

PUBLIC COMMENT RESPONSE

July 28, 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.

Mrs. Wilson

The Board appreciated Ms. Wilson's comments at its June 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.

Mrs. Shephard

The Board appreciated Ms. Shephard's comments during its June 2026 board meeting regarding the wonderful job Shawn Reilly did explaining the New TARC Network. While the Board understands TARC always has room to improve in many different areas, it very much values hearing positive feedback and praise for the great work TARC staff members, including Mr. Reilly, do day in and day out in service to the Louisville and Southern Indiana communities. The New TARC Network has been a team effort across all departments at TARC, and it constitutes the largest network change in TARC's history. In order to ensure a smooth rollout and educate and assist the public in understanding the new routes, route numbers, and stop locations, the Board hopes all staff will take the time and energy Mr. Reilly took to explain the details of the New Network and answer any questions from TARC's customers and members of the public.

Whatchu Talkin Bout Willis

The Board appreciated Mr. Willis' comment at its June 2026 board meeting regarding the verbiage on its signs. TARC strives to design media and signage that is easily accessible to all members of the community and all TARC customers, and that is compliant with ADA requirements. While the Board always hopes TARC will keep verbiage on its signs to a minimum, unfortunately it is sometimes necessary to provide additional details to the



public, especially in the lead up to a new network rollout similar to the New TARC Network, which will go live on August 2, 2026. In addition, many local, state, and federal laws require certain verbiage to be included on public notices, so some of the signage Ms. Willis references may include legally-required language. TARC will continue to review its signage to ensure it is as user-friendly as possible.

Maryruth Payton

The Board appreciated Ms. Payton's comment at its June 2026 board meeting regarding the suggestion that TARC board members and staff engage in TARC 3 ride alongs to see how the system works. TARC and its TARC 3 paratransit contractor, MV Transportation, perform constant, daily oversight of the TARC 3 system. At times, may include ride alongs, incident reviews, and investigations of customer complaints, all with an eye towards improving service to our TARC 3 customers. TARC will consider Ms. Payton's suggestion and other options for engaging in closer monitoring of the TARC 3 service.