

PUBLIC COMMENT RESPONSE



September 22, 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.

1. **Kalinta Wilson** presented to the TARC Board ideas to help those TARC 3 Customers have a better experience for example drivers should take into consideration if the person may need additional time to get out of their home to the car. Also drivers need to be properly trained to assist better.

The Board appreciated Ms. Wilson's comments at its August 2026 board meeting regarding her concerns about TARC 3. TARC 3 strives to provide top level customer service, kindness, and respect to all riders. TARC contracts with MV Transportation, a national paratransit service provider, to provide its TARC 3 paratransit service in the Louisville and southern Indiana area. While TARC 3 drivers work hard to remain on schedule, the Board understands and reiterates the need for TARC 3 drivers to assist passengers to the greatest extent permissible by TARC policies, and being patient with passengers and providing them reasonable time to reach and load into the vehicle is an important part of that. TARC will communicate these concerns to MV to ensure the expected level of service is provided.

2. **Shawn Scanlan** posted on FaceBook: Hello my name is Shawn Scanlan. I live on Dixie Hwy and am a frequent user of the #10 routes. I have noticed a few issues with this route during the weekend. Consistent delays & subsequently overcrowded busses when they do arrive. In my opinion there are enough riders on the weekend to justify running the route more than every hour. Thank you for your consideration.

The Board appreciated Mr. Scratcher's comments via social media at its August 2026 board meeting regarding delayed and overcrowded buses on the #10 route during weekend days. TARC constantly assesses ridership on each route so that it can periodically implement system changes or send additional coaches to address these challenges. TARC's Transportation Department will review Mr. Scratcher's concerns and the data regarding ridership on Route 10 and consider any necessary changes to the frequency or number of coaches servicing this route.