

PUBLIC COMMENT RESPONSE



January 27, 2026

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.

Herman Wells: Submitted on Facebook The Board appreciated Mr. Wells' comments regarding whether riders will need new TARC cards once TARC's fares increase. TARC will not require new cards as a result of its fare increase. Customers who have existing cards may continue to use them. However, the fares charged will change in accordance with the new fare schedule.

Juan Vidal: Submitted on Facebook The Board appreciated Mr. Vidal's comment regarding when exactly TARC's fares will increase. TARC's new fares took effect March 2, 2026. Prior to implementing the increase, TARC undertook a public review process regarding proposed updates to its fare structure. The changes went through public input, federal Title VI review requirements, and approval by the TARC Board of Directors. This is the first system-wide fare adjustment for TARC since 2012 and was evaluated as part of a long-term effort to maintain sustainable transit service for TARC's service area. TARC encourages customers to continue to provide public comments and input on its fare increases and other system changes.

Doug Smith Submitted on Facebook The Board appreciated Mr. Smith's comments regarding whether customers will need new TARC cards once fare increases take effect. TARC will not require new cards as a result of its fare increase. Customers who have existing cards may continue to use them. However, the fares charged will change in accordance with the new fare schedule.

Doug Smith Submitted on Facebook The Board appreciated Mr. Smith's comments regarding whether the State of Indiana appropriates money to TARC. Yes, the State of Indiana provides funding to TARC that is based on a formula that takes into account how much service TARC runs in Indiana.

Doug Smith Submitted on Facebook The Board appreciated Mr. Smith's comments regarding the on-time performance of buses on Route 72. TARC strives to provide on-time service every day on every route. Unfortunately, morning trips can be impacted by several factors, including traffic congestion, passenger boarding volumes, and roadway conditions during peak commute hours. We are currently reviewing on-time performance data for Route 72 to identify any consistent delay patterns and determine whether schedule adjustments or operational changes may be necessary to improve reliability. Road Supervisors will continue monitoring the route to address service issues when they occur. We appreciate customers bringing these concerns forward, as rider feedback helps us identify trends and improve service reliability.