

Applications are also available on audio cassette. For assistance in filling out your application, you may call the TARC3 office at 502.213.3217.

After the TARC3 office receives your application, you will receive written notification regarding your eligibility within 21 days. Your eligibility decision will indicate:

- Full eligibility
- Conditional eligibility reflecting functional ability
- Not eligible

Eligible applicants can come to TARC headquarters for a photo ID card. You will receive an orientation packet and a Riders' Guide with helpful information. You may also purchase TARC3 tickets in TARC's offices.

**Follow us on:**



**Transit Authority of River City, Union Station**  
1000 W. Broadway, Louisville, KY 40203

**TARC Information**

TARC Customer Service/ Route & Schedule info	502.585.1234
TTY	502.213.3240
Nia Center	502.561.5164
Union Station (Lost & Found & photo I.D. cards)	502.561.5157
Paratransit Eligibility Office	502.213.3217
TARC3 Reservations	502.560.0333
TARC3 Cancellation Line	502.560.0322
E-mail	info@ridetarc.org
TARC Web site	www.ridetarc.org

Transit Authority of River City  
1000 W. Broadway  
Louisville, KY 40203



# TARC & Accessibility

ADA & TARC3 Services



Transit Authority of River City  
www.ridetarc.org  
502.585.1234  
TTY 502.213.3240





## Making Public Transportation More Accessible for All

Thanks to the 1990 Americans with Disabilities Act (ADA), public transportation has become more accessible for seniors and citizens with disabilities. Transit Authority of River City (TARC) strives to make public transportation more accessible, wherever life takes you.

TARC bus drivers announce all major street intersections and transfer points. They will announce special stops upon request.

Every TARC bus is equipped with a lift or ramp to assist riders using wheelchairs or anyone having difficulty boarding or exiting the bus. Drivers assist with boarding and securing wheelchairs. Priority seating is provided at the front of each bus for seniors and individuals with disabilities. Fares are reduced for people with disabilities and people age 65 and older with TARC I.D.

## First-time Bus Riders

For more information on how to ride TARC, we offer various resources for first time bus riders. Found on TARC's homepage, [www.ridetarc.org](http://www.ridetarc.org), are bus schedules, maps, and a link to "Rider Tools".

TARC also offers travel training for groups and individuals interested in learning how to ride the bus. To request travel training or for more information on how to ride TARC, please contact Customer Service at 502.585.1234, TTY 502.213.3240.

# When Bus Travel Isn't Possible

*If your disability prevents you from using TARC's daily bus service, you may qualify for complementary ADA paratransit service.*

*ADA paratransit service is a shared-ride service that ensures that citizens with disabilities receive comparable public transportation services to what every citizen receives.*

## TARC Provides TARC3 ADA Paratransit Service

TARC operates TARC3 to coordinate a variety of demand-response programs, including ADA paratransit. TARC3 serves different customer groups under different contracts, each with unique eligibility requirements and rules.

## How Does TARC3 Paratransit Work?

TARC3 is a door-to-door shared ride service using small buses, vans and taxis. A paratransit vehicle will travel to any metro destination as long as it is within  $\frac{3}{4}$  mile of a regular non-express TARC bus route during comparable days and times.

Since TARC3 is a shared-ride service, you will travel with other riders. Most trips aren't direct and may take up to 80 minutes. A TARC3 driver will escort you 'door-to-door' on both ends of your trip. The fare one-way is \$4.50, round trip is \$9.

## Eligibility for ADA Paratransit

Having a disability does not necessarily qualify you for ADA paratransit. There is an application process to determine whether your individual disability prevents you from being able to travel on a regular bus.

Paratransit eligibility is based on TARC staff assessment. All information that is supplied

by you and your doctor is reviewed to determine your eligibility. Additional information is gathered by phone or in a personal interview. Sometimes a free functional assessment is conducted at Spalding University's School of Occupational Therapy. The process helps ensure that ADA paratransit service is provided for individuals who meet ADA regulations.

## Online TARC3 Forms, Applications & Tickets

The following TARC3 applications and forms can be found on the TARC3 ADA Paratransit section of TARC's website:

- **Eligibility & Process Summary**
- **TARC3 Riders' Guide**
- **TARC3 Application**
- **Medical, Cognitive and Vision Forms**
- **TARC3 Recertification Application**
- **Interactive ADA Service area map**

TARC3 tickets are also available for purchase online. Visit [www.ridetarc.org](http://www.ridetarc.org) to download the forms or purchase tickets. If you need assistance, call 502.561.5162.

## Applying for TARC3 ADA Paratransit Service

You can call 502.213.3217 or visit the TARC3 office at Union Station, 1000 W. Broadway, Monday through Friday, 8 a.m. to 4:30 p.m. to discuss your travel needs.

If you are unable to ride the bus or do not have transportation, TARC will mail an ADA Paratransit application packet specifically for your particular disability. Applications are available for download on TARC's website at [www.ridetarc.org](http://www.ridetarc.org).