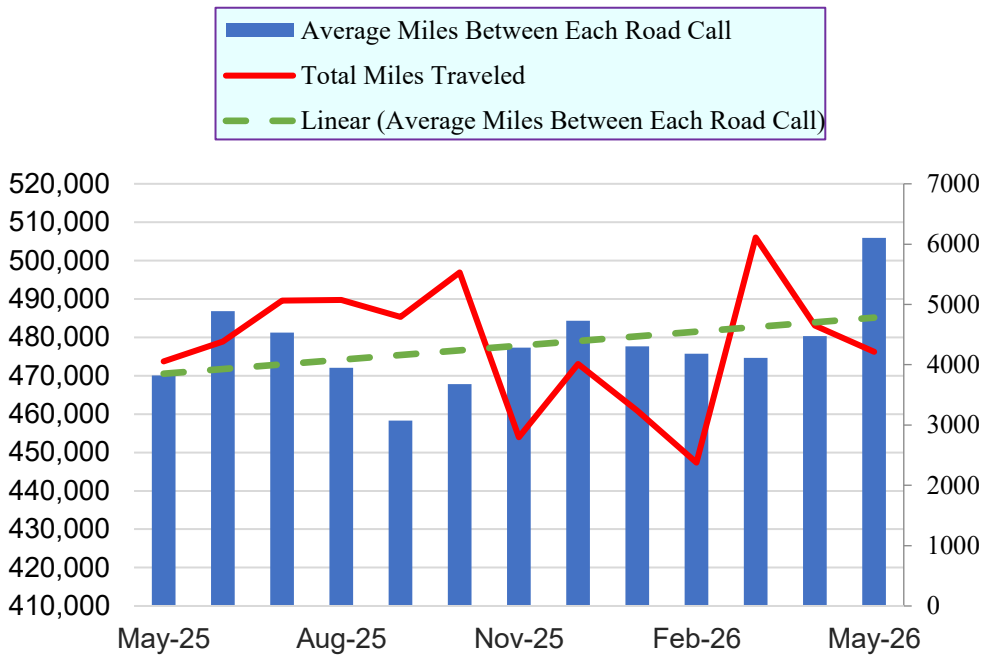
A Mechanical Road Call occurs when mechanical problems prevent the revenue vehicle from completing a scheduled revenue trip, or from starting the next scheduled revenue trip because actual movement is limited, or because of safety concerns.



# MAINTENANCE

## MILES BETWEEN NON-CHARGEABLE ROAD CALLS

|        | Total Miles Traveled<br>(each month) | Non-<br>Chargeable<br>Road Calls | AVG Miles Between<br>Each Road Call |
|--------|--------------------------------------|----------------------------------|-------------------------------------|
| May-26 | 476,230                              | 78                               | 6,106                               |
| 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                               |
|        |                                      |                                  |                                     |



Total Miles Between Non-Chargeable Road Calls = **6,106**  
Period Average = **4,678**

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 |
|---------|------------------|---|-------|-----|----------|
| 10      | Fixed object     | 7 | 70.0% | 108 |          |
|         | Backing          | 2 | 20.0% |     |          |
|         | Moving vehicle   | 1 | 10.0% |     |          |
|         |                  |   |       |     |          |

### 7 Fixed Objects

- Going straight at 5<sup>th</sup>/Market, 6<sup>th</sup>/Market, Broadway/Hancock, Preston/Audubon, TARC Barn
- Turning right at 9<sup>th</sup> Street gate on TARC property (2)

### 2 Backing

- TARC property, Gardiner/Newburg

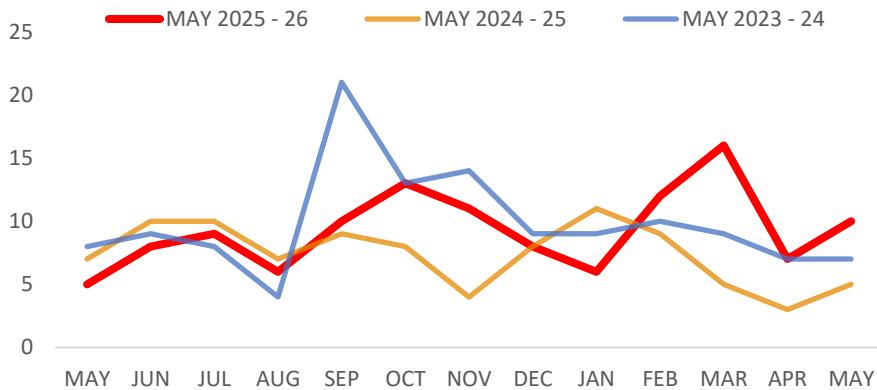
### 1 Moving Vehicle

- Preston/Lipps

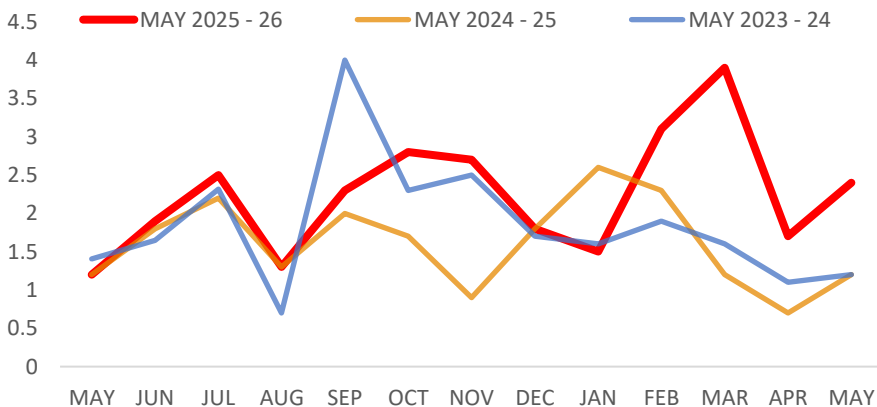
## PREVENTABLE ACCIDENTS / 100K MILES

| Monthly | YTD AFR Goal | YTD FY26 |
|---------|--------------|----------|
| 2.4     | 2.1          | 2.4      |

## PREVENTABLE ACCIDENTS



## PREVENTABLE ACCIDENT AFR





## NTN UPDATE

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## NTN MARKETING – KEY ACCOMPLISHMENTS

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- **Website**
  - 50% increase in NTN page views
  - Adding interactive NTN bus stop map to NTN page
  - new DTC page post-launch
  - Adding a feedback form on NTN page
- **New signs:** 50% of all new signs are up
- **On-bus information:** announcements, interior cards, bus wrap, and marquee signs, frequency increase in on-board announcements
- **Social media:** NTN paid advertising campaign Meta, Google, Spotify, El Toro (digital ad targeting by route)
- **Outreach:** JCPS comms to student staff and families; schedule 43 in person mtgs and events; scheduling 50 bus stop pop-ups; Riders Club (3x month email and text, new updates), Elected Official newsletter sent
- **Internal Comms:** TARC Talks with Ozzy, Lunch and Learns with Ozzy, monthly TARC Team News, Internal monitors, staff events

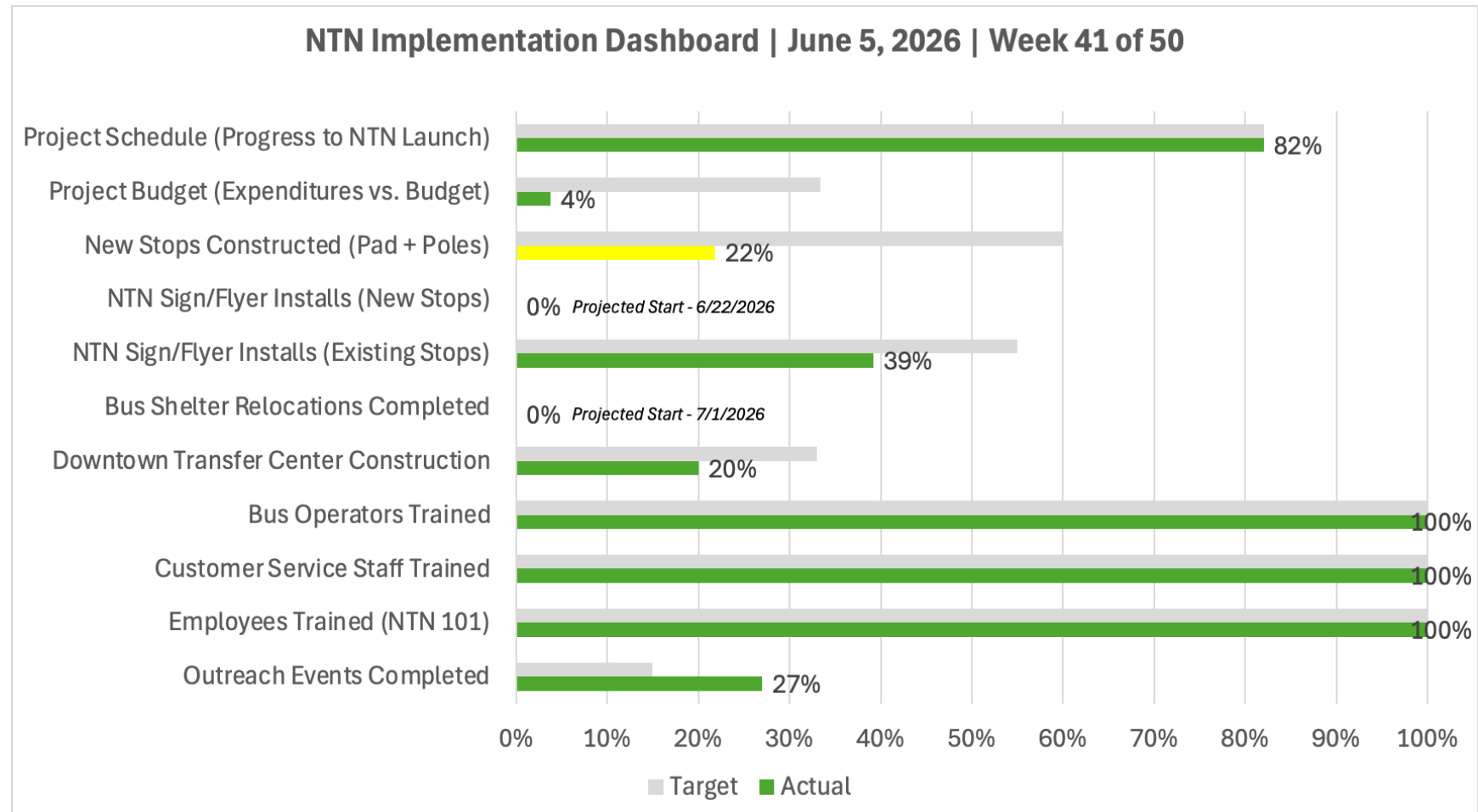
## New TARC Network Updates for TARC Board of Directors | June 2026

The New TARC Network is just over seven weeks away. The latest progress updates include:

- **NTN Training.** The primary phase of staff training for the New TARC Network concluded on June 5<sup>th</sup> with roughly 450 employees receiving basic classroom training. All operators and customer service staff have completing on-route training for all new routes, but optional route refresher trainings will be available starting in late June.
- **Bus Stop Signage.** TARC contractors have completed installations of nearly half of the 1,500+ new bus stop signs that are needed for network launch. TARC staff are installing flyers at all bus stops prior to sign changes to inform riders about the changes.
- **Bus Stop Construction.** TARC contractors continue to make progress on the construction new bus stops across the service area. Roughly 50 new, ADA-compliant bus stops have been installed to date.
- **Downtown Street Conversions.** Louisville Metro staff are expected to begin the next phase of restriping work for the two-way street conversions along Muhammad Ali Boulevard, 7<sup>th</sup> Street and 8<sup>th</sup> Street later this month.
- **Downtown Transfer Center.** TARC contractors continue to make preparations for the construction of the temporary Downtown Transfer Center on Muhammad Ali Boulevard at 8<sup>th</sup> Street. Tree and bus removals have been completed, utility hookups are being installed, and the security trailer is scheduled to be installed by late June. Sidewalk replacements and shelter installations are awaiting final easement agreements with adjacent property owners and are planned for early July.
- **Riders Club Training Sessions.** TARC is inviting members of its Riders Club to attend special sessions where they can learn about the New TARC Network and how it will affect their travel. Lunch is provided and attendees are encouraged to ask any questions they might have.
- **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 is also preparing special customized flyers for JCPS, UPS, GE, U of L, Kentucky School for the Blind
- **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
- **Detour & Contingency Planning.** Planning and Transportation staff are developing detour plans that will allow TARC routes to avoid street closures associated with ongoing I-65 construction. Staff are also holding meetings to identify all potential issues that could occur during launch week and determine how they can be mitigated or resolved.



## New TARC Network – Implementation Dashboard (June 2026)



# NTN Updates

- Staff Training Completed!
- Bus Stop Sign Installations
- New Stop Construction
- Downtown Transfer Center
- Community Outreach
- Riders Club Lunch & Learn
- Contingency & Detour Planning



# NTN Implementation Dashboard | June 5, 2026 | Week 41 of 50

