

PUBLIC COMMENT RESPONSE

June 23, 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.

Cassie Cairns.

The TARC Board appreciates Ms. Cairns comments. TARC strives, through all available means, to support transit and mobility efforts in Louisville, including those related to paratransit. Cedar Lake is a valuable TARC partner and the Board is pleased to hear the 5310 Grant provided to Cedar Lake has been put to good use in support of Cedar Lake's residents. TARC does and will continue to partner with community organizations across the Louisville and Southern Indiana service area to provide the highest level of fixed route and paratransit service to the residents it serves.

Corey Graves

The TARC Board appreciates Mr. Graves' comments. TARC has made many operational and policy changes in order to improve its on time performance, as its passengers and the community deserve a transit system that is reliable, on time, and consistent. At the current time, TARC's fixed route on time percentage is above the national benchmark of 80%. The Board is sorry to hear about issues certain passengers have experienced. As for its drivers and employees, TARC expects the highest level of respect, professionalism, and performance. When specific issues are identified regarding the behavior or performance of TARC employees, TARC takes appropriate action to correct such issues.

Dana McDonald

The TARC Board appreciates Ms. McDonald's comments. The New TARC Network ("NTN") was designed to address TARC's financial constraints. While it constitutes a 12% reduction in service, TARC worked closely with consultants and contractors to design an NTN that provides as efficient and inclusive service as possible. In designing the NTN, TARC undertook a rigorous public outreach and public input process which included hundreds of public meetings and voluminous input from its customers, community partners, and stakeholders. The NTN will reach more working individuals and underserved populations than the existing network. While TARC is not initially able to place stops in every location it or its customers desire, TARC is hopeful that following the roll out of the NTN, it can work to expand the NTN routes to reach greater portions of the service area.