

A GUIDE TO RIDING TARC3

Dear TARC3 Customer:

TARC (Transit Authority of River City) would like to welcome you to TARC3 Transportation. The Riders Guide provides detailed instructions to ensure our customers a safe, successful ride on TARC3.

TARC's mission is to explore and implement transportation opportunities that enhance the social, economic and environmental well being of the greater Louisville Community.

Table of Contents

TARC'S Mission Statement	p. 1
Type of Service Provided by TARC3	4
Frequently Asked Questions.....	5
Hours of Operation and Service	7
Fare Structure.....	8
Ticket Information	8
How to Schedule TARC3 Trips	10
Definition of Will-Call & Requesting Will-Call Return Trip	14
Definition of TARC3 On-Time Arrival ...	15
Definition of Customer No-Show	16
No-Show Policy	17
TARC3 Trip Cancellation	18
Driver Assistance & Accommodations.....	19
Safety Responsibilities of TARC3 Drivers.....	22
Service Animals	24
Trip Destinations.....	24

Safety Responsibilities of TARC3 Riders.....	25
Travel Companions	28
Personal Care Attendant (PCA).....	28
Transporting Children on TARC3 Vehicles.....	30
TARC3 Fare for Children	30
Smoking, Eating and Drinking	31
Code of Conduct.....	31
What Is TARC3 Subscription Service?.....	32
Moving To A New Address In The Louisville Metro Area	34
Traveling To, Or Moving To Another City	35
Lost and Found.....	35
Customer Complaints/ Compliments/Suggestions.....	36
Yellow Taxi Cab Service	38
Important Phone Numbers	39

Type of Service Provided By TARC3

TARC3 is a shared-ride public transportation service designed to transport individuals with disabilities to and from their desired destinations. Our goal is to serve our customers as safely and efficiently as possible. TARC3 is door-to-door service. Upon arrival at your scheduled pick-up location the TARC3 driver will come to the street door and identify himself or herself. For the safety of our riders, TARC3 drivers must be able to see the vehicle at all times. Therefore, they are prohibited from going further than the street door of either your pick-up location or your drop-off location.

Frequently Asked Questions

Q. “What if my apartment is located inside the building?” ...”Will the driver come to the lobby of my apartment building, or will the driver come to my third-floor apartment?”

A. TARC3 drivers are not permitted to enter a building and go to an individual apartment inside the building. Therefore, the driver would not be permitted to go to the 3rd floor of your apartment building and knock on the door. TARC3 riders must be waiting at the main entrance of the building.

Frequently Asked Questions

Q. “What is considered a building’s main entrance?”

A. TARC refers to a building’s main entrance as the front entrance, and/or the entrance most frequently used by the public. If there is more than one entrance you may indicate “north”, “east”, “south”, or “west” to specify the one you need. If you have questions about a building’s main entrance, feel free to contact a TARC Call Center Representative, who will assist you.

Hours of Operation and Service Area

TARC3 Transportation is provided seven days a week (including Sundays and holidays), between 6:00 a.m. and 10:30 p.m., to any address located within $\frac{3}{4}$ of a mile of a fixed-route bus line. Additionally, TARC3 Transportation is available (on a limited basis) between 10:30 p.m. and 6:00 a.m. during the same hours that TARC's fixed-route buses travel within $\frac{3}{4}$ of a mile of your pick-up and drop-off locations.

Fare Structure

TARC3 is a pay-as-you-go program. The fare to ride TARC3 is double the fare for riding TARC's fixed route buses. If you plan to use cash, please give the driver the exact fare each time you board the vehicle. TARC3 drivers do not carry change.

Ticket Information

If you prefer, you may find it more convenient to pay for your trips with TARC3 tickets rather than cash. Tickets are available in strips of five, but are not discounted. There is no limit on the quantity of tickets that you may purchase at one time. Please call 561-5157 for additional information about purchasing TARC3 tickets by mail. TARC3 tickets are also available at many locations throughout the Louisville/Metro area, including:

- Fifth Third Bank – all area locations
- PNC Bank – select area locations
- Union Station – 1000 W. Broadway
- Nia Travel & Jobs Center –
2900 W. Broadway
- Louisville Free Public Library –
3rd & York
- Clarksville Library – 1312 Eastern Blvd.
- Jeffersonville Township Public Library –
211 Court Ave.

You can request a mail order envelope at 585-1234. A downloadable ticket order form is also available on our website www.ridetarc.org.

How To Schedule TARC3 Trips

Reservations for TARC3 Transportation are accepted up to seven (7) days in advance of the trip, and as late as 4:30 p.m. the day before the trip is desired. Same-day trip requests are allowed if space is available. You may schedule trips by calling the TARC3 reservation line at 560-0333 between 8:00 a.m. and 4:30 p.m., seven days a week, excluding the following major holidays:

- New Years Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day
- On Christmas Eve the reservation line is open from 8:00 a.m. - noon.

Reservations are made on a first-come, first-served basis. No trip is given priority,

regardless of purpose. For example, a trip to the mall is given the same priority as a medical appointment. TARC3 will offer a trip pick-up time up to one hour before or after the time requested by the customer. Customers should inform the reservationist of the appointment time they must arrive at their destination. Please keep in mind that, because TARC3 is a shared-ride program and other TARC3 riders will probably be riding with you, you may be on the vehicle for up to an hour and 20 minutes. Therefore, it is very important that when you schedule your trip you allow sufficient time to arrive at your destination. When you schedule a trip, please remember to write down the reservationist's name as well as the dates, times and locations of your scheduled trips. Always keep a record of your scheduled trips

handy. Please be ready to provide the following information when you call the reservation line:

- Your name as it appears on your TARC3 ID card.
- The exact address and telephone number, if known, of your pick-up and drop-off location(s).
- The date(s) and time(s) you want to arrive at your destination(s).
- Whether your Personal Care Attendant (PCA) will be traveling with you, and how many companion(s) will be traveling with you.

- Whether you or your companion(s) will be using a wheelchair, scooter or other mobility aid.
- If you need a return ride, please provide the time you will be ready for pick-up.

For trip reservations, please dial 560-0333. For the deaf and hard of hearing, please dial the TTY number 213-3240.

Definition of Will-Call & Requesting Will-Call Return Trip

Will-call return trips may be scheduled in medical situations when you cannot estimate a time for your return trip. When you schedule your medical appointment trip, let your reservationist know that you aren't sure when your appointment will be finished and that you will need a will-call return. Then, when your medical appointment is over, you may call 560-0333 to request your return ride until 4:30 p.m. After 4:30 p.m., please call 589-9879 to request your return ride. We recommend that you and your reservationist schedule your return trip in advance whenever possible, because will-calls may take 90 minutes or longer to pick up. If TARC3 has not arrived within 90 minutes after you notify us that you're ready for your will-call pick up, please call "Where's My Ride?" at 589-9879. Always be prepared by bringing

with you any medication or other supplies that you might need over an extended period while waiting for your pick-up.

Definition of TARC3 On-Time Arrival

You will be given a 30-minute time range for your pick-up. For Example: If a TARC3 rider's pick-up time is 10:00 a.m., TARC3 will be "on time" if the driver knocks on the customer's door at any time between 9:45 a.m. and 10:15 a.m. The rider in this example should be ready to board TARC3 at 9:45 a.m. and remain ready until 10:15 or later.

Q. What if it's 15 minutes after my scheduled pick-up, and TARC3 hasn't arrived yet?

A. Please call "Where's My Ride" at 589-9879.

Definition of Customer No-Show

A TARC3 customer who does not board the TARC3 vehicle within five minutes after it arrives on time and who has been properly notified that TARC3 has arrived; or a TARC3 customer who fails to cancel an unwanted trip at least two hours before the scheduled pick-up time. The TARC3 driver will issue the customer a No-Show and immediately proceed to the next address. If you are issued a No-Show for your initial pick-up and will not make your return trip either, you are responsible for canceling your return trip to avoid an additional No-Show. You are also responsible for canceling any other trips you don't plan to make that day.

No-Show Policy

Three No-Shows within a 30-day period or an ongoing pattern of excessive no-shows over time may result in a suspension of service for up to 30 days. If service is suspended, the suspended customer will also be placed on a three-month probation. One No-Show during the probationary period may result in an immediate suspension of service, as well as a six-month extension of the probationary period. If you believe you have received a No-Show in error, please contact the TARC3 Transportation office at 213-3217 and be prepared to provide detailed information.

TARC3 Trip Cancellation

Early trip cancellations provide more service opportunities for other TARC3 customers. Trip cancellations can be made anytime after you reserve a ride, and up to two hours before your scheduled pick-up. You may call 560-0322 to cancel your trip(s). Voice-mail is available so that cancellations can be made 24 hours a day. Customers with impaired hearing may cancel rides by calling the TTY line at 213-3240. When you call the cancellation line, please clearly state the following:

- Your full name, including middle initial. Please spell your name.
- Your address
- Date and time you were scheduled to be picked up

Driver Assistance & Accommodations

When greeting riders, drivers must identify themselves by stating their name. Drivers will accompany riders up or down one step, as well as to and from the vehicle. It is the driver's responsibility to ask whether the rider will require assistance to and from the vehicle. The rider may accept or refuse assistance.

The TARC3 driver will assist riders who require the lift to enter or exit the TARC3 vehicle. This includes riders who use wheelchairs, scooters and walkers, as well as anyone else who is unable to go up or down steps. However, if the combined weight of the wheelchair or scooter plus the rider exceeds 600 pounds or if the width exceeds 30 inches or the length exceeds 48 inches, it may not fit on the lift. TARC3 Transportation will make

every effort to accommodate all varieties of wheelchairs and scooters, but reserves the right to deny service if a rider's uniquely designed wheelchair or scooter cannot fit on the lift.

TARC3 drivers will assist riders from the street door of their pick-up location to the TARC3 vehicle, as well as to the street door of their destination.

The TARC3 driver is required to properly secure every rider in the vehicle. Therefore TARC3 can only transport a rider whose wheelchair or scooter can be properly secured in the vehicle even if that rider is able to transfer to and from a

seat.

TARC3 drivers are permitted to load rider's packages onto the TARC3 vehicle and unload them at the rider's destination. It is the responsibility of TARC3 riders to carry their own packages to and from the vehicle, or they may choose to have a traveling companion for that assistance. Personal folding grocery carts are allowed on the TARC3 vehicle, but must be secured or tied down under the seat or next to the rider, but not in the aisle.

Safety Responsibilities of TARC3 Drivers

DRIVERS MUST ALWAYS:

- Be courteous.
- Drive safely.
- Wear a seat belt while the vehicle is in motion.
- Secure all mobility devices.
- Have a TARC3 photo I.D. and introduce themselves upon arrival.
- Be properly uniformed.
- Make a good-faith effort to find the rider. (Sounding the horn to notify a rider of TARC3's arrival is not acceptable.)
- Leave a No-Show door hanger at location after waiting five minutes and contact dispatch for departure authorization.

- Collect the fare from the rider at time of boarding or obtain the appropriate waiver authorization from dispatch. Drivers do not accept tips.
- Assist passengers with their belongings.
- Drivers are not permitted to assist riders with powered wheelchairs or scooters up or down any steps. They are not permitted to assist riders with manual wheelchairs up or down more than one step.
- Drivers are also restricted from pushing wheelchairs or scooters through grass or sand, or lifting passengers into or out of their mobility device.

Note: For safety reasons, TARC encourages all passengers who use a wheelchair or scooter to have a ramp if there are steps at the entrance to the home. If you cannot afford a ramp, or if you don't know how to get one, you may call the Center for Accessible Living at 589-6620 and ask to be placed on the "ramp waiting list".

Service Animals

Service animals and service animals-in-training are permitted on all TARC3 vehicles. The TARC3 driver may ask whether an animal is a trained service animal. Riders are responsible for maintaining control of service animals and service animals-in-training, and service will be refused if control is not maintained.

Trip Destinations

TARC3 drivers may stop only at scheduled destinations. Therefore, destination change-requests as well as unscheduled stops are not permitted.

Q. What if my doctor's appointment got cancelled? Can I ask my driver to take me to the drugstore instead to pick up my prescription?

A. For the safety of our passengers, TARC3 drivers are never allowed to drop anyone off at an unscheduled location. If your appointment was cancelled, please cancel your ride as soon as possible. Call the reservation line if you want to schedule another trip.

Safety Responsibilities of TARC3 Riders

- Wait in a safe, well-lit location.
- Let the van come to a complete stop before approaching it.
- Allow the driver to help you board the van; ask for special assistance if you need it.
- Always wear a seat belt.
- All personal belongings are your responsibility.
- If you are able, you must assist in loading and unloading your own belongings (Four-bag limit. Bags may not exceed a to-

tal weight of 50 pounds). Personal folding shopping carts are allowed on TARC3 vehicles, but must be secured or tied down under the seat or next to the rider. Carts and other personal property may not be in the aisle when the vehicle is in motion.

- Prior approval is required before a minor may act as a personal care attendant.
- Do not eat, drink or smoke in the TARC3 vehicle.
- Do not use audio or video equipment, as it may distract the driver's attention.
- No disruptive behavior - you may be suspended.
- Drivers are prohibited from making unscheduled stops.

- Proper dress is required, including shoes and shirts.
- No special requests for specific drivers or vehicles can be honored.
- Customer is responsible for proper maintenance of all mobility devices. This includes locks for wheelchairs, keeping batteries charged for electric devices, etc.
- Customers are responsible for keeping their sidewalks and ramps clear of snow and ice. Service may be declined if your driveway or sidewalk is not clear of snow and ice.

Travel Companions

TARC3 riders may always travel with as many as three companions. Additional companions may travel with the TARC3 rider if space is available. Requests for more than three travel companions must be made at least three days before the travel date.

Companions are always picked up and dropped off at the same address as the TARC3 customer. All companions are required to pay the same fare as the TARC3 customer, no exceptions.

Personal Care Attendant (PCA)

Personal care attendants (PCA's) are designated or employed to help individuals with disabilities complete one or more of their ADLs (activities of daily living). As a TARC3 rider, you may request a "Certification of Need for a Personal Care Atten-

dant” if you require an assistant to travel with you on TARC3 to feed you, administer your medicine, push your wheelchair, etc. If you are eligible for a PCA, your PCA will be picked up and dropped off at the same address as you and may ride with you for free. When you schedule a TARC3 trip, please let the reservationist know whether your PCA will be riding with you, and if you would also like to have a traveling companion. If space is available you may also have a second companion. The second companion will be placed on a waiting list. The TARC3 rider will be informed whether or not space is available for the second companion after 4:30 P.M. on the day before the scheduled trip. All companions are required to pay the same fare as the TARC3 rider.

Transporting Children On TARC3 Vehicles

Children who are under 5 years old, or who weigh less than 40 pounds, must be secured in a D.O.T. - approved child safety seat that is provided by and secured by the parent or legal guardian, no exception.

TARC3 Fare For Children

Children 6 years of age and older are required to pay the same fare as the TARC3 rider when they ride as companions of a TARC3-eligible rider. There is no TARC3 fare for children less than 6 years of age.

Smoking, Eating and Drinking

Smoking, eating and drinking are strictly prohibited on TARC3 vehicles. If you **MUST** eat something while riding, due to a diabetic or other health condition, please alert your driver.

Code Of Conduct

TARC3 riders and drivers have the right to travel on TARC3 vehicles with a maximum of personal comfort and safety, and without the threat of physical or verbal abuse. Therefore, any behavior of TARC3 riders, their companions or their PCA's that is determined to be violent, disruptive, illegal, unsafe, unsanitary, or invades the privacy of another will cause the offending person(s) to be removed from TARC3 Transportation service. Riders can report their concerns by filing a complaint with TARC at 585-1234.

What Is TARC3 Subscription Service?

TARC3 Transportation provides subscription service for medical, work and school purposes. Subscription service provides a standing reservation and eliminates the need to call the TARC3 reservation line to schedule rides for eligible trips that are made:

- At least twice per week.
- On the same days and times.
- To and from the same pick-up and drop-off location(s).

If you are interested in subscription service and a particular trip meets the above criteria for this service, please call 560-0333 for more details and a TARC3 Subscription application.

TARC3 subscription trips are automatically canceled on the following holidays:

- New Years Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day
- Friday following Thanksgiving Day

* You may call the TARC3 reservation line in advance to reserve TARC3 trips to be taken on the above holidays.

Moving To A New Address In The Louisville Metro Area

Please call TARC3 Transportation at 213-3217 if you are planning to move to a different residence within the Louisville area. A TARC3 representative will be able to assist you in determining whether you will be able to use TARC3 Transportation to and from that address. Please remember that TARC3 cannot transport you either to or from any address that is located more than $\frac{3}{4}$ of a mile from a fixed-route bus line.

Traveling To, Or Moving To, Another City

If you are planning to travel to, or move to, another city please call TARC3 Transportation at 213-3217. If you are traveling, TARC3 will provide any information requested by another city's transit company so that you will be eligible to use their paratransit services for up to 21 days per calendar year. Or, if you are moving to another city, you will be eligible for 21 calendar days after you move to allow you time to complete the application process for that city.

Lost & Found

If you believe you left something on the TARC3 van, please call MV Transportation at 589-9879. Please provide your name, the date and time of your trip, as well as a detailed description of the lost article.

Customer Complaints, Compliments and Suggestions

If you would like to contact TARC regarding a complaint, compliment or suggestion, please call us at 585-1234, email Sandra Fuqua at sfuqua@ridetarc.org, or send mail to:

TARC3 Transportation Service
1000 West Broadway
Louisville, Kentucky 40203

Examples of complaints that should be reported:

- A driver who does not properly identify himself or herself.
- A driver who does not provide required assistance, including but not limited to, proper securement of a mobility device.
- A driver who gets lost.

- A driver who operates the vehicle unsafely. This includes using a cell phone and smoking.
- Late pickup or arrival at your destination.

When calling with a complaint, compliment or suggestion, please provide the following information:

- Your name
- Date, time and address of pick-up
- Scheduled pick-up time
- Actual pick-up Time
- Detailed description of incident

TARC would also like to hear about things we do well. We always welcome your feedback and encourage your comments regarding services received.

Increased Paratransit Demand - Yellow Taxi Cab Service

Due to unprecedented growth in TARC3 ridership, TARC has teamed up with Yellow Cab to provide our customers more efficient service for will-calls as well as for regular TARC3 rides. When you ride with Yellow Cab, you are only responsible for paying the regular TARC3 fare, so you don't need to be concerned about being charged more for a cab ride. You may pay for your cab ride by giving your driver either the exact cash fare or a TARC3 ticket. If you have any questions about Yellow Cab service, please call the TARC3 reservation line at 560-0333, seven days a week between 8:00 a.m. and 4:30 p.m.

Important Phone Numbers

Reservations.....	560-0333
Cancellations	560-0322
Where's My Ride? Line	589-9879
TARC3 Transportation	213-3217
Will-Call Return Ride (before 4:30 p.m.)	560-0333
Will-Call Return Ride (after 4:30 p.m.)	589-9879
Paratransit TTY	213-3240
Customer Service	585-1234
Customer Comments & Complaints	585-1234
Customer Service TTY	587-8255
TARC Web site	www.ridetarc.org

This Riders' Guide was developed in cooperation with TARC's Education Committee, approved by TARC's Elderly and Disabled Council on 3/5/07, and revised on 10/2/07. It supercedes all previous publications of the Riders' Guide. TARC reserves the right to make changes to the Riders' Guide when necessary.