

Important Phone Numbers

TARC3 Reservations & Automated phone line options	502.560.0333
TARC3 Cancellation Voice Mail	502.560.0322
TARC3 Where's My Ride?	502.589.9879
TARC 3 Eligibility Office	502.213.3217
TARC3 Will-Call Return Ride (before 4:30 p.m.)	502.560.0333
TARC3 Will-Call Return Ride (after 4:30 p.m.)	502.589.9879
Text Telephone for Hearing Impaired Only	(TTY) 502.213.3240
Customer Comments & Complaints	502.585.1234 <i>or</i> 502.560.0333
TARC Fixed Route Customer Service & Automated phone line options	502.585.1234
TARC Website	www.ridetarc.org



Google maps



A GUIDE TO RIDING TARC3

Dear TARC3 Customer:

The Transit Authority of River City (TARC), which provides public transportation in the Greater Louisville area welcomes you to TARC3 Paratransit service. The Riders' Guide provides rules and information to ensure our customers a safe, successful ride on TARC3.

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

This Riders' Guide was developed in cooperation with members of The TARC Elderly and Disabled Council, now called the TARC Accessibility Advisory Council. The Guide was revised on 3/5/07, 8/1/10, 1/1/12, 10/1/12, 12/1/14, 8/10/15 and January, 2018. This January, 2018 version supersedes all previous publications of the Riders' Guide. TARC reserves the right to make changes to the Riders' Guide or to TARC3 rules when necessary. Read your TARC3 Voices for changes in service guidelines.

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TARC3 ADA Paratransit Service

TARC3 is a shared-ride, door-to-door service for any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the TARC system which is readily accessible to and usable by individuals with disabilities. ADA paratransit is operated to provide ‘comparable’ service to regular bus service. Most TARC3 customers are ADA (Americans with Disabilities Act) Paratransit eligible. TARC3 also may transport non-ADA customers under private or public contracts.

TARC provides eligibility determination, reservations, trip routing and customer service for TARC3. Under-contracts with TARC, private companies provide daily-TARC3 service and “Where’s My Ride” service. TARC monitors contractors’ performance and oversees customer service. Our goal is to transport customers as safely and efficiently as possible.

Please read this Guide carefully. It will explain how to use the service and the rules of the service. It will also explain things like your “Pick-up window”, where drivers will pick you up, how long you have to board the vehicle and other important information. Also review your quarterly newsletter, called TARC3 Voices, for important announcements and changes to the service.

TARC3 Service Area

TARC3 is provided seven days a week (including holidays) to any address in the TARC3 ADA service area, which is within $\frac{3}{4}$ of a mile of fixed-route bus lines (but does not include express route lines). You may check any address in Metro by going to <http://www.ridetarc.org/tarc3-paratransit-forms/> and entering the address on the interactive service area map. Or, you may ask a reservationist or the Eligibility Office about an address. TARC3 ADA paratransit will not pick up or drop off at addresses outside the ADA service area.

Service Hours

TARC3 standard hours of operation are 6:00 a.m. to 10:30 p.m. TARC3 will be available for selected trips between 10:30 p.m. and 6:00 a.m. if TARC's fixed-route buses travel within $\frac{3}{4}$ of a mile of your pick-up/drop-off locations and can provide the same trip during those hours.

Pick Up at the Exterior Door

Drivers may not enter buildings or lobbies, so riders need to be at or near the exterior street door to observe arrival of the vehicle. For private residences, the driver will knock or ring a doorbell. For public buildings, drivers will open the exterior door to look inside. If there are two sets of exterior doors, the driver will go through to the second set and look into

the lobby area. The driver will not enter the lobby. Riders have up to five (5) minutes to board the vehicle after attempted notification that the vehicle has arrived. If you do not promptly respond or are not visible, driver will return to the vehicle. At that time, dispatch will attempt to call you on your registered number before the driver leaves the location.

REMEMBER

- TARC3 drivers are not permitted to enter a building and go to an individual apartment inside
- TARC3 riders should be at the main exterior entrance of the building. This is normally the entrance most frequently used by the public. If there is more than one entrance you may specify the one you need when you book a trip.

Riders Using Wheelchairs

Entrances will require a safe, secure wheelchair ramp meeting ADA guidelines. Drivers will assist manual wheelchair up/down one step only. Ramp slopes should be 12 feet of ramp for each 1 foot rise, must have secure hand rails on both sides and have sufficient turn radius at top and bottom. The ramp must be secured to surfaces without gaps and have a non-skid surface. TARC3 may refuse door to door service if a ramp, steps or path of travel to and from the vehicle appear unsafe.

Fares

TARC3 is a pay-as-you-go program that collects cash or pre-sold tickets when boarding. The fare may be as much as double a regular TARC fixed route fare. You must have exact fare each time you board. TARC3 drivers do not carry change, so purchasing tickets in advance is strongly advised. TARC reserves the right to refuse service to riders without a fare. If you are transported, as a courtesy, without paying a fare, please promptly mail your fare due and the date of your trip to the TARC3 Eligibility Office, 1000 West Broadway, 40203. If a rider has 5 unpaid fares in a 12 month period, no new trips will be booked until arrangements are made to pay all fares due. A TARC Account Representative can assist you with payment arrangements at 213-3310 and will remove the block on your account. If an error was made and you know you paid a fare, we will file a complaint with the contractor who made the error and remove the no-fare.

Corporate & Student Pre-Paid Fares

Several local businesses provide pre-paid TARC and TARC3 service to their current employees or students. Currently these include employees from Humana, Metro Government, UofL & JCTC (employees & students) . To be eligible for pre-paid TARC3 service, customers must register in advance with the

TARC3 Eligibility Office (502.213.3217). We will assign the corporate fare type to all your trips, authorizing drivers not to collect a fare. If the driver collects a fare incorrectly, please call the Eligibility Office. Customers are responsible for letting TARC3 know when you leave employment or are not registered for classes and are responsible for all fares thereafter.

Tickets

Tickets are available in strips of five (they are not discounted). There is no limit on the number of tickets you may purchase. To purchase tickets through the mail, please call 502.561.5162.

Tickets are also sold at the following locations:

Fifth Third Bank – all area locations

Union Station – 1000 W. Broadway

Nia Travel and Jobs Center – 2900 W. Broadway

Louisville Free Public Library – 3rd & York

BB&T – 401 W. Main Street

Tickets can also be purchased at www.ridetarc.org with a Visa or Mastercard. If you prefer to order with a check or voucher, a printable ticket order form is available on our website.

TARC Free Fare Zone

TARC operates free circulator bus service in downtown areas. This has been called ‘the free trolley

zone' and is now our ZeroBus service zone. If a TARC3 trip begins and ends in this free fare zone, your trip will be free. Drivers can see the trip is free and should not request a fare.

Scheduling Your Trips

Reservations for TARC3 trips are accepted up to seven days in advance of the trip, and as late as 4:30 p.m. the day before the trip is desired. Schedule trips by calling the TARC3 reservation line at 502.560.0333 between 8:00 a.m. and 4:30 p.m., seven days a week.

On ADA paratransit, no trip is given priority regardless of the purpose, under federal regulations. TARC3 cannot routinely accept requests for a specific contractor or vehicle type. Trips are scheduled on routes using vehicles and contractors to provide the most efficient, timely service for all riders.

Trips are scheduled with times offered within an hour before or after your requested time, allowing sufficient travel time for a shared ride service. Ride time varies by factors such as mileage, traffic and other pick-ups/drop-offs on the scheduled route. TARC3 ADA Paratransit ride times should be comparable to door to door travel on the TARC fixed route bus system. Maximum ride time for trips in the service area should be no more than 1 hour 20 minutes.

Have an appointment? When scheduling a trip for an appointment, please let the Reservationist know the time you must arrive at your destination and we will schedule your pick-up and sufficient travel time on a

route with other riders. You may be dropped off up to 30 minutes prior to your appointment time, so make sure the building is open early or late in the day.

Booking Tips:

Provide the following information when you call to book a trip:

- Your name as it appears on your TARC3 ID card.
- The exact address of your pick-up and drop-off location(s). The phone number, if known.
- The date(s) and time(s) you want to arrive at your destination(s)
- Whether a PCA or companion(s) will ride with you.
- Whether you or your companion(s) will use a wheelchair or other mobility aid.
- Record details of your scheduled trips.

NOTE: You may set up and require a password on your account to assure only authorized person(s) can book or cancel your trips. Call the Eligibility Office to set up that password.

Trip Changes

Changes to destination or unscheduled stops after boarding the vehicle are not permitted. Same-day changes to a destination prior to boarding will be considered if space is available, for urgent or extenuating circumstances.

Early pick-up requests may be accommodated on space available basis when the request is at least 90

minutes earlier than your original time. In cases of rider illness or early facility closing, we will work to pick you up as quickly as possible.

Holiday Trip Booking

TARC3 service operates on all holidays but the Call Center may be closed. You may book next-day trips on major holidays by using the TARC3 automated phone system. (See page 15 for instructions.) If the automated booking feature is not operational, the Call Center will be open during regular hours on these major holidays:

- New Year 's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

NOTE: All subscription trips, EXCEPT DIALYSIS, are automatically cancelled on major holidays.

See Subscription Service Page 25

Different Types of Vehicles Used

TARC3 uses a variety of vehicles in service – from sedans to small buses. Customers may not routinely request or refuse specific types of vehicles. A vehicle space is scheduled for your trips to assure accessibility for the size and type of equipment you travel with. Customers are responsible for registering the correct type of space needed during each trip booking.

Be sure to tell the Reservationist if a companion travels with equipment.

TARC3 space types affecting placement on vehicles include:

- Ambulatory (You walk when using TARC3. You may use a cane or a walker)
- (RW) Regular manual wheelchair – no larger than 30” wide by 48” long
- (WW) Wide manual wheelchair – 31” to 36” wide, up to 48” long
- (PW) Regular Power Chair or (SC) Scooter – no larger than 30” wide by 48” long
- (XW) Large Power Chair or Scooter - exceeds 30” wide or 48” long
- Trained Service Animal
- Oxygen Tank

Requesting a Will-Call Return Trip

In medical or legal situations when you cannot estimate a time for your return trip, you can call from the appointment location when you are ready. A ‘will-call’ pick-up will take up to 90 minutes so bring medications or supplies you may need. Tell your Reservationist you need a will-call return trip. To activate your return trip when you are ready, call:

- 502.560.0333 until 4:30 PM (TARC3 Call Center)
- 502.589.9879 after 4:30 PM (Where’s My Ride)

If TARC3 has not arrived in 90 minutes, please call “Where’s My Ride?” at 502.589.9879.

What is On-Time Arrival?

You will be given a 30-minute arrival time range (called the ‘on-time window’) for every pick-up. For example: your reservation is 10:00 a.m., TARC3 is on-time if the driver arrives between 9:45 a.m. and 10:15 a.m. Be prepared to board within five minutes any time during that 30-minute window. After 10:15, the trip is considered late and you may refuse the trip. Before 9:45, the trip is early and you may choose whether to board early.

Checking on Vehicle Arrival

You may dial the TARC3 automated (502.560.0333), phone line at any time, enter your password and ID number and select “Confirm Trips”. By following the prompts, you can receive updated estimated pick-up times for your trips.

If your ride isn’t there within the 30 minute pick-up window, please call “Where’s My Ride”.

Definition of Customer No-Show

You will receive a no-show if you do not board the vehicle within five (5) minutes after it arrives (within the 30 minute window) and we attempted notification. The driver will depart. TARC3 staff cannot cancel trips without customer authorization so if you do no-show your initial pick-up, you are responsible for canceling your return trip, or will receive a second no show.

No-Shows Hurt TARC3 Service

TARC3 provides automated phone call notification to promptly alert customers that they missed their scheduled pickup. A notification letter is also sent to customers with excessive no-shows the prior month. If you believe a no-show was in error, please contact the TARC3 Eligibility Office at 502.213.3217 to provide details. No-shows caused by circumstances outside the customer's control (such as unexpected hospitalization or a booking error by Reservationist) are documented and the no-show is removed from the customer's record. Please help us provide efficient service and cancel unwanted trips with as much advance notice as possible.

Canceling Your Trips

Early trip cancellations provide more service openings for other TARC3 customers. Cancellations can be made anytime after you reserve a ride. Within two hours of a trip, however, cancellations are considered "late" and have a negative impact on TARC3 service.

The following options are available to cancel trips. For round trip cancellations, please remember to cancel both the departing and return trips to avoid a no-show.

- 1) Automated phone: See Instructions on page 15, Option 2: Cancel trips. You'll receive a cancellation confirmation number. The automated line does not accept late cancellations within two hours of an upcoming trip.

2) Recorded Cancellation Line: Leave a voice message on the TARC3 Cancellation Line (502.560.0322) 24 hours a day. Messages are checked hourly. Customers who are deaf or hard of hearing may cancel trips by calling the TTY line: 213.3240.

- Spell your full name, address and trip details.

3) Call Center: Call 502.560.0333 and cancel trips; 8:00 a.m. - 4:30 p.m. daily. This is the best option for late cancellations. After hours, call Where's My Ride for late cancels.

Using TARC3 Automated Phone Functions

When approved for TARC3, each rider was given instructions for using the TARC3 automated phone system. The Menu and Options may change over time, so don't hesitate to ask a customer service representative for assistance.

Instructions

Dial 502.560.0333. Press '1' for Main Menu and enter your ID number and password, which is initially your birth year. (Call TARC3 Eligibility Office 502.213.3217 if you lose your ID or password.) Listen to Main Menu options and push your phone keypad for options desired as you hear prompts:
Current Main Menu Options:

Option 1

- Hear booked trip details and estimated pick-up times

Option 2

- Cancel trips by day or range of dates

Option 4

- Change your password

Option 6

- Book trips on holidays when the Call Center is closed. You may book trips for the day following the holiday.
- Page through prior trip pick-up/drop-off locations until you find the locations desired and follow prompts.

General Commands

- * repeats a prompt
- #1 return to the main menu
- #2 menu instructions
- “0” always takes you to Customer Service

Driver Assistance You May Expect

1) Safe Travel Guidelines: Drivers do not act as personal care attendants or companions for riders who need supervision, calming, directing or monitoring of behavior. Riders with cognitive or memory disabilities who cannot be left alone safely at a location are the responsibility of their caregiver and not the TARC3 driver. Cognitively impaired riders may travel without an attendant so long as they exhibit safe behavior and are able to be left alone at a destination. Some duties requiring a PCA or

companion to travel with a rider for the rider's safety include:

- Helping a rider with dementia
- Calming a rider who can become upset in unexpected situations
- Preventing a rider from leaving their seat on moving vehicle or exiting at the wrong location
- Directing a rider who cannot travel independently
- Calm a rider who is unable to control abusive comments or behaviors

2) When greeting riders, drivers must identify themselves by stating their name. They may ask for your name to confirm identity.

3) Drivers will accompany ambulatory riders up or down several steps, and offer assistance to all riders to and from the vehicle to the exterior door of pick-up and drop-off locations. The rider may refuse assistance. TARC3 will not provide door to door service if the location has unsafe steps, missing or unsafe ramp or an unsafe path of travel.

4) The TARC3 driver will assist riders who require or request the lift or ramp to enter or exit the TARC3 vehicle. This includes riders who use mobility devices or are unable to go up or down steps safely. For safety reasons, some TARC3 vehicles cannot be used if the combined weight of a mobility device plus the rider exceeds 600 pounds, the width exceeds 30 inches or the length exceeds 48 inches. TARC3 reserves the

right to deny service if a rider's mobility device cannot fit or ride safely on the lift or in the vehicle.

A rider whose wheelchair or scooter cannot be properly secured in the vehicle cannot be transported, even if that rider is able to transfer to a seat. Customers may travel on TARC3 with an oxygen tank or respirator, so long as it is registered in advance with the TARC3 Eligibility Office (Medical equipment may not fit in every TARC3 vehicle). All equipment must be secured.

5) TARC3 drivers will load up to 4 packages or bags onto the TARC3 vehicle and unload them at the rider's destination. Total maximum weight is 50 pounds, maximum size of any box or personal item is 18" x 36" x 24". The driver must secure personal folding shopping carts under the seat or next to the rider. Excess packages/bags may be refused transport.

6) Drivers will assist riders with manual wheelchairs up or down **one** step. Drivers are **not** permitted to:

- Assist riders with power chairs or scooters up or down steps.
- Push wheelchairs or scooters on uneven, unpaved or steep surfaces, unsafe ramps or through snow.
- Lift riders into or out of their mobility device or push power wheelchairs which have lost power. When a power chair loses power, the customer is responsible for arranging assistance.

Other Responsibilities of TARC3 Drivers

- Be courteous.
- Drive safely and never use a cell phone while driving.
- Be properly uniformed with photo I.D.
- Must contact dispatch for no-show authorization before departing.
- Collect your fare at the time of boarding or obtain waiver permission from dispatch.
- May not accept tips.

Responsibilities of TARC3 Riders

1. Wait in a safe, well-lit location, at the exterior door of location.
2. Let the vehicle come to a complete stop before approaching it.
3. Allow the driver to help you board the vehicle.
4. Must pay the fare(s) due or be registered as a pre-paid or free trip.
5. Always wear a seat belt and shoulder harness when one is present. If a medical issue prevents use of the shoulder belt, call the TARC3 Eligibility Office and request a waiver be noted in your travel file.
6. All personal belongings are a rider's responsibility. Bring no more than 4 packages and no items exceeding 18"x36"x24".
7. Carry personal belongings and packages to and from the vehicle.

8. Cancel all unwanted trips with as much advance notice as possible.
9. May not use audio, video or phone that can be seen or heard by others.
10. Treat others on the vehicle with courtesy and respect.
11. Dress appropriately including shoes and shirts and winter clothes.
12. May not request or refuse specific drivers, specific other riders or specific vehicles, unless the vehicle sent is not accessible for your registered mobility device or equipment.
13. Properly maintain mobility devices. This includes locks for wheelchairs, keeping batteries charged for electric devices, etc. To assure safety in manual wheelchairs, attached footrests are strongly recommended for use while drivers are guiding the chair to and from the vehicle.
14. Animals in the home or yard must be controlled so they cannot approach the TARC3 driver who comes to the door.
15. Keep walkways and ramps sufficiently clear of snow and ice so as to be safe for driver and customer to walk or use a mobility device.
16. Provide working phone numbers for you and your emergency contacts so TARC may reach you with service announcements.

17. Bring ample supply of food, medicine or oxygen to allow for your “window” wait times, 90 minute will-calls and travel time up to 80 minutes. Expect traffic or weather delays to add to travel time.
18. Always carry your TARC3 ID to show the driver when requested.

Service Animals

Trained service animals are permitted on TARC3. Riders must register their trained service animal in advance with the TARC3 Eligibility Office. It will be added to your travel profile to assure available vehicle space. Riders are responsible for maintaining control of service animals or service will be refused.

Traveling with Small Pets

TARC3 customers are permitted to travel with a small pet or comfort animal up to 20 pounds. Common pets like dogs, cats, rabbits or birds may be transported in an enclosed, locked carrier with secure handle. As with all personal belongings, the rider is responsible for carrying the pet to and from the vehicle and the driver will assist in loading the carrier onto the vehicle, if asked. The carrier must ride on the rider’s lap or between the rider’s feet.

Pets may not be disruptive to others or distracting to the driver. Ongoing barking, crying or acting in a threatening way towards others – or pets with a strong unpleasant odor – will be refused. Please be

considerate of others who may have allergies or be fearful of your pet. Exotic or wild animals or reptiles are not permitted.

Travel Companions

TARC3 riders may always travel with as many as three companions. Requests for more than three travel companions must be made at least three days before the travel date. The TARC3 rider will be informed whether space is available for the additional companion(s) after 4:30 p.m. on the day before the scheduled trip.

Companions are always picked up and dropped off at the same address as the TARC3 customer. Companions must pay the required fare or will be refused service.

Personal Care Attendant (PCA)

Personal Care Attendants (PCA) are designated or employed by riders to help with activities of daily living while traveling. As a TARC3 rider, you may request a “Certification of Need for a Personal Care Attendant” if you need someone to guide you inside buildings, carry packages, wait with you, administer medicine, etc. Your PCA travels free. If you are approved for a PCA, your PCA will be picked up and dropped off at the same address as you. When you schedule a trip, tell the Reservationist whether your PCA will travel with you. You may also reserve space for one or more companions (See Travel Companions).

Children on TARC3

Ky State law requires that children under the age of eight, or who are less than 57” tall, must be secured in a DOT approved child safety seat. The seat must be provided by and secured by the parent or legal guardian. No exceptions.

Children six years of age and older pay the same fare as the TARC3 rider when they ride as companions of a TARC3-eligible rider. There is no fare for children under age six.

Smoking, Eating and Drinking

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

Code of Conduct

TARC3 riders and drivers have the right to travel on TARC3 in personal comfort and safety, and without the threat of physical or verbal abuse from other riders. Therefore, riders are expected to refrain from unsafe or unsanitary behavior and vulgar, abusive or disrespectful language. A TARC3 rider whose behavior poses a direct threat, is violent or seriously disruptive will be refused service or suspended from service.

Infectious Conditions

To assure the safety of all riders, TARC3 riders must ensure there is no discharge of bodily fluids, open wounds, presence of infectious conditions or insect infestation when traveling.

- Open sores, wounds or discharge of bodily fluids must be fully covered or contained or customer will be refused service.
- If the driver is unable to secure a customer, due to their condition, with seatbelt, shoulder belt or by securing their wheelchair to the floor by four point restraints, the customer will be refused transport for the safety of the customer and driver.
- If wounds are not fully covered or bodily fluids are visible or other infectious conditions or insect infestation is present, the rider may be refused service until such time as TARC receives documentation there is no health hazard to others. Should a driver exercise discretion and permit transport when one of the above conditions exist, TARC3 has in no way waived the above stated safety requirements for future transportation.

TARC3 Subscription Service

After using TARC3 service at least 30 days, you may apply for subscription service for recurring trips such as dialysis, work, school , etc. Subscriptions are a

standing trip reservation that eliminates the need to schedule individual rides for a recurring trip. Subscription trip guidelines:

- Trip normally occurs at least twice weekly.
- Each subscription must have the same pick-up/drop-off time schedule.
- Trip must be to and from the same locations each time.
- The subscription day,time or location may change no more than 4 times annually.
- An ongoing pattern of late cancels or no-shows may cause suspension of subscription service.

Request a subscription application from a TARC3 Reservationist or complete the automated form on TARC's website: www.ridetarc.org.

All subscription trips, EXCEPT DIALYSIS, are automatically cancelled on these major holidays. If you need your holiday trip, call a reservationist in advance and book the trip:

- New Year 's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

Moving to a New Address in the Louisville Metro Area

Considering a move? To assure continued TARC3 service to your home, please check the service area map on the TARC website www.ridetarc.org/tarc3-paratransit-forms/ and follow the link to the interactive map. You can enter an address to see if it's in the TARC3 service area. If you prefer, you may also call the TARC3 Eligibility Office to check an address for you. If you are moving, update your TARC3 records. Subscription riders, need to provide at least two weeks' notice to change the subscription address. Otherwise, you will need to call in to schedule your rides to your new address.

Traveling or Moving to Another City

If you are visiting or moving to another city, TARC3 Eligibility Office can provide information requested by another city's transit company so you will be eligible to use their paratransit services for up to 21 days per calendar year.

Lost & Found

If you believe you left something on a TARC3 vehicle (either First Transit or Yellow Cab) please call Where's My Ride. If the contractor has your item, you may book a trip to retrieve it or arrange for someone to pick it up. Items must be retrieved within seven days or will be disposed of. "Found" items cannot be delivered to you.

Severe Weather Travel

Occasionally TARC will reduce fixed route and Para-transit service when severe winter weather makes travel hazardous. TARC3 will make every attempt to keep service on the road as long as possible. During bad weather, expect long delays and take extra medicine, oxygen or other supplies needed should the weather worsen.

Please consider the importance of your trip and cancel unwanted trips the day before or as early as possible. Riders needing life-sustaining treatments should call ahead to verify service availability at your destination. Suburban streets that have not been treated and plowed will be unsafe in many parts of Metro Louisville. If streets are passable, service will be curb to curb in situations when parking lots, driveways and sidewalks are not clear of ice and snow.

Customer Complaints, Compliments and Suggestions

We value customer feedback about TARC3 services. When you have a complaint, compliment or suggestion, please call:

- TARC Complaint/Comment line at 502.585.1234 or 502.560.0333
- Use the TARC website – www.ridetarc.org. Click on 'contact us' and a drop down menu will provide a complaint/comment form to complete online.

Examples of complaints that should be reported:

- A driver fails to provide required assistance.
- Improper securement of a wheelchair or failure to provide door-to-door service.
- A driver uses a cell phone while driving.
- Late pick-up or late-arrival for your appointment.
- A driver makes rude or personal comments or smokes inside the vehicle.
- Your travel time exceeds one hour 20 minutes on board.

When calling TARC with feedback, you will need to provide specific details of the incident that allow follow up investigation. TARC3 drivers, dispatchers and contractor staff cannot file complaints. When filed properly with TARC, complaints are automatically forwarded to contractors for investigation. Customers will normally receive acknowledgement in 2-3 weeks, depending on the incident. Serious safety issues are followed up on immediately.

TARC3 Taxi Trips

TARC contracts with local taxi services to provide regular, scheduled TARC3 trips as well as some will-calls. Customers may not request or refuse a taxi trip unless the vehicle sent is not accessible for your registered mobility device or equipment. Taxi trips may be in sedans or accessible vans, as needed. Taxi trips are shared ride

with other customers. Cab drivers providing TARC3 service must provide the same assistance and service described in this Rider's Guide. The cab driver will always have your name when he/she arrives at your pick up. When riding in taxis you are only responsible for the regular TARC3 fare and may give the driver exact cash fare or a TARC3 ticket.

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Text Telephone for Hearing Impaired Only	(TTY) 502.213.3240
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Google maps

