

PUBLIC COMMENT RESPONSE



December 16, 2025

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.

Shaun Spencer: The Board appreciated hearing from Ms. Spencer regarding issues involving the My TARC card self-service kiosks at Kroger. TARC works with its vendors and partners to ensure the kiosks remain up and running at all times. Regarding this specific issue, TARC staff visited the subject Kroger and identified a problem with the power supply to the machine. The TARC staff member resolved the problem and retrained two Kroger employees on how to utilize the system. Further, the staff member left her information at the Kroger location so customers can contact TARC directly with any issues they encounter in the future.

Shaun Spencer: (After Board Meeting was Finished) The Board appreciated hearing from Ms. Spencer regarding the bus stop at 26th Street and Broadway. TARC's Transportation Department, in coordination with its Safety and Planning Departments, has considered and analyzed the request to move this bus stop. TARC notes that riders can board at the 24th and Broadway stop if they feel safer at that stop. TARC takes the safety of its customers and employees seriously and makes every effort to provide safe service. TARC understands the concerns related to lighting, safety, and accessibility at the subject stop, especially for elderly customers and individuals carrying groceries. The stop location is currently being evaluated to balance customer accessibility, safe bus operations, stop spacing, and roadway conditions. TARC staff will continue to work internally and with TARC's external partners to determine whether adjustments to lighting and infrastructure, including movement of the stop, are feasible.

Destiny Remae Daniels submitted on Facebook

The Board appreciated hearing from Ms. Daniels regarding her request to have a TARC staff member attend the Hazelwood Neighborhood Association meetings. TARC's Marketing team is happy to discuss this request and would be willing to consider any questions and concerns submitted by the neighborhood association. TARC welcomes customer input as it moves towards completing and implementing the New TARC Network.

Nick Passafiume The Board appreciated Mr. Passafiume's comments regarding his experience riding TARC's bus and TARC's proposed fare increase. TARC is pleased to hear Mr. Passafiume had a positive experience riding our bus, as TARC staff and drivers work hard to provide the highest level of customer service and performance. While TARC always strives to provide its services in an efficient, cost-effective manner, it is necessary from time to time to increase fares in order to adjust for inflation, the rising costs of operating a large transit system, market conditions, and loss or reduction of funding from other sources. TARC does not take fare increases lightly and understand they can impose an additional financial burden on certain of TARC's customers. In light of that, prior to proposing its fare increase, TARC undertook a detailed analysis and study of fares charged by peer transit agencies and fares that are reasonable for the Louisville geographic area and populous to ensure the proposed new fares are reasonable. Based on that analysis and because TARC's fares have remained the same since 2012, TARC determined a fare increase was necessary to continue operating at the level and standard expected of TARC by the Louisville and Southern Indiana communities.