



PUBLIC COMMENT RESPONSE

March 28, 2023

Public Comment Response:

Public Comment Preamble: The TARC Board values hearing from its customers, TARC employees and public at large. This Board will not respond in this meeting to any comments made at this time. However, TARC will post a response on TARC's website regarding the comments made by the following meeting. In addition, the TARC Board may assign the feedback or comments to be further examined by its subcommittees and, if warranted, further addressed by TARC.

Antonio Wilson

The TARC Board did hear from Mr. Wilson. We appreciated hearing from Mr. Wilson his concerns about seat belts not being aboard buses. We understand Mr. Wilson's concerns, but federal nor state law require seat belts on commercial buses. As a result, TARC does not provide seat belts on its buses. We have had discussions off-line with Mr. Wilson to also explain why our buses do not have seat belts.

Charles Dunlevy

TARC continues to investigate the unfortunate incident that occurred with Mr. Dunlevy on February 24, 2023.

Public Comment via Facebook

Stephen Parvin – TARC makes every effort to place bus stops and shelters at accessible and convenient locations available along the routes and is always willing to listen to the Community needs. This is the first request that TARC received regarding the need for a bus shelter at the Bardstown-Seatonville location. Unfortunately, TARC does not receive unlimited funds for bus shelters and for this reason, TARC always tries to locate shelters at its busiest locations. Our Planning Department is happy to look into this matter and verify if this specific location meets the requirements to receive a bus shelter.

Michael Blackwood – Mr. Blackwood expressed concerns about the frequency and reliability of buses. TARC constantly works on improving its service. We constantly conduct studies and monitor our routes and actively make efforts to hire new operators. Unfortunately, there are circumstances that are not in our control, such as our drivers having to deal with disruptive passengers, having to wait on a train, or encountering street detours. TARC is not perfect, but we do our best to keep improving.

Peggy Baas – Ms. Baas expressed concerns about buses being late or not showing up at all and concerns about some of our coach operators' attitude. TARC is committed to provide the best



service possible to the Greater Louisville Community. Unfortunately, the nationwide workforce shortage has affected our agency and consequently the community that TARC serves. However, TARC has made a concerted effort to hire operators for two plus years in order to improve our service performance. Additionally, TARC instructs our coach operators to be friendly, polite and provide professional customer service. TARC knows that our operators are more than just drivers, but our ambassadors for Louisville Metro, and thus, have a greater responsibility to the public.