



PUBLIC COMMENT RESPONSE

October 24, 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 changes made to Line 23 (i.e., TARC's Broadway route) about sometimes calling for dropping off passengers only. TARC understands Mr. Wilson's concerns but this is a pilot of which TARC hopes to improve and make the service more efficient in this corridor. TARC will certainly take what it learns from this pilot and make tweaks. TARC hopes that riders will be patient as TARC learns what is working and what needs improvement or change. As always, TARC appreciates the feedback from its riders.

Public Comment via Facebook

Amy G. Bramble – The Board heard from Ms. Bramble about her concerns regarding the elimination of route #82 and the scarce service provided in Southern Indiana. TARC understands the importance of public transportation for the community, and thus, TARC strives to provide the best service possible based on our limited budget and other resources. Route 82 was providing much needed crosstown connectivity in Southern Indiana, but unfortunately did not generate sufficient ridership to sustain that service long-term. The route was discontinued in August 2020 due to the Covid-19 pandemic impact, very low ridership, and therefore, high operating cost per passenger. In her comment, Ms. Bramble mentioned a couple of other TARC routes with relatively low ridership that are still in service. While the buses on these routes are not always full, these routes will need to continue operating and serving the most vulnerable and transit depended population along their corridors. TARC evaluates routes and schedules on a regular basis. TARC continuously look for opportunities to improve ITS service and adjust routes and schedules, per public input and community needs. TARC will take Ms. Bramble's comments into consideration for future routes adjustments. To expand our service and reestablish discontinued routes, TARC needs additional operating funds.

Peggy Baas – The Board heard from Ms. Baas about her concerns regarding the reliability of route 40. TARC would like to thank Ms. Baas for her commitment to TARC and being a transit user for many years now. TARC appreciates Ms. Baas' input and her commitment to ride TARC despite some challenges we are facing due to our limited internal resources, budget and workforce availability.



TARC understands that the express trips elimination created some inconvenience for morning and afternoon commuters, and we are working on correcting these issues. As an immediate action step, our Transportation team is making sure that route 40 morning trip, that was inserted into weekday schedule in August this year, is operating every day. TARC's app is helpful to keep customers informed, but we understand the importance of ensuring that daily trips are operating as scheduled and we do our best to provide dependable service to our customers. In addition, we are closely monitoring cleanliness of TARC shelters and stops. Currently, TARC is in the process of implanting an improvement plan for maintaining and cleaning TARC passengers' amenities. Our team inspected and cleaned the shelter on Liberty St at Brook immediately after receiving Ms. Baas comment. TARC appreciates the positive feedback about our customer service representative Debbie, as well as the compliments to our drivers. They make a big difference in our community while serving our customers. TARC will make sure to relay Ms. Baas comments to them.

Ms. Bonner – The Board heard from Ms. Bonner about her concerns regarding route 71. TARC understands the impact on our customers when the trips are missed and customers are facing longer gaps between the buses. TARC's goal is to provide the best service possible communitywide. However, like many other agencies in the transit industry, TARC is experiencing shortages of workforce, primarily bus operators and mechanics. Nevertheless, TARC will make every effort to improve service on route 71 and ensure that the trips are delivered as scheduled. There are some routes in the TARC system that currently have low ridership, like for example route 74 that Ms. Bonner mentioned in her comment. That route is still relatively new. To better support our ridership, the route was recently improved to provide better access to jobs, and it is still establishing its ridership base. TARC has already seen some increase in ridership, however in the event the ridership remains low, the route might be discontinued and funding repurposed to other services needed in Southern Indiana. TARC appreciates Ms. Bonner's feedback.