



**Board of Directors
Committee:
Operations
April-May 2026 Review**

Meeting Date: June 11, 2026

Agenda

I. Introduction

I. COO Report

II. Transportation Updates

I. Fixed-Route

II. Paratransit

III. Microtransit

III. Safety and Security

I. Public Safety Program, Year in Review

A purple-tinted photograph of a city street. In the center, a white bus is driving away from the viewer. The bus has a sign on its front that reads "YOUR NEW GRTC IT'S TIME TO CONNECT!" and the number "2103" on its front. To the left, there are trees and buildings. To the right, there are more trees and a building with a striped awning. The overall scene is a city street with a bus and buildings.

Chief Operating Officer (COO) Report

COO Report



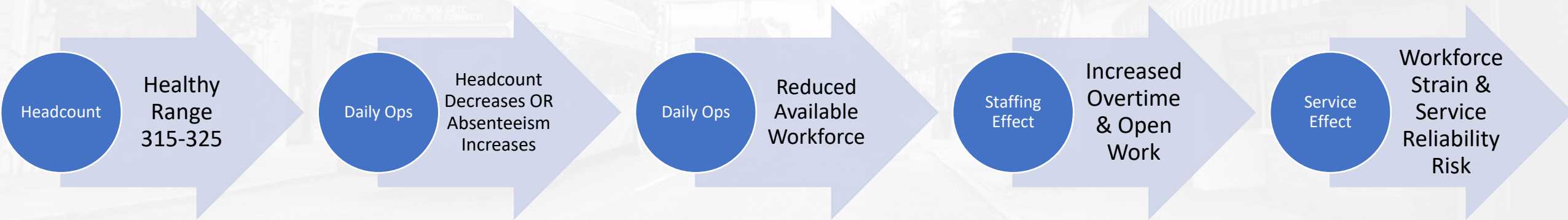
- Staff will visit the New Flyer Anniston, Alabama plant for inspections of eight (8) new articulated buses.
- *Delivery expected in July 2026.*

- Five (5) Microtransit vans delivered in May.
- Commissioning process underway, expected in service by July 2026.

- Ten (10) new paratransit vans w/ larger CNG tanks in final stages.
- *Delivery expected in July 2026.*

COO Report

Are We at 325 Yet? Workforce Availability Matters More Than a Single Number.



COO Report

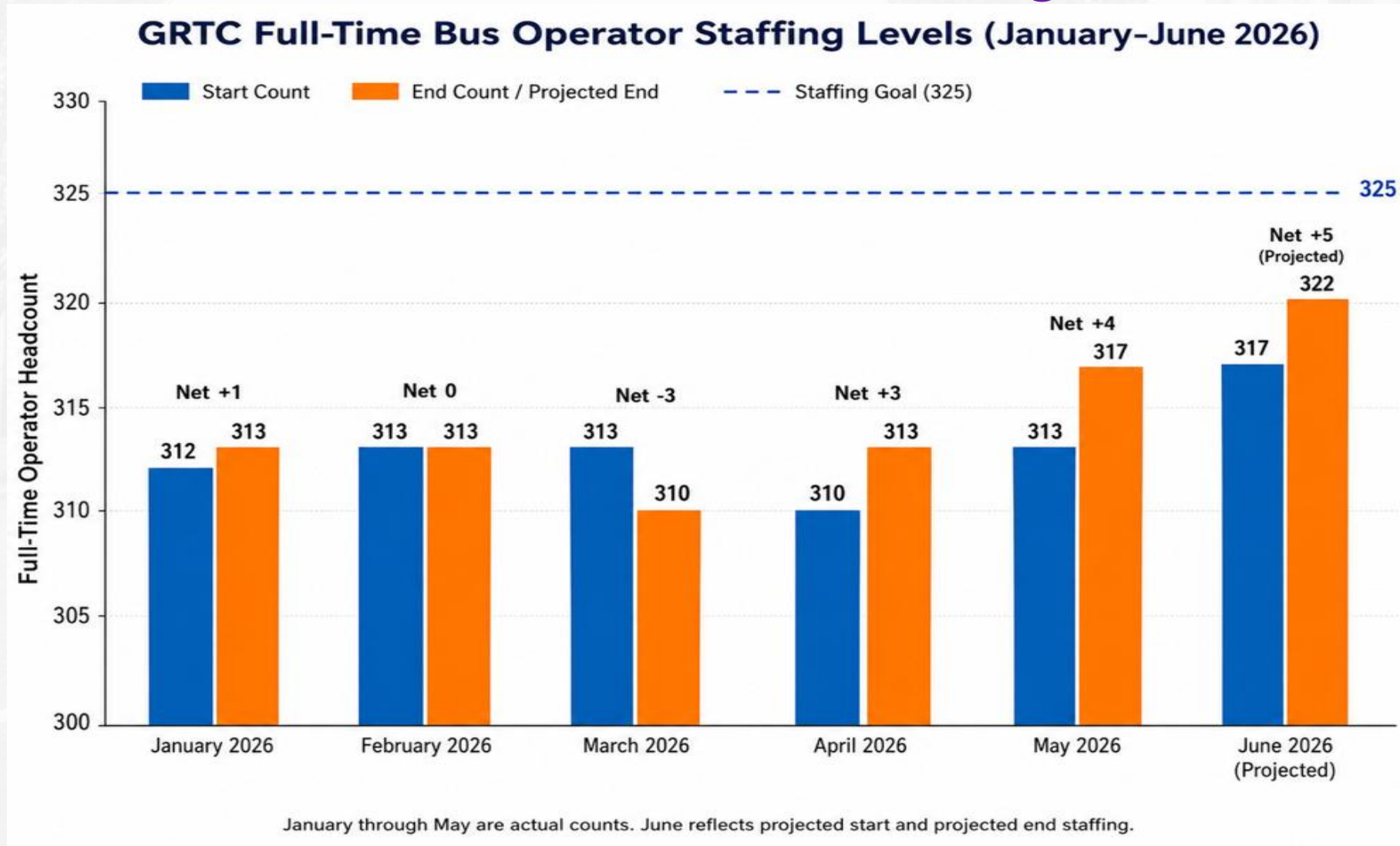
Why Recovery Takes Times



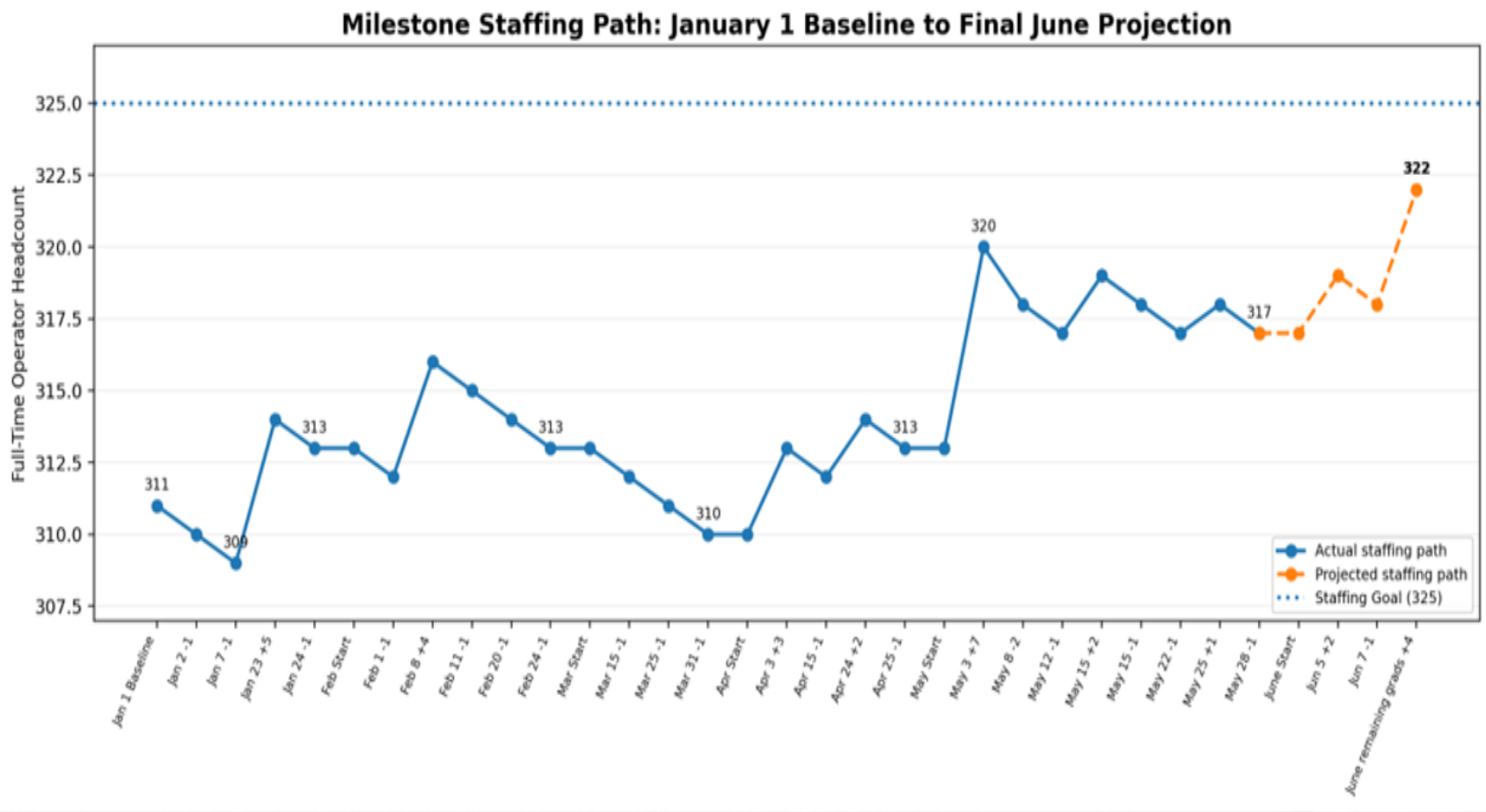
A purple-tinted photograph of a city street. In the center, a white bus is driving towards the camera. The bus has a sign on its front that reads "YOUR NEW GRTC IT'S TIME TO CONNECT!" and the number "2103" on its front. To the left of the bus, there is a sign for "DOWNTOWN" with a phone number "4-440-4000". To the right, there is a building with a striped awning and a sign that says "CARTERS WISDOM CENTER". The street is lined with trees and buildings. The overall scene is a city street with a bus and various signs.

Transportation *Fixed Route*

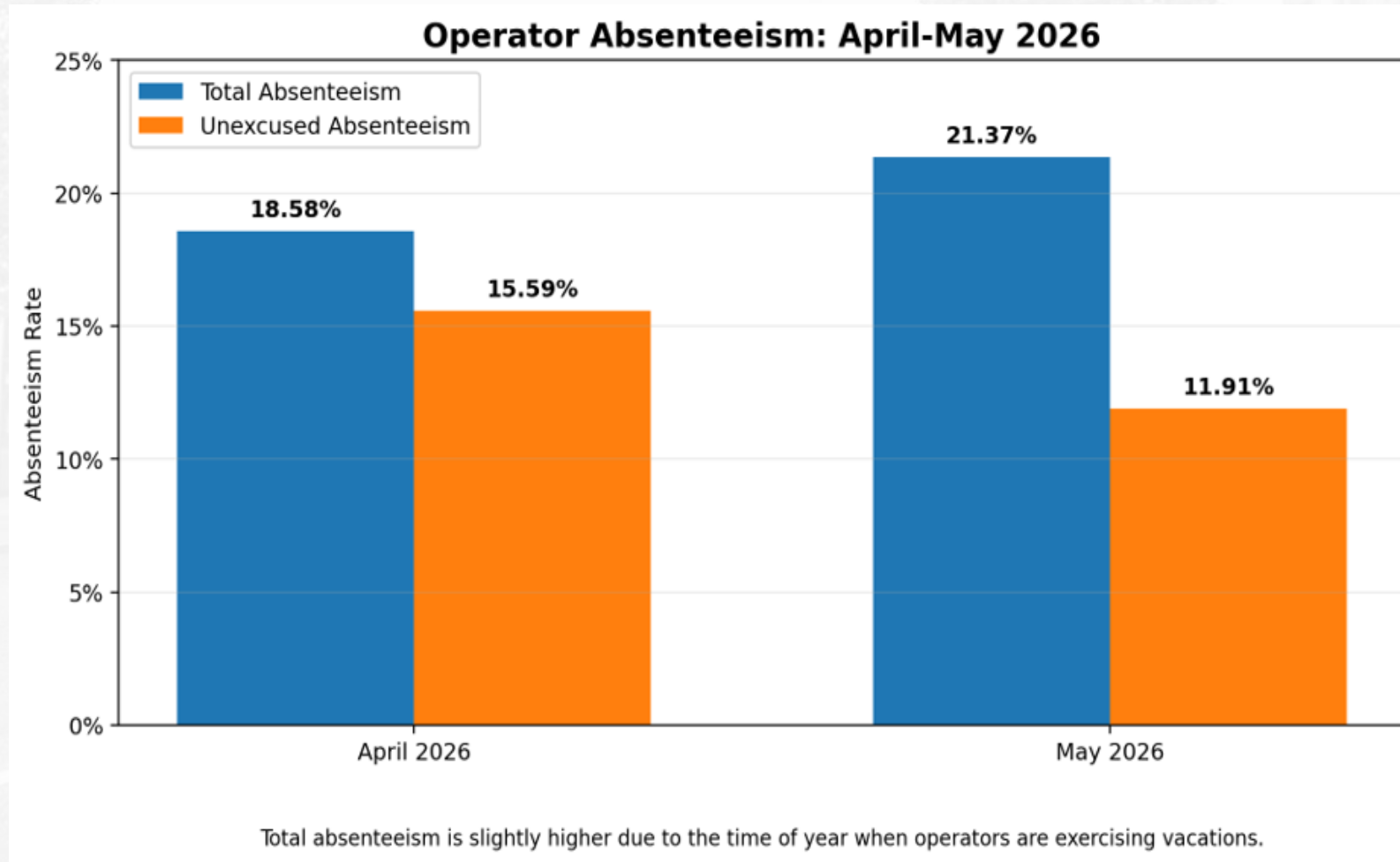
Fixed Route Staffing



Milestone staffing path: January 1st baseline to final June projection

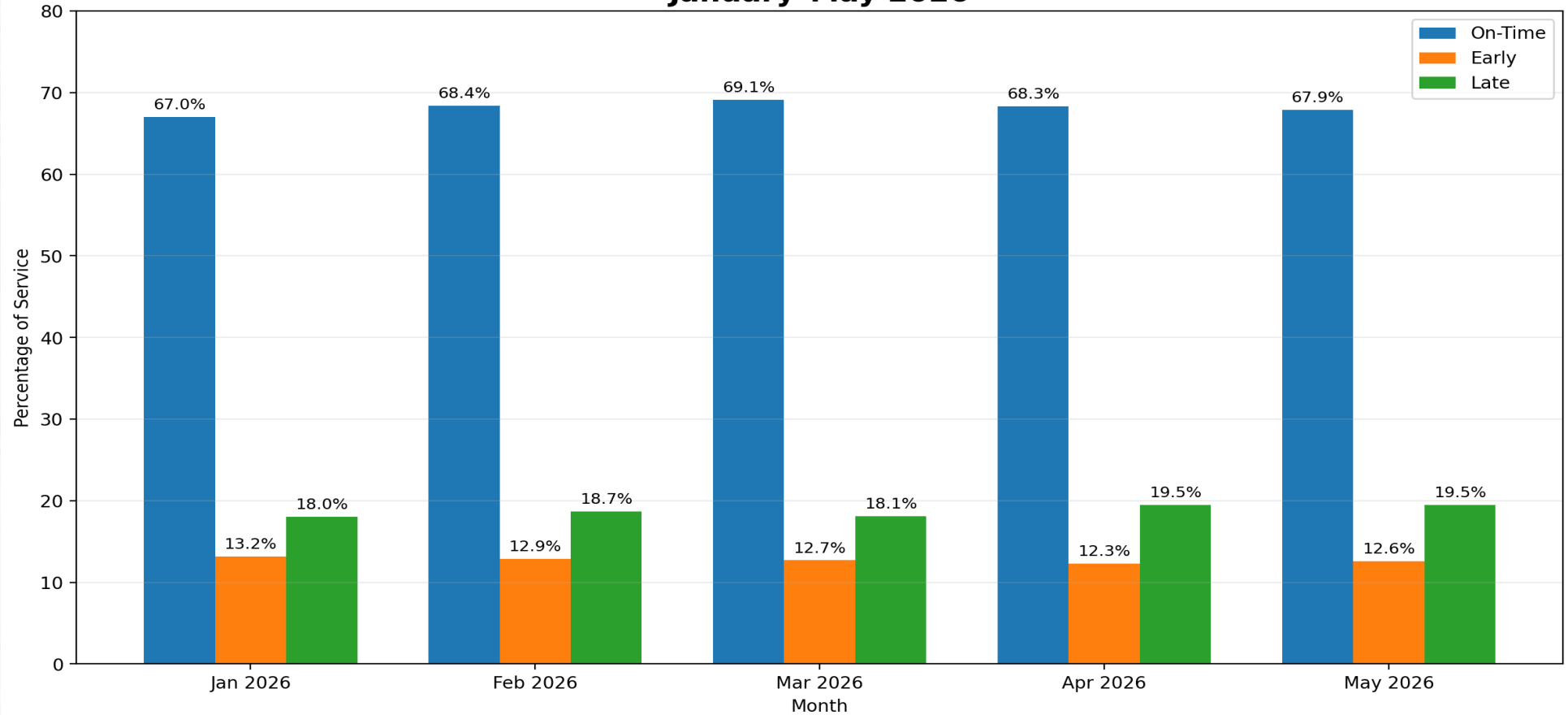


Fixed Route Absenteeism



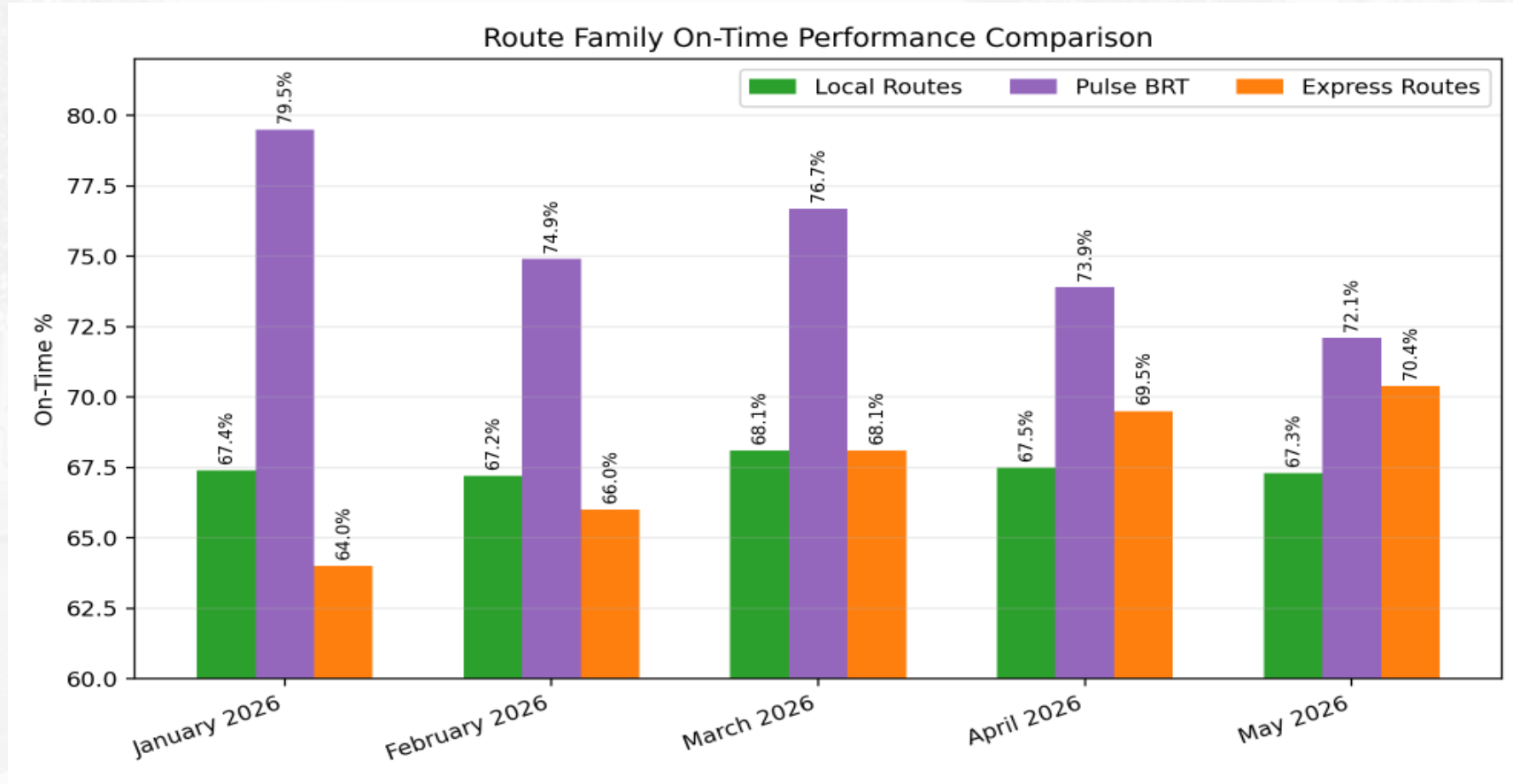
Overall OTP

GRTC Bus System Overall On-Time Performance January–May 2026



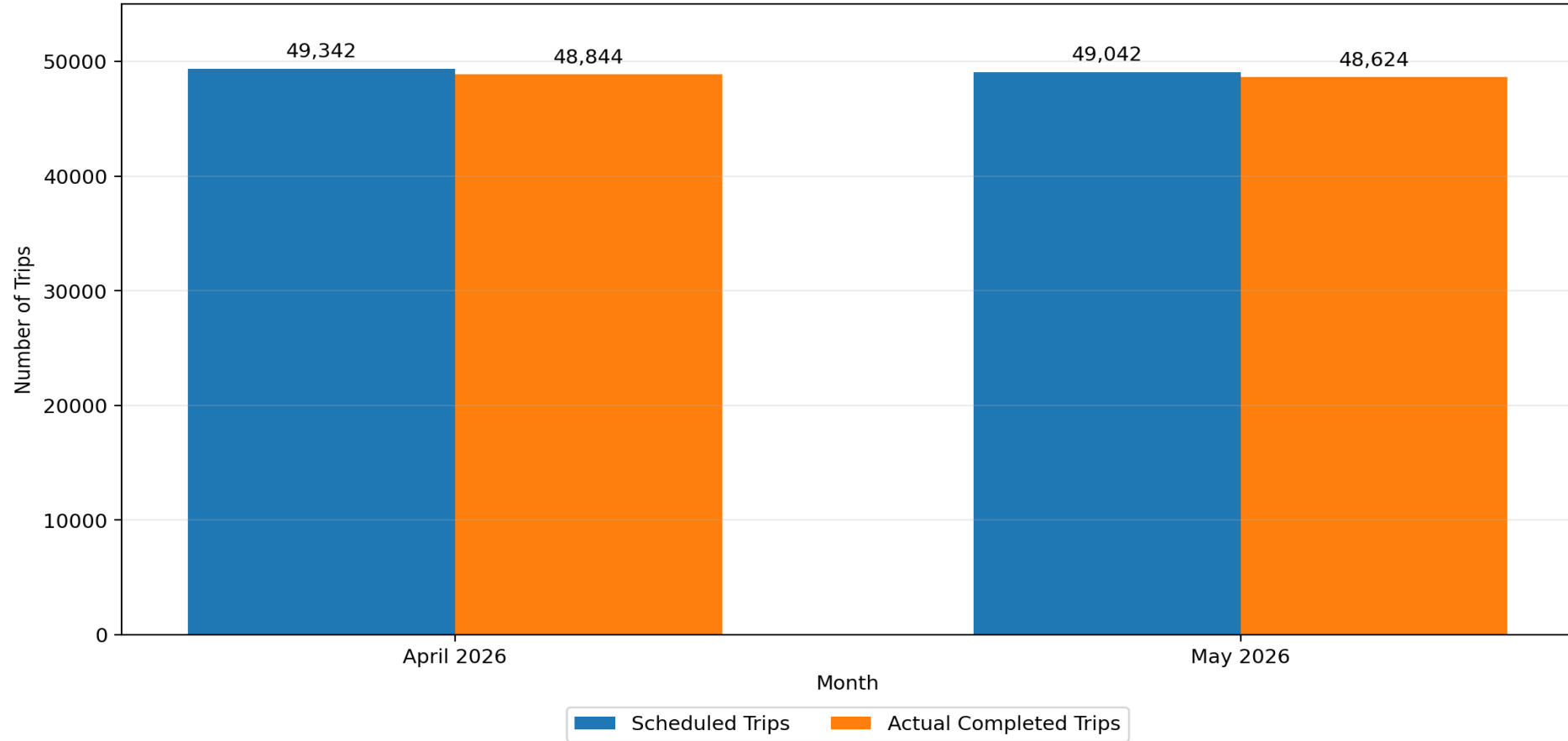
System-wide results include local routes, Pulse BRT routes, and express routes. On-time performance remained generally stable between 67.0% and 69.1%.

OTP Local-Pulse BRT-Express



Scheduled Trips vs. Actual Trips Completed

**GRTC Scheduled Trips vs. Actual Completed Trips
April-May 2026**



Completed Trip Percentage: April 2026 — 98.99% | May 2026 — 99.15%
April: 48,844 of 49,342 scheduled trips completed. May: 48,624 of 49,042 scheduled trips completed.

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Transportation *Paratransit*

Paratransit/CARE

Staffing Levels				
	Total Staffing	Separations	Hires	Net Change
March '26	107	-7	+5	-2
April '26	104	-7	+2	-5
May '26	109	-1	+11	+10

On Time Performance	
March 2026	95%
April 2026	95%
May 2026	95%

Ridership – Total Completed Trips	
March 2026	25,461
April 2026	26,026
May 2026	25,203

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Transportation *Microtransit*

Microtransit/LINK

LINK Ridership	
March 2026	7,538
April 2026	7,973
May 2026	7,963

LINK App Ratings (Mar-May 2026)	
Average Rating	4.9 out of 5.0
% of trips w/ Rating	~6%
Five Star Ratings	5,542 out of 5,941

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Transportation *Customer Service*

Rider Comments

FIXED ROUTE TRENDS

Complaint	May	June	July	August	September	October	November	December	January	February	March	April	May
Rude Operator	4	8	9	5	6	14	4	4	6	5	4	1	9
Passed Up Passenger	9	15	18	14	18	22	14	13	11	4	10	16	22
No Show	8	4	5	5	2	9	7	29	14	12	16	7	4
Late Schedule	4	2	4	4	9	7	1	2	3	1	4	5	3
Improper Operations of Vehicle	3	9	4	5	7	2	3	6	1	4	3	5	3
Early Schedule	9	4	9	7	6	6	2	2	2	1	0	1	5
Planning/Scheduling	0	0	0	0	0	1	0	0	0	0	2	1	0
IT/Mobile App	0	0	0	0	0	0	1	0	0	0	0	0	0
Other – Misc.	1	7	10	7	5	3	20	2	0	4	9	0	8
Total	38	49	55	47	53	64	52	58	37	31	48	42	54
Commendations	15	10	4	4	10	2	11	9	6	1	10	6	3

Rider Comments

MICROTRANSIT TRENDS

Complaint	May	June	July	August	September	October	November	December	January	February	March	April	May
Rude Operator	0	0	1	0	0	0	0	0	0	0	0	0	0
Passed Up Passenger	0	0	0	0	0	1	1	0	0	0	0	0	0
No Show	0	0	0	0	0	0	1	1	0	0	0	0	0
Late Schedule	0	0	0	0	0	0	0	0	0	0	0	0	0
Improper Operations of Vehicle	1	0	0	0	2	1	0	0	1	0	1	0	0
Early Schedule	0	0	0	0	0	0	0	0	0	0	0	0	0
Planning/Scheduling	0	0	0	0	0	0	0	0	0	0	0	1	0
IT/Mobile (VIA)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other – Misc.	0	0	0	0	2	0	0	0	0	1	0	0	0
Total	1	0	1	0	4	2	2	1	1	1	1	1	0
Commendations	0	0	2	1	1	1	1	0	1	0	1	0	1

Rider Comments

PARATRANSIT TRENDS

Month	Verified	Not Verified	Total
March 2026	21	11	32
April 2026	25	19	44
May 2026	15	16	31



Rider Comments – Commendation Highlights

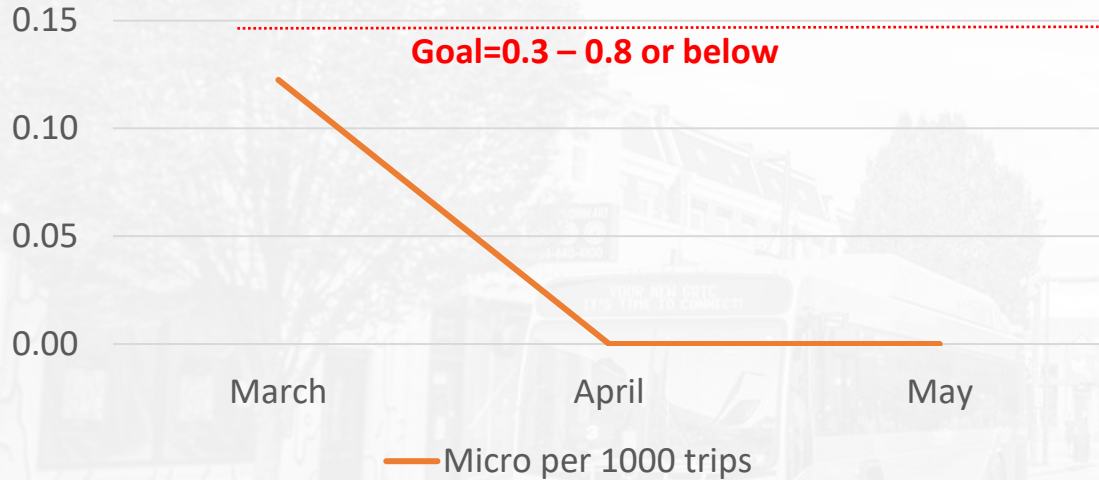
- (CARE) "The customer wants to give outstanding customer service to the CSR Tyrese. The CSR did a great job assisting him with his trips."
- (CARE) "The driver was courteous, friendly , very patient, professional, and kind."
- (Fixed Route) "Another passenger was on the bus using rude language and the operator was very good in trying to handle the situation and the passenger got off the bus. The operator was very good at what he was doing to calm the passenger down."

A purple-tinted photograph of a city street. A bus is driving away from the camera on the left side of the road. The bus has a sign on its front that reads "YOUR NEW GRTC IT'S TIME TO CONNECT!". The bus number "210" is visible on the front. The street is lined with trees and buildings. On the right, there is a building with a striped awning and a sign that says "CARTERS WISDOM CENTER". The overall scene is a typical urban street view.

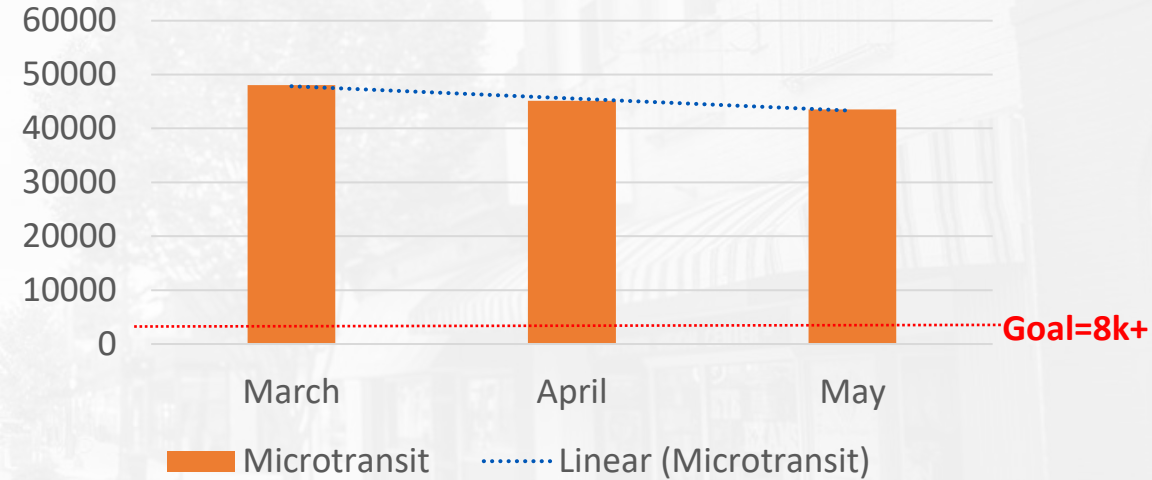
Fleet Maintenance

Fleet Maintenance

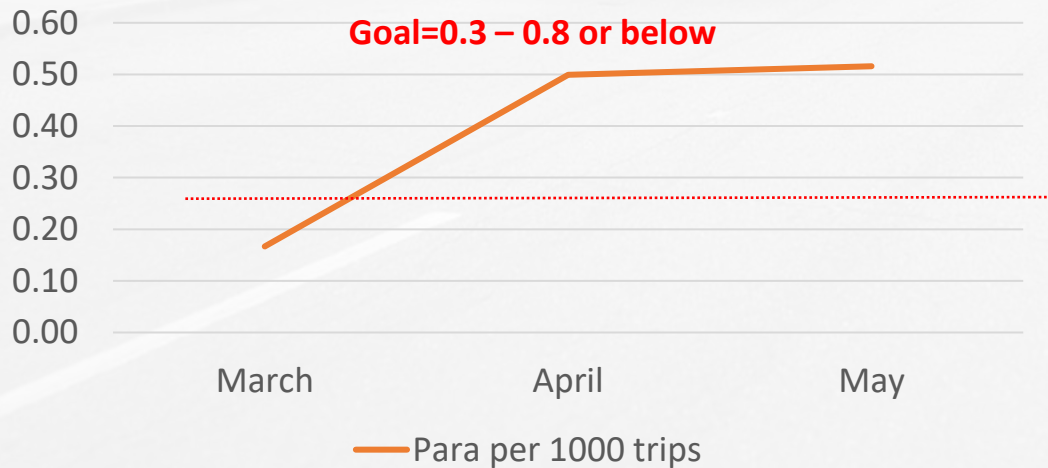
Micro Roadcalls



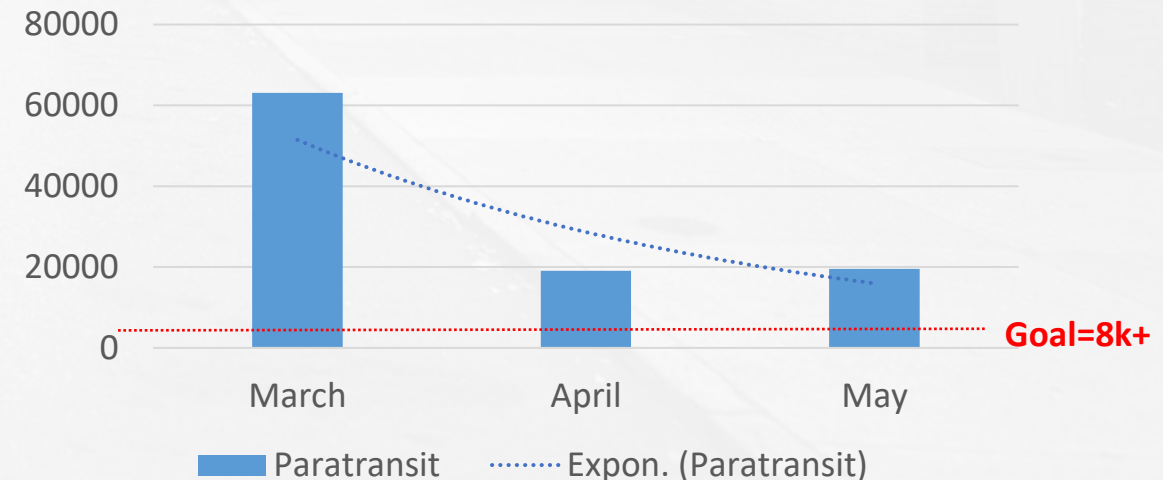
Miles Between Failures - Micro



Para Roadcalls

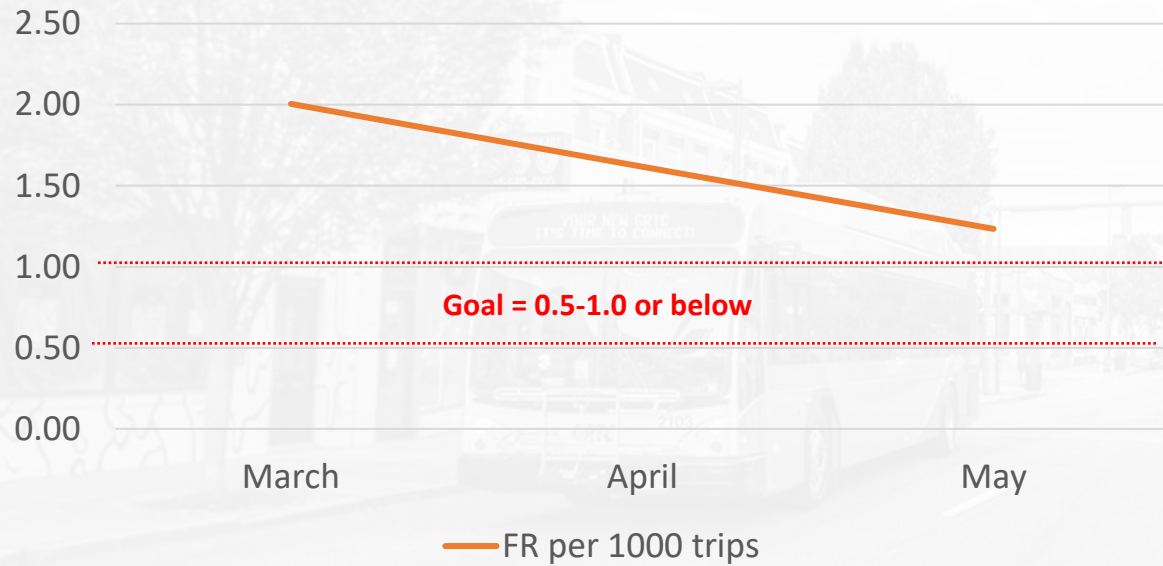


Miles Between Failures – Para

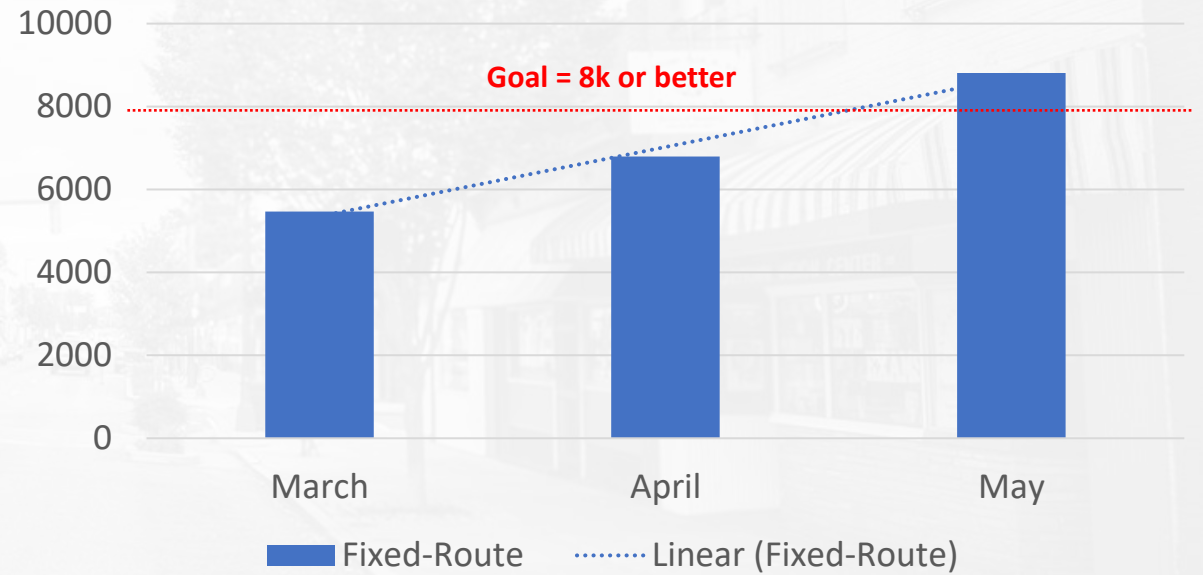


Fleet Maintenance

FR Roadcalls



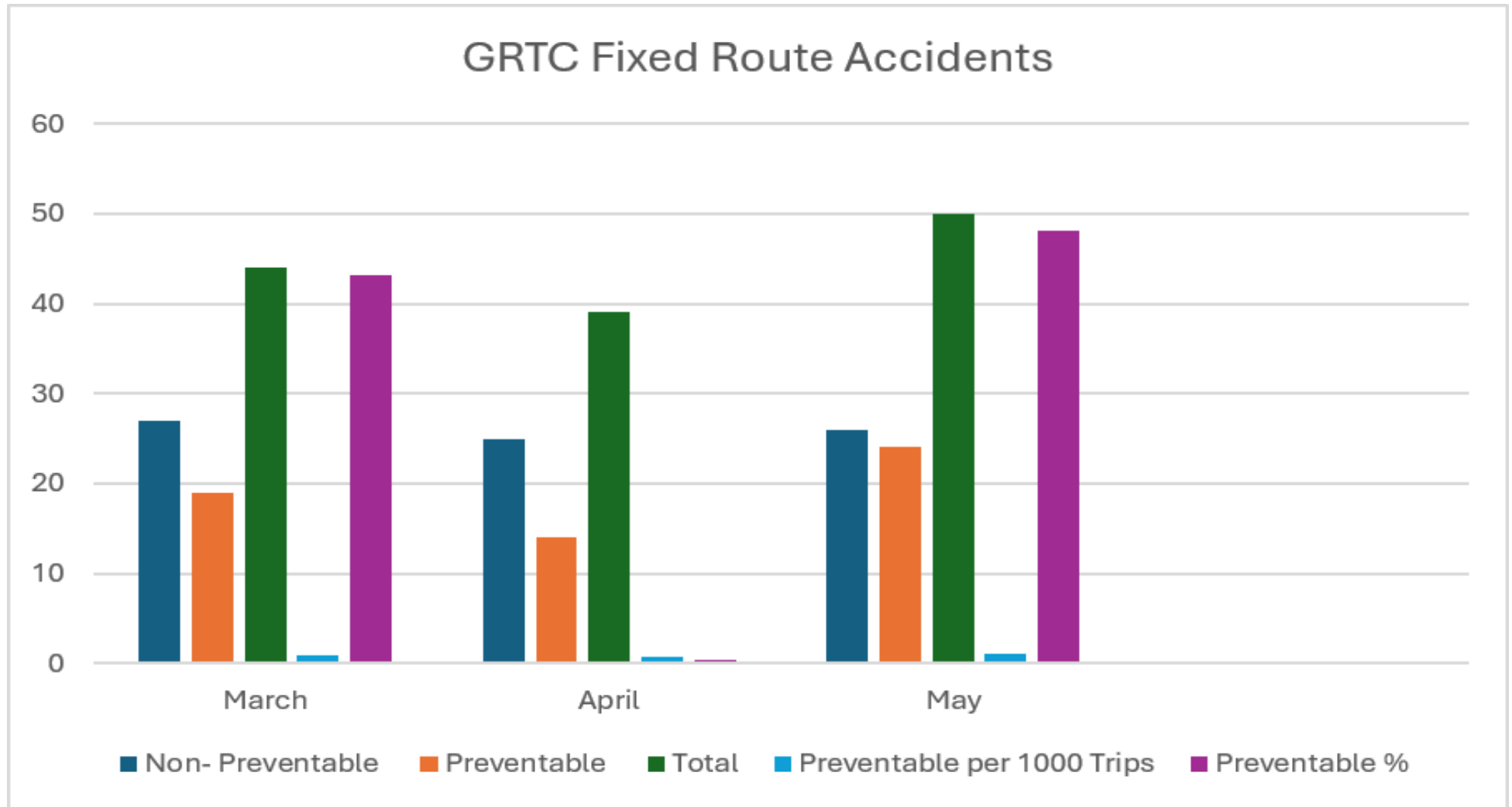
Miles Between Failures - FR



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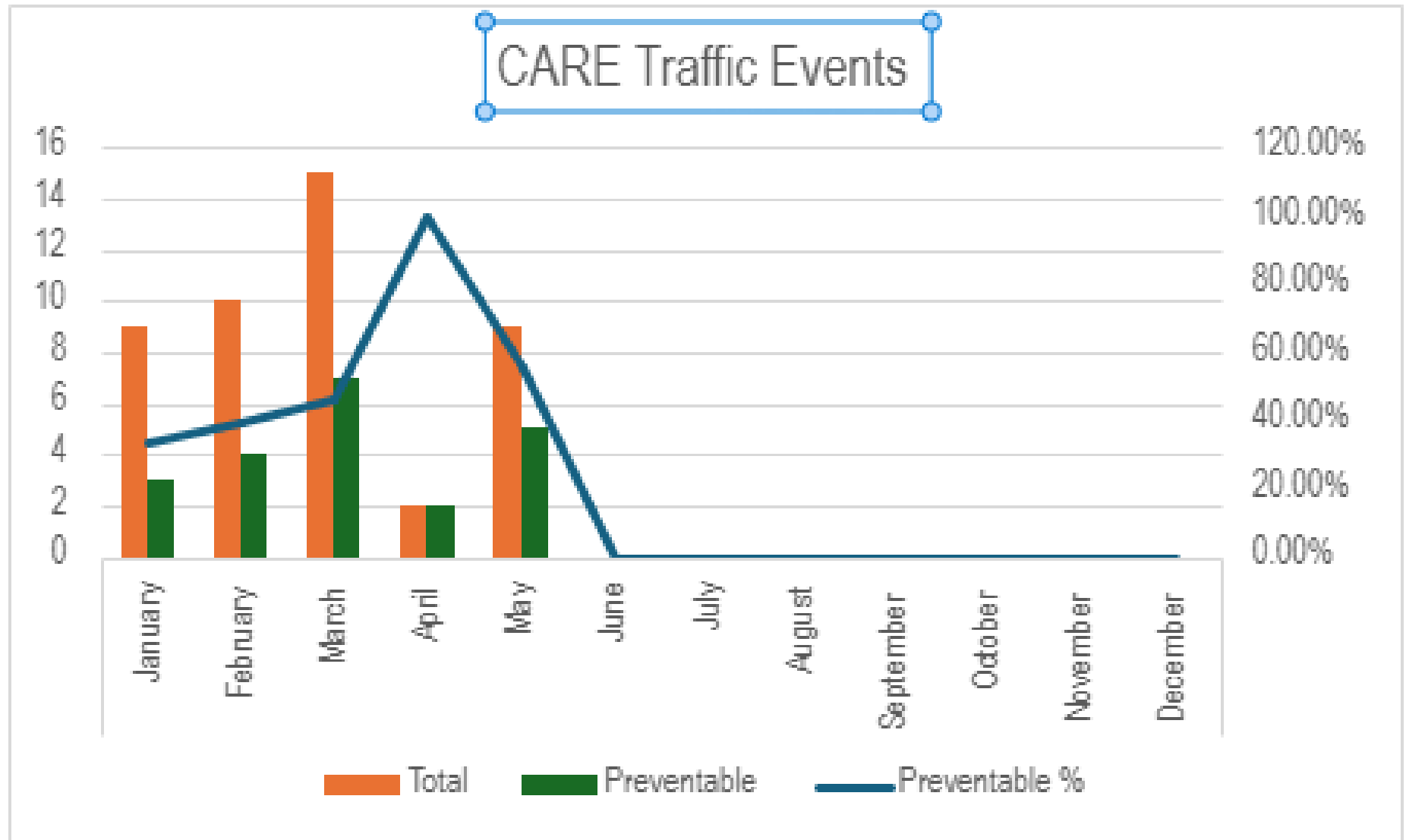
Safety and Security

Fixed Route Traffic Accidents

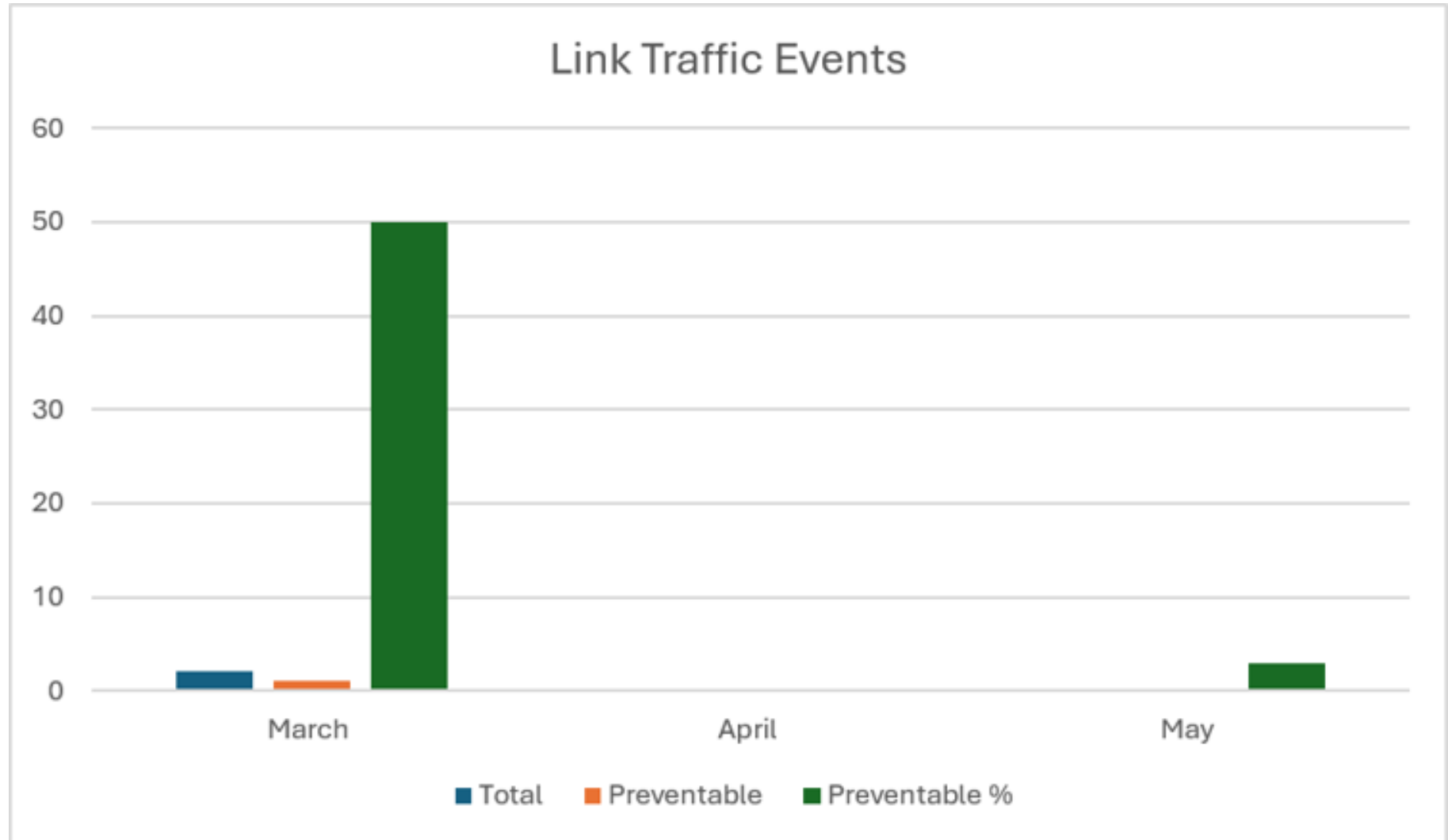




Paratransit Traffic Accidents



Microtransit Traffic Accidents





Public Safety Officers

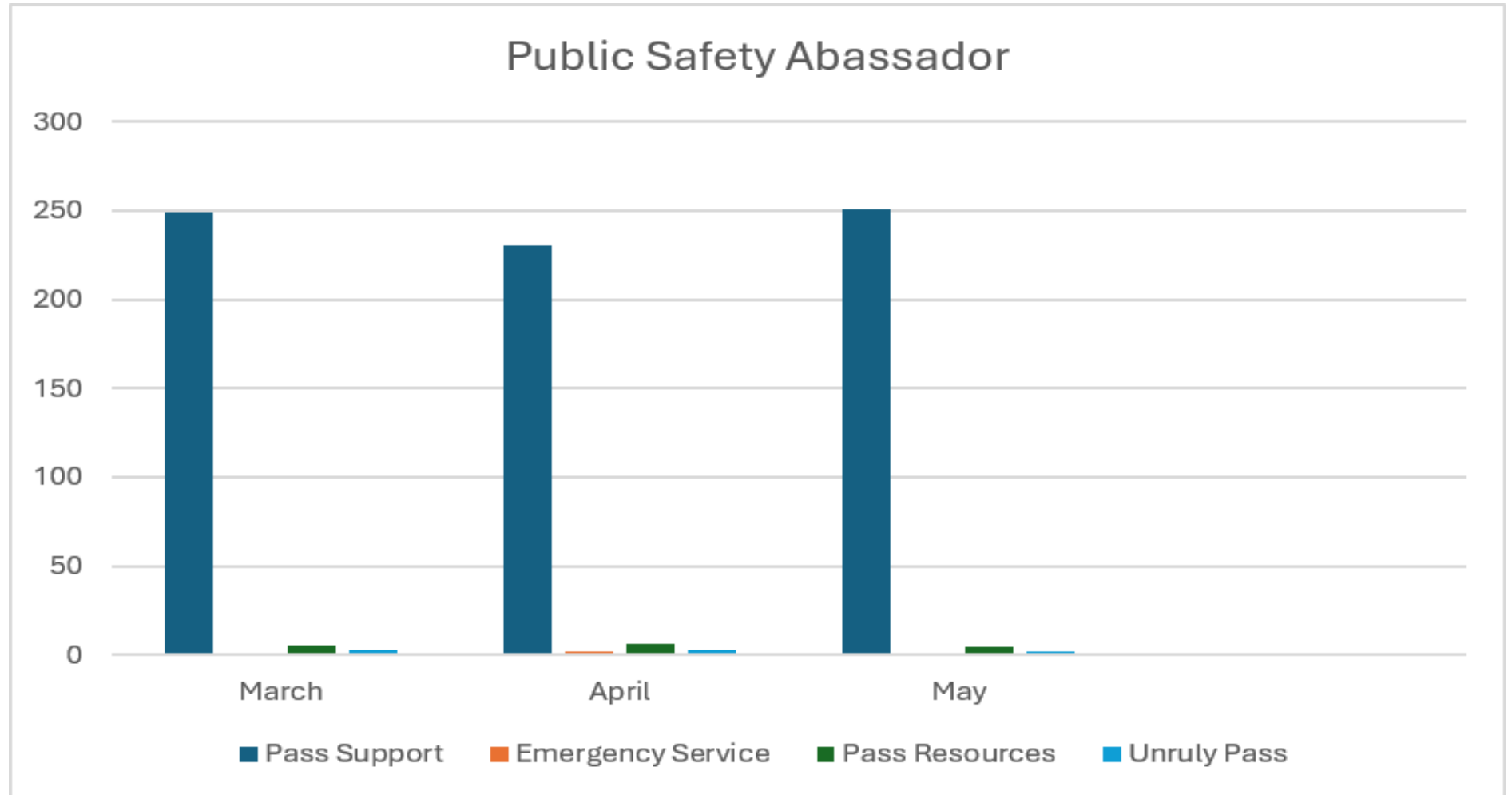
High Frequency Calls

- Onboard Incidents
- Verbal Assaults
- Medical Emergencies

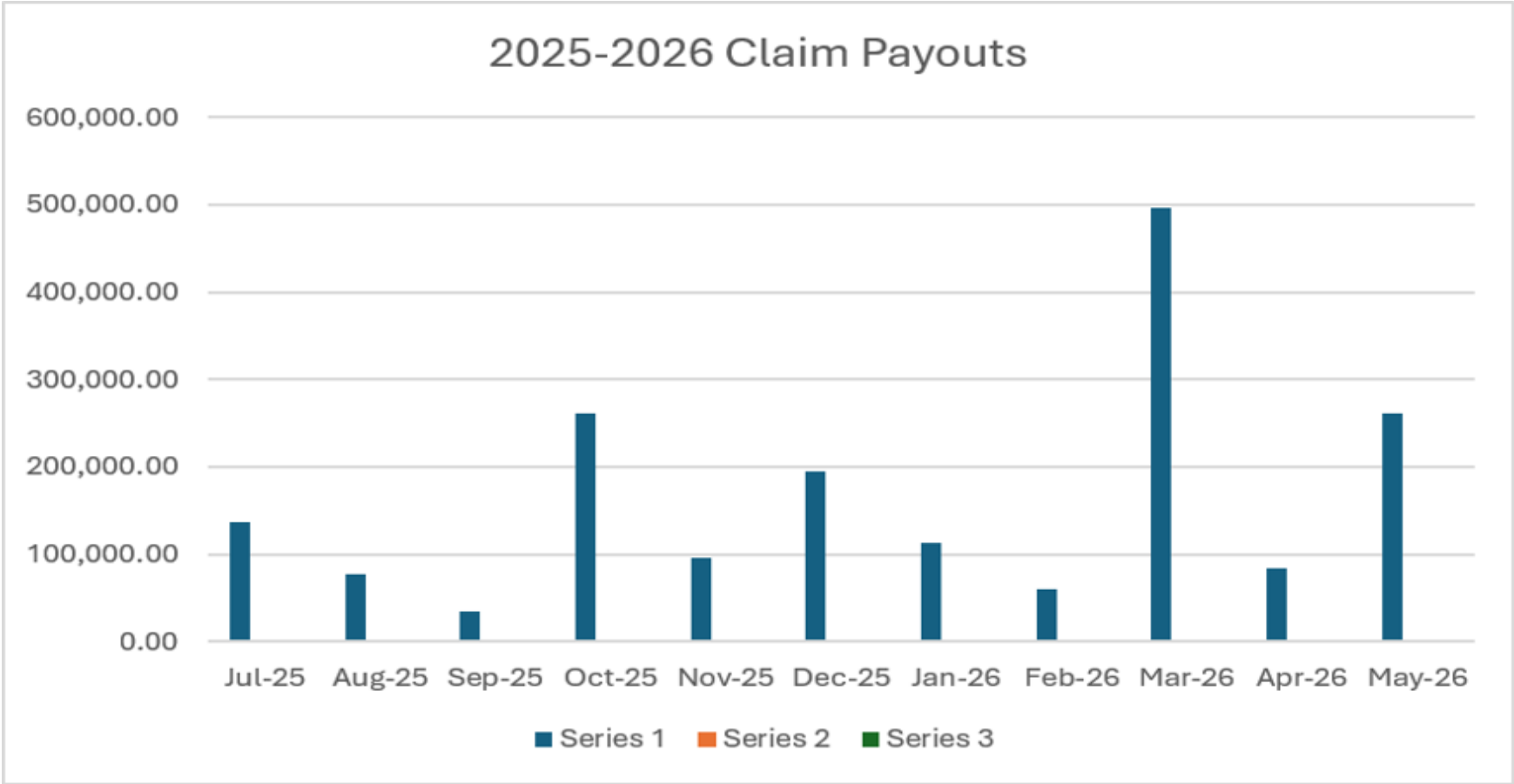
Public Safety Officers	March	April	May
Total	75	45	87
Police	6	7	5
Trespass/Removal	13	11	11
Medical	8	11	15
Verbal	7	3	16
Vandalism	1	2	1
Weapon	1	1	1
Miscellaneous	0	0	0
Physical	4	3	3
Employee Physical	1	0	0
Passenger Assist.	21	2	2
Public Intoxication	3	3	7
Onboard	9	9	26



Public Safety Ambassadors



Claims Management and Lawsuits



GRTC Risk Management Controls

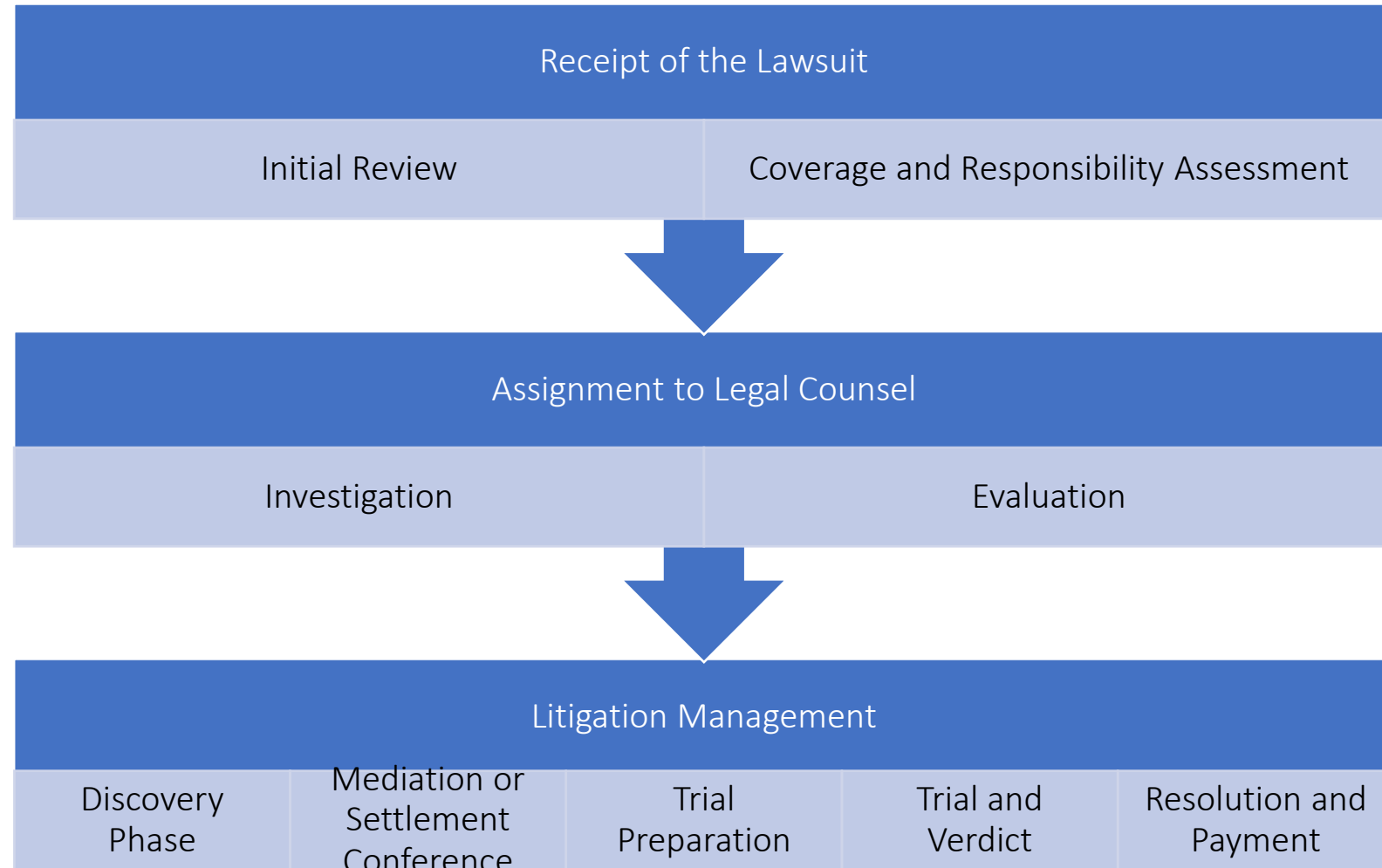
Every claim handled by GRTC staff follows a structured process:





GRTC Risk Management Controls

Every claim handled by GRTC staff follows a structured process:



A purple-tinted photograph of a city street. In the center, a white bus with the number 2103 and 'GRTC' on the front is driving. The bus has a sign that says 'YOUR NEW GRTC IT'S TIME TO CONNECT!' and '4-440-4000'. The street is lined with trees and buildings. On the right, there's a building with a striped awning and a sign that says 'CANTON WISDOM CENTER'.

Thank You! *Questions?*