TARC3 Q & A

Q: Sometimes the building closes before TARC3 picks me up because the driver went to the wrong building entrance. What can be done about that?

A: Public buildings may have several entrances (some entrances even have different addresses) so it is important for customers to provide the exact address and entrance needed when booking their trip. The provision of accurate pick-up information will go a long way in preventing no-shows or delays that leave you waiting outside of a closed building. Also, TARC3 drivers cannot delay a route to wait with a customer who arrives before a building opens. Please arrange for a personal care attendant (PCA) or a companion to accompany you on your trip if you cannot wait alone.

Preparing for Winter Weather
By Priscilla Rao, Director of Paratransit and Customer Service

TARC3 operates during bad weather as long as it is safe to do so. Snow and ice present challenges and under severe wintry driving conditions smaller sedans and MV1s may be removed from service. When that occurs all trips are provided by small buses that are heavier and safer to operate in those conditions. Some un-cleared roads may be impassible and long delays are often unavoidable.

Please follow these TARC3 winter travel tips. They are for your safety and comfort and to help TARC3 run more smoothly in the event of bad weather:

• Book extra travel time, bring extra medicine, oxygen and/or necessary supplies and dress warmly in case of longer travel and wait times.
• Call your destination to verify it is open and appointments are on time.
• Cancel unwanted trips as soon as you decide not to travel to avoid no-shows. This includes cancelling unneeded subscription or demand trips. When your employer, school or other destination is closed please do not assume someone else told us.
• Keep sidewalks and paths of travel at your home clear of excessive snow and ice.
• You may need a personal care attendant (PCA) or other assistance to help you to and from the vehicle because drivers cannot escort you door to door on excessively snowy or icy surfaces due to safety concerns. Walk slowly and hold handrails with both hands if possible.
• Use the automated phone menu, option 1, to get estimated trip pick-up times and avoid long telephone hold times.
• Verify that TARC3 has your current phone and emergency contact numbers so we can reach you if early pick-up is necessary due to bad weather.
• TARC will accommodate time changes due to early closings as quickly as possible.

As always, your patience is appreciated.
Observations
By Ferdinand L. Risco Jr., TARC Assistant Executive Director

Since joining the TARC team in Feb. 2017, I’ve had a chance to observe and learn about every department at TARC. My many years of experience in transit, coupled with my roles in MTA Metro-North (New York) and most recently at MARTA (Atlanta) and frequent travels encourage me to share some observations about TARC3, TARC’s ADA paratransit service.

Public transportation systems over a certain size must offer ADA complementary paratransit service. Although there are many standard requirements of the Federal Transit Administration, local transits may choose to exceed those standards. It’s clear our Executive Director, J. Barry Barker, has always strived to enhance TARC3 service beyond ADA requirements whenever possible. His desire to better serve our customers instead of just following the regulation is why TARC3 is one of the most robust paratransit systems in the country.

Here are a few observations as examples:

• TARC3’s emphasis on making travel as comfortable as possible with a mixed fleet of vehicles (sedans, MV1s and cutaway buses with air ride).

• Every paratransit service has fluctuations in on-time performance. Road conditions are challenging in Louisville with all of the construction going on. TARC3 consistently works to improve timeliness that exceeds other paratransit services that I’m familiar with.

• TARC3 operates with two contractors which is administratively more complex for TARC, but allows us to meet fluctuating rider demand and avoid capacity limits helping us to get you where you need to be.

• TARC3 permits up to three companions, while the regulations provide for one.

• TARC3 continues to charge $3 trip fare. The ADA allows paratransit systems to charge double the local fixed route fare, which would be $3.50 here.

There are other examples I see daily of TARC’s desire to live in the spirit of the ADA as well as in compliance with its regulations. Priscilla Rao, the Director of Paratransit and Customer Service, has led her team to achieve some very significant improvements. Priscilla and her staff have successfully worked to improve reservation hold times and have also cultivated a very positive partnership with our contractors First Transit and Yellow Cab, to provide daily service. While there is certainly room for improvement, I’ve found TARC3 to be a credit to the leadership of Mr. Barker, Priscilla, the TARC3 team, our partners and most importantly this community.

Having worked with systems and transit leaders from all across this country, I can tell you Louisville, KY has a hidden gem in TARC3.

TARC Accessibility Advisory Council (TAAC)
By Bill Wright, TARC Accessibility Advisory Council Chair

I hope everyone had a good holiday. If you are interested in becoming a TAAC member, you can get an application on TAAC’s webpage, www.ridetarc.org/accessibility/tarc-accessibility-advisory-council or call 502-213-3217 and request one be mailed to you. TAAC meeting information is also available on the TAAC webpage. If you have any questions contact Bill Wright (p. 502-893-0879 or e. bww0912@gmail.com). The TAAC plays an important role in public transportation, so I urge you to consider getting involved.

TARC3 Lost and Found

If you lose a personal item and think you left it on the vehicle when taking a TARC3 trip (provided by First Transit or Yellow Cab), call TARC3’s Where’s My Ride line (502-589-9879) to report the loss. “Found” items will not be delivered to you. After confirming that the contractor has your item, please book a trip and retrieve the item within seven days. Lost items are kept for only a limited period of time.

To receive TARC3 Voices in alternative format, please contact the TARC3 Eligibility office.

Important TARC3 Contact Information

| TARC3 Where’s My Ride? Line | 589-9879 |
| Customer Comments/Complaints | 585-1234 |
| TARC3 Paratransit Reservations | 560-0333 |
| Text Telephone for Hearing Impaired Only (TTY) | 213-3240 |
| TARC3 Paratransit Cancellation Message Line | 560-0322 |
| TARC3 Paratransit Eligibility Office | 213-3217 |
| Will Call Return Ride before 4:30 p.m. | 560-0333 |
| Will Call Return Ride after 4:30 p.m. | 589-9879 |
| TARC Customer Service | 585-1234 |
| TARC Website | www.ridetarc.org |