

TARC3 Q&A

Q: “Why can’t the TARC3 vehicle take me directly to my destination or at least travel a more direct route?”

A: TARC3 is a shared ride, public transportation service so single passenger trips directly to destinations cannot be booked. TARC3 daily routes are created using many geographic and travel time variables. The vehicles are routed by TARC and MV to maximize geographic efficiency and assure each passenger’s pick up or drop off is on

time and within on-board travel time limits.

We do investigate rider complaints about “illogical routing” and most of the time we find that the scheduled routing was appropriate. There are occasions however that may force changes in the planned routing such as accidents, vehicle breakdowns, or when a driver gets lost. Please be patient and know our goal is to get everyone to their destinations on time and safely.

SAFETY ALERT!

When booking trips to facilities with more than one entrance, always confirm with the Reservationst both the pick up and drop off entrances. TARC3 will automatically book your drop off and return pick up for the main entrance unless you specify otherwise for both, when making the reservations.



Transit Authority of River City

1000 West Broadway
Louisville, KY 40203

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A Publication of the E&D Advisory Council and TARC

The TARC3 Voices is a publication of the E & D Advisory Council’s Education Committee in collaboration with TARC’s Paratransit and Marketing Departments. To submit ideas or comments, please contact the Education Committee or Nancy Snow at 561-5145 or nsnow@ridetarc.org.

TARC Elderly & Disabled Advisory Council

The E & D Advisory Council meets monthly at TARC’s Union Station. Meetings are open to the public. Recent topics included:

- Council elections
- Amendments to the By-Laws
- MV’s driver training
- TARC budget cuts
- Council participation in testing new phone system (IVR)
- New TARC3 vehicles

Upcoming meetings:

May 3, 2010
1 p.m.
TARC Board Room

June 7, 2010
1 p.m.
TARC Board Room

July 12, 2010
1 p.m.
TARC Board Room

Recertifying Paratransit Eligibility under ADA

By Priscilla Rao,
Director Paratransit and Customer Service

The American with Disabilities Act (ADA) requires a periodic recertification of each paratransit customer’s eligibility to assure their disability continues to prevent travel on the fixed route bus system. Most transit agencies, including TARC, have a policy to recertify customers every 3 years.

Although a medical diagnosis may be unchanged, recertification is important because other paratransit related changes may have occurred such as:

- Mobility aides, like power wheelchairs, change over time
- The bus system (including shelters) changes over time
- Environments may become more or less accessible
- Customers move, changing access to bus service
- Travel training may have increased ability to travel independently
- Emergency contacts and special needs can be updated
- Original applications may be missing for long-term riders
- Functional ability decreases, sometimes changing conditional eligibility to full eligibility

TARC mails recertifications to several hundred people annually that include a brief application (paper or audio tape) and possibly a form for completion by your health professional. It is important to complete and return the forms within 30 days, as failure to do so may result in temporary suspension of service. Please contact the TARC3 Eligibility Office with any concerns.

TARC3 eligibility staff reviews recertifications, looks for changes and updates rider profiles. Occasionally a phone call or a face to face meeting is needed. Until all TARC3 past due recertifications are current, you may use your expired ID for paratransit or fixed route bus service. A new informational video will be shown when you come in for your new TARC3 ID.

Boarding Practice Opportunity: Fixed Route Buses Are an Alternative Way to Travel

by Alyce French-Johnson, TARC Assistant Executive Director



Did you know that some TARC3 customers choose to ride TARC fixed route buses when they are able to do so? They enjoy having the freedom to travel without the need to make a trip reservation. Travel on TARC fixed

route provides these customers flexibility to come and go at their convenience.

Are there occasions when you could and would like to ride a fixed route bus, but worry about whether or not you can manage to get on and off with your wheelchair? Would you like to have time away from the rush of a regularly scheduled route, to practice boarding and maneuvering onto a TARC fixed route bus? If your answer was “yes”, you will be pleased to know that TARC is providing an opportunity for this practice.

TARC passengers who utilize wheelchairs or scooters and would like to practice boarding and maneuvering onto a bus are invited to visit TARC on Monday, May 3, between 11:30 a.m. and 1:00 p.m. A TARC bus will be parked behind TARC during this time and an experienced TARC staff person will be available to provide assistance. TARC is located at 1000 W. Broadway; Louisville, KY 40203.

This will also be a convenient time to participate in the new fixed route wheelchair securement program. This free program utilizes markings and/or tether straps to improve the securement of your mobility device by TARC coach operators when you ride a fixed route bus. Riders who are interested in this fixed route wheelchair securement program are invited to contact Cathy Miller (561-5166 or cmiller@ridetarc.org) for more information.

TARC3 Tips

By Priscilla Rao, Director Paratransit and Customer Service

When taking a trip on TARC3, please remember that the driver may only assist riders with a maximum of 4 bags and collectively they may not exceed 50 pounds. TARC3 drivers may not enter your home so they cannot take the bags inside. However, for your convenience, personal folding carts are permitted on TARC3 vehicles. If you choose to bring a folding cart onboard it must be secured out of the aisle by the driver for the safety of all passengers entering and leaving the vehicle.

Additional information about TARC3 can be found in the TARC3 Rider’s Guide, available on the TARC website at www.ridetarc.org.

Fare Collection Procedures Being Updated

TARC3 is updating our fare reporting and you may notice some changes in procedure:

- Several local businesses and Metro Government prepay TARC3 fares for their employees. Our corporate sponsor programs include UPS, U of L and Humana. If you work for one of these companies, please contact the TARC3 Eligibility Office (502-213-3217) to be sure your TARC3 account fare-type is marked accurately. If your TARC3 account is not marked with a prepaid fare status, your drivers will request the standard fare of \$2.50. Student and employment status changes over time, so please update the TARC3 Eligibility Office today to avoid confusion with our drivers. Thanks.
- Please always show your TARC3 or Corporate ID on each trip.
- TARC3 ID riders may continue riding on an expired ID until you get your recertification application packet in the mail and have had 30 days to return it to TARC. (See front page article).
- Please be sure to have your ticket or \$2.50 fare in exact change before you board. We’re sorry, but TARC3 cannot allow passengers to travel without a ticket, fare or prepaid corporate fare shown on their account.

New TARC3 Vehicles

TARC is pleased to be putting eight new vehicles into service for our TARC3 customers. The vehicles were ordered with TARC’s first round of funding from the American Recovery and Reinvestment Act of 2009 (ARRA) last summer. These eight vehicles are expected to be put into TARC3 service by April 1. The new vehicles are Crusader Cutaway small buses with Chevy diesel engines. All of these vehicles have a flexible seating configuration. The seats can be arranged to accommodate either eight ambulatory customers or four ambulatory along with up to three wheelchair customers. These vehicles all have additional safety features such as rear emergency exits, extra wide Braun Millennium II lifts, and Kidde fire suppression system and metal bodies. In preparation for being put into service, MV Transportation is equipping these vehicles with decals and mobile data terminals (MDTs). Funds are pending with which TARC hopes to purchase more new vehicles for TARC3 service.

Important TARC3 Contact Information

Where's My Ride? Line.....	589-9879
TARC Customer Service.....	585-1234
Customer Comments/Complaints.....	585-1234
TARC3 Paratransit Reservations.....	560-0333
TARC3 Paratransit Cancellations.....	560-0322
TARC3 Paratransit Eligibility Office.....	213-3217
Eligibility Office TTY.....	213-3240
Will Call Return Ride before 4:30 p.m.....	560-0333
Will Call Return Ride after 4:30 p.m.....	589-9879
TARC Website.....	www.ridetarc.org



Meet Paul Wieland,
TARC Paratransit Eligibility
Evaluator