

Public Comment Response

September 23, 2025

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.

Tracy Leonard - The Board appreciated hearing from Ms. Leonard regarding on time performance and attendance rules. As a public transit agency responsible for providing safe, efficient, and timely transit service to the Louisville and southern Indiana communities, TARC strives, and adopts policies, to ensure buses run on time and as expected by TARC's customers. However, safety is TARC's top priority and comes above all else; TARC regularly reviews and adopts new policies to maintain the highest standards of safety. TARC's new attendance policy further ensures it can provide timely and efficient service to customers. In addition, TARC highly values the welfare and needs of its workforce, and considers employee needs and well-being in the consideration and implementation of all policies and procedures.

Robert McNair - TARC appreciated hearing from Mr. McNair regarding whether service will be cut to Middletown in the New TARC Network. Because TARC is still developing the network and cutting runs, it cannot say definitively whether, and to what extent, service will or will not be cut to certain locations within Louisville. TARC will notify the public promptly, and will receive public input, as it develops and finalizes the route map for the New TARC Network.