

## TARC3 Q&A

**Q:** “Why does the TARC3 vehicle often arrive early or late and not at the scheduled time for my pick-up?”

**A:** On-time arrival for TARC3 is a 30 minute range called the “on-time window”. The 30 minute range begins 15 minutes before your scheduled pick-up time and extends to 15 minutes after your scheduled pick-up time. Our reservationist should tell you what the 30 minute window is for your pick-up when you book your trip. For example, “You have a 9:50 a.m. pick-up, with the vehicle arriving between 9:35 and 10:05 a.m.” As long as the driver arrives between 9:35 and 10:05 a.m. the service is on-time.

“Early Arrival” means the vehicle arrived before the 30 minute window started. Customers may enjoy the option of boarding early, but a driver may not require you to board early. In addition, a driver may not “no-show” customers who refuse to board or are not available to board, prior to the start of their reservation window.

“Late Arrival” occurs when the vehicle arrives at your location after the 30 minute window. If the vehicle arrives during the 30 minute window but boarding time extends beyond the window, the trip is still “on-time”.

### Same Day Trip Requests

If space is available on a route and with supervisory approval, a same-day trip request for medical necessity and special situations can be granted by a reservationist. In these situations, please call as early as possible and we will see if a spot is available on a route to accommodate your special need.



Transit Authority of River City

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Louisville, KY 40203

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## Be an Early Bird and Keep us Informed

By Priscilla Rao,

Director Paratransit and Customer Service

TARC3 riders can help TARC maximize the efficiency and productivity of our paratransit services so that trips are provided with convenience for you and as economically as possible. You can provide this help by following these tips:

- **Reserve Early** -Whenever possible, please do not wait until late afternoon prior to your trip to make a reservation. Trip requests after 3:00 p.m. can be difficult to fit into the next day’s routing manifests. This makes routes less efficient which is inconvenient for you and more costly to provide.
- **Cancel Early** – When you cancel an unwanted trip early, drivers and vehicles can be re-routed more effectively. Late cancellations (2 hours or less before a scheduled trip) and no-shows often spoil an efficient, well-planned route. Dispatchers do their best to make all changes efficiently, but late cancellations end up almost as costly to TARC as no-shows. To cancel a trip, you can call the paratransit cancellation line, TARC or Where’s My Ride (phone numbers on next page). This fall, a new automated phone system will provide another option to easily cancel trips 24 hours a day.
- **Inform Us of Address Changes Early** - It’s very important that customers notify TARC3 before changing their home address. Having an exact and accurate address is important for accurate routing. Sometimes new streets are not yet in our software mapping system and need to be included. Please call the Eligibility Office 213-3217 in advance so we have time to make all the necessary changes before you take a trip from your new address.

Early reservations, early cancellations and timely notification of home address changes can help TARC3 roll along and serve as many people as possible in our community. THANKS!

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](mailto: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:

- WHEELS Transportation no longer a TARC3 provider as of July 1
- On-street accessibility improvements
- TARC3 routing
- Fare-free trolley zone
- E&D Council membership recruitment/selection training
- Coordinated transportation
- Fixed route service changes

#### Upcoming meetings:

August 2, 2010  
1 p.m.

September 13, 2010  
6 p.m.

## TARC3 Customer Volunteers Test Automated Phone System

by Alyce French-Johnson, TARC Assistant Executive Director



We announced in the January issue of Voices a new automated phone system to be installed and tested for TARC3 customers. The new phone system is interactive with automated features intended for the convenience of our TARC3 customers and for improved service efficiency.

We extend our thanks to E & D Council members and the TARC3 customers (randomly selected) who said "Yes" when asked to volunteer and test this new system. The volunteers represent customers both with and without cell phones. We anticipate their experience will serve as an indicator of how most TARC3 customers will respond to the new phone system when it is installed. Testing is also leading to the discovery of system features that can be improved or corrected (some have been already).

E & D Council members and TARC staff evaluated the computerized voice used by the new system and began initial testing of the automated features in April. Glitches in

the software were identified and TARC and Trapeze software staff worked on solutions in preparation for a second round of testing. In May, 60 customer volunteers were added to our test group. Testing will continue this summer. All volunteers have been asked to confirm and cancel trips automatically by calling and entering the automated system with an assigned ID number and password. They also receive automated calls before scheduled trips. One type of automated call is a "reminder" of trip details sent the day before a trip. The other type of automated call is an "alert", sent to customers approximately 10 minutes prior to vehicle arrival.

Volunteers answer phone surveys every two weeks to report their experience with the new automated system. Other than glitches identified during the first week or so the test is going well. Feedback from customer volunteers is providing valuable information that will enable us to improve the system. That will make the transition easier when the automated phone system is activated for use by over 4,000 TARC3 customers. Stay tuned!

### 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 Sandi Uligian,  
TARC3 Eligibility  
Evaluator

## TARC3 Tips

By Priscilla Rao, Director Paratransit and Customer Service

Has your vision changed? When you completed your eligibility paperwork for TARC3, your vision may have been good. However, over time eyesight often changes. If you now have trouble reading printed materials, please let the Eligibility Office know that you would prefer to receive an audio tape for your communications. We want you to be able to access the information we send. If you would like to receive TARC3 mailings on audio tape please call 213-3217 and tell Renie Glenn.

### Meet the New TARC3 Eligibility Evaluator

Sandi Uligian (pronounced You-li-gan) was hired in May as a new TARC3 Eligibility Evaluator. Sandi spent the last several years determining eligibility for Social Security Disability applicants. That position prepared Sandi with excellent training and experience for evaluating applications for ADA Paratransit eligibility. Sandi has a BA in Psychology and is pursuing an advanced degree at Spalding University. She also stays busy with two teenage children and enjoys live local music. Please stop in and meet Sandi if you are in Union Station.

### MV Red Shirt Recognition Award

In July 2008, MV Transportation created the Red Shirt award as a way to recognize employees for having gone that "extra mile" in service to passengers that ride TARC3.

MV management wanted to not only recognize an employee that went above and beyond the call of duty, but needed a way to publicize this fact. Once publicized, they needed to find a way to remind other employees about the program. What better way to do this but through something that stood out in a crowd. At that time, in its Louisville division, MV only allowed putty colored uniform shirts. With the University of Louisville in their backyard, the idea to award an employee with a red shirt was hatched.

All employees of MV Division 101 (Louisville, KY) are eligible to win the red shirt. The shirt is awarded when an employee performs an act that is considered above and beyond their regular duties. Anyone can nominate an employee for consideration. However, the General Manager has the final say-so on the winner. A red shirt is also automatically awarded to the winner of MV's Operator of the Quarter program, and justly so.

Since July 2008, only 8 red shirts have been awarded. Of these, one individual has retired leaving only 7 red shirt winners on active duty. The most recent winners were 3 individuals who earned their red shirt for a single event that took place in June 2010.

If you are riding on a TARC3 vehicle and realize the driver is wearing a red shirt, do not be shy. Ask what they did to earn the shirt. You will undoubtedly get an answer that will be filled with pride.