

# COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

Nine-County KIPDA Region

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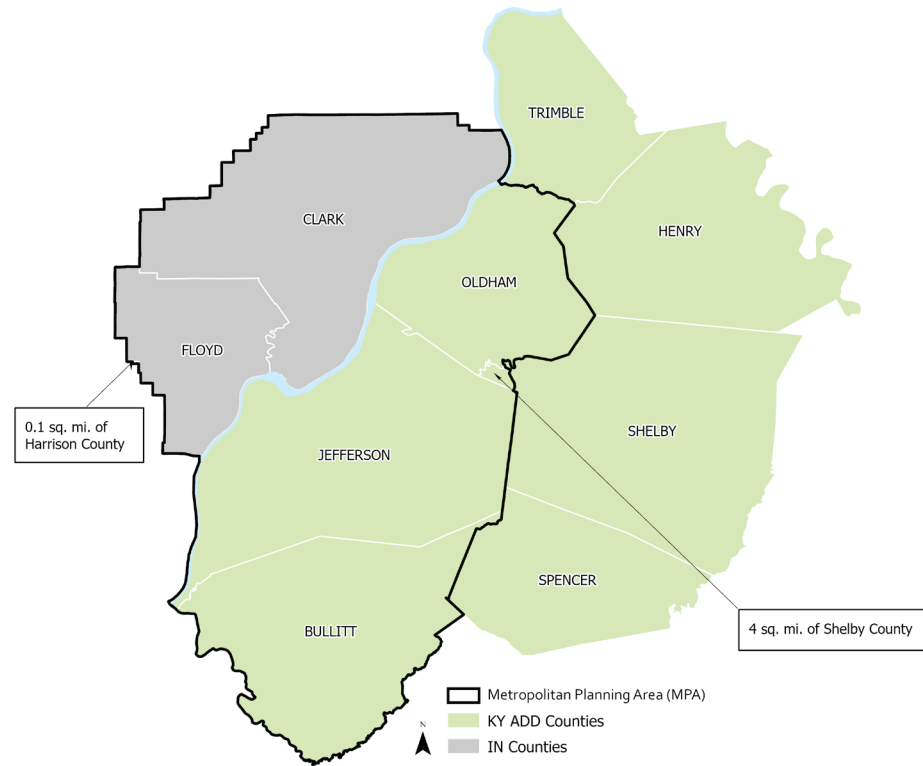
2020

Kentuckiana Regional Planning &  
Development Agency



# The Kentuckiana Regional Planning & Development Agency

is the federally designated Metropolitan Planning Organization for a five-county region in two states: Clark and Floyd counties in Indiana; and Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, and Trimble.



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# 1 INTRODUCTION

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What is the Coordinated Plan?

Why do we need the Coordinated Plan?

Plan Development

The 2020 Coordinated Human Services Transportation Plan (Coordinated Plan) identifies the transportation needs of individuals with disabilities, older adults, and low-income individuals, provides strategies for meeting these needs, and prioritizes transportation services for these target populations. These strategies help determine which projects for older adults and individuals with disabilities receive federal funding. This plan fulfills the requirement by [49 U.S.C. 5310](#).

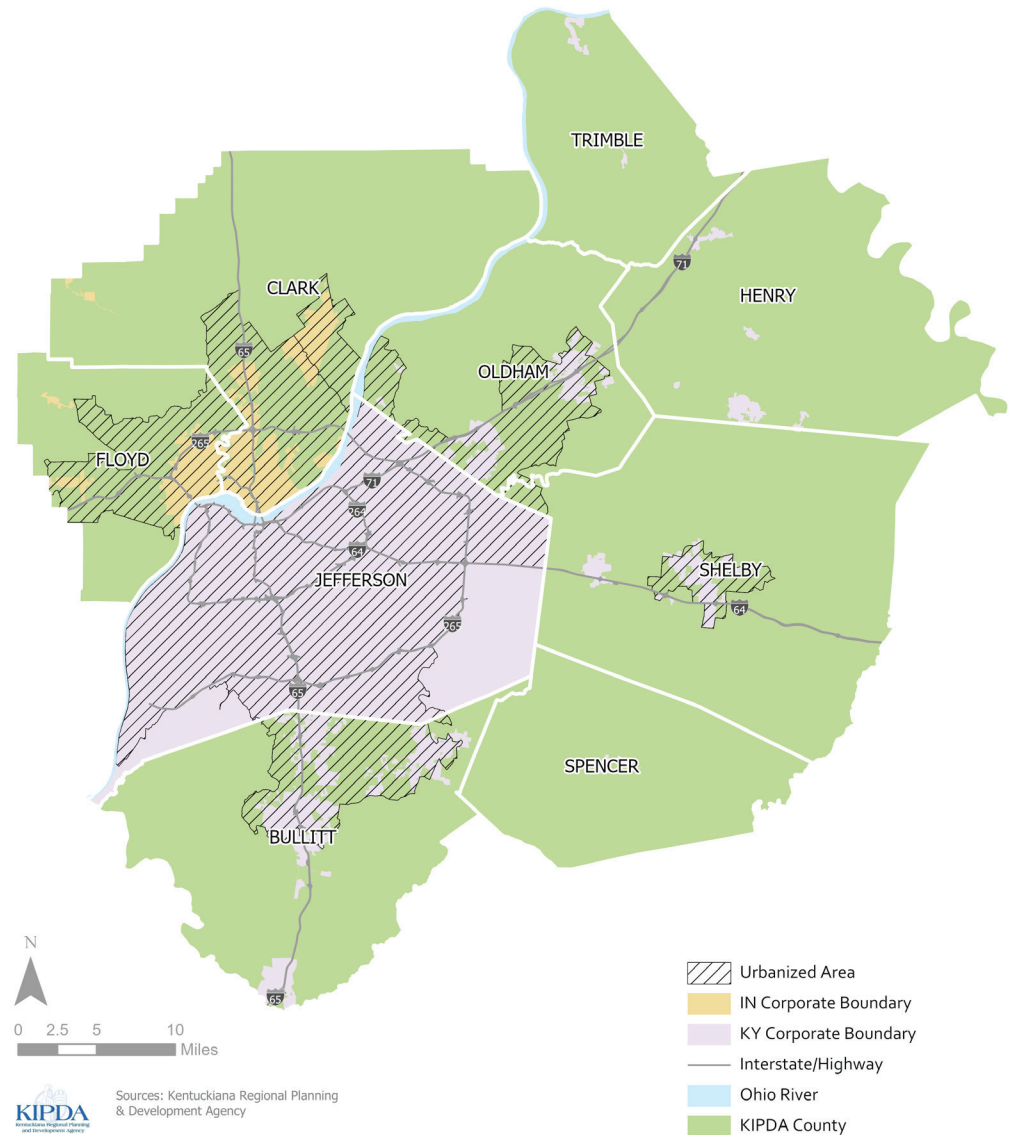
## WHAT IS THE COORDINATED PLAN?

The Kentuckiana Regional Planning and Development Agency (KIPDA) is responsible for developing a Coordinated Human Services Transportation Plan, referred to as the Coordinated Plan, for the KIPDA Region, which includes Clark and Floyd counties in Indiana, and Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, and Trimble counties in Kentucky. This plan sets a unified, comprehensive strategy for transportation investments and initiatives for human services and public transportation coordination aimed at enhancing mobility for older adults and persons with disabilities, as well as other populations who may benefit. This plan also serves as the federally required update to the 2014 Coordinated Human Services Transportation Plan, and it is the fourth iteration of a coordinated plan for the KIPDA region.

## WHY DO WE NEED THE COORDINATED PLAN?

The current federal legislation, Fixing America's Surface Transportation Act (FAST Act), requires the establishment of a locally developed, coordinated public transit-human services transportation plan. This plan analyzes gaps in transportation service for identified populations and provides guidance for the use of funds from the Federal Transit Administration's (FTA) *Section 5310 Elderly Individuals and Individuals with Disabilities Program*. Section 5310 provides funding for traditional activities such as buses and vans, wheel chair lifts, ramps, securement devices, etc., and it also offers funding for nontraditional projects that assist individuals with disabilities and seniors such as travel training, volunteer driver program, sidewalks, and more. In the KIPDA Region, the Transit Authority of River City (TARC) administers Section 5310 funds and any projects it selects must be derived from this coordinated plan.

Map 1 - KIPDA Nine County Region



# PLAN DEVELOPMENT

## PREVIOUS PLANS

The 2020 KIPDA Coordinated Plan builds on more than two decades of coordinated planning for human service transportation in the region. Coordinated planning efforts from previous years include:

- Southern Indiana Transportation Brokerage – Final Report (KIPDA, 1999)
- Coordinated Human Services-Public Transportation Plan (TARC/Regional Mobility Council, 2006)
- Coordinated Human Services Transportation Plan for Bullitt, Henry, Oldham, Shelby, Spencer, and Trimble Counties, Kentucky (KIPDA, 2009)
- Coordinated Human Services Transportation Plan for the Nine-County KIPDA Region (KIPDA, 2014)



## REQUIREMENTS

The Kentucky Transportation Cabinet requires four items for Coordinated Plans:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit)
2. An assessment of transportation needs of individuals to be served with the funding sought, that is, persons with disabilities, older adults, and people with low incomes
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities

## DATA UPDATE

The Coordinated Plan uses demographic population data for older adults and individuals with disabilities derived from 2018 American Community Survey 5-Year Estimates. Population forecasts for the counties in the metropolitan planning area (Bullitt, Clark, Floyd, Jefferson, and Oldham counties) are taken from the most recent Metropolitan Transportation Plan update, *Connecting Kentuckiana 2040*. Population forecasts for the counties in the Area Development District (ADD) outside of the MPA come from the Kentucky State Data Center.

Clusters of high density land use types are developed by KIPDA for transportation planning.

More information regarding existing conditions and demographic data is found in Chapters 2 and 3.

## PROVIDER LIST & OUTREACH

Staff reached out to transportation providers listed on the 2014 provider list to update their information. In addition, staff searched for additional providers in the region who provide transportation or work closely with the target populations.

Staff used an online survey to connect with providers, gathering information on both transportation services offered and feedback on issues and needs for coordinated planning in the region.

In-person stakeholder meetings or focus group sessions could not be conducted at the time of the update due to restrictions on gatherings during the COVID-19 pandemic. Staff made additional efforts, using technology and follow up phone calls, to ensure adequate coordination.

## PUBLIC OUTREACH

Due to the global COVID-19 pandemic, KIPDA used a variety of methods to safely share information with and solicit input from the public. This included MPO committee presentations, KIPDA's website, social media, newsletter, email and telephone calls to partner agencies and providers. Staff received valuable input, from members of the public who utilize transportation services, via an online survey.

## GOAL & OBJECTIVE REVIEW

Staff drafted goals and objectives based on data analysis and input from transportation providers and the public. KIPDA's Transportation Policy Committee (TPC), Regional Transportation Council (RTC), TARC, and transportation providers reviewed the draft goals and objectives and provided suggestions and changes.



# EXISTING CONDITIONS

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Available Transportation Services

Public Providers

Human Service Agencies & Other  
Transportation Providers

Cluster Analysis & Key Destinations

Many public and private transportation providers offer services in the Kentuckiana region. While the Transit Authority of River City (TARC) operates as the main public transit provider for the greater Louisville area, human service agencies and other transportation organizations serve important functions in the region by offering demand-response transit, transportation to medical appointments, and travel to employment for those with otherwise limited mobility options to meet their needs. This section provides an overview of transportation services in the KIPDA region and analyzes where need for these services is greatest.



## AVAILABLE TRANSPORTATION SERVICES

A wide range of transportation providers exist in the region to serve older adults, people with disabilities, and low income individuals. Additional transportation providers operate in the KIPDA region, but for the purposes of this plan, those providers who participated in the planning effort are included in Table 1, as their contact and service information was verified.

Additional details regarding services offered, cost, and contact information for each provider can be found in Appendix A and on the KIPDA Coordinated Plan [web page](#).

**Table 1 - List of Available Transportation Providers**

Organization	Description
Able Care, Inc.	Wheelchair accessible rides
Care Conexion	Non-emergency medical & other transportation services
Every Commute Counts	Rideshare program
Five Star Transportation	Wheelchair accessible rides
Homewatcher Caregivers	Rides for older adults and veterans
Highland Community Ministries	Rides for agency clients
Home Instead Senior Care	Rides for older adults
Jewish Community Center	Wheelchair accessible rides for older adults and agency clients
Jewish Family & Career Services	Wheelchair accessible rides for older adults
Lifespan Inc.	Wheelchair accessible rides
Louisville Wheels	Rides for KIPDA and Medicaid clients
Lyft	Rideshare service
Mercy Works	Rides for older adults & individuals with disabilities
Oldham County EMS	Medical trips
Oldham Public Bus	Public bus service for La Grange, KY
Pillar	Rides and services for individuals with disabilities
Rauch	Rides for individuals with disabilities
Right at home	Rides for older adults & individuals with disabilities
Shelby Christian Cab	Taxi cab service serving Shelby County
Southwest Center	Rides for agency clients & non-emergency medical trips
Spencer County EMS	Emergency & non-emergency medical trips
TARC	Public, fixed-route system
TARC3	Public, paratransit system serving TARC counties
Tri-County Community Action Agency	Wheelchair accessible rides
Uber	Rideshare service
Wheelchair Transport	Wheelchair accessible rides
zTrip	Formerly Louisville Yellow Cab

# PUBLIC TRANSIT PROVIDERS

There are two providers of public transportation in the KIPDA region: the Transit Authority of River City (TARC) and Oldham's Public Bus in La Grange, Oldham County.

## TRANSIT AUTHORITY OF RIVER CITY (TARC)

TARC is the primary public transit operator in the KIPDA region. TARC operates 31 fixed routes, covering three counties in two states (Jefferson County in Kentucky and Clark and Floyd counties in southern Indiana).

### FIXED ROUTE SERVICE

Fixed-route bus service covers over 12 million ride miles annually. As of August 2020, TARC offers 22 local routes, 4 express routes, and 5 circulators in limited areas.\* Service schedules and real-time tracking of buses is available on the [TARC website](#). Rates are listed in Table 7.

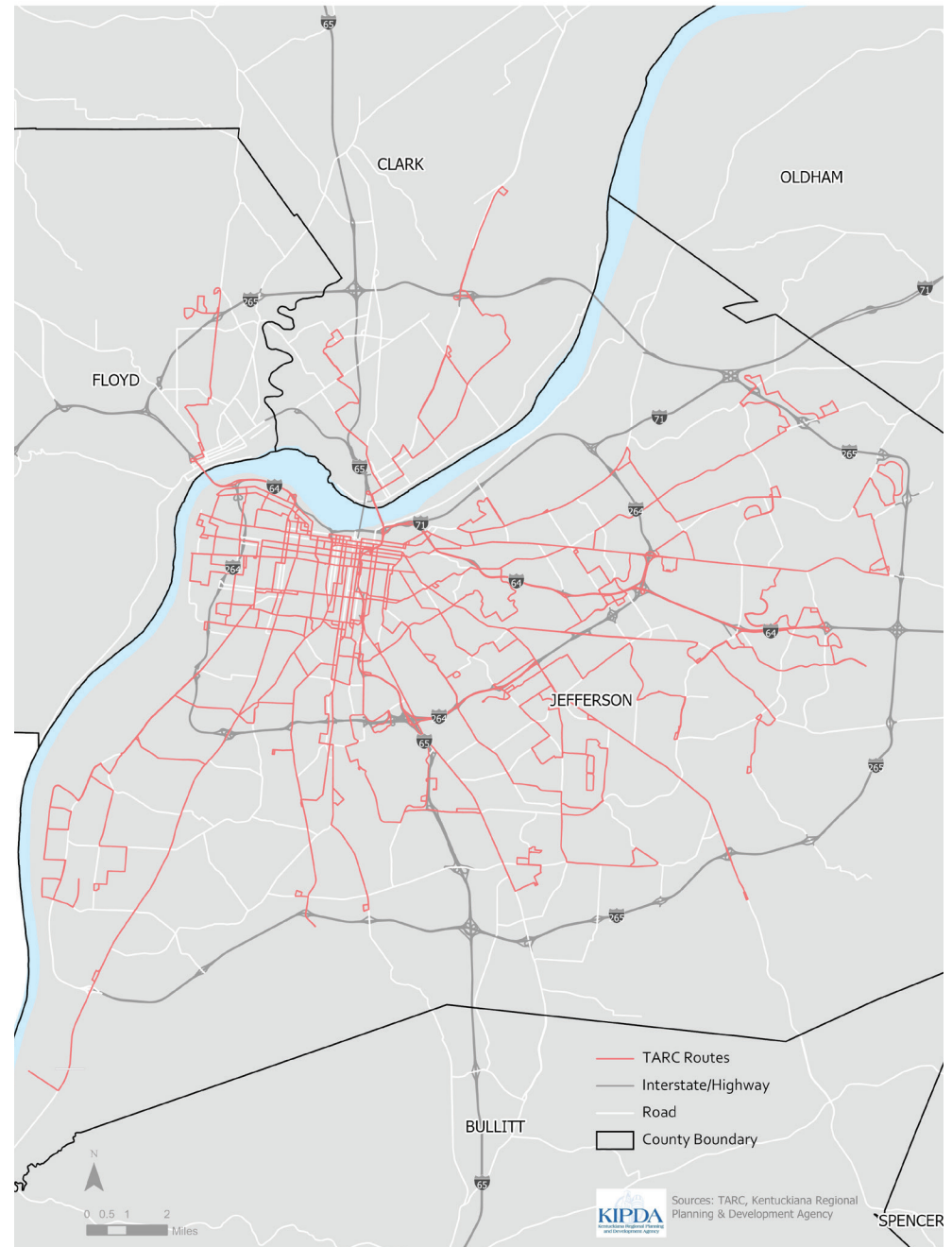
**HOW TO USE**  
Sign up for a [Smart Card](#) and download the [TARC app](#) to track buses in real time. Exact cash fare is also accepted.

On weekdays, TARC regular fixed-routes begin making stops as early as 4:30 a.m. (Route #17 – Bardstown Road) and go as late as 12:53 a.m. (Route #23 – Broadway). Route #17 makes its first stop as early as 5:17 a.m. on Saturdays and Sundays, while Route #23 operates as late as 12:38 a.m. on weekends. Routes and frequency of service vary depending on day of the week (regular weekday), Saturday, Sunday, or holiday. Headways, or the time between buses, range from as little as 10 minutes on weekdays to as long as 120 minutes.

\* TARC discontinued several routes on August 9, 2020, during the development of this plan. The information listed includes these service adjustments.

## Map 2 - TARC Routes

August 2020



## ADA PARATRANSIT SERVICE

TARC3 paratransit service 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 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. Americans with Disabilities Act Paratransit is operated to provide comparable service to regular bus service.

### HOW TO USE

Fill out the [TARC3 application](#) and contact the TARC3 Eligibility Office at (502) 213-3217 with questions.

Most TARC3 customers are ADA Paratransit eligible. TARC provides eligibility determination, reservations, trip routing, and customer service for TARC3.

TARC3 service is available within three-quarters of a mile of fixed-route bus lines. Service hours are 6:00 a.m. to 10:30 p.m. More information is available in the [Guide to Riding TARC3](#).

## FARES

TARC migrated to an electronic fare system in January 2019. The MyTARC card is a reloadable smartcard with a "tap and go" pay feature, allowing passengers to easily load fare money onto the card and tap the card when boarding the bus.

MyTARC cards are available for [order online](#). Customers can manage their accounts, including reloading fare and purchasing passes, online as well.

Exact cash fare is still accepted on buses.

See Tables 2 and 3 for current fare and passes structure.

**Table 2 - Current Fares for TARC**

Rider	Local Route	TARC3 (Paratransit)	Express Route	Circulator
Adult*	\$1.50	-	\$2.50	\$0.75
Students (6-17)	\$0.80	-	\$1.30	\$0.30
Older adults (65+)	\$0.80	-	\$1.30	\$0.30
Medicare Cardholders	\$0.80	-	\$1.30	\$0.30
Persons with disabilities	\$0.80	-	\$1.30	\$0.30
Person with TARC3 ID	\$0.80	\$3.00	\$1.30	\$0.30

Source: TARC, Fixed Route Fare Policy 2019

\*Fare rate for adults only apply to MyTARC smartcard holders. An additional \$0.15 is charged for those paying an exact cash fare.

**Table 3 - Table 7: Type of TARC Passes & Tickets**

Type of Pass/Ticket	Cost
Local route 24-hour pass	\$3.50
Local route 7-day pass	\$15
Local route 30-day pass	\$50
Express route 24-hour pass	\$5.50
Express route 7-day pass	\$23
Express route 30-day pass	\$85

Source: TARC, Fixed Route Fare Policy 2019

## OLDHAM'S PUBLIC BUS (OPB)

The City of La Grange offers a city bus service, [Oldham's Public Bus](#). The bus operates a fixed-route service with some deviated or on-demand stops as requested from passengers.

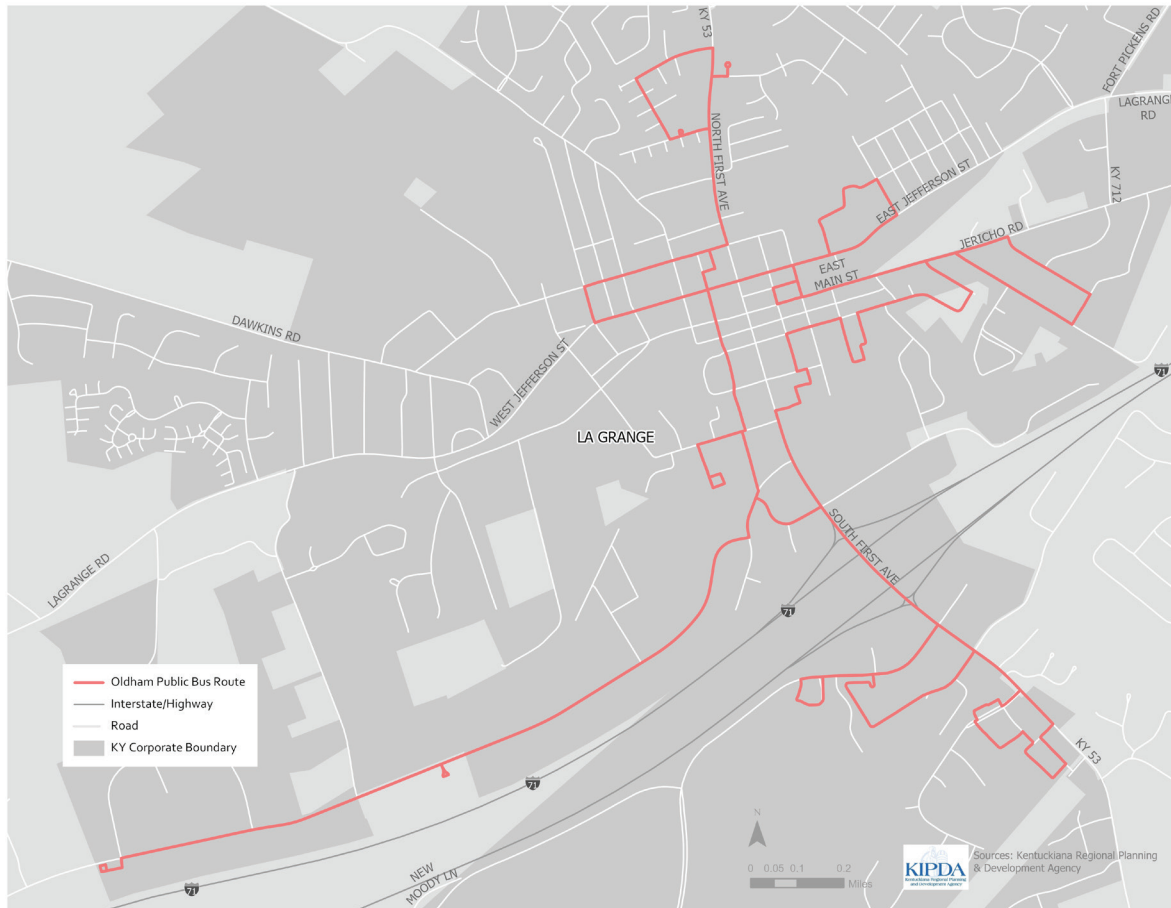
The red route operates from 6 a.m.-5:30 p.m. Monday through Friday. The fare is \$1 for adults and \$0.50 for individuals 60 years and over.

### HOW TO USE

Schedule available on OPB's [website](#).

## Map 3 - Oldham Public Bus Route

July 2020



## HUMAN SERVICE AGENCIES & OTHER TRANSPORTATION PROVIDERS

There are a wide variety of private, non-profit and for-profit providers of transportation within the KIPDA nine-county region. Their services range from providing transportation services to only their agency's clients to a select group of the population, such as older adults or individuals with disabilities.

Agencies often meet a range of needs and can fall under a variety of definitions. The following are types of transportation services offered in the KIPDA region and examples of each.

- **Non-Emergency Medical Transportation:**  
Transportation to and from medical appointments. Locating non-emergency medical transportation may be of particular difficulty for disabled and/or older individuals, who cannot drive and require specific accommodations. Homewatch Caregivers of Louisville is an example of an agency that provides this service.
- **Program Transportation:**  
Individuals receive transportation to and from senior centers or other program sites. The Jewish Community Center of Louisville offers transportation to and from their programs for older adults.
- **Demand Response Service:**  
Transportation that operates on individual requests. Users can request transportation to come to their location and drop them off at an exact address. zTrip, formerly Louisville Yellow Cab, allows users to hail rides via their app and pinpoint their destination.
- **Mobility Advocacy Groups:**  
Groups that seek to improve mobility for individuals with disabilities and older adults in the region.

- **Ridesharing:**  
Popular shared mobility companies, like Uber and Lyft, allow people to call for rides at specific locations and times using an app.
- **Transit Encouragement:**  
Agencies help promote alternatives to single occupancy vehicles such as public transportation, ridesharing, vanpooling, etc. KIPDA's Every Commute Counts program is an employment vanpool program and incentivizes alternate transportation modes.

## CLUSTER ANALYSIS AND KEY DESTINATIONS

Areas of likely need for transportation services is a key consideration in evaluating the availability of existing services. KIPDA developed a methodology for the Metropolitan Transportation Plan to determine clusters of common destinations and activity hubs in the region. For the Coordinated Plan, these locations help determine where services may best serve the largest number of people. Older adults, individuals with disabilities, and low-income persons likely need to travel to these destinations but may not be able to operate a vehicle or have transportation options available to these locations.

Clusters of destinations and activity sites, for the purposes of the Coordinated Plan, were divided into the following areas and are displayed in Maps 4-7:

- **Medical:** Doctor's offices, hospitals, testing facilities, and other related services (see Map 4)
- **Employment:** Major employers and areas of large concentrations of employees (see Map 5)
- **Community Access:** Parks, senior centers, shopping malls, libraries, entertainment venues, community centers, nutrition sites, retail concentrations (see Map 6)
- **Education:** Universities, colleges, schools grades K-12 (see Map 7)

## ANALYSIS

Most destination clusters and activity sites are concentrated in the urban area in Jefferson County. While Louisville functions as the urban core of the region, growth in the surrounding counties, particularly in housing and employment centers, creates a strong need to foster accessible transportation between KIPDA's urban, rural, and suburban communities.

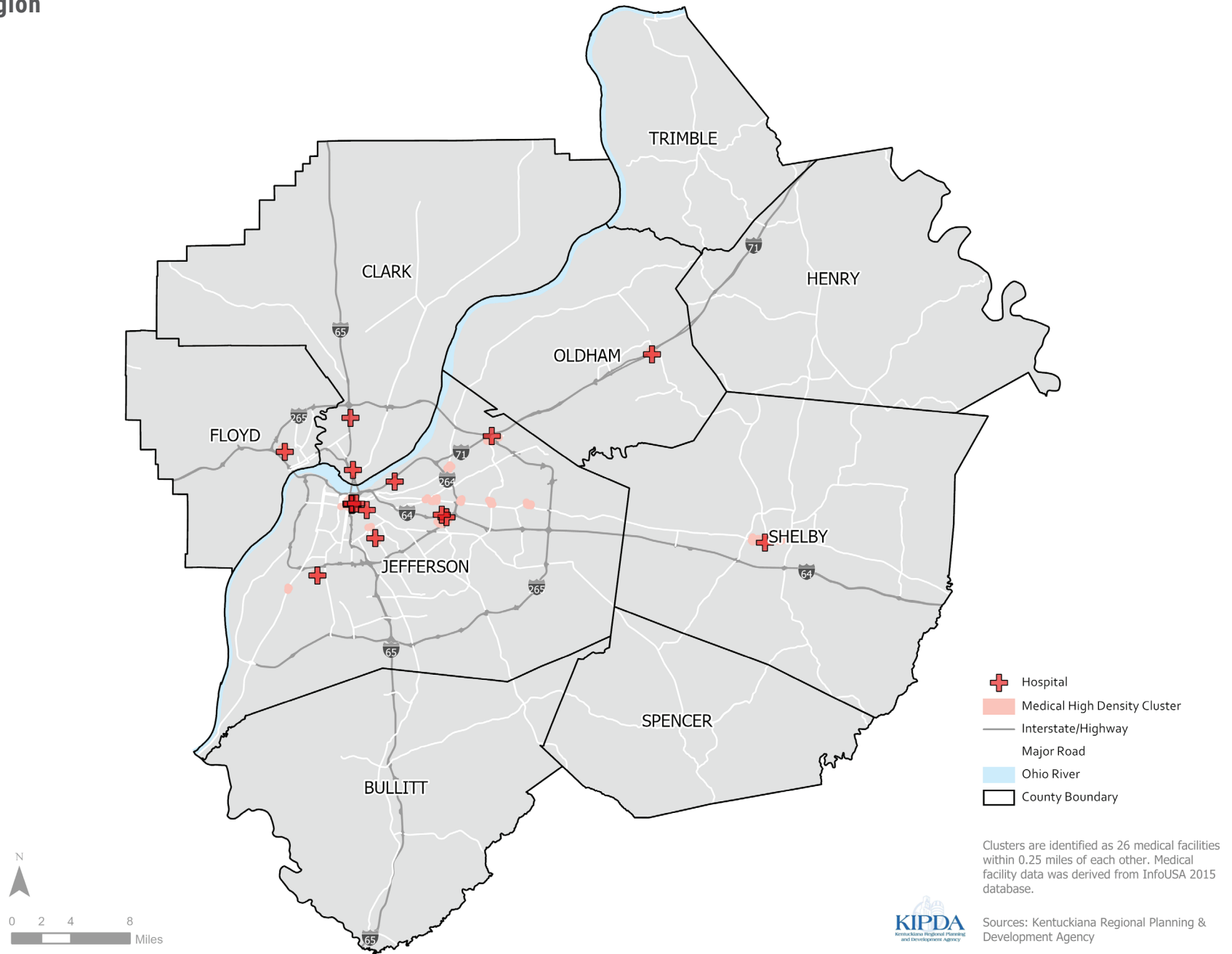
High-density medical centers are mostly located in downtown and east Louisville. A few regional hospitals are located in Clark, Floyd, Oldham, and Shelby counties. Medical trips are one of the top reasons for using transportation services and the concentration of these services in a few areas could lead to longer travel distances to access health care.

Clusters of employment and major employers are concentrated in the urban area, but new commerce parks in Bullitt, Clark, and Shelby counties are fueling the need for employees in these areas. Very scarce or no public transportation is available to these locations, and those who have limited mobility may need special transportation options to reach these jobs.

Community sites for social, retail, and educational needs are located throughout the region, but largely concentrated in Louisville. Access to these types of locations were identified as a need from public outreach for this plan. There are often limited options for these kinds of trips, as many services are geared toward medical and employment trips. Ridesharing options are often more costly and come with barriers for those who need additional assistance with riding.

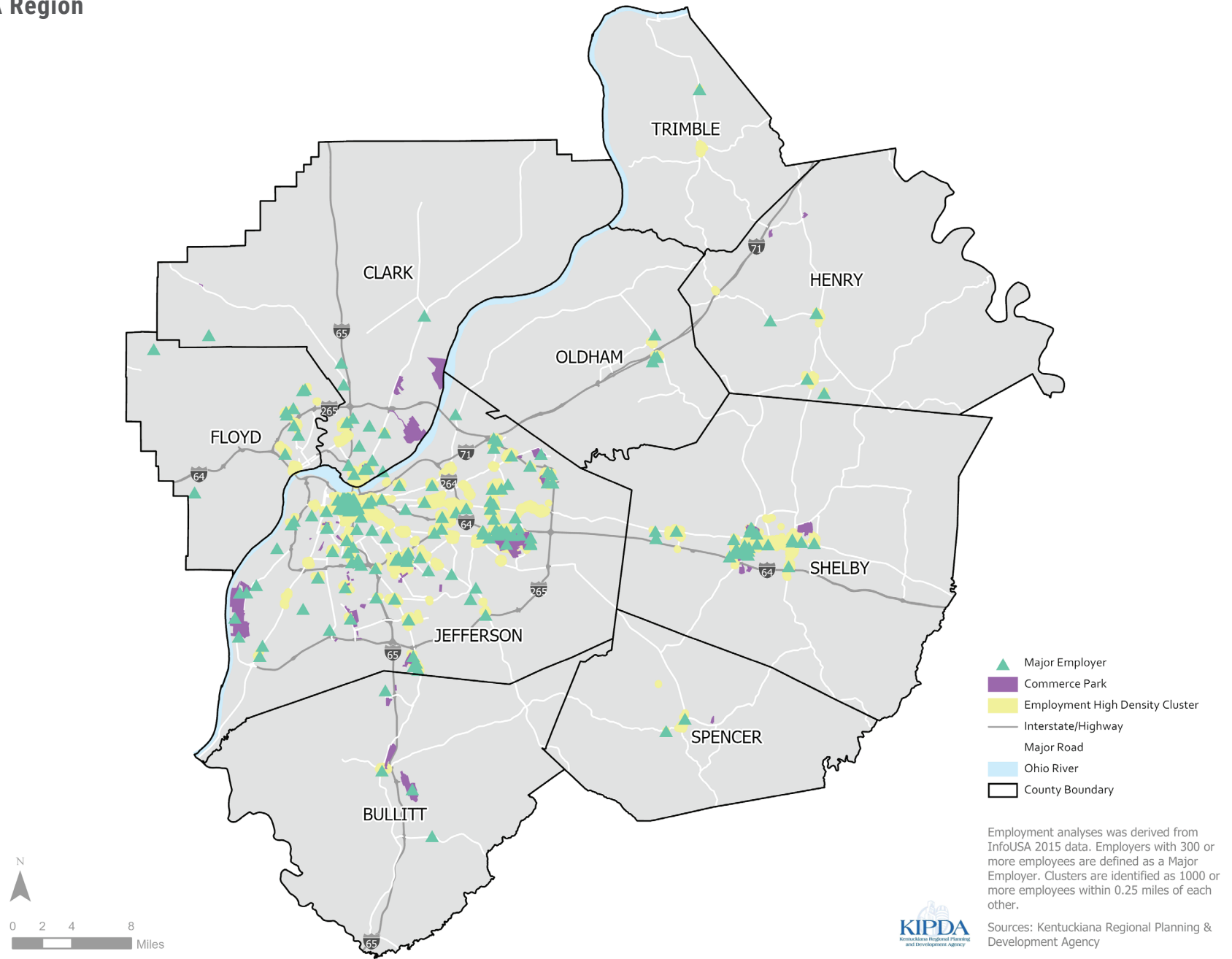
# Map 4 - Medical Service Clusters and Hospitals in the KIPDA Region

July 2020



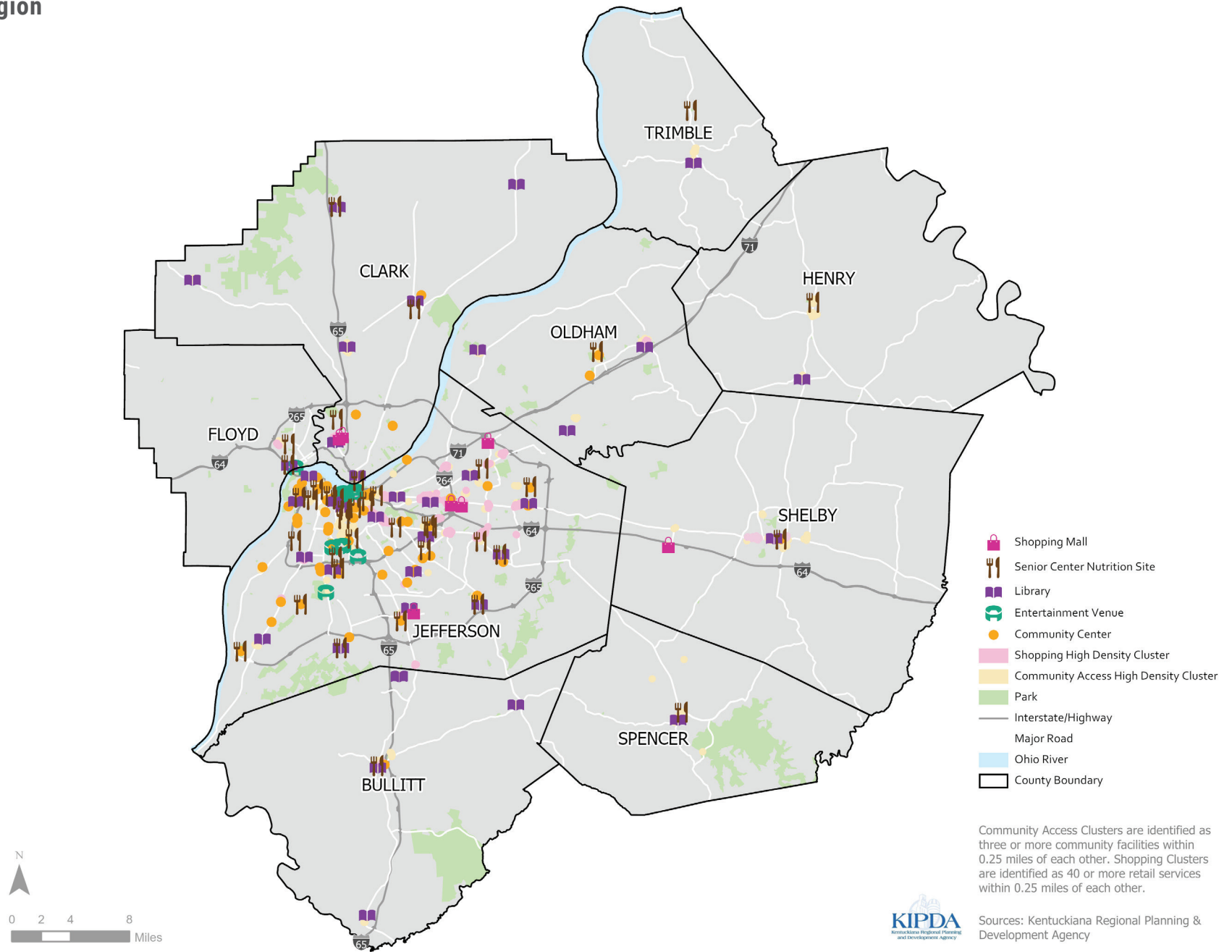
# Map 5 - Employment Clusters and Major Employers in the KIPDA Region

July 2020



# Map 6 - Community Access Clusters and Sites in the KIPDA Region

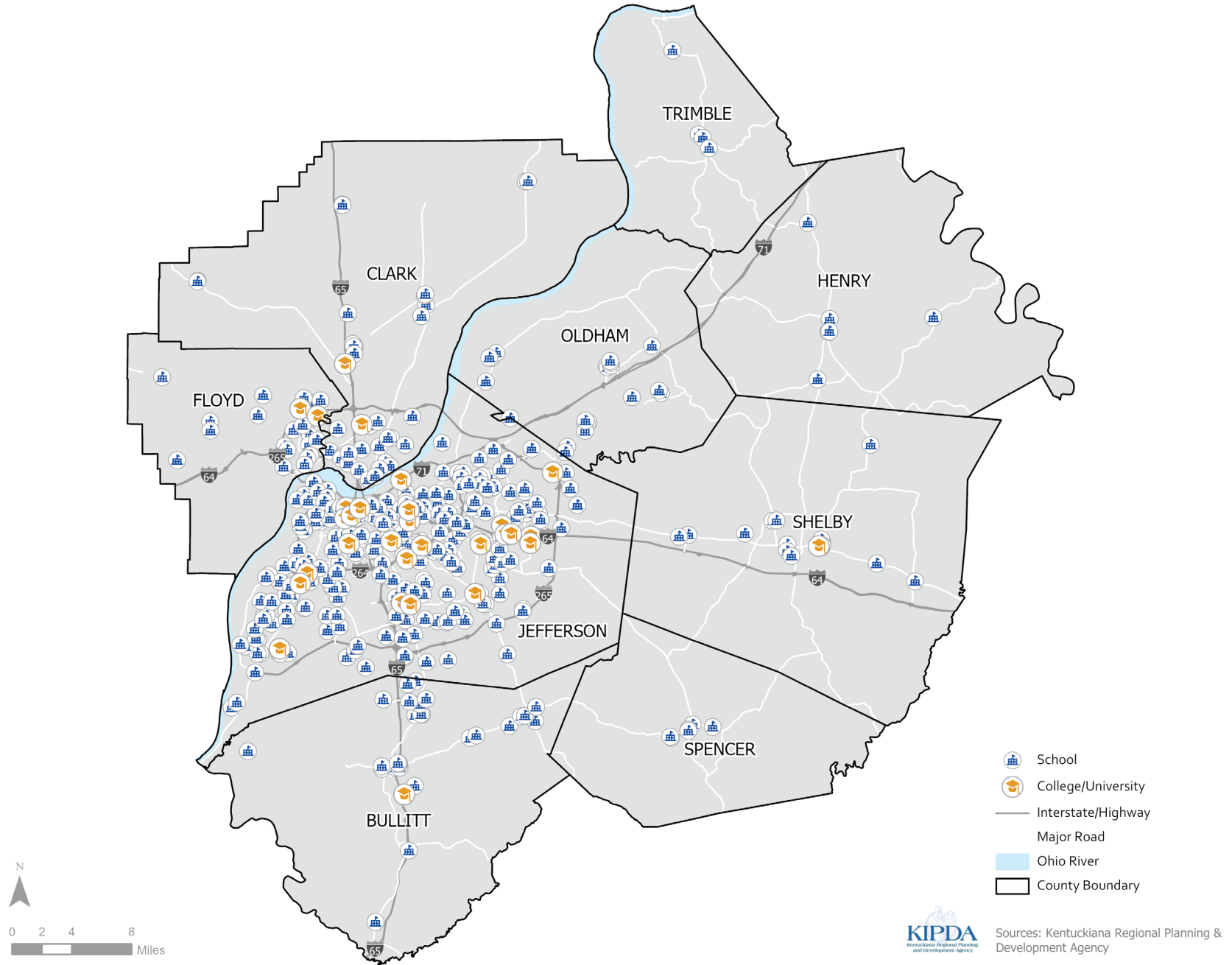
July 2020





# Map 7 - Education Sites in the KIPDA Region

July 2020





# DEMOGRAPHIC PROFILE

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Populations by County

Population Projections

Older Adults Over Age 65

Individuals with Disabilities

Environmental Justice

Access to Transit

Population and demographic data is essential to understanding the current and future transportation needs of older adults and individuals with disabilities in the region. The following data from the Census and American Community Survey estimates shows important metrics to look at the baseline and trends in demographics. The plan will consider how the population distribution, poverty levels, and proximity to transit affect how people access transportation services and where there are unserved needs.

## POPULATIONS BY COUNTY

The Coordinated Plan covers the nine-county Louisville region, including Bullitt, Henry, Oldham, Shelby, Spencer, and Trimble counties in Kentucky and Clark and Floyd counties in Indiana. Total population for the region based on the American Community Survey 2018 5-year Estimates is 1,193,988. Jefferson County, Kentucky is the most populous county with over 60% of the population. Clark County, Indiana has almost 10% of the region's population, followed by Bullitt, Floyd, Oldham, Shelby, Spencer, Henry, and Trimble counties.

The highest number of older adults (age 65 and over) and individuals with disabilities also live in Jefferson County, however the highest percentage of these target populations compared to overall county population live in Henry and Trimble counties.

While population is centered in the urbanized area in Jefferson County, the need for transportation services exists across the region. Creating transportation service systems to serve the urban and rural areas of the KIPDA region is a challenge for transportation providers.

**Table 4 - Target Populations by County**

County	Total Population	Older Adults Age 65 & Over	Individuals with Disabilities
Bullitt	79,466	11,773	12,443
Clark	115,702	17,343	15,618
Floyd	76,809	11,706	9,517
Henry	15,814	2,594	2,996
Jefferson	767,154	117,584	106,989
Oldham	65,374	8,023	5,377
Shelby	46,786	6,949	6,797
Spencer	18,246	2,356	2,518
Trimble	8,637	1,483	1,857
<b>Region</b>	<b>1,193,988</b>	<b>179,811</b>	<b>164,112</b>

Source: 2018 American Community Survey 5-Year Estimates

**Table 5 - Proportion of Target Populations by County**

County	Total Population	Older Adults Age 65 & Over	Individuals with Disabilities
Bullitt	6.7%	14.8%	15.7%
Clark	9.7%	15.0%	13.5%
Floyd	6.4%	15.2%	12.4%
Henry	1.3%	16.4%	18.9%
Jefferson	64.3%	15.3%	13.9%
Oldham	5.5%	12.3%	8.2%
Shelby	3.9%	14.9%	14.5%
Spencer	1.5%	12.9%	13.8%
Trimble	0.7%	17.2%	21.5%
<b>Region</b>	<b>100.0%</b>	<b>15.1%</b>	<b>13.7%</b>

Source: 2018 American Community Survey 5-Year Estimates

## POPULATION PROJECTIONS

Population growth in the region is an important consideration in deciding future transportation needs in the region.

The population for the nine county KIPDA region in 2010 was 1,143,901.\* Table 6 illustrates the change in population from 2000 to 2010 compared to the population projections for 2040.

Most of the population increase is expected to be in the suburban counties surrounding Jefferson County. The highest percentage increases are anticipated to be in Shelby, Oldham, and Spencer counties. Overall population decreases are projected for Trimble and Henry counties, which both have higher than average populations of older adults and individuals with disabilities.

**Table 6 - Population Change by County, 2000-2040**

County	Total Population 2000	Percent Change 2000-2010	Total Population 2010	Percent Change 2010-2040	Projected Population 2040
Clark	96,472	14.3%	110,232	32.3%	145,785
Floyd	70,823	5.3%	74,578	24.3%	92,677
Bullitt	61,236	21.4%	74,319	31.7%	97,880
Henry	15,060	2.4%	15,416	-4.4%	14,743
Jefferson	693,604	6.8%	741,096	15.2%	853,868
Oldham	46,178	30.6%	60,316	54.9%	93,420
Shelby	33,337	26.2%	42,074	64.6%	69,239
Spencer	11,766	45.0%	17,061	52.8%	26,065
Trimble	8,125	8.4%	8,809	-11.5%	7,794
<b>Region</b>	<b>1,036,601</b>	<b>10.4%</b>	<b>1,143,901</b>	<b>22.5%</b>	<b>1,401,471</b>

Source: U.S. Census Bureau, 2000 Census and 2010 Census, P1: Total Population; Kentucky State Data Center.

\* U.S. Census Bureau, 2010 Census, P1: Total Population

## OLDER ADULTS OVER AGE 65

Older adults face limited mobility if they are not able to drive due to physical limitations or because the costs associated with driving (insurance, fuel, maintenance) are no longer affordable on a fixed income.

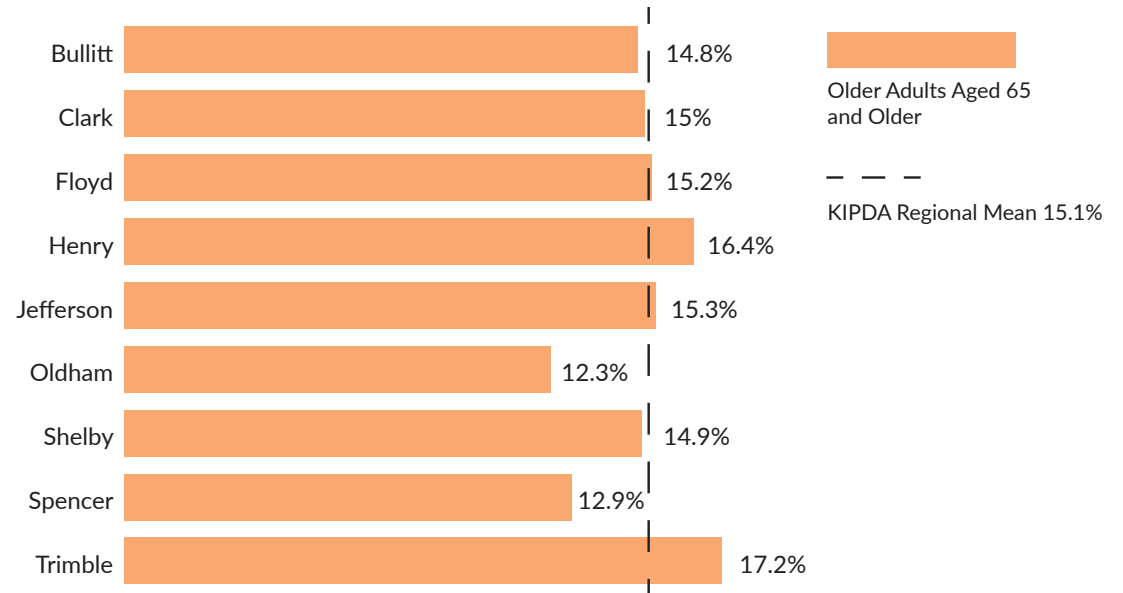
There are 179,811 older adults over age 65 living in the KIPDA region, comprising 15.1% of the total population. Figure 1 shows the percentage of older adults in the population by county as compared to the regional percentage. The older adult population in Henry and Trimble counties is a higher percentage of the overall population and higher than the regional percentage, although these two counties have the smallest population in the region.

Around 1.2% of seniors live in poverty (see Table 7), with the highest percentage in Henry County (1.4%) and the lowest percentage in Oldham County (0.5%).

Map 8 shows the percentage of older adults in the population by census block group. Darker blue areas have higher percentages. Areas with higher populations of older adults include Clarksville, eastern Jefferson County, Shepherdsville and Hillview communities in Bullitt County, and southeastern Henry County.

According to the KIPDA Area Agency on Aging, an adult must be 60 years of age or older in order to qualify for aging services. However, data analysis in this plan focuses on persons aged 65 or older, unless otherwise noted.

**Figure 1 - Percent of Seniors by County**



Source: 2018 American Community Survey 5-Year Estimates

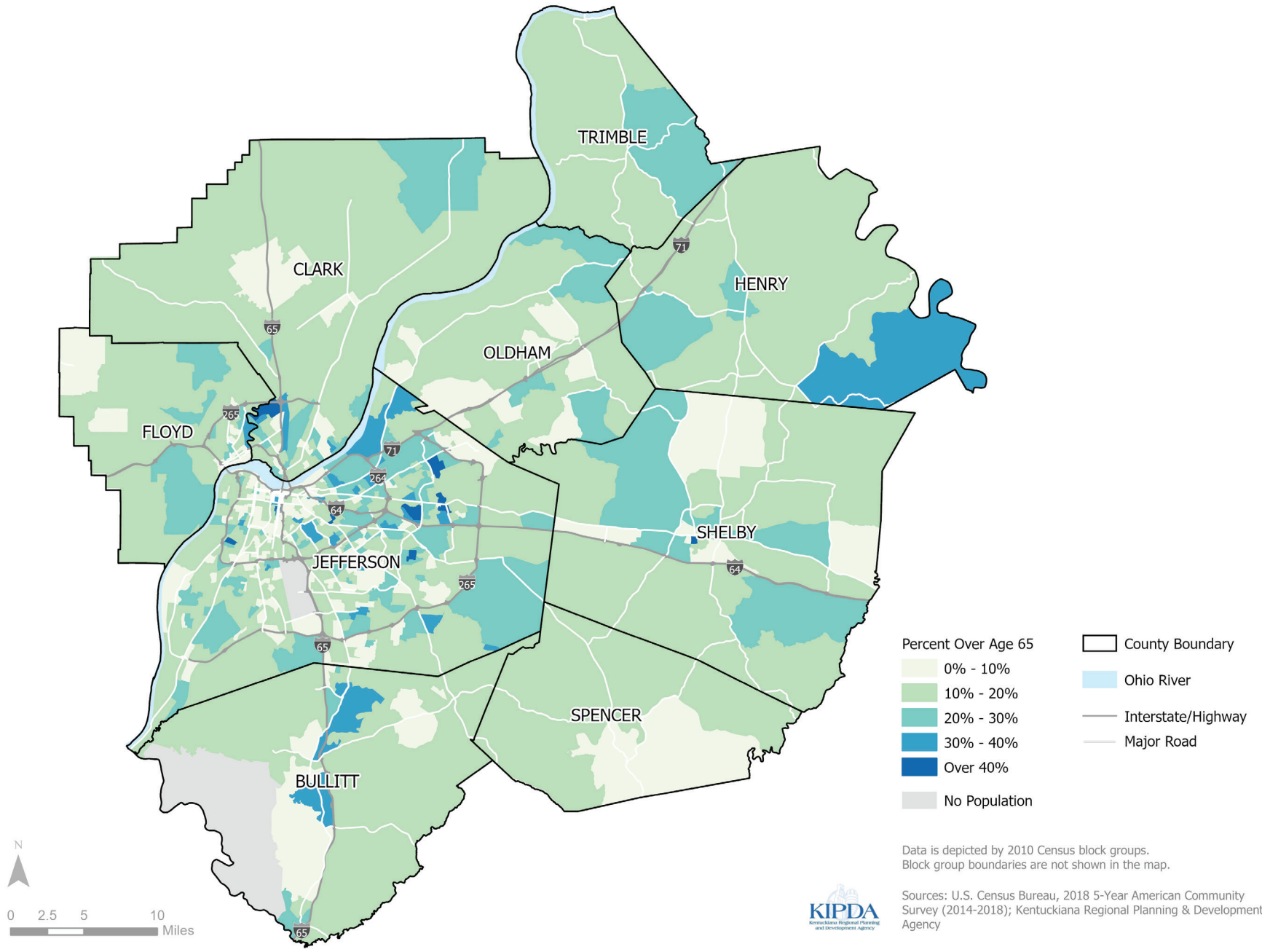
**Table 7 - Percent of Seniors in Poverty by County**

County	% Seniors in Poverty
Clark	1.1%
Floyd	0.8%
Bullitt	1.3%
Henry	1.4%
Jefferson	1.2%
Oldham	0.5%
Shelby	1.1%
Spencer	1.3%
Trimble	1.3%
<b>Region</b>	<b>1.2%</b>

Source: 2018 American Community Survey 5-Year Estimates, Table B17001

# Map 8 - Percent Population Older Adults Over Age 65

July 2020



## INDIVIDUALS WITH DISABILITIES

People with one or more disabilities that prohibit them from being able to operate a vehicle may find that affordable transportation allows for opportunity and independence, enhancing the quality of life. There are 164,112 people with disabilities in the KIPDA region, or 13.7% of the population. Figure 2 shows the percentage of individuals with disabilities in the population by county as compared to the region. Henry and Trimble counties have the highest percentage of individuals with disabilities, although these two counties have the smallest population in the region.

Around 3.4% of individuals with disabilities live in poverty (see Table 6), with the highest percentage in Trimble County at 7.5% and the lowest percentage in Oldham County at 1.2%.

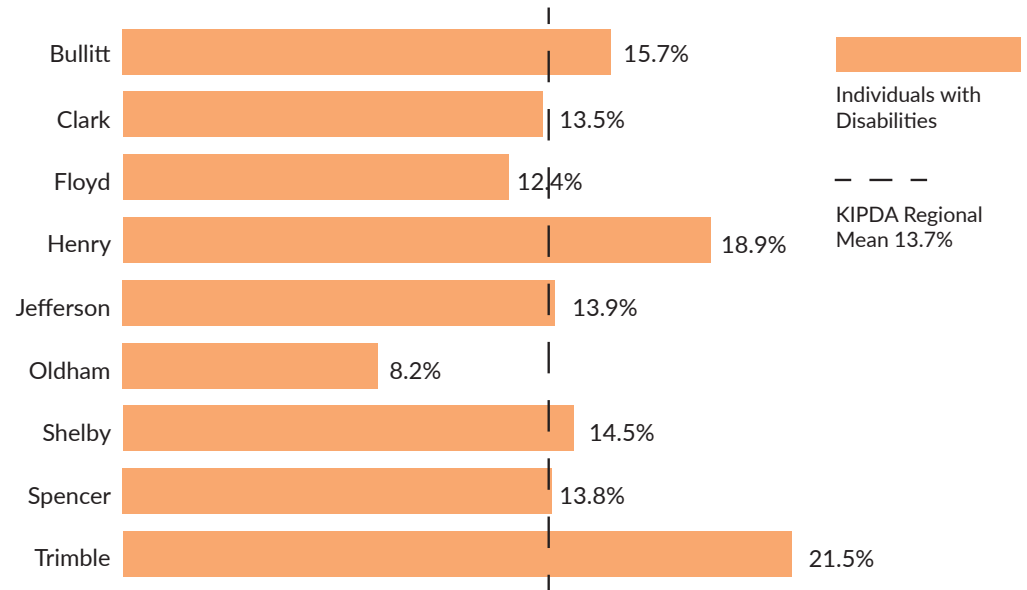
Map 9 shows the percentage of individuals with disabilities in the population by census block group. Darker blue areas have higher percentages, notably west Louisville, Clarksville, and Trimble and Henry counties.

## ENVIRONMENTAL JUSTICE

KIPDA defines Environmental Justice (EJ) areas as census tracts with higher than average concentrations of minority and low-income populations. Environmental Justice ensures people are not denied benefit of nor suffer disproportionate burdens from any project or program using federal funding and people have opportunities to make their needs known and to be a part of the decision making process.

The EJ areas in the MPO region, identified through KIPDA's methodology (see [Environmental Justice Resource Guide](#)), are shown in yellow on Map 10.

**Figure 2 - Percent of Individuals with Disabilities by County**



Source: 2018 American Community Survey 5-Year Estimates

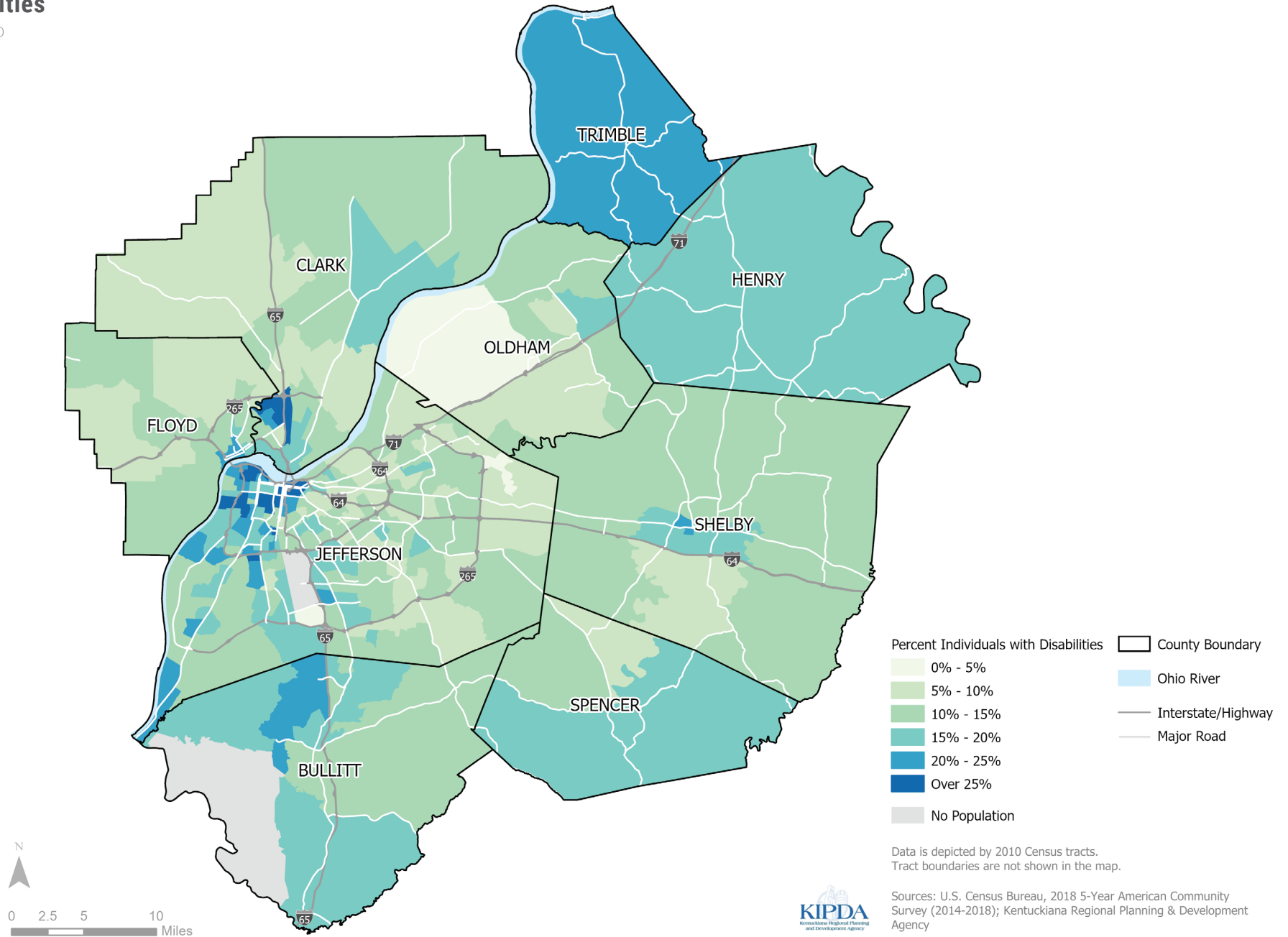
**Table 8 - Percent of Individuals with Disabilities in Poverty by County**

County	% Individuals with Disabilities
Clark	2.3%
Floyd	2.4%
Bullitt	3.9%
Henry	5.4%
Jefferson	3.8%
Oldham	1.2%
Shelby	2.5%
Spencer	3.1%
Trimble	7.5%
<b>Region</b>	<b>3.4%</b>

Source: 2018 American Community Survey 5-Year Estimates, Table B23024

# Map 9 - Percent Population Individuals with Disabilities

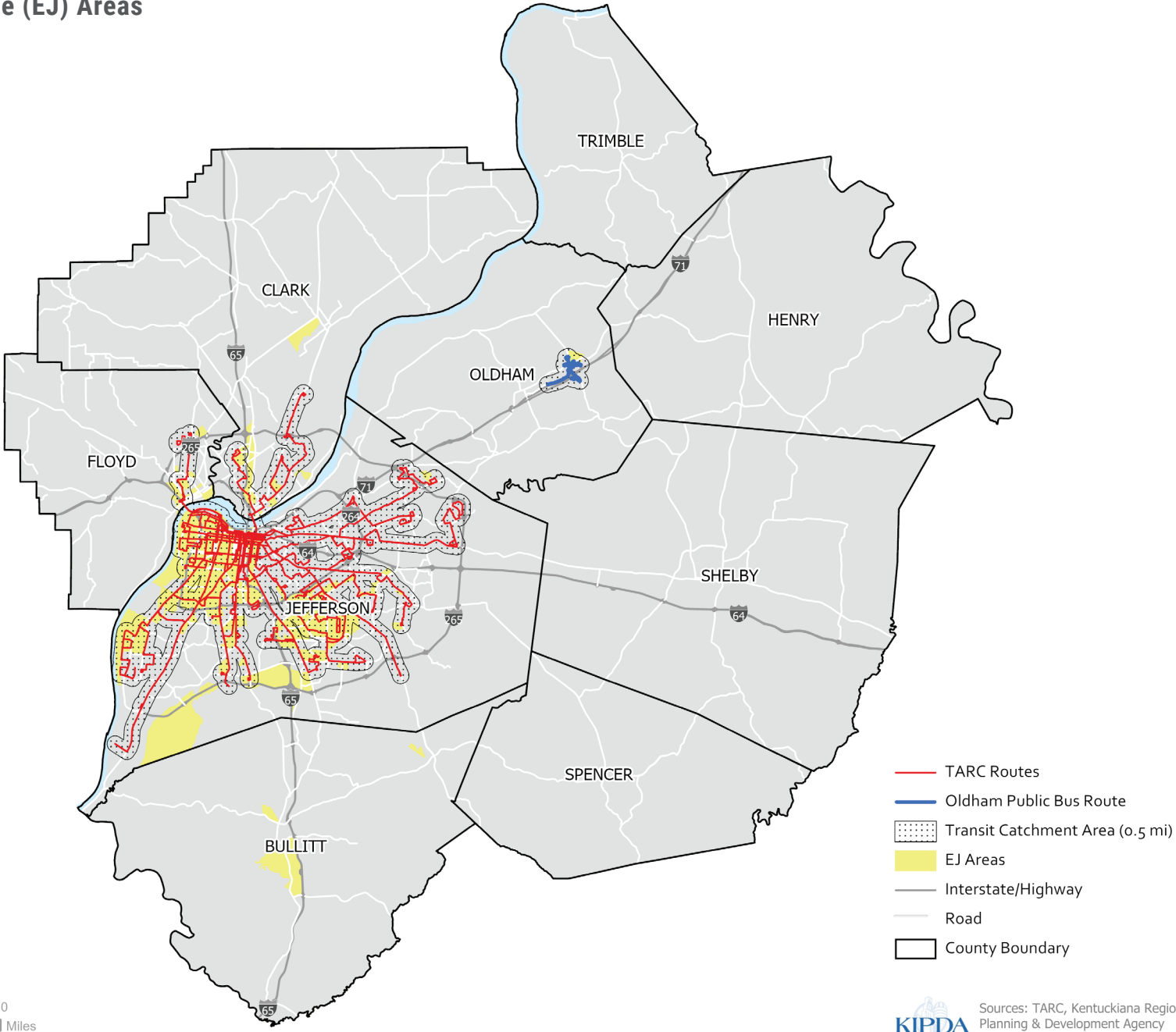
August 2020





# Map 10 - Transit Catchment Areas and Environmental Justice (EJ) Areas

August 2020



Sources: TARC, Kentuckiana Regional Planning & Development Agency  
**KIPDA**  
 Kentuckiana Regional Planning and Development Agency

## ACCESS TO TRANSIT

Public transit is an affordable transportation mode, and limited resources for demand response transportation compels those who can safely navigate public transit to do so. However, proximity to transit routes and the frequency of service affect the convenience and usefulness for users. The typical catchment area for local to rapid street transit is 1/8 to 1/4 mile walk for the primary catchment area and 1/2 to 1 mile walk for the secondary catchment area.\*\*

People with less mobility would need to be closer to transit routes to be able to access them easily. Map 10 shows the transit catchment area for all local routes (excluding express routes) and environmental justice areas.

Transit service is concentrated in Jefferson County, and the most frequent routes serve downtown Louisville and the area within I-264. This model provides a good level of service, but less coverage. As seen in Chapter 2 and the demographic analysis, there is a need to serve the target populations in the surrounding counties with access to essential medical, retail, and social services in Jefferson County. The highest concentrations of older adult population outside of Jefferson County have little to no transit service available, which also means TARC3 paratransit service is not available. TARC3 operates within 3/4 mile of local fixed-route TARC service. There are also areas where more older adults live in Jefferson County that fall just outside of the catchment area. The ability to access transit to go to medical appointments, shop, and socialize is an important factor in being able to stay in one's home.

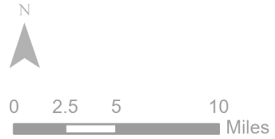
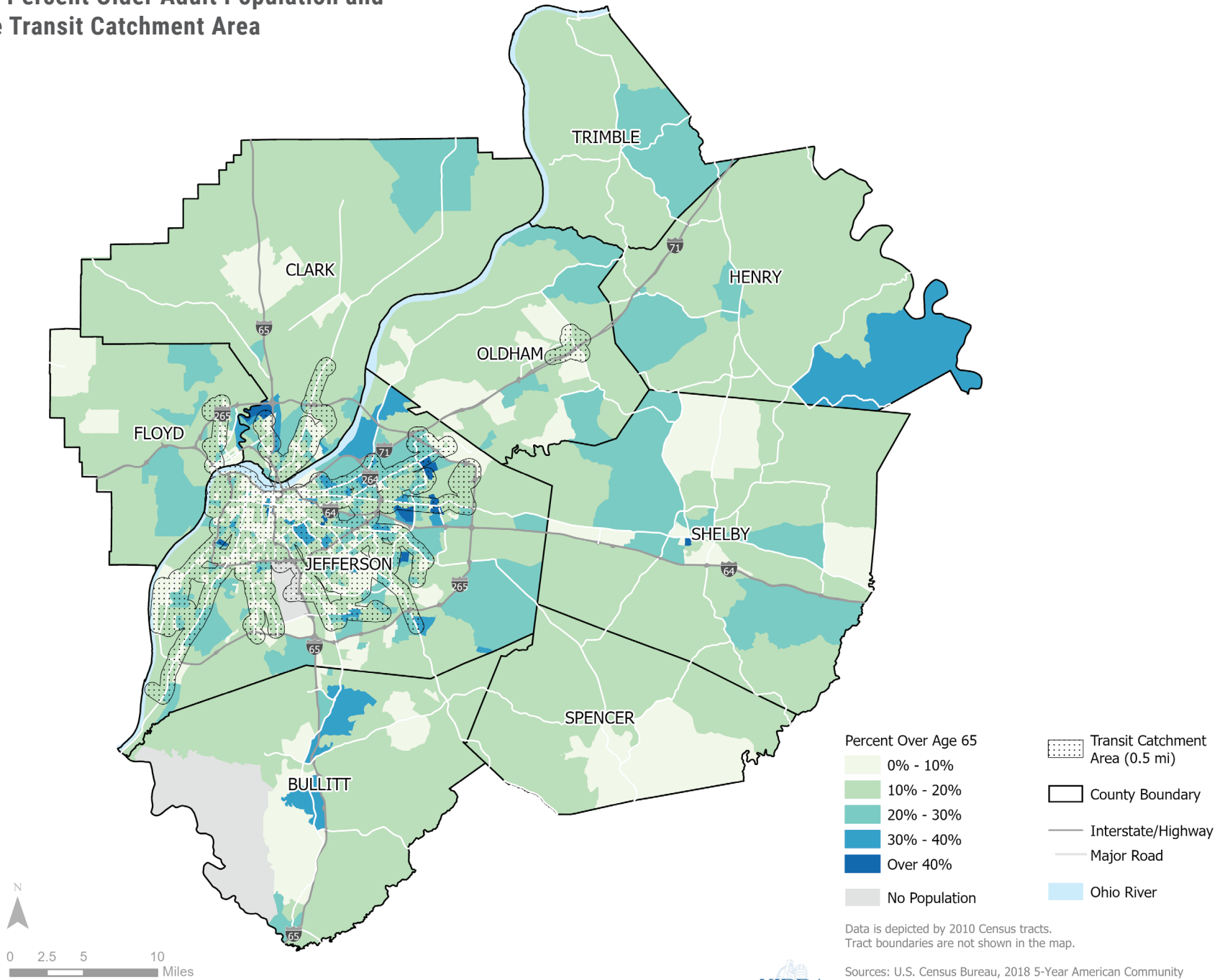
Similarly, individuals with disabilities outside of Jefferson County have almost no options for public transit. There are also areas close to transit routes that are slightly inaccessible, mainly in southwestern Jefferson County and Clarksville, Indiana. Again, these areas are also on the border of the TARC3 service area, and some individuals with disabilities may not be able to access either service.



\*\* Zimbabwe, S., Greenburg, E., & Arrington, G.B. (2009). Defining Transit Areas of Influence. *APTA Standards Development Program*.

# Map 11 - Percent Older Adult Population and Half Mile Transit Catchment Area

August 2020



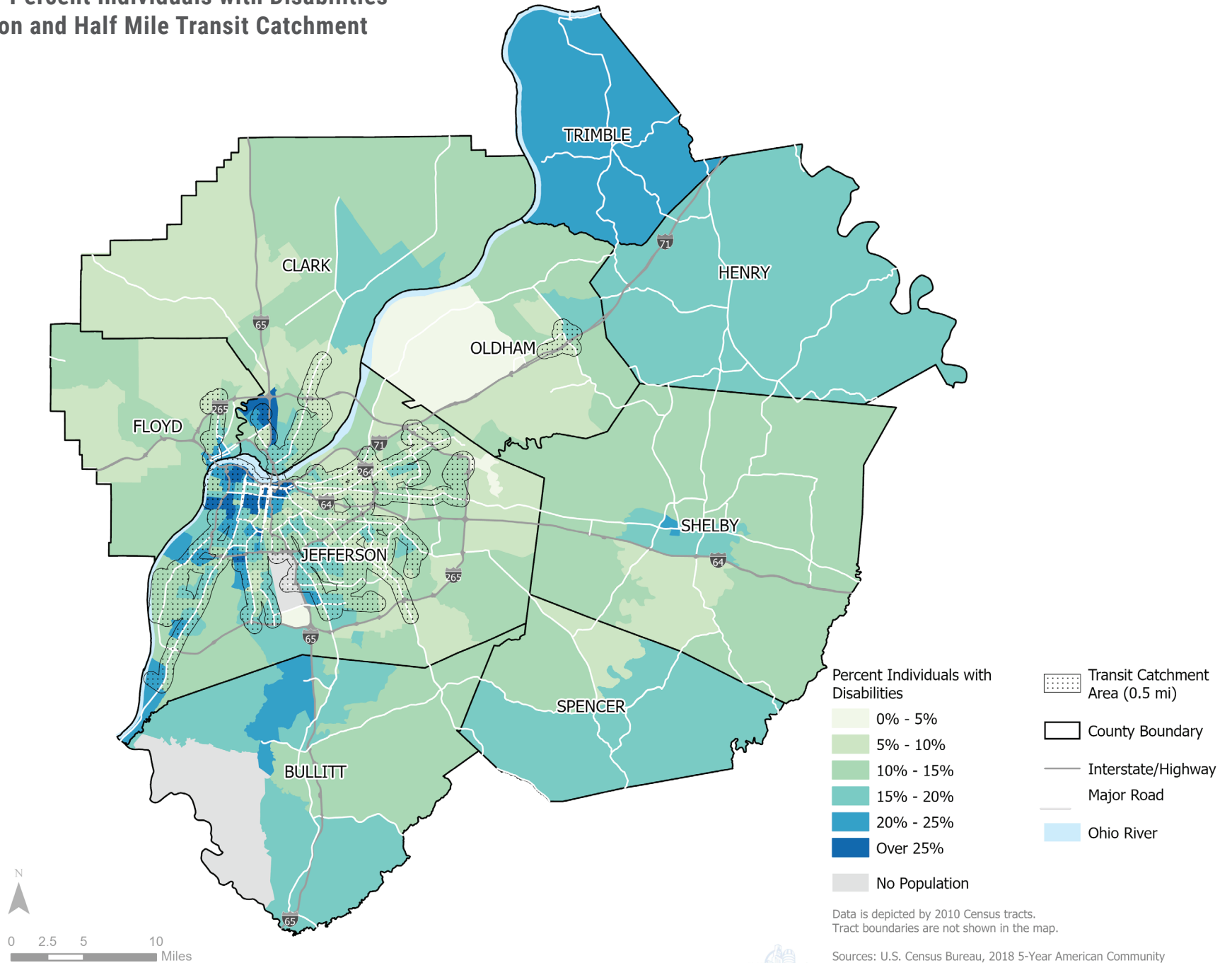
Data is depicted by 2010 Census tracts. Tract boundaries are not shown in the map.



Sources: U.S. Census Bureau, 2018 5-Year American Community Survey (2014-2018); Kentuckiana Regional Planning & Development Agency

# Map 12 - Percent Individuals with Disabilities Population and Half Mile Transit Catchment Area

August 2020





# PLAN 4 DEVELOPMENT

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Public Outreach

Transportation Provider Outreach

Stakeholder Involvement

Public Comment

Seeking input from the stakeholders was the largest element of the Coordinated Plan update effort. KIPDA used surveys to gather information on needs and gaps in service from the public and transportation providers. This input was utilized to further evaluate the existing conditions and develop new goals and objectives for this update.

Due to the COVID-19 pandemic restrictions, in-person meetings were not held. However, every effort was made to communicate with the target populations and stakeholders to ensure their voice was the main component of the outcomes of this plan. Details about the outreach and plan development efforts are listed in this chapter.

## PUBLIC OUTREACH

An online public user survey was used to ascertain the transportation needs of older adults and/or individuals with disabilities. The results illustrate the challenges individuals with disabilities, older adults, low-income persons, and other members of the public face when accessing transportation services in the KIPDA region.

Due to the COVID-19 pandemic, in-person public meetings could not be held. To offset this restriction, the survey was widely distributed electronically and by paper copy or via phone call if requested to accommodate those who could not use the online format. Surveys were distributed via the following methods:

- KIPDA Facebook, Twitter, and Instagram
- KIPDA Transportation email list
- TARC3 email list
- KIPDA newsletter
- KIPDA website
- Aging & Disability Advisory Council virtual meeting and mailing list
- Transportation Policy Committee and Transportation Technical Coordinating Committee virtual meetings
- Regional Transportation Council virtual meetings

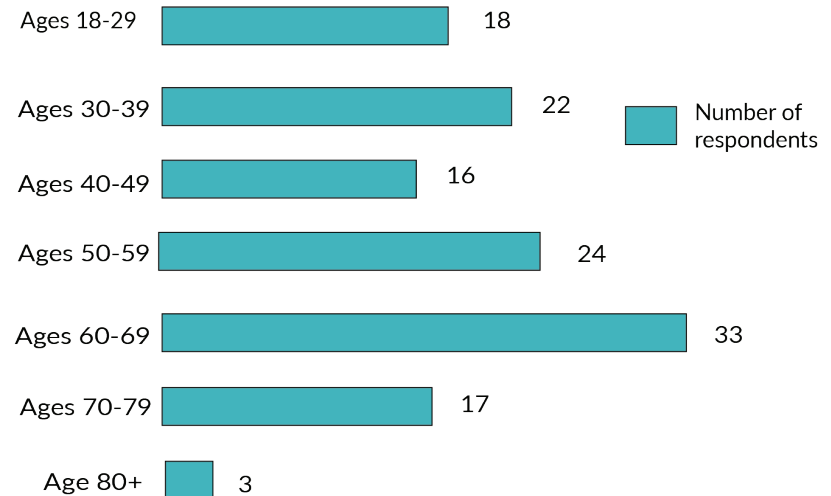
Over a month long period, 134 responses were collected from the public. Most individuals took the survey online; however, a few called staff to give their answers over the phone.

## SURVEY RESULTS

The following pages highlight relevant responses from the survey and demonstrate users' age, disability status, use of transit, and ideas on improvement. Please note that these results do not serve as a complete evaluation of the region because many disabled and/or older adults may not have the ability to participate in a survey.

## WHAT IS YOUR AGE?

The age of the respondents is important to measure if the survey reached the target audience of older adults and individuals with disabilities. Approximately 40% of respondents identified their age as 60 and over, and the 60-69 age group had the highest number of participants.



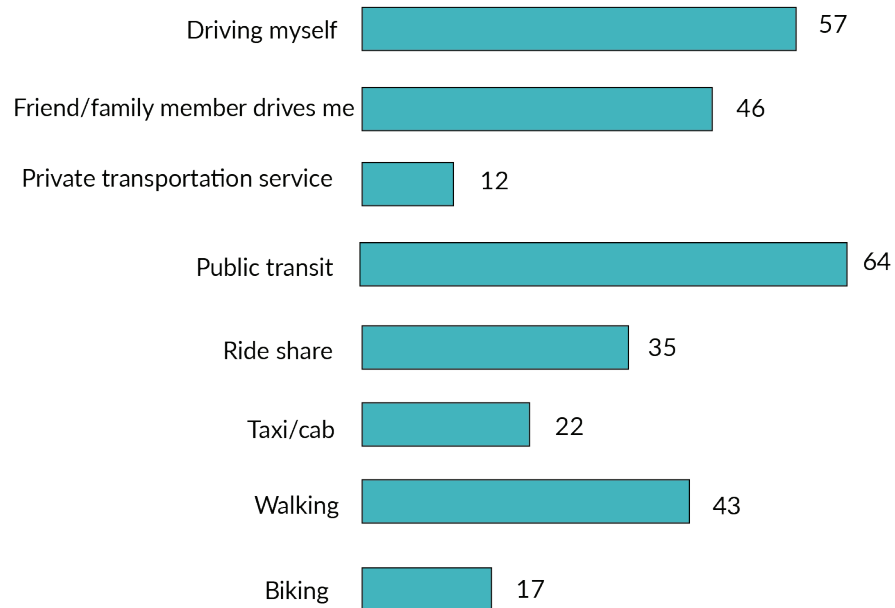
## DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY?

This question asked participants to self-identify if they had a disability, again to help measure if the survey reached the target audience. Half of participants identified having a disability. Blindness was the most common disability that participants listed.



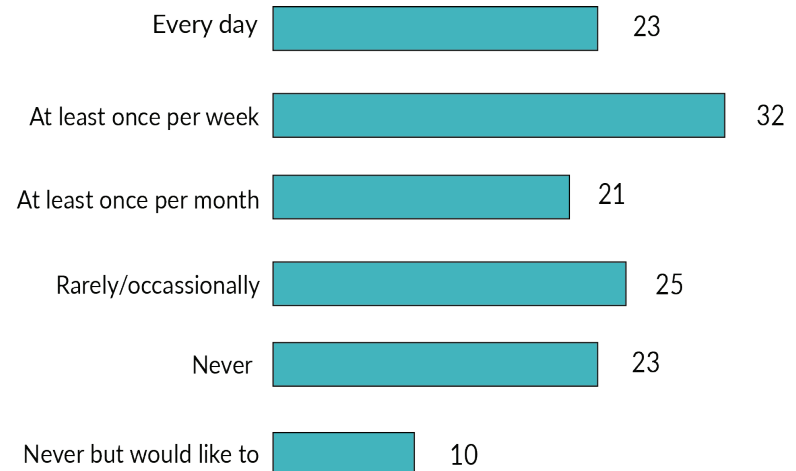
## HOW DO YOU TYPICALLY GET AROUND?

Understanding how people move around is important to understanding existing conditions and which transportation modes are used to get around. Multiple responses could be selected. Public transit was the most common mode (22%) choosing this method. Driving oneself or relying on a friend/family member driving accounted for 35% of responses.



## HOW FREQUENTLY DO YOU USE PUBLIC TRANSIT/PRIVATE TRANSPORTATION SERVICE?

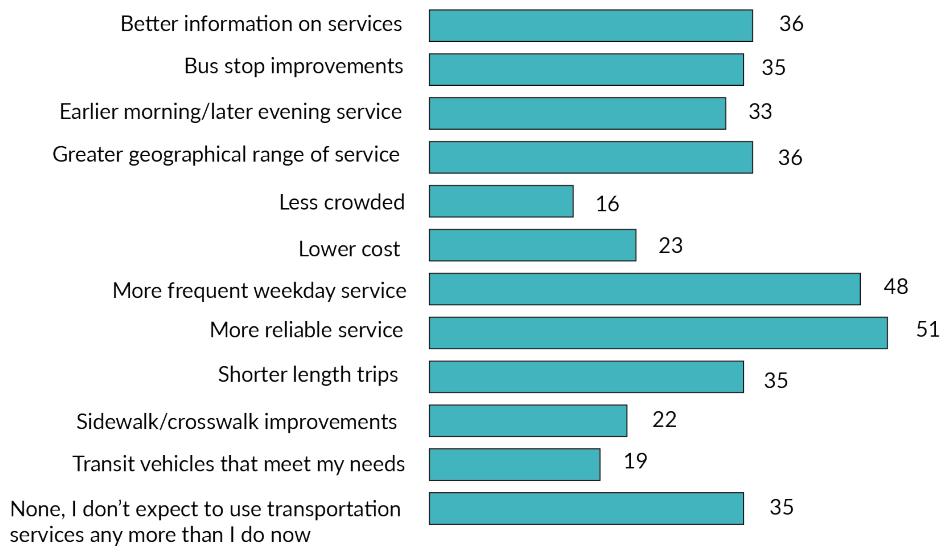
This question gauges how often respondents use public transit/private transportation services such as TARC, Oldham's Public Bus, and private and/or nonprofit transportation services. 57% of participants use public or private transit at least once a month, and 17% of respondents use these services every day.





## WHAT WOULD GET YOU TO USE PUBLIC TRANSIT OR PRIVATE TRANSPORTATION SERVICES MORE OFTEN?

The last question of the survey asked participants to identify strategies that would enhance their mobility. Multiple answers could be selected. More reliable and frequent service were the top two responses (25% of responses combined). Other top strategies include better information on services, bus stop improvements, shorter length trips, earlier morning/late evening service, and greater geographical range of services.



## OTHER SURVEY FINDINGS

37% of participants reported having difficulty obtaining transportation that meets their needs.

59% of participants reported being employed.

73% of participants reported an income of \$60,000 or less.

54% of participants reported an income of \$30,000 or less.

## TRANSPORTATION PROVIDER OUTREACH

Along with efforts to reach the public, KIPDA staff contacted 75 possible transportation providers in the region to learn about their transportation services and the challenges they face when providing transportation. Staff reached out to public transportation services, senior centers, community hubs, social service agencies, senior care services, private transportation organizations, and rideshare companies in order to identify issues shared by a diverse set of transportation-related organizations. Staff created a survey to capture this information.

Staff started with the 2014 list of transportation providers to update information and confirm the agencies were still in operation. Potential new providers were identified through help from the KIPDA Social Services division, internet searched, and recent FTA Section 5310 funding recipients.

Providers were reached by email and phone to establish main contact information. Surveys were primarily distributed via email. Paper copies were mailed to organizations without email contacts or without response after a few weeks. Forty organizations responded to the survey, and 27 of those provide a form of transportation service.

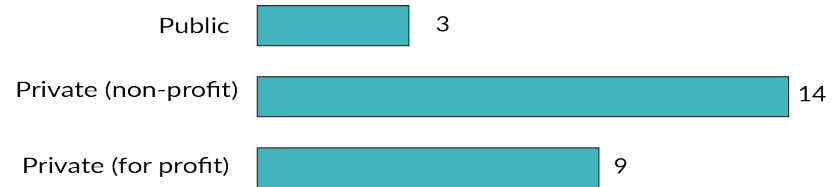
Staff updated the regional transportation provider list for the public with the contact and service information collected from the outreach. See Appendix A and the [Coordinated Plan webpage](#) on the KIPDA website for the provider list. A complete list of the organizations contacted can be found in Appendix B.

## SURVEY RESULTS

The transportation provider survey gathered information on types of services offered and what barriers providers encounter when trying to accommodate their clients' needs.

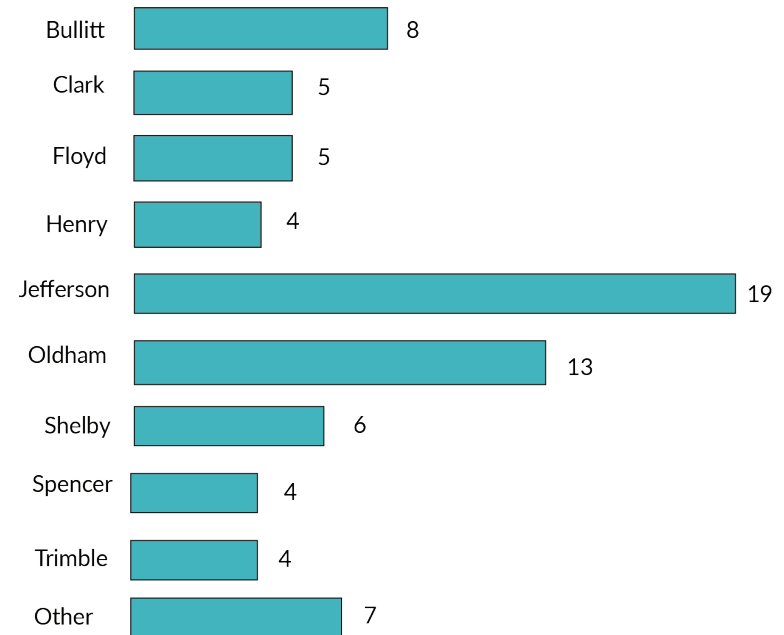
## WHAT TYPE OF AGENCY ARE YOU?

Providers selected the type of agency they identified as. The majority of providers are private non-profit agencies.



## WHAT COUNTIES ARE INCLUDED IN YOUR SERVICE AREA?

The geographical coverage of existing service is an important factor in the availability of services and potential need for service to specific areas. The majority of providers offer services in Jefferson and Oldham counties. Providers also go beyond the nine counties in the region, serving Hardin County in Kentucky and Harrison and Scott counties in southern Indiana.

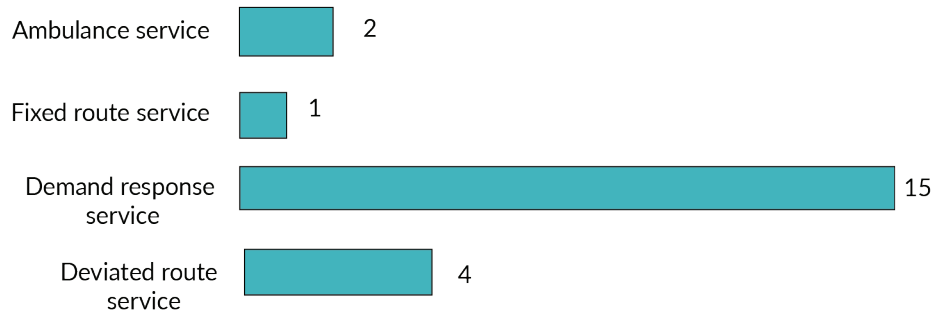


## WHAT TYPE OF TRANSPORTATION SERVICE DO YOU PROVIDE?

For this question, providers indicated what type of transportation service that they offer:

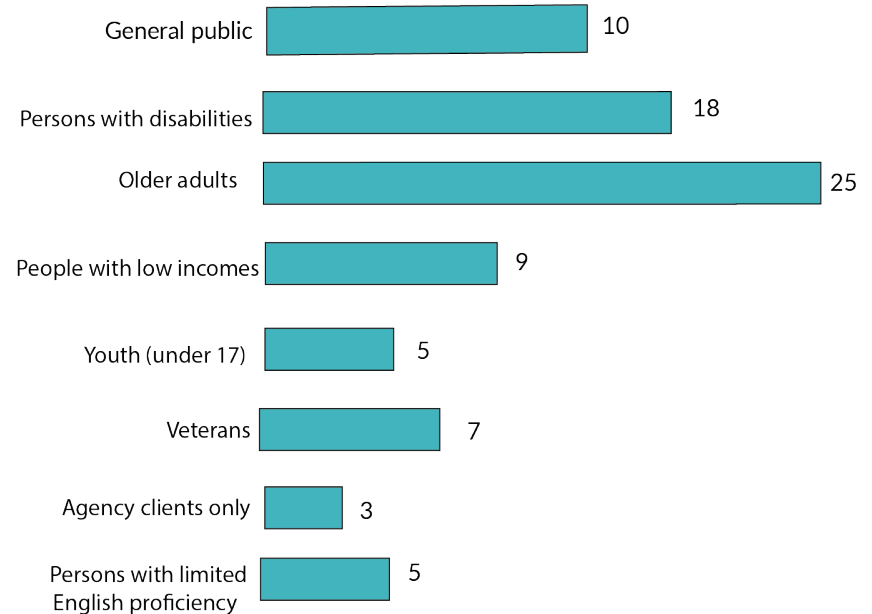
- **Fixed route service:**  
Fixed path with predetermined schedule and stops.
- **Deviated route service:**  
Fixed path and schedule, but vehicle may serve requests for pick-up or drop-off within a specified area.
- **Demand response service:**  
Non-fixed route, flexible transportation service within a defined area, such as a taxi or TARC3 service.
- **Ambulance service:**  
Emergency service within defined area.

The majority of providers identified with demand response service, which means that most providers offer flexible, rather than fixed transportation services.



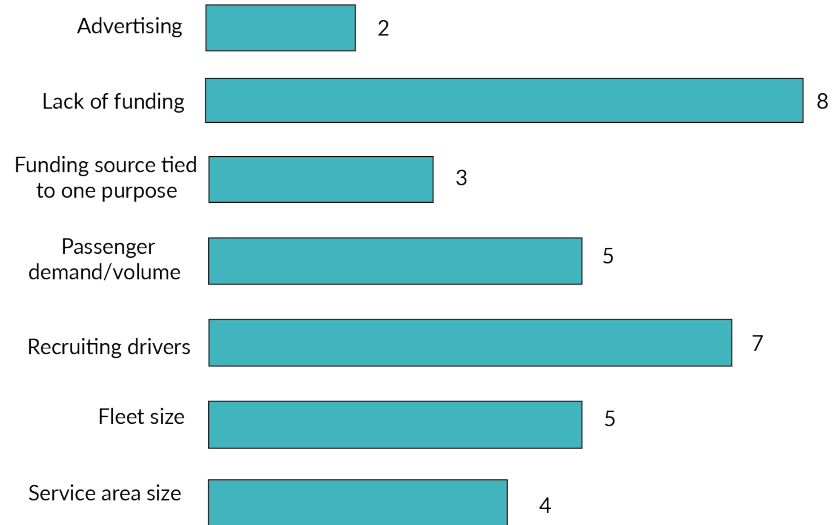
## WHAT ARE THE PRIMARY GROUPS YOUR ORGANIZATION SERVES?

This question asked who is served by the provider's services. Multiple answers could be selected. Older adults and persons with disabilities are the primary clients of the providers who responded. Only three agencies selected that they serve agency clients only, while ten providers responded that they serve the general public. These populations are more likely to have specialized transportation needs.



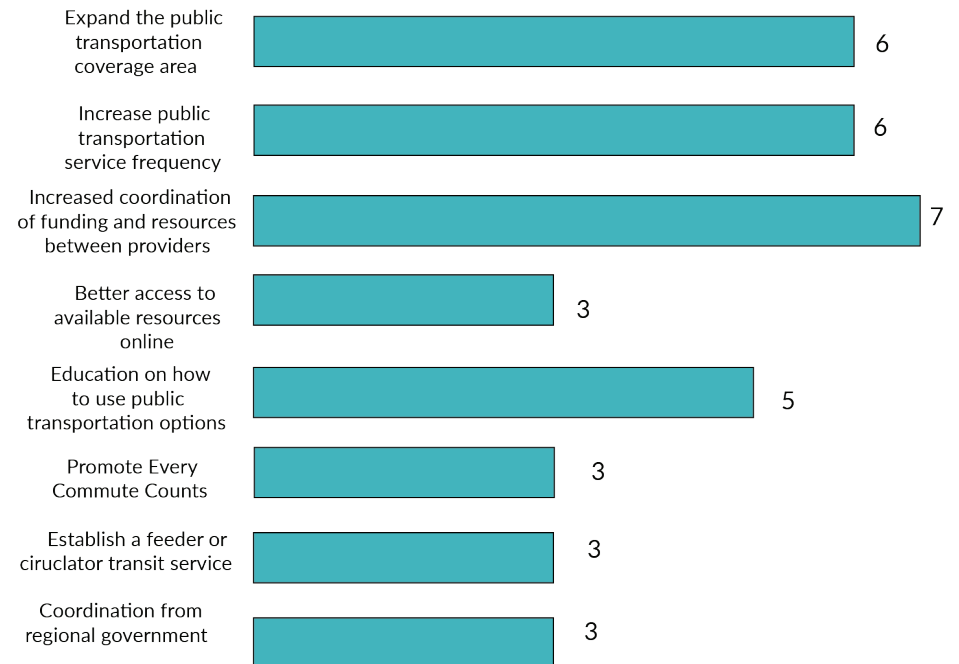
## WHAT CHALLENGES DOES YOUR AGENCY FACE IN PROVIDING SERVICES?

This question asked providers to identify barriers they encounter when offering services. Not all providers gave a response to this question, and therefore the total number of responses is more limited. The most commonly selected response was lack of funding, followed closely by recruiting drivers.



## WHAT ARE SOME POTENTIAL SOLUTIONS TO IMPROVING EFFICIENCY & COORDINATION IN THE REGION?

The last question of this survey asked providers what some potential solutions could be to the challenges they face. Several providers did not respond to this question, so total responses are limited. The most frequently chosen response was increased coordination of funding and resources between providers, followed by expanding the public transportation coverage area and increasing public transportation service frequency. A few providers also offered their own solutions, which included utilizing technology for better coordination and offering a travel companion to assist those with specialized needs.



## OTHER SURVEY FINDINGS

55% of providers offer door-to-door service.

52% of providers have ADA accessible vehicles.

89% of providers have only paid drivers.

25% of providers receive federal funding for their services.

## STAKEHOLDER INVOLVEMENT

Both the MPO and ADD's transportation committees, the Transportation Policy Committee (TPC), the Transportation Technical Coordinating Committee (TTCC), and the Regional Transportation Council (RTC), were involved in the development of the Coordinated Plan. Staff presented the schedule and information on the what and why of the plan update, and the committees were included in distributions of the public and transportation provider surveys. The committees were also asked to help shape the goals and objectives drafted by staff.

TARC was also a main partner in this update, as they are the designated recipient for Federal Transit Administration (FTA) funding for the urban area and administer the FTA *Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities* funds. Both the TARC and TARC3 staff advised on outreach and providing input into the goals and objectives for the plan.

## PUBLIC COMMENT

*This section will be updated after the public comment period planned for October 19 - November 2, 2020. A virtual public meeting will be held on October 27, 2020. More details are available on the KIPDA website.*

# 5 IDENTIFYING NEEDS

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**Theme 1:** Performance

**Theme 2:** Access

**Theme 3:** Safety

**Theme 4:** Coordination

Needs for the region, to better serve older adults and individuals with disabilities, were identified from analyzing existing conditions, demographics, and public input. The needs are categorized into four themes - Performance, Access, Safety, and Coordination. These needs directly inform the development of the goals and objectives in Chapter 6.

## THEME 1: PERFORMANCE

Reliable public transit and demand response transportation was the top need identified from the public survey. People want options that are consistently on time and efficiently get them to their destinations.

Public transit is the main preferred option for the target population if they have mobility to ride independently. However, the reliability of transit is an even greater concern for them, as they do typically have limited mobility and cannot as easily walk to a different route if a bus does not arrive. Reliable schedules for buses and reliable pick-up and trip length times for TARC3 were identified as high needs. Additional concerns were expressed with late buses making transfers difficult, given the time restriction on transfers between buses. Uniquely, users noted that decreased service and insufficient drivers during the COVID-19 pandemic have made it more difficult to rely on transit. Some respondents said they had stopped using transit and demand response services during the pandemic due to these and other health and safety concerns.

Users of demand response service also noted that routing and restrictions on pick-up times made for longer trips. Users said they did not understand how routing was done and often felt like their trip was longer than necessary. The 45 minute wait time between two trips on TARC3 also makes it difficult for users to take quick errand trips, such as going to a bank or to pick up a prescription. Finally, users also saw a need for consistency in training drivers on how to make contact with customers to reduce the number of times clients were left behind.

Providers echoed concerns with efficiency in their survey responses, noting that there is a need for a single, streamlined system for service delivery and customer service. This would improve how riders request trips, allow for more efficient routing, and reduce wait times on the phone with customers.

## THEME 2: ACCESS

More frequent transportation options was the second most requested improvement from the public. Frequent transportation and faster travel times would make riding the bus or using a demand response service more on par with the convenience and speed of driving a personal vehicle. One respondent wanted to see bus lanes added on major corridors to reduce travel time. In addition, users asked for more frequent service on weekends and evenings to get to jobs. There is also a need for better trip planning capabilities with easier online navigation of bus schedules and real-time vehicle tracking.

The lack of accessible transportation options was also identified as a need. When transit or demand response services are not available or do not travel to certain destinations, the remaining options are usually taxis or rideshares, e.g. Uber or Lyft. These options are too expensive to use frequently and do not have ADA-accessible vehicles or drivers willing to transport service animals. There is a need for affordable transportation options independent of other services, like caregiving.

Providers also noted limited resources, including challenges recruiting and maintaining drivers and the number of vehicles in good condition, affected how much service could be provided. Drivers and vehicles are vital to maintaining and expanding services.



Source: <https://www.govtech.com/fs/Seniors-Ride-With-Uber-in-Fulton-County-Ga.html>

Finally, where public transit operates, physical access to bus stops and better infrastructure on sidewalks was noted as a need in the region. Waiting for rides in inclement weather or walking a long way is difficult for individuals with disabilities and older adults. Comfortable transit amenities, such as bus shelters, benches, and consistent sidewalk connections, increase the appeal and convenience of riding transit.

## DESTINATIONS

Both users and providers listed "greater geographical range of services" as a need. The balance of frequency and coverage, particularly with public transit, is difficult to maintain. Increased coverage usually results in decreased frequency across the system due to funding and resource limitations.

Still, there are new areas in the region that are inaccessible by transit or paratransit service that have been identified in the public survey for this plan. General requests for more service focused on employment locations, specifically weekend employment because there are fewer transportation options on weekends. Other areas mentioned were downtown Louisville, the airport, and entertainment and business districts.

Specific locations were also identified by the public as places that are currently underserved or not accessible by transportation services or public transit. Map 13 shows points from the public user survey where people identified service needs.

- Kroger in Jeffersonville, Indiana
- Meijer on Preston Highway near I-265 in Louisville
- Employment locations north of Indiana University Southeast on Grant Line Road in New Albany, Indiana
- Retail locations around Taylorsville Road and I-265 in Louisville
- Jeffersontown employment locations
- Bluegrass Outlet Shops in Simpsonville, Kentucky

## THEME 3: SAFETY

Safety is a key need at all times for any transportation mode. Older adults, individuals with disabilities, and others with limited mobility have unique considerations when it comes to safety. In the survey, providers expressed concern that they had difficulty safely accommodating clients with highly specialized medical needs. Sometimes the driver alone cannot provide enough assistance getting to the vehicle and for the duration of the ride.

People also need safe infrastructure to walk, bike, or ride transit. The public survey responses identified better bicycle lanes and sidewalks as needed improvements in the region. Safe and comfortable infrastructure encourages people to take modes other than driving.

## THEME 4: COORDINATION

Limited funding and resources (e.g. drivers, fleet, time) requires effective coordination between providers, public transit agencies, and local and state government entities to meet the growing needs for transportation services in our region.

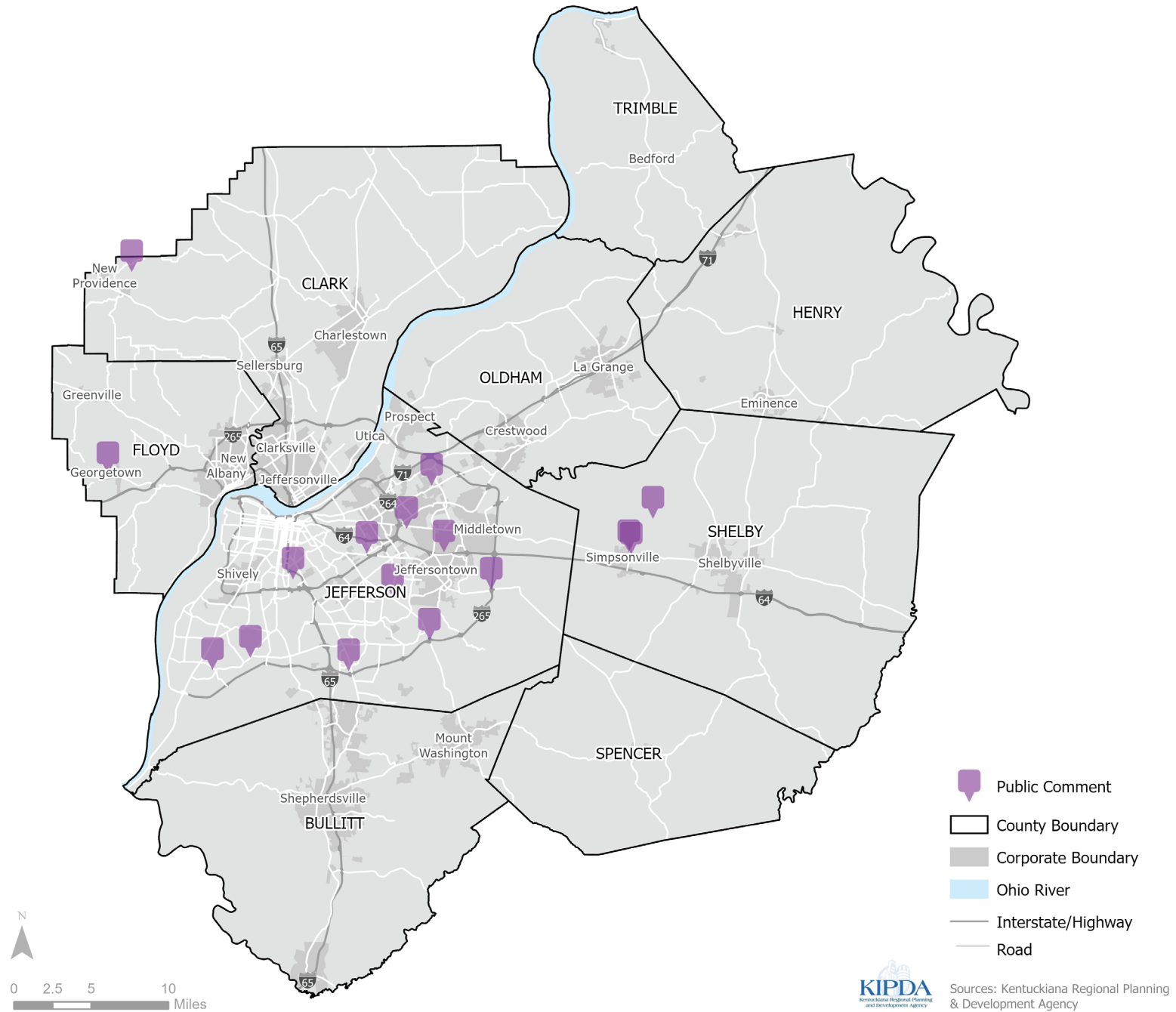
Increased coordination of funding was the top response from providers when asked for potential solutions to increase efficiency and coordination of transportation services. As funding continues to be the main challenge to operating services, creative efforts are needed to share or pool resources, collaborate on innovative projects, and seek out innovative funding sources.

In addition, the region is currently lacking a unified body to collect input and advocate for issues. The Regional Mobility Council was put on temporary hold in February 2020. Such a group is valuable in orchestrating coordination and providing a single point of contact for providers and the public.



# Map 13 - Gaps in Service, Destinations from Public Outreach

August 2020



# GOALS & OBJECTIVES

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**Goal 1:** Performance

**Goal 2:** Access

**Goal 3:** Safety

**Goal 4:** Coordination

Goals and objectives were drafted from the themes in the Identified Needs. The focus is on attainable strategies that can be evaluated for the next update to measure progress. Case studies are included where appropriate to illustrate ideas on how the objectives could be achieved.

The Transportation Policy Committee (TPC), the Regional Transportation Council (RTC), TARC, and transportation providers reviewed and provided feedback on the draft goals and objectives in August 2020.

Projects funded by FTA *Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities* must directly relate to these goals.

# GOAL 1: PERFORMANCE

## ENHANCE RELIABILITY AND EFFICIENCY OF SERVICE DELIVERY

- **Provide** more online booking options and create automated reservations for recurring trips.
- **Create** a single, streamlined regional technology hub with open API integration for coordinated transportation delivery and customer service.
- **Optimize** routing to shorten trips and wait times.
- **Improve** reliability of public transit to maximize utilization and ridership capacity.

## CASE STUDY: FLEXDANMARK

[FlexDanmark](#) is a Danish software company, owned by five public transit authorities, that has built the FlexTrafik system for coordinated demand response transportation. The system works by booking trips for clients with one of over 550 unique transportation providers throughout Denmark. What results is an efficient, cost-effective ridesharing model that allows older adults and individuals with disabilities in both urban and rural areas the ease of having transportation options that fit their needs.

More information available at [AARP International](#).

*"By opening up the service to all citizens, the regional transportation authorities are able to transport more passengers in fewer vehicles, and offer them shared, yet shorter, trips."*



Source: <https://www.aarp.org/livable-communities/getting-around/info-2019/maas-flex-danmark.html>

\* Lynott, Jana. 2019. "FlexDanmark Optimizes Scandinavian Software Solution to Deliver Efficient, High Quality Transportation to Its Citizens." *AARP International: The Journal*, vol. 12: 52-57. <https://doi.org/10.26419/int.00036.015>

## GOAL 2: ACCESS

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### IMPROVE ACCESS TO TRANSPORTATION SERVICES FOR TARGETED POPULATIONS

- **Increase** the frequency of public transportation services in order to better accommodate individuals who ride public transportation to work.
- **Encourage** affordable transportation options independent of caregiving or residential services.
- **Encourage** affordable demand response services that can reach a greater range of locations.
- **Improve** navigation of trip planning and accuracy of real-time tracking of public transit buses.
- **Improve** infrastructure and transit amenities at bus stop locations to provide better lighting, shelter, and pedestrian connections.

### CASE STUDY: LYFT & UBER FOR SENIORS IN ATLANTA

Fulton County, Georgia, the home of Atlanta, offers a flexible, demand-response service for older adults through a partnership with Uber and Lyft. The county's [Department of Senior Services](#) works with the nonprofit, Common Courtesy, to lead this program. To qualify, older adults must be participants at any of the four multipurpose senior facilities or Fulton seniors screened as appropriate to receive transportation service. Once an individual is part of the program, they can call Common Courtesy to reserve a ride. Common Courtesy then schedules drivers through Uber and Lyft to pick up the older adult at their requested time and location. Seniors pay a one time fee of \$15 and a \$1 per ride charge. Before this program, Fulton County older adults had to contend with long waiting lists of about 1,800 individuals in order to conduct basic activities like medical appointments and grocery shopping. Since Fulton County's partnership with Lyft and Uber these waiting lists have been eliminated, and more seniors can reach their destinations.

# GOAL 3: SAFETY

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## IMPROVE SAFETY OF TRANSPORTATION SERVICES AND INFRASTRUCTURE

- **Improve** accommodations for those with specialized needs.
- **Reduce** the number of crashes involving pedestrians and bicyclists by improving pedestrian and cyclist facilities.
- **Improve** the safety of transit services for all users.

### CASE STUDY: BUS BUDDY PROGRAM, INTERCITY TRANSIT

The [Bus Buddy Program](#), a partnership between Catholic Community Services, Intercity Transit in Olympia, and the Washington State Department of Transportation in Olympia, Washington, matches volunteers with individuals who need additional assistance navigating public transit. These individuals typically have physical or mental disabilities. Volunteers accompany participants on the bus to their destination, e.g. doctor appointments, grocery stores, social events. In 2018, the program coordinated 168 local rides, including assistance for 119 new riders. To request a Bus Buddy, individuals can call or email the coordinator 72 hours in advance of their local trip and three to five business days for trips to other counties.



Source: <http://www.nwcatholic.org/news/local/ccs-bus-buddy-program-helps-people-in-thurston-county-get-around.html>

## GOAL 4: COORDINATION

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### IMPROVE COORDINATION AMONG TRANSPORTATION PROVIDERS, GOVERNMENT AGENCIES, AND LOCAL ADVOCATES

- **Re-establish** a regional council to facilitate coordination of strategic funding and implementing solutions.
- **Enhance** coordination between agencies to improve selection of projects for FTA 5310 grant funding.
- **Leverage** non-traditional funding streams for larger regional projects.
- **Explore** innovative ways to collaborate and share resources among transportation providers.
- **Explore** ways for agencies to make Section 5310 vehicles (and possibly drivers) available to other agencies in the Section 5310 program when those vehicles are not being used by the agency that owns them.

### CASE STUDY: INTEGRATED MOBILITY INNOVATION GRANT

The FTA's [Integrated Mobility Innovation Grant](#) program seeks to fund "innovative and effective practices, partnerships and technologies to enhance public transportation effectiveness, increase efficiency, expand quality, promote safety and improve the traveler experience." In March 2020, the [project selections for fiscal year 2019](#) were announced, and many projects will develop technology solutions to coordinate resources, trips, and payments for transportation services aimed at older adults and individuals with disabilities.

Grant programs like this offer opportunity for coordination among providers in the KIPDA region to seek funding outside of FTA's Section 5310 program.

More information about this and other grant programs is available at the [FTA website](#).





# 5310 COMPETITIVE SELECTION

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Section 5310 Funding  
Eligibility Requirements  
Eligible Activities  
TARC Selection Criteria

The Coordinated Plan's goals and objectives inform what kind of projects should be prioritized for FTA *Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities* funding. This chapter outlines the process for the competitive selection of projects in the KIPDA region.



## SECTION 5310 FUNDING

The [\*Enhanced Mobility for Seniors and Individuals with Disabilities - Section 5310\*](#) program (49 U.S.C. 5310) provides formula funding to states for the purpose of assisting private or designated public nonprofit agencies in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of the population for these two groups. The Transit Authority of River City (TARC) is the designated recipient for FTA funding in the KIPDA region and administers the Section 5310 program in the urbanized area. The Kentucky Transportation Cabinet (KYTC) Office of Transportation Delivery (OTD) administers the Section 5310 program for the rural ADD counties and throughout the state.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas. Eligible projects include both "traditional" capital investment and "non-traditional" investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

## ELIGIBILITY REQUIREMENTS

To be eligible for Section 5310 funding, a potential project must meet the federal requirements below.

- The project serves senior and/or individuals with disabilities.
  - The project is planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities. It is not sufficient that seniors and individuals with disabilities are merely included (or assumed to be included) among the people who will benefit from the project.
- The project sponsor qualifies as a sub-recipient under Section 5310.
- The project qualifies for Section 5310 funding under FTA guidelines.

- The project is non-duplicative.
- The project identifies one or more local funding sources and substantiates that the source(s) are committed to providing the necessary local match for the project.
- The project addresses at least one of the strategies identified in the Coordinated Plan.

## ELIGIBLE ACTIVITIES

Section 5310 funds are available for capital and operating expenses in order for transportation services to better meet the specific needs of seniors and individuals with disabilities.

Section 5310(b) requires that of the amounts apportioned to states and designated recipients, not less than 55% shall be available for Section 5310 Traditional projects, those public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Notably, this 55% is a floor. Recipients may use more than 55% of their apportionment for traditional projects.

Only an eligible sub-recipient can carry out these project. Eligible sub-recipients include private non-profit organizations; or a state or local government authority that 1) receives approval from a state to coordinate services for seniors and individuals with disabilities; or 2) confirms that the area does not have any non-profit organizations who provide the service.

## ELIGIBLE CAPITAL EXPENSES THAT MEET THE 55% APPORTIONMENT REQUIREMENT:

- Rolling stock and related activities for Section 5310-funded vehicles
  - Acquisition of expansion or replacement buses and vans, and related procurement, testing inspection, and acceptance costs;
  - Vehicle rehabilitation or overhaul;

- Preventive maintenance;
  - Radios and communication equipment; and
  - Vehicle wheelchair lifts, ramps, and securement devices
- Support facilities and equipment for Section 5310-funded vehicles
    - Extended warranties that do not exceed the industry standard;
    - Computer hardware and software;
    - Transit-related intelligent transportation systems (ITS);
    - Dispatch systems; and
    - Fare collection systems
  - Passenger facilities related to Section 5310-funded vehicles
    - Purchase and installation of benches, shelters, and other passenger amenities.
  - Support facilities and equipment for Section 5310-funded vehicles
    - Extended warranties that do not exceed the industry standard;
    - Computer hardware and software;
    - Transit-related intelligent systems (ITS);
    - Dispatch systems; and
    - Fare collection systems
  - Lease of equipment when lease is more cost effective than purchase
  - Acquisition of transportation services under a contract, lease, or other arrangement. This may include acquisition of ADA-complementary paratransit services. Both capital and operating costs associated with contracted services are eligible capital expenses.
  - Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management activities may include:
    - The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;
    - Support for short-term management activities to plan and implement coordinated services;
    - The support of state and local coordination policy bodies and councils;
    - The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;
    - The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
    - The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangement for customers among supporting programs; and
    - Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense).
    - Capital activities (e.g., acquisition of rolling stock and related activities, acquisition of services, etc.) to support ADA-complementary paratransit service may qualify toward the 55% requirement, so long as the service is provided by an eligible recipient/sub-recipient.

## OTHER ELIGIBLE CAPITAL AND OPERATING EXPENSES

## (UP TO 45% OF APPORTIONMENT):

- Public transportation projects (capital only) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable
- Public transportation projects (capital and operating) that exceed the requirements of the ADA. The following activities are examples of eligible projects meeting the definition of public transportation service that is beyond the ADA.
  - Enhancing paratransit beyond minimum requirements of the ADA. ADA-complementary paratransit services can be eligible under the Section 5310 program in several ways:
    - Expansion of paratransit parameters beyond the three-fourths mile required by the ADA;
    - Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route service;
    - The incremental cost of providing same day service;
    - The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not on a case-by-case basis for individual riders in an otherwise curb-to-curb system;
    - Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
    - Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA regulations, 49 CFR part 38 (i.e., larger than 30" X 48" and/or weighing more than 600 pounds), and labor costs of aides to help drivers assist passengers with oversized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with 600-pound design load, and the acquisition of heavier duty vehicles for paratransit and/or demand response service in order to accommodate lifts with a heavier design load; and
- Installation of additional securement locations in public buses beyond what is required by the ADA.
- Feeder services. Accessible "feeder" service (transit service, that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.
- Public transportation projects (capital and operating) that improve accessibility. The following activities are examples of eligible projects that improve accessibility to the fixed-route system.
  - Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. Section 5310 funds are eligible to be used for accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail, and rapid rail. This may include:
    - Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features;
    - Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA;
    - Improving signage or wayfinding technology; or
    - Implementation of other technology improvements that enhance accessibility for people with disabilities.
- Travel training. Training programs for individual users on awareness,

knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.

- Public transportation alternatives (capital and operating) that assist seniors and individuals with disabilities with transportation. The following activities are examples of projects that are eligible public transportation alternatives.
  - Purchasing vehicles to support accessible taxi, ride-sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ride-sharing, and/or vanpool programs provides that the vehicle meets the same requirements for lifts, ramps, and securement systems specified in 49 CFR part 38, subpart B, at a minimum, and permits a passenger whose wheelchair can be accommodated pursuant to part 38 to remain in his/her personal mobility device inside the vehicle.
  - Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to seniors and individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can submit the voucher reimbursement to the recipient for payment based on predetermined rates and contractual agreements. Transit passes or vouchers for use on existing fixed-route or ADA complementary paratransit

service are no eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match.

- Supporting volunteer driver and aide programs. Volunteer driver programs are eligible and include support costs associated with the administration, management or driver recruitment, safety, background checks, scheduling, coordination with passengers, other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of enhancements to increase capacity of volunteer driver programs are also eligible. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.
- Limits on operating assistance. Given the 55% requirement for Section 5310 traditional capital projects, a recipient may allocate up to 45% of its apportionment for operating assistance. However, this funding is limited to eligible project as described in 49. U.S.C. 5310(b)(1)(B-D) and described in this section (b, c, and d) above. Operating assistance for required ADA complementary paratransit service is not an eligible expense.

## TARC SELECTION CRITERIA

TARC allocates Section 5310 funding for the Louisville, Kentucky Urbanized Area (UZA), which includes Bullitt, Jefferson, and Oldham counties in Kentucky and Clark and Floyd counties in Indiana. An announcement of funding availability and call for applications is typically made in the summer, with project selections announced in the autumn. TARC's application for Section 5310 funding includes the following weighted criteria:

### PROJECT INTENT - 35%

- Description of proposed project, including list of primary

beneficiaries, counties served, and estimated timeline

- Description of how proposed project meets Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 program
- Description of how proposed project is in alignment with the goals of the Coordinated Plan
- Description of how the proposed project addresses service gaps affecting the targeted population(s)
- Estimate of how many people in targeted population(s) will be impacted annually by the proposed project
- Description of benefits of proposed project to the community
- Description of vehicle(s), facilities, and/or equipment or repairs/maintenance that is to be purchased for vehicle(s), facilities, and/or equipment (if requesting capital funds)
- Description of planned use of vehicle(s), facilities, and/or equipment to be purchased or repaired/maintained

### PROJECT BUDGET - 20%

- Description of how the requested funds will be used
- Breakdown of budget

### DEMONSTRATED ABILITY - 15%

- Description of evidence of technical capacity to administer and manage the proposed project
- Description of evidence of necessary resources to carry out proposed project
- Documentation of project sponsor's authority to operate (if applicable)

### COORDINATION EFFORTS - 15%

- Explanation of how your agency coordinates, collaborates, and/or partners with other agencies to maximize transportation

resources and reduce duplication of services

### SUSTAINABILITY OF PROJECT - 15%

- Description of evidence that the project can be sustained after the requested funds have been exhausted

## KYTC OFFICE OF TRANSPORTATION DELIVERY

KYTC/OTD application documentation is available on the [KYTC website](#).

# APPENDICES

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A - Verified Providers

B - Provider Contact List

C - Transportation Provider Survey  
Questions

D - Public User Survey Questions

## APPENDIX A: VERIFIED PROVIDERS

The following is a list of providers that participated in the survey and wanted to be included on the provider list as well as other verified providers.

Provider	Hours	Areas Served	Handicap Accessible	Phone	Website
Able Care	Mon-Fri 6 AM-6 PM, Sat 6 AM - 1 PM	Bullitt, Jefferson, Shelby, Spencer	Yes	502-267-1911	<a href="http://www.abletransport.com">www.abletransport.com</a>
Care Conexion	Unknown	Jefferson	Yes	502-466-7000	<a href="http://www.careconexion.com">www.careconexion.com</a>
Every Commute Counts	N/A	Bullitt, Clark (IN), Floyd (IN), Henry, Jefferson, Oldham, Shelby, Spencer, & Trimble	No	502- 267-5400	<a href="http://www.everycommutecounts.org">www.everycommutecounts.org</a>
Family Support Services	24/7	Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, and Trimble	No	502-213-0892	<a href="http://www.familysupportservicesllc.net/index.html">www.familysupportservicesllc.net/index.html</a>
Five Star Transportation	Mon-Sun 5:45 AM - 8 PM	Bullitt, Hardin, & Jefferson	Yes	502-370-3041	<a href="http://www.5startr.com">www.5startr.com</a>
Homewatch Caregivers	Mon-Sun 9 AM - 5 PM	Jefferson	No	502-237-1135	<a href="http://www.hwcg.com/louisville">www.hwcg.com/louisville</a>
Highland Community Ministries	Shopping trips 4 times a week	Jefferson	Yes	502-459-0132	<a href="http://www.hcmlouisville.org">www.hcmlouisville.org</a>
Home Instead Senior Care	24/7	Jefferson & Oldham	No	866-985-4581	<a href="http://www.homeinstead.com">www.homeinstead.com</a>
Jewish Community Center	Mon-Fri 9 AM-5 PM	Jefferson & Oldham	Yes	502-459-0660	<a href="http://www.jewishlouisville.org">www.jewishlouisville.org</a>
Jewish Family & Career Services	Mon-Fri 9 AM-5PM	Jefferson & Oldham	Yes	502-452-6341	<a href="http://www.jfcslouisville.org">www.jfcslouisville.org</a>
Life Span Resouces Inc. & Area Agency on Aging	Mon-Fri 5 AM-1PM	Clark, Floyd, & Scott in IN	Yes	812-948-9701	<a href="http://www.lsr14.org/transportation.html">www.lsr14.org/transportation.html</a>
Louisville Wheels Transportation	Mon-Fri 4:30 AM-7 PM	Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer & Trimble	Yes	502-561-3690	N/A
Lyft	24/7	N/A	N/A	N/A	<a href="http://www.lyft.com">www.lyft.com</a>
Mercy Works	24/7	Jefferson	No	502-882-3049	<a href="http://www.mercyworkslouisville.com">www.mercyworkslouisville.com</a>
Oldham County EMS	24/7	Oldham	Yes	502-222-7250	<a href="http://www.oldhamcountyeems.com">www.oldhamcountyeems.com</a>
Pillar (Apple Patch)	Mon-Fri 6 AM-9 PM	Jefferson & Oldham	Yes	502-267-1911	<a href="http://www.pillarsupport.org">www.pillarsupport.org</a>

Provider	Hours	Areas Served	Handicap Accessible	Phone	Website
Rauch	24/7	Clark and Floyd in IN	No	812-945-4063	<a href="http://www.rauchinc.org">www.rauchinc.org</a>
Right at Home	24/7	Bullitt, Clark (IN), Floyd (IN), Jefferson, Oldham & Shelby	No	502-897-0580	<a href="http://www.rightathome.net">www.rightathome.net</a>
Shelby Christian Cab	Mon-Sat: 6 AM-6 PM	Shelby	No	(502) 930-7284	<a href="https://www.facebook.com/Ministerashby1">www.facebook.com/Ministerashby1</a>
Southwest Center	Early morning, normal business hours	Bullitt & Jefferson	Yes	502-935-1848	<a href="http://www.swcky.org">www.swcky.org</a>
Spencer County EMS	24/7	Spencer	No	(502) 902-7013	<a href="http://www.spencercountyky.gov">www.spencercountyky.gov</a>
TARC	CHECK	Bullitt, Clark (IN), Floyd (IN), Jefferson & Oldham	Yes	502-585-1234	<a href="http://www.ridetarc.org">www.ridetarc.org</a>
TARC 3	CHECK	Bullitt, Clark (IN), Floyd (IN), Jefferson & Oldham	Yes	502-213-3217	<a href="http://www.ridetarc.org/services/tarc3/">www.ridetarc.org/services/tarc3/</a>
Tri-County Community Action Agency	Mon-Fri 8:30 AM-4:30 PM	Henry, Oldham & Trimble	Yes	502-222-1349	<a href="http://www.tccaa.org">www.tccaa.org</a>
Uber	N/A	All counties	No	N/A	<a href="http://www.uber.com">www.uber.com</a>
Wheelchair Transport	24/7	Jefferson & Shelby	Yes	502-893-4598	<a href="http://www.wheelchairtransport4lky.com">www.wheelchairtransport4lky.com</a>
zTrip (formerly Louisville Yellow Cab)	24/7	All counties	Yes	502-636-0414	<a href="http://www.ztrip.com/louisville">www.ztrip.com/louisville</a>



## APPENDIX B: PROVIDER CONTACT LIST

The following is the list of organizations that were contacted to take the survey. Please note that this list includes organizations that may no longer provide transportation and organizations that did not respond to survey requests.

- Able Care, Inc.
- Acti-Kare
- Active Day of Hikes Point
- Active Day of Watterson Park
- Active Home Care
- Americana
- Boys & Girls Club of Kentuckiana
- Care Conexion
- Catholic Charities of Louisville
- Catholic Charities Migration
- Charlestown Civic Center (closed)
- Charlestown Site
- Community Services Project
- Davita
- Dreams with Wings
- ElderServe
- Family Health Center - Portland
- Family Support Center
- Five Star Transportation
- Flaget Senior Center
- Frost-Stuart Academies
- Guerin Senior Center
- Harbor House of Louisville
- Helping Hands
- Highland Community Ministries
- Home Instead Senior Care
- Home Matters
- Homewatcher Caregivers of Louisville
- Jeffersonville Boy & Girls Club (closed)
- Jewish Community Center
- Jewish Family & Career Services
- John Black Community Center
- KentuckianaWorks Power of Works
- Kentucky Refugee Ministries
- Kling Senior Center
- Life Span Resources Inc.
- Louisville Central Community Center
- Louisville Islamic Center
- Louisville Parks
- Louisville Wheels Transportation
- Mercy Works
- Metro Community Centers
- MPCA Simpsonville Nutrition Site
- Newburg Boys & Girls Club
- Oldham County EMS
- Oldham County Parks & Recreation
- Options Unlimited, Inc.
- Park Duvalle Community Center
- Parkland Boys & Girls Club
- Pillar (Apple Patch) Community
- Portland Neighborhood Center
- Portland Promise Center
- Presbyterian Community Center (closed)
- Rauch
- Right at Home
- Rural Metro Ambulance (closed)
- Semple Elementary
- Senior Care Experts
- Seven Community Services
- Shawnee Boys & Girls Club
- Shelby Christian Cab
- Signature Health Care
- Sonblest Elder Care
- Southwest YMCA
- Spencer County EMS
- TARC
- Tri-County Community Action Agency
- Trimble County EMS
- United Crescent Hill Ministries
- Volunteers of America
- W.E.B. Dubois Boys & Girls Club Site
- Wheelchair Transport
- zTrip
- Zoom Group Inc.

# APPENDIX C: TRANSPORTATION PROVIDER SURVEY QUESTIONS

The following contains the questions that were included in the 2020 Coordinated Plan Provider Survey. Questions are displayed in black, and response options are displayed in blue.

- |   |   |  |   |
|---|---|--|---|
| <p>1. Organization name</p> <p>2. Contact name</p> <p>3. Email</p> <p>4. Phone</p> <p>5. Website</p> <p>6. Can we include your organization's contact information, area(s) served, and populations served on our transportation provider list?</p> <p>7. What type of agency are you?</p> <p>(Private, non-profit)</p> <p>(Private, for-profit)</p> <p>(Public)</p> <p>(Other)</p> <p>8. Who are the primary groups your organization serves? (check all that apply)</p> <p>(Persons with disabilities)</p> <p>(Older adults)</p> <p>(People with low incomes)</p> <p>(General public)</p> <p>(Youth)</p> <p>(Veterans)</p> | <p>(Persons with limited English proficiency)</p> <p>(Other)</p> <p>9. What counties are included in your service area? (check all that apply)</p> <p>(Clark County, IN)</p> <p>(Floyd County, IN)</p> <p>(Bullitt County, KY)</p> <p>(Henry County, KY)</p> <p>(Jefferson County, KY)</p> <p>(Oldham County, KY)</p> <p>(Shelby County, KY)</p> <p>(Trimble County, KY)</p> <p>(Other)</p> <p>10. What type of transportation service do you provide? (check all that apply)</p> <p>(Fixed route service: fixed path, predetermined schedule, and stops)</p> <p>(Deviated route service: fixed path and schedule, but vehicle may serve requests for pickup or drop-off within specified area)</p> <p>(Demand Response Service: non-fixed route, flexible transportation service within a defined area includes taxi services)</p> | <p>(Ambulance Service)</p> <p>(Other)</p> <p>11. What level of service do you provide? (check all that apply)</p> <p>(Door-through-door)</p> <p>(Door-to-door)</p> <p>(Curb-to-curb)</p> <p>(Transit stops)</p> <p>(Other)</p> <p>12. What destinations do you typically serve? (check all that apply)</p> <p>(Any purpose)</p> <p>(Medical)</p> <p>(Employment)</p> <p>(Volunteer activities)</p> <p>(Religious events)</p> <p>(Social/recreational activities)</p> <p>(Childcare)</p> <p>(Shopping)</p> <p>(Other)</p> <p>13. What are your operating hours? (check all that apply)</p> <p>(Normal business hours)</p> <p>(Early mornings)</p> <p>(Evening)</p> <p>(24/7)</p> <p>(Other)</p> | <p>14. What days of the week do you operate? (check all that apply)</p> <p>(Monday)</p> <p>(Tuesday)</p> <p>(Wednesday)</p> <p>(Thursday)</p> <p>(Friday)</p> <p>(Saturday)</p> <p>(Sunday)</p> <p>15. How many vehicles does your agency operate?</p> <p>16. How many of these vehicles are ADA accessible?</p> <p>17. What type of vehicle does your agency offer? (check all that apply)</p> <p>(Car)</p> <p>(Bus)</p> <p>(Van)</p> <p>(Truck)</p> <p>(Other)</p> <p>18. Do you have volunteers or paid drivers?</p> <p>(Only volunteers)</p> <p>(Only paid drivers)</p> <p>(Both volunteers and paid drivers)</p> |
|---|---|--|---|

19. During an average week, how many unlinked trips do you provide?

(Lack of knowledge about coordination opportunities)

(Increased coordination of funding and resources between providers)

20. How many annual passenger miles are traveled?

(Lack of organizational will to initiate coordination activities)

(Establish a feeder or circulator transit service to dense medical or employment areas)

21. Which of the following types of funding does your organization receive for transportation? (check all that apply)

(Turf issues among providers)  
(Other)

(Coordination from the regional government)

(Local funding)

(State funding)

(Federal FTA funding)

(Passenger fees)

(Private donations)

(Foundation grants)

(Other federal funding)

(Other)

26. What challenges does your agency face in providing services? (check all that apply)

(Better access to available resources online)

(Other)

(Lack of funding)

(Singular funding source)

(Funding sources tied to one purpose/population)

(Statutory barriers to pooling funding)

(Recruiting drivers)

(Service area size)

(Passenger demand/volume)

(Fleet size)

(Advertising)

(Other)

22. Do you charge users for your services?

23. If charging persons what is the rate?

27. What are some potential solutions to improving efficiency and coordination of transportation (check all that apply)

24. Do you coordinate with other agencies? If so, please list the agencies.

25. What prevents your agency from coordinating with other providers? (check all that apply)

(Expand the public transportation coverage area)

(Increase public transportation service frequency)

(Education on how to use public transportation options)

(Promote Every Commute Counts vanpool program as a potential alternative for employment areas)

(Other agency clients served)

(Differences in needs of clients)

(Funding restrictions)

(Insurance restrictions)

(Lack of champion to spearhead coordination between agencies)

28. Additional comments

## APPENDIX D: PUBLIC USER SURVEY QUESTIONS

The following contains the questions that were included in the 2020 Coordinated Public User Survey. Questions are displayed in black, and potential responses are displayed in blue.

1. What is your age?

(17 or under)

(18-29)

(30-39)

(40-49)

(50-59)

(60-69)

(70-79)

(80 or older)

(I'd rather not say)

2. What is your income?

(Less than \$10,000 per year)

(Between \$10,000 and \$20,000)

(Between \$20,000 and \$30,000)

(Between \$30,000 to \$40,000)

(Between \$40,000 to \$50,000)

(Between \$50,000 to \$60,000)

(Above \$60,000)

(I'd rather not say)

3. Are you currently employed?

(Yes)

(No)

4. Do you consider yourself to have a disability?

(Yes)

(No)

5. What is your disability or disabilities? (optional)

6. Which zip code do you live in?

7. How do you typically get around?  
(check all that apply)

(Public transit: TARC, OPB)

(Driving myself)

(Taxi/cab)

(Private transportation service)

(Rideshare: Uber/Lyft)

(Biking)

(Friend/family member drives me)

(Walking to my destination)

(Other)

8. How frequently do you use public transit/private transportation service?

(Every day)

(At least once per week)

(At least once per month)

(Rarely/occasionally)

(Never)

(Never, but would like to)

9. Do you have difficulty obtaining transportation that meets your needs?

(Yes)

(No)

10. Please explain.

11. What would get you to use public transit or private transportation services more often? (check all that apply)

(Earlier morning/late evening service)

(More frequent weekday service)

(Lower cost)

(Sidewalk/crosswalk improvements)

(More reliable service)

(Better information on services)

(Transit vehicles that meet my needs)

(Better information on services)

(Transit vehicles that meet my needs)

(Bus stop improvements: proximity, lighting, bench/shelter availability)

(Less crowded)

(Shorter length trips)

(Greater geographical range of services)

(None, I don't expect to use transportation services any more than I do now)

(Other)

12. Are there areas you need to travel to but have difficulty getting to? (ESRI ArcGIS Online web app collected responses)



11520 Commonwealth Drive  
Louisville, KY 40299

502.266.6144  
502.266.5047 FAX  
800.962.8408 IN TDD  
800.648.6056 KY TDD

[kipda.trans@kipda.org](mailto:kipda.trans@kipda.org)  
[www.kipda.org/Transportation](http://www.kipda.org/Transportation)  
@KIPDA

