



**TARC 3 SERVICE OVERVIEW AND UPDATE  
FEBRUARY 22, 2022**



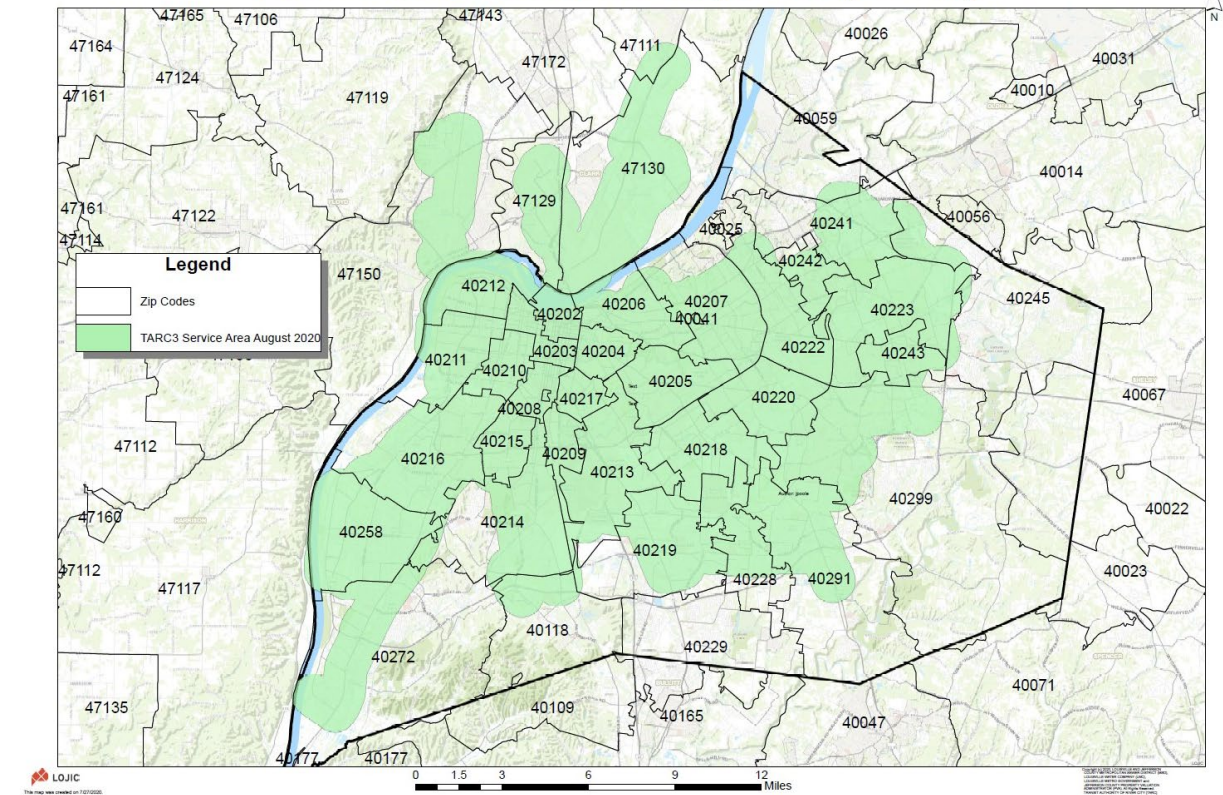


# TARC3 SERVICE IS...

## ADA 3/4 MILE COMPLEMENTARY PARATRANSIT SERVICE

- Part of the American's with Disabilities Act
- Comparable (or complementary) transportation service for individuals with disabilities who are unable to use fixed route
- Service provided within 3/4 of a mile of fixed routes
- Fare is no more than double fixed route; similar hours of operation; and can be “door to door” or “curb to curb”
- Often called: on demand, demand response, shared ride, ADA service, but it is NOT Medicaid transportation or non-emergency medical transportation

TARC3 Paratransit Service Area As Of August 2020 Zip Code Map



# TARC 3

## AT A GLANCE.....

- TARC staff manage and determine overall eligibility
  - Trip by trip eligibility is an option, but may not be popular with riders
- By the numbers.....
  - Total eligible riders within system: 9,439
  - Active users: 4006 different users since 01/01/20
  - Average trips per month: 23,000
  - Overall cost per year: \$18.7 million or about 19% TARC’s total operating expenses
- MV operates a brokerage model using a combination of locally based MV drivers, and three other subcontractors with local drivers
- App based ridehail companies like Uber and Lyft would be an “opt-in” service because they do not meet drug and alcohol or ADA standards.



# TRANSIT LABOR SHORTAGE A NATIONAL PROBLEM

## COVID PANDEMIC CREATING NEW NORMAL

- Ridership declines, staffing challenges, and revenue losses continue to plague agencies across the country
- Many agencies forced to cut service, shrinking the ADA paratransit 3/4 mile area

Metro's The Source

Metro experiencing some service impacts due to staff shortages

On some days certain parts of our bus system have been hit harder than ... so many employees returning to work and students back in schools.

The Berkshire Eagle

BRTA forced to cut service due to labor shortage

A lack of qualified drivers available to operate the "B" buses will result in a reduction of fixed bus routes and paratransit service,...



Greeley Tribune

Special report: RTD faces future clouded by new commuting patterns, staff shortages and big questions about service

Years of declining ridership flummoxed leaders of metro Denver's transit system, just as a staffing crisis routinely left buses and trains...



Mustang News

SLO Transit cuts more bus routes amid driver shortage and ...

The city announced in a Jan. 26 press release that bus lines 1B and 2B are suspended indefinitely due to the labor shortage. Starting Jan. 30,...



Oregon Public Broadcasting

TriMet announces more service cuts, citing shortage of drivers

This new reduction will bring some of the bus routes to about a 20% ... "There's a national labor shortage and a lot of the jobs that are..."



Boston.com

MBTA announces service cuts to dozens of bus routes, citing 'significant' worker shortage

MBTA announces service cuts to dozens of bus routes, citing 'significant' worker shortage · T officials say they're "budgeted for a full level of..."



St. Louis Post-Dispatch

'Begging for employees': Metro Transit cuts service amid ...

Starting Monday, Metro Transit is reducing its service amid a significant worker shortage, with changes coming to dozens of bus routes and...



# TARC AND MV WORKING TOGETHER

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## ACKNOWLEDGING ISSUES, CREATING ACTION

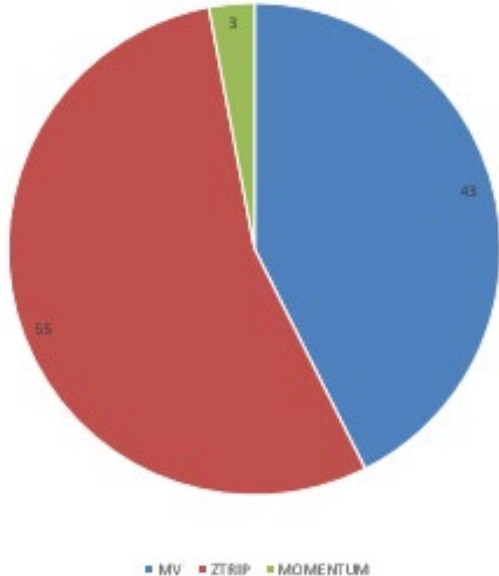
### STAFFING

- Dedicated fulltime recruiter
- \$500 referral, \$1,000 sign on bonus
- Eliminated training wage
- Quarterly performance bonus
- Many external placement websites
- Proactive weekly contacts made
- Added four subcontractors
- Increased the number of on street supervisors and dispatchers

### OPERATIONS

- New, local General Manager for MV
- Daily operations calls and reviews
- Improved scheduling, routing
- Training collaboration with Center for Accessible Living
- Monthly meetings with TARC's Accessibility and Advisory Committee (TAAC)
- Sent customer letters and held customer townhalls

# TARC3 OPERATOR STAFFING



## Recruiting Efforts

- Candidate outreach: 280
- Telephone screens from outreach: 19
- Interviews scheduled: 4
- Interviews conducted: 2
- In qualification: 6

## Hiring Updates

- 2 operators in behind the wheel training
- 2 qualified to start in February 16<sup>th</sup> class

## Three New Subcontractors

Alpha:

- 15 operators at start
- Began training Feb 13 with 15 operators

Transportation Care Services:

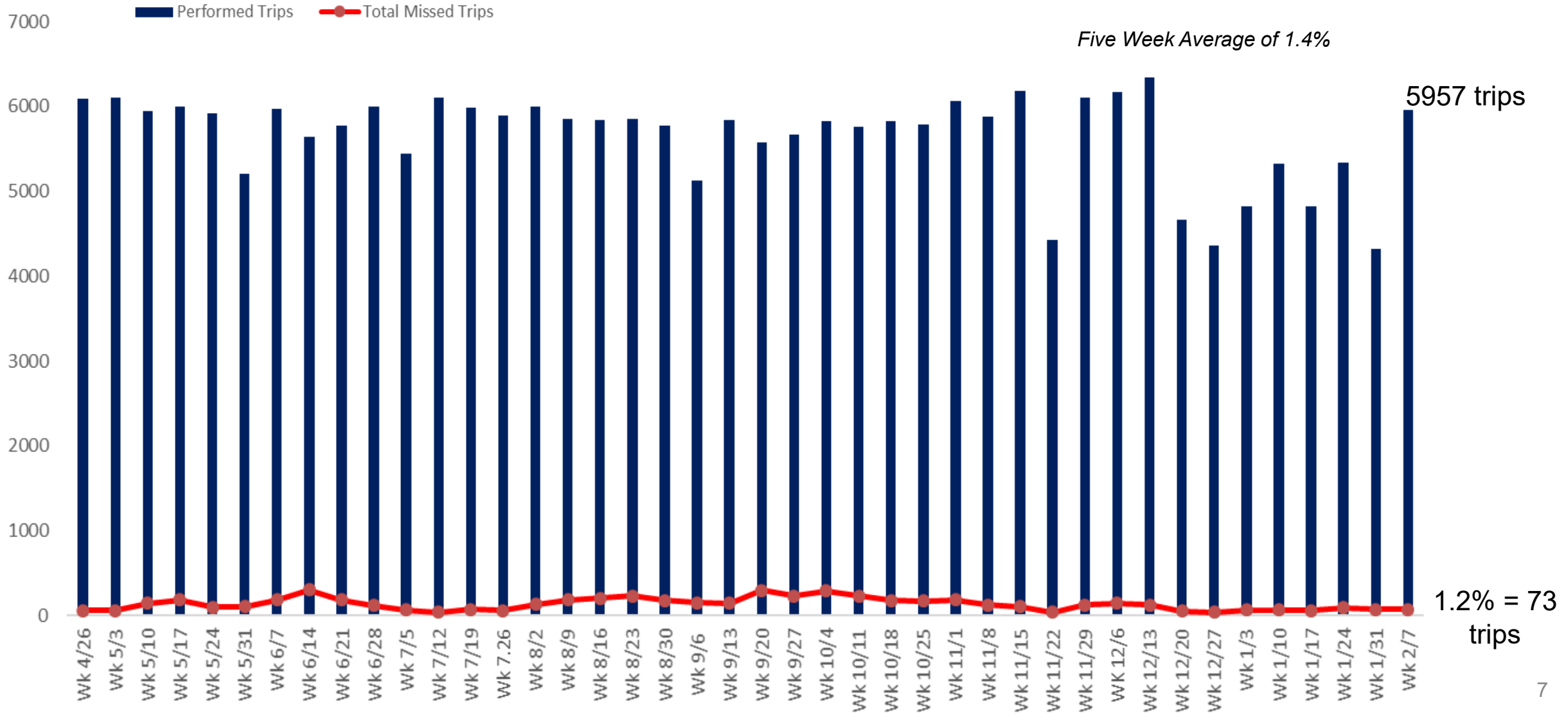
- Begin training February 23 with 4 to 6 operators

Silver Ride:

- Begin training March 1 with 5 operators



# WEEKLY PERFORMANCE SINCE APRIL





# CUSTOMER SERVICE COMPLAINTS

## FIXED ROUTE

Monthly

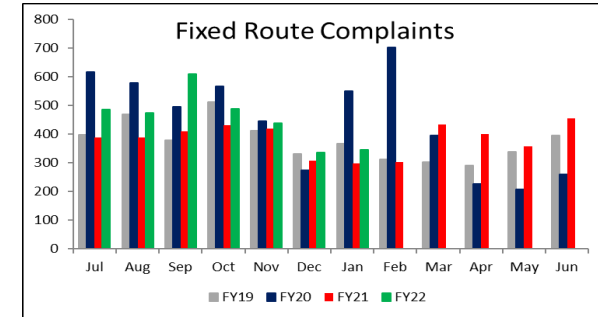
**344**

+2% VLM  
+16% VLY

YTD

**3.2K**

+20% VLY



## PARATRANSIT

Monthly

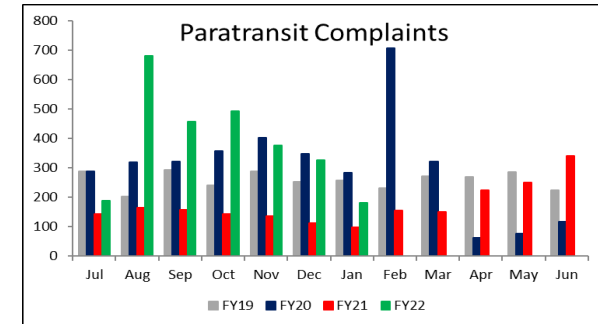
**182**

-44% VLM  
+87% VLY

YTD

**2.7K**

+184% VLY



## COMPLAINTS / 1,000 RIDERS

Monthly

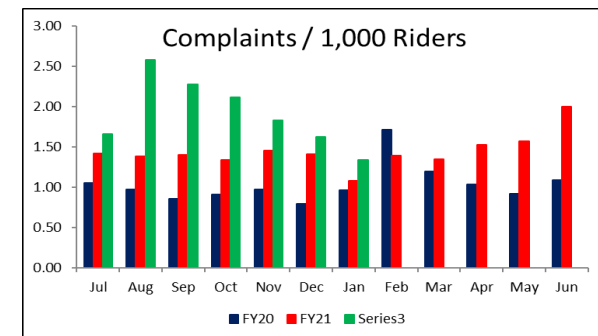
**1.3**

-17% VLM  
+24% VLY

YTD

**1.9**

+40% VLY



VLM = variation from last month; VLY = variation from last year





# MV LIQUIDATED DAMAGES

## PENALTIES FOR LACK OF PERFORMANCE

Monthly

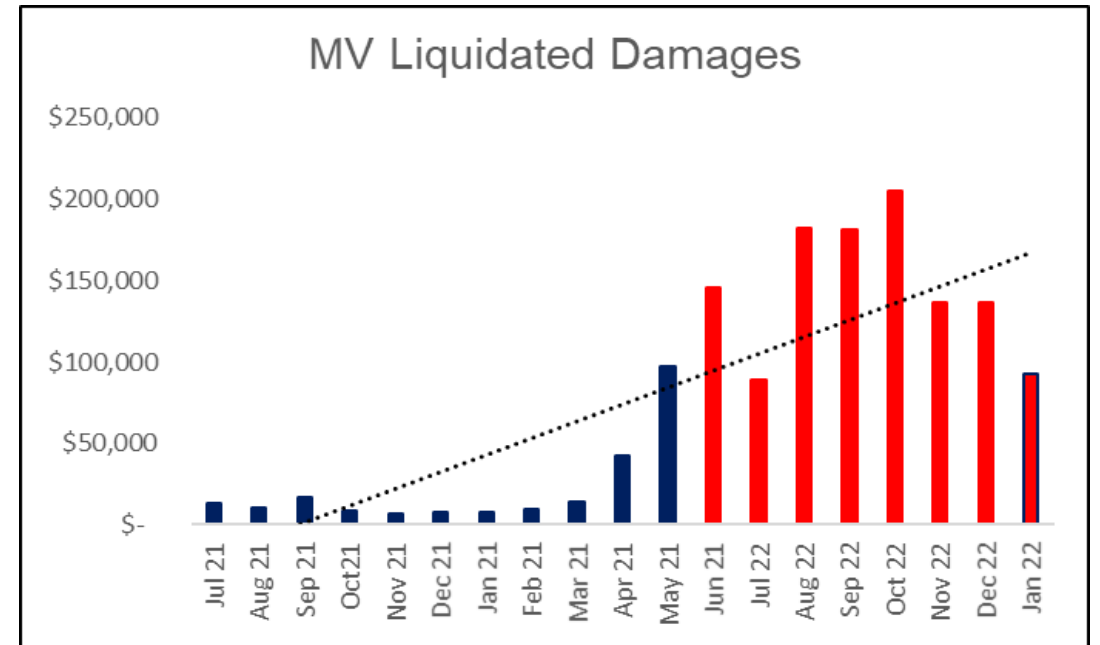
**\$92,800**

-32% variation from last month  
+1,117% variation last year

Year to Date

**\$1,023,000**

+1,330% VLY

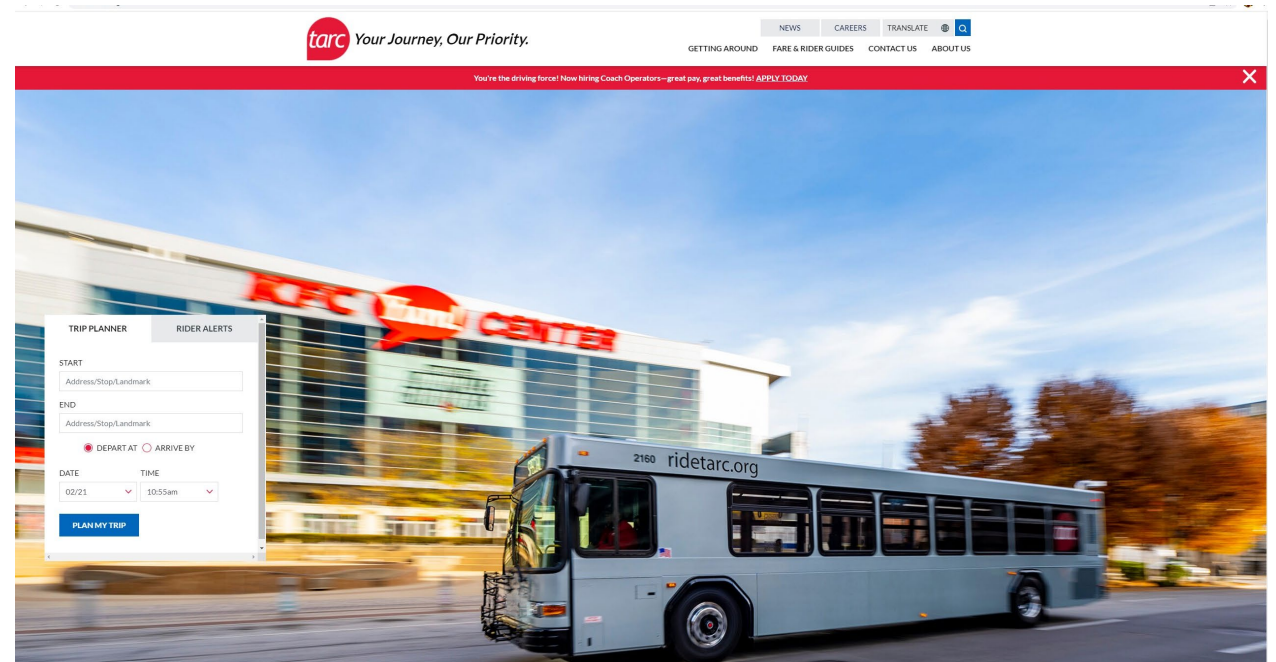




# WAYS TO CONTACT TARC

- Paratransit Office: 502-213-3217
- Reservations: 502-560-0333
- Cancellations: 502-560-0322
- Where's My Ride: 589-9879
- Contact Us at 502-585-1234

Visit Us at [www.ridetarc.org](http://www.ridetarc.org)





**THANK YOU**

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