

Report on TARTA Services

September 4, 2012

To: Sylvania City Council

Prepared by: Bill Sanford

At the August 10th City Council Joint Committee meeting of Utilities and Environment and Employee and Community Relations, there was a discussion on TARTA Services in Sylvania.

Attached, please find information provided by TARTA that tells us more about who is using TARTA services in Sylvania. You can divide the TARTA services into three categories; Regular routes in the city, TARPS and Call-A-Ride.

Sylvania also receives shuttle service for Mudhen and Walleye games (Centennial Terrace to Downtown Toledo) and to Music Under the Stars.

I contacted entities in the City that use TARTA and received the following comments:

Lourdes University: Regular TARTA is used by some of their student population but they do not have a count of active users. Call-A-Ride is also utilized by students. Lourdes does want to have public transportation available to the student body as it connects them to the Greater Toledo area.

Ability Center: The Ability Center has a long history working with TARTA and currently is very supportive of the TARPS program. Five years ago they were frustrated with TARTA services but since then communication with TARTA has improved. Losing this service would significantly impact on who the Ability Center could serve. There are 4 – 5 TARP vehicles every night at the Center transporting clients to their facility. Two to three employees use TARTA to get to work.

Sylvania Municipal Court: People who need to appear in court are using Call-A-Ride to get to the court building. Wednesday is their busiest day as that is Public Defender day and there are programs at the court in the evening. Not having TARTA services would have an impact on the Court as it would make it harder for people to appear as required.

Flower Hospital: The hospital took a survey and 24% of the respondents answered that they use or know someone who uses TARTA to get to work. The same survey had 45% who believe that patients or visitors use TARTA to get to the hospital.

Kingston Care Center: Kingston has 2 – 3 employees who use TARTA to get to work. They have one resident and two family members who rely on TARPS transportation to allow them to travel away from the facility and to visit family at the facility.

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Sylvania Schools: TARTA is not used for the general student population but the school system does contract with TARPS to transport 6 students who have special needs.

Josina Lott Residential and Community Services: Their mission is to enhance the lives of people with mental developmental disabilities. Rehabilitation and vocational programs take place at the River Crossing Facility. One third of their daily clients use TARPS (ten per day). Not having TARTA would be very detrimental to their program. TARPS enables their clientele to be independent which is a main goal of their programming.

Health Connections: Health Connections is a substance abuse and mental health counseling program located in Saxon Square. They have patients who use TARTA to get to their counseling sessions who would not be able to attend without TARTA.

Sylvania Senior Center: The Sylvania Senior Center utilizes both TARPS and Call-A-Ride. The Senior Center distributes free passes to Seniors 60 years and older primarily for transportation to the center for a meal. They are a nutrition site and during the week, Monday through Friday, 31 individuals used 158 of these passes in 2011 and there have been 34 individuals through July of 2012 using 123 bus passes. Not having TARTA would be a significant concern for the Sylvania Senior Center as people who rely on the meal would not be able to get to the center. The TARTA vehicles are more conducive to the Senior population than cabs. TARTA offers flexibility as to where they go in the community.

Other comments:

- TARTA has new scheduling software, that will be ready soon, which will help residents with public transportation.
- There has been dissatisfaction as to how TARTA has been run across the various communities served by TARTA but recently that has been changing as TARTA is responding quicker to concerns.
- Alternative service in Perrysburg was on the ballot in November, 2011. Sylvania Township is on the ballot this November and if it fails, they will not try to find an alternative. Rossford and Maumee are evaluating the situation as we are doing in Sylvania. Most would like to work to improve TARTA rather than find a replacement for TARTA.

I asked Jim Gee what would happen in the City of Sylvania if Sylvania Township ended TARTA services. Jim responded there would not be cuts in our service if that happened. There would be changes in routing to avoid township areas and Sylvania citizens on both TARTA and TARPS would lose access to destinations within the township.

Conclusion:

TARTA services are being utilized in our community and it would have a negative impact to not have this service available. The people I talked to want TARTA service in our community. There is support to continue to communicate with TARTA our transportation needs.

Sanford, Bill

From: James Gee <jgee@tarta.com>
Sent: Monday, August 27, 2012 9:31 PM
To: Sanford, Bill
Cc: marketing@tarta.com
Subject: RE: Report
Attachments: Sylvania July 2012.docx; 01.pdf; 02C.pdf; 39_39M.pdf

Bill,

Attached or below are

- July ridership for TARPS by location
- Schedules for routes which enter Sylvania
- Estimated fixed route ridership for routes in the Sylvania Area

I'll send the graphic files of the Call-A-Ride maps tomorrow afternoon and will develop a paragraph or two describing TARTA's future actions with their schedule before the end of the week.

Jim

Sylvania City	<u>1</u>	<u>2C</u>	<u>39</u>	<u>39M</u>	<u>Mud Hens</u>	<u>Walleye</u>	<u>Music Under the Stars</u>
Jan-11	1,310	2,100	2,040	480	-	330	
Feb-11	1,250	2,080	2,100	420	-	200	
Mar-11	1,330	2,350	2,350	510	-	170	
Apr-11	1,270	2,320	2,620	530	110	40	
May-11	1,400	2,510	2,700	500	330	-	
Jun-11	1,300	2,070	2,510	390	650	-	
Jul-11	1,270	1,800	1,820	330	810	-	
Aug-11	1,520	2,200	2,030	390	620	-	
Sep-11	1,550	2,450	2,250	450	50	-	
Oct-11	1,460	2,720	2,320	510	-	70	
Nov-11	1,390	2,710	2,400	500	-	200	
Dec-11	1,265	2,530	2,160	490	-	200	
Jan-12	1,330	2,095	2,000	410	-	250	

<i>Feb-12</i>	1,360	2,220	2,060	375	-	170	
<i>Mar-12</i>	1,450	2,450	2,350	450	-	180	
<i>Apr-12</i>	1,300	2,400	2,700	450	290	-	
<i>May-12</i>	1,220	2,350	2,730	530	360	-	
<i>Jun-12</i>	1,260	1,950	2,610	410	640	-	
<i>Jul-12</i>	1,435	1,960	2,130	400	555	-	30

From: Sanford, Bill [<mailto:bsanford@cityofsylvania.com>]
Sent: Monday, August 27, 2012 2:41 PM
To: jgee@tarta.com
Subject: Report

Jim, I will be giving a report to City Council next Tuesday on TARTA service in Sylvania. Just checking on when I will get that info from you. Thanks. Bill

William D. Sanford
Economic Dev/Adm Services
City of Sylvania
6730 Monroe Street
Sylvania, OH 43560
(P) 419-885-0482
(F) 419-885-8927

July 2012 - TARP'S RIDERSHIP

Flower Hospital	141
Lourdes College	25
Ability Center	121
ABC Warehouse	4
Anderson's Food	5
Asthma & Allergy Center	2
Centennial Terrace	11
Charter One Bank	4
Dental Health Associates	1
Directions Credit Union	26
Fairway Condominiums	6
Fricker's	2
Hickman Cancer Center	46
Hindu Temple	2
Josina Lott-River Crossings	306
Kingston Care Center	59
Kroger's 2 Locations	18
Lake Park	23
McCord Rd Christian Church	2
Nutrition Resolutions	8
Olander Park	10
Plummer Pool	8
Regency Hospital	7
Ron Salon	2
Rosary Care Center	7
Sylvania Senior Center	13
Sullivan Lake Family	4
Sunset Village	2
Sylvania Branch Library	2
Sylvania Care and Rehab	37
Sylvania Country Club	32
Sylvania Municipal Court	6
Sylvania Vet	7
Temple	2
Total Rehab Flower	4
Wellness Center	2
YMCA-Sylvania	12

Call-A-Ride Ridership Pattern in City of Sylvania

July 2012

