

PUBLIC COMMENT RESPONSE

July 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.

Antonio Wilson

Antonio Wilson 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. It's also important for all our employees to make every effort to show up for work and to do so timely. TARC is not perfect, but we do our best to keep improving.

Austin McGowan

Austin McGowan inquired about the procedure to follow in order to submit questions and/or complaints. TARC Customer Service phone number was shared with Mr. McGowan.

Terry Reid

Terry Reid, a former MV Transportation employee, addressed her concerns about the Company internal policies and procedures. Additionally, Ms. Reid shared with the Board that she experienced sexual harassment from a Supervisor in the course of her employment with MV Transportation. MV Transportation promptly opened an investigation regarding Ms. Reid's claims regarding sexual harassment and a hostile work environment at the time she made such claims. After the investigation was completed, MV Transportation determined that Ms. Reid's allegations were unsubstantiated.

Marcellus Mayes

Mr. Mayes shared with the Board his concerns regarding the procedures governing the dispatch of particular vehicles for TARC3 service. Mr. Mayes stated that too often the vehicle that gets dispatched for TARC3 service does not consider the individual's need. In response to Mr. Mayes' concerns, TARC would like to clarify that vehicle exclusions are typically granted based on medical needs. Documentation from the customer's medical provider explaining the need for the exclusion is required. The eligibility evaluators will then assess the needs of the customer and determine if the exclusion should be granted. Once the decision is made, the customer is



contacted and informed whether the exclusion is granted or not. If the customer is granted the exclusion, they are informed that exclusions are based on vehicle availability. This means that it is not guaranteed that the customer will receive the requested vehicle each time they are transported, but that is the goal.