



PUBLIC COMMENT RESPONSE

November 14, 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.

Kathy Etherson

Kathy Etherson shared with the Board the challenges she had to face due to the cancellation of some routes and the no shows of some buses. TARC is aware of the hardship that missed service can cause on our customers, and thus, on November 2, 2023, TARC announced an initiative to significantly reduce missed service over the next nine months. The plan is to adjust several route schedules to "right-size" available service runs and coach operators. Additionally, TARC will improve external communication procedures to better alert riders when scheduled service will not be able to be provided to eliminate as much uncertainty as possible. TARC customers should expect to see service improvements rolled out over the course of three waves beginning immediately with the first phase in October and November. The second phase will occur in January, and the third, and most significant adjustments will take effect in June, 2024. On a positive note, Ms. Etherson shared how appreciative she is of TARC's drivers and she closed her comment stating how lucky we are to have a bus service in Louisville. As always, TARC appreciates the feedback from its riders.

Public Comment via Facebook

Chuck Rogers – The Board heard Mr. Rogers' inquiry about the estimated timeline for MyTARC Card to be available for Paratransit Services. TARC's Contractor for paratransit services has a solution and we are working to implement it. TARC is hoping to release such feature within the first quarter of 2024.