

TARC3 Q&A

Q: “TARC will not let me book a ride to my church near the Gene Snyder because it is outside the TARC3 service area. I have seen TARC3 near my church, so why can’t you let me ride?”

A: There are several reasons why you could see a TARC3 vehicle near your church and be told it is outside of the service area. TARC3 operates more than one program, each with different rules and different geographic service areas.

Most TARC3 customers are riding as ADA complementary paratransit passengers. This ADA service area extends up to ¾ of a mile from the nearest existing fixed route bus line (express bus routes

are not included). However, TARC3 has a grant that allows certified ADA paratransit customers to travel a limited distance outside of the ADA service area when the trip is to or from paid employment. Another grant with a different service area provides a limited number of trips each month to seniors for medical appointments. Another reason you might see a TARC3 vehicle travel outside the ADA service area is that was determined to be the most efficient route between two points.

The good news for ADA customers is that they may book unlimited trips for any purpose which is not the case with the other programs.

SAFETY ALERT!

Winter is here! Please remember that customers are responsible for keeping sidewalks, steps and ramps clear of snow. TARC3 always will do its best to provide safe, reliable transportation. However, service may be denied and a no show issued, if your driver arrives and your driveway or sidewalk is snow or ice covered making it unsafe to come to the door.



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Automated Phone Features Coming Soon

By Priscilla Rao,
Director Paratransit and Customer Service

For the convenience of TARC3 customers and to improve service efficiency, TARC plans to install and begin testing new automated phone system features in April. Upon implementation, customers calling the TARC3 reservation line (560-0333) will hear a welcome message offering a choice to enter the new automated system or to press “0” to speak to a TARC3 Reservationist. Of course, our Customer Service staff will remain the friendliest option you can choose! However, the automated system will be available to customers 24 hours a day.

Within the automated system, customers will have several options – among them:

- Confirm an individual trip or multiple trips that you have booked.
- Cancel an individual trip or multiple trips that you have booked.

To use the automated system, TARC3 customers will need a password and identification number. These will be available, upon customer request, after system testing is complete. Initially a small group of TARC3 customers will test the automated cancel and confirm options to ensure smooth operation.

The new phone system can also be programmed to send “reminder” calls to TARC3 customers the day before a scheduled trip. We hope this reminder service will reduce no shows and late cancellations, improving TARC3 service overall. Another automated feature that will be tested is a rider “alert” call to a customer’s home or cell phone informing them that the TARC3 vehicle is about 10 minutes away. If testing goes well, this service should make waiting for TARC3 pick up easier and more convenient. Stay tuned for more details.

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 to discuss transportation issues. Meetings are open to the public. November and December topics included:

- Performance reports
- Responses to customer concerns
- Wheelchair tether straps
- Driver conduct & training
- New rider video
- Wheelchair boarding practice on regular buses
- TARC3 phone system future features

Upcoming meetings:

February 1, 2010
1 p.m.
TARC Board Room

March 1, 2010
1 p.m.
TARC Board Room

TARC3 Passenger Survey - 2009

by Alyce French-Johnson, TARC Assistant Executive Director



TARC, with a focus on customer needs and the provision of quality services, welcomes and encourages customer feedback. To that end, an evaluation of TARC3 services was conducted by an outside research company in 2009. The researchers conducted 400 surveys through phone interviews with randomly selected TARC3 riders.

According to the research summary report, passenger satisfaction with TARC3 overall performance is high with 90% satisfied or very satisfied with TARC3 service. The researchers found the following three key contributors to this overall TARC3 customer satisfaction: performance of van driver; customer information and conditions in the van.

Survey responses showed 93% of TARC3 passengers to be satisfied or very satisfied with van driver performance. Responses showed 91% of passengers to be satisfied or very satisfied with TARC customer infor-

mation and 91% satisfied or very satisfied with the condition of TARC3 vans. According to the researcher's report, the survey results have a margin of error of approximately 5%.

As those three key areas were found to be of equal importance to TARC3 passengers, the research suggests that improvement in any or all three of the key areas will strengthen TARC3 customers' satisfaction with the service. Although overall customer satisfaction was found to be high, TARC understands that there is always room for improvement. TARC will continue working diligently to provide safe, efficient and quality service for all of our customers.

Related to automated phone calls to TARC3 customers (story page 1), surveyed customers were asked if receipt of a phone call approximately ten minutes prior to TARC3 arrival would be helpful. Responses showed nearly 75% of all passengers thought that a call would be helpful. Thanks in part to a federal grant, we look forward to testing the usefulness of these calls during 2010.

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 Jennifer Miles,
TARC Call Center Supervisor

TARC3 Tips

by Jennifer Miles, TARC Call Center Supervisor

TARC3 performs an average of 1,400 trips per day with a goal of providing safe, efficient and friendly service to all customers. There are times when our customers are dropped off at a location that is not open, and they have to wait outside. The drivers are unable to wait with you, so here is a tip to help avoid this situation.

When you book a trip let the TARC3 Reservationist know that the building does not open before a certain time. Your trip will be booked so that you do not arrive before the facility opens. The same goes for your return trip. Tell the reservationist if you will be leaving a place that closes at a certain time and they will book your return time accordingly. Working together, we can make your trip as pleasant and convenient as possible.

My Driver Did Not Wait Long Enough!

TARC3 utilizes a 30-minute pick-up window and allows drivers to wait just 5 minutes once the vehicle arrives at the pick-up location to ensure we stay on schedule. Every month we hear that some drivers are not waiting long enough. Using vehicle tracking equipment, TARC can verify exactly what time the driver arrived and left a location. Often when we investigate we find that the driver did wait the full five minutes or longer.

Please remember that even if a customer says, "I will be right out," the driver can only remain 5 minutes. As this is a shared ride service, a delay picking up one or more passengers affects the schedule for everyone else. Please be ready for your ride from the start of your 30 minute pick-up window.

JARC and New Freedom Awards

TARC recently completed a competitive selection process to award federal Job Access and Reverse Commute (JARC) and New Freedom funds. The recommendations of an impartial Selection Review Committee were approved unanimously by the TARC Board of Directors in December.

The following projects were selected to receive New Freedom funds: \$240,161 to Procarant DBA as Yellow, Checker and Cardinal Cabs to purchase wheelchair accessible taxis; \$60,153 to Jewish Family and Career Services Klein Older Adult Services to expand Passport Around Louisville service including the purchase of a wheelchair accessible van; and \$36,490 to Bullitt County Judge Executive Melanie Roberts and the Bullitt County Public Transportation Committee for the installation of bus shelters and curb cuts.

The following projects were selected to receive JARC funds: \$115,200 to TARC to purchase paratransit vehicles; \$410,036 to TARC to provide paratransit job access trips; and \$14,868 to Catholic Charities to provide refugee employment transportation training.