

PUBLIC COMMENT RESPONSE

April 25, 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.

Public Comment via Facebook

Peggy Baas – Ms. Baas inquired about TARC customer service hours on Sunday. TARC customer service is available Monday through Friday from 6 a.m. to 8 p.m. and Saturday from 7 a.m. to 5:30 p.m. and has been for more than 20 years. Unfortunately, the financial resources available to TARC have been and continue at this time to not allow to provide customer service hours on Sunday. However, TARC is doing its best to provide a quality service based on the resources available and, moving forward, we will keep looking into this matter and evaluate if, at some point, the financial resources will permit TARC to extend the customer service to additional days and/or hours. Ms. Baas also inquired about the reasoning behind express trips on route 40X being eliminated. Route 40X, along with other express routes, such as 17X, 31X, and 61X are amongst TARC's lowest performing routes. These routes have an extremely low ridership, resulting in a very high cost per passenger trip. Considering such data, it is difficult to justify spending scarce and limited public funding on low-performing routes. The local bus route for #40 will continue to adequately serve the area in which the express route operates and, in order to ensure optimum service, TARC is including an additional morning round trip on local route #40 to and from the downtown area.