

PUBLIC COMMENT RESPONSE

August 22, 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 regarding the safety on the buses. TARC prides itself on having and creating a safe culture. The community survey results recently gathered indicate that over 78% of TARC's customers feel safe aboard TARC. Nevertheless, TARC will continue to make safety a priority and strive to create a safe and secure environment for its customers and employees. Additionally, Mr. Wilson shared with the Board some concerns about the presence of shattered glass at bus shelters. Unfortunately, TARC has no control over vandalism. However, TARC has a contract in place with Outfront Media LLC for the installation and maintenance of bus shelters. Anytime there is a maintenance issue with one of our bus shelters, TARC promptly contacts the contractor to remedy any issues.

Public Comment via Facebook

Peggy Baas – Ms. Baas shared her concerns about express services being eliminated. Express routes 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. Thus, TARC determined that, at this time, the best decision was to eliminate these routes.