

2007 Coordinated Human Services-Public Transportation Plan

Approved by the Regional Mobility Council:

November 20, 2006

Revisions: May 16, 2007

Background

A transportation summit was convened in March 2005 to explore how Louisville can make the best use of the community's resources to provide optimal transportation service for persons in need. The summit was convened on the heels of an Executive Order from President Bush calling for greater coordination of the transportation services provided by more than 62 disparate federal agencies. About 30 representatives of community agencies and organizations attended the summit. A steering committee was appointed from the summit to begin work on this Coordinated Human Services - Public Transportation Plan. A second summit was held in 2006 to validate the Steering Committee's mission, vision and short-term action plan. What follows is the outcome of the second summit.

Mission and Vision

Mission: To optimize and coordinate transportation resources for the greater Louisville community through a mobility council representing diverse perspectives.

Vision: There will be a coordinated transportation system offering accessible, affordable, universal, and diverse transportation options. This system will meet unmet needs and serve every person, especially the disabled and elderly, who use any form of transportation besides a personal car.

Short-range Action Plan

- Create and develop Mobility Advisory Council
- Fund and hire Mobility Manager
- Target community groups about supporting coordination
- Conduct or review needs assessment to identify unmet needs
- Seek out best practices and evaluate options
- Develop coordination plan required by SAFETEA-LU
- Pursue related pilot projects
- Upgrade stakeholders regularly
- Organize Transportation Summit 3 to advance community vision in 2007
- Identify funding for transportation infrastructure and special projects

Accomplishments

The Regional Mobility Council has been formed with the inclusion of additional representatives of human service agencies, transportation providers, public officials and consumers to the original steering committee.

A Mobility Manager was hired by the Transit Authority of River City (TARC), effective September 18, 2006.

Assessment of Available Transportation Services

The assessment of available transportation services was based on data gathered for the Louisville - Jefferson County Metro 2006 *Services Guide for Aging and Disabled Citizens*, from the *Getting Around in the KIPDA Region* directory of transportation providers, updated in February 2006 as well as from information gathered by members of the Regional Mobility Council. This initial assessment was not exhaustive, but was based on data available at the time that the plan was developed. The assessment will be updated on a regular basis with each new coordinated plan.

For Elderly and/or Disabled Citizens

Able Care, Inc.

Wheelchair transportation for the elderly and disabled. Door-to-Door service for medical appointments, social events, errands, etc. within Jefferson County.

American Red Cross WHEELS

Medical Transportation for persons age 60 and over and for persons with disabilities if Medicaid –eligible.

Catholic Charities

Medical transportation for people aged 60 and over who have physical difficulties inhibiting the use of fixed route service.

Elderserve

Transportation to the senior center and to adult day care services for Elderserve clients who are at least 60 years of age.

Greater Harvest Medical Transportation

Ambulatory and wheelchair accessible medical transportation within Jefferson County.

GUL Medical Transportation

Ambulatory medical transportation within Jefferson County.

Highland Community Ministries

Outreach Program for Older Persons

Medical trips, shopping and essential trips for persons age 60 and older who live in the service area.

Home Instead Senior Care

One on one escort service for medical appointments, shopping, social events etc, for ambulatory elderly in Jefferson and surrounding counties

Jewish Community Center

Transportation to Center activities and shopping trips for persons age 60 and over who live in the service area.

Jordan Transportation

Ambulatory and wheelchair transportation within Jefferson County.

Kentuckiana Regional Planning and Development Agency (KIPDA)

Non-emergency medical transportation for persons age 60 and over.

Koby Karp Doctors Eye Institute

Transportation to and from the eye clinic for their elderly and post-op clients

Life First Inc.

Ambulatory transportation service within Jefferson, Bullitt, Spencer and Shelby Counties in Kentucky.

LifeSpan Transportation

Non-emergency medical transportation and essential trips for persons age 60 and older who live in Clark, Floyd, Harrison, and Scott counties in Indiana

LKLP Community Action Council

Transportation services to Medicaid, Department for the Blind and Vocational Rehabilitation recipients in Henry and Trimble Counties in Kentucky

Local Oldham County Access Line (LOCAL Transit)

Fixed route transit services in Oldham County, KY

LogistiCare

Centralized point for Passport or Medicaid recipients to schedule medical appointments. 72-hour notice required.

Louisville Care

Ambulatory and wheelchair transportation within Jefferson County.

Magic Transportation

Ambulatory and wheelchair transportation within Jefferson County.

Mainstream Transportation

Non-emergency wheelchair and ambulatory medical transportation for the general public and disabled within Jefferson County.

Medi-Cab of Kentucky

Non-emergency transportation to Medicaid recipients and persons in nursing homes that contract with Medi-Cab service area is outside of Jefferson County in Kentucky.

MedTrans of Oldham County

Ambulatory and wheelchair non-emergency medical transportation for elderly and disabled persons within Oldham County, Kentucky

Mercy Ambulance Service

Wheelchair and ambulatory transportation for the elderly and persons with disabilities within Jefferson County, Kentucky.

Multi-Purpose Community Action Agency

Accessible non-emergency transportation for people aged 60 and over to doctor's appointments, congregate meals, senior center activities, etc. within Bullitt, Spencer, and Shelby Counties.

Oak and Acorn Intergenerational Center

Transportation to and from the center.

Park DuValle Community Health Center

Transportation for health center patient to and from Center.

Provide –A-Ride

Ambulatory and wheelchair transportation within Jefferson County

Retired Senior Volunteer Program (RSVP) of Southern Indiana

Transportation to volunteer sites for senior volunteers and additional transportation to doctor's appointments. Must be an RSVP volunteer.

SeniorCare Experts

(Formerly Senior Citizens East)

Shopping and essential trips, also medical trips for persons 60 and over who live in the service area.

Senior Mobility

Ambulatory transportation within Jefferson and Bullitt Counties in Kentucky.

South Louisville Community Ministries Adult Day Center

Transportation to and from the South Louisville Community Adult Center for program participants

Starling Medical Transportation

Ambulatory medical transportation within Jefferson County.

Suburban Transportation

Ambulatory and wheelchair transportation within Jefferson and Bullitt Counties in Kentucky.

Transit Authority of River City**Fixed Route Service**

Persons age 65 + and disabled citizens discounted fare of 50 cents. All coaches are wheelchair accessible. Must obtain TARC I.D. card for discounted fare.

Transit Authority of River City**TARC3 Program**

Door-to-door public transportation service for people who are certified as ADA paratransit eligible. Applications must be obtained and certified from TARC.

Traveler's Transport

Transportation for the general public as well as people requiring accessible transport. Private pay at taxi rate.

Tri-County Community Action Agency

Non-emergency transportation for people aged 60 and over to doctor's appointments, congregate meals, senior center activities, etc. within Henry, Oldham and Trimble Counties.

Valley Medical Transportation

Ambulatory and wheelchair transportation for elderly and disabled persons.

Wilkerson Transportation

Ambulatory and wheelchair transportation for elderly and disabled persons within Jefferson County. Accepts Medicaid and Passport or private pay.

Yellow Enterprise Systems, Inc.**Care-A-Van**

Wheelchair and ambulatory non-emergency transportation for the elderly and persons with disabilities within Clark County in Indiana and Jefferson County in Kentucky.

YMCA Adult Day Health Center

Transportation to and from the YMCA Adult Day Health Center and doctor's appointments for program participants

For Low Income Employment Related Transportation Services**TARC Night Owl Services**

Curb to curb transportation to jobs throughout Jefferson County between 11 p.m. and 5 a.m. each night. TARC 3 (paratransit service) customers are also eligible for this service.

TARC 3 Work Trips

Paratransit service, providing work trips, for Jefferson County residents who would be eligible to use TARC 3 ADA complementary paratransit except they do not live within the three-fourths of a mile from a bus route required by American with Disabilities Act (ADA).

Route and Child Care Map

Transportation is not the only barrier to employment. To help people locate and retain a job, TARC staff publishes a map that details locations of licensed childcare facilities in relationship to TARC fixed route services.

Job Hunter Bus

TARC's Job Hunter Bus provides transportation service from pre-planned sites to pre-planned recruitment sites, for people seeking employment, in the greater Louisville area.

Ticket to Ride

A ridesharing program offered by the Kentuckiana Regional Planning and Development Agency (KIPDA).

United Parcel Service Related Service

The Commonwealth of Kentucky, Jefferson County, City of Louisville and TARC have a partnership with United Parcel Service to transport students and workers to UPS' Worldwide Hub, the Commonwealth's largest employer.

Assessment of Transportation Needs

Transportation service gaps/needs were assessed by a variety of methodologies, which included the following:

Lifespan Resources, Inc., a private non-profit social service agency that provides a comprehensive network of services to persons age 60 and older, and persons of all ages with disabilities and is designated as one of 16 Area Agencies On Aging in the State of Indiana Clark, Floyd, Harrison and Scott counties, shared results from the Area Plan Needs Assessment Survey which they conducted in 2006. The assessment was used to identify service gaps, including transportation, for elderly and disabled citizens within the four county area. Lifespan Resources, Inc. participates as a member of the Southern Indiana Transportation Advisory Group (SITAG).

TARC Elderly & Disabled Council (TARC E & D Council), an advisory committee of consumers and advocates met with the TARC Paratransit and Customer Service Director, who is a member of the Regional Mobility Council, on October 2, 2006. Prior to the meeting Council members received some basic information about the coordinated planning process and the Regional Mobility Council and were asked to think about transportation improvements that are needed for elderly and disabled citizens. During the meeting the group discussed gaps in service and strategies for filling the gaps. The results

were provided to the Regional Mobility Council, as were the suggestions obtained from the TARC E & D Council Fixed Route Committee.

Louisville Coalition of Neighborhoods (LCON), a countywide grassroots organization of neighborhoods within Jefferson County, Kentucky, strives to promote and ensure the physical, social, cultural, environmental and economic development of Metro Louisville/Jefferson County neighborhoods. This group represents all segments of the community including elderly, low-income and disabled citizens. The TARC Mobility Manager, who is a member of the Regional Mobility Council, attended a LCON meeting on October 10, 2006 she shared information about the coordinated planning efforts taking place in the region and requested completion of a questionnaire regarding transportation service gaps.

Senior Day Out, an annual one-day event that provides service and health information, lunch and entertainment for seniors and disabled citizens, provided an avenue for conducting an assessment survey on October 10, 2006. The Kentuckiana Regional Planning and Development Agency (KIIPDA) on behalf of the Regional Mobility Council developed the survey. KIPDA is the Metropolitan Planning Organization (MPO) for this area as well as the Area Agency on Aging for this region of Kentucky. KIPDA representatives distributed 500 of these surveys at Senior Day Out and received 292 responses.

The Regional Mobility Council, an advisory group comprised of transportation providers, human service providers, consumers and advocates, regional public officials and planning agencies, through their collective professional and personal expertise and experience as well as through consultation with their constituent groups, provided additional assessment of transportation service gaps. October and November 2006

The transportation service gaps and strategies for filling those gaps, as identified by these groups and individuals during the needs assessment process, are included in the following section.

Strategies to Address Identified Service Needs/Gaps

As stated in the previous section, transportation service needs/gaps and suggested strategies for filling those gaps were gathered and identified by Regional Mobility Council members during the needs assessment process. The strategies and needs are as follows:

Section 5317 - NEW FREEDOM STRATEGIES (with explanation of needs and origin)

- Accessible door to door service to new counties – population growth outside of the existing service area has created a need for accessible door to door service to new counties - TARC E & D Council

- Same day medical transportation outside Jefferson County – same day transportation to medical appointments is often unavailable to seniors and disabled citizens outside of Jefferson County – TARC E & D Council
- Extending service beyond 3/4 mile limit - population growth outside of the existing service area has created a need for extending accessible door to door service to new locations - TARC E & D Council
- Extending TARC Call Center hours – increase opportunities to access the customer service call center - TARC E & D Council
- Expand 3/4 mile service area definition to include express service areas - population growth outside of the existing service area has created a need for extending accessible door to door service to new locations - TARC E & D Council
- Spotlights on paratransit vehicles – house numbers are difficult to read on dark mornings and evenings, spotlights would reduce trip time utilized in hunting for those numbers - TARC E & D Council
- Accessible Ticket to Ride Vans – should a disabled citizen wish to participate in a vanpool the vehicles need to be accessible - TARC E & D Council
- Construct or improve sidewalks to provide access to service – non-accessible or non-existent sidewalks are barriers for the ability to access public transportation and to have options for independent mobility - TARC E & D Council Fixed Route Committee
- Additional "detectable warnings" at busy intersections - Jefferson County, enhanced by the presence of the Kentucky School for the Blind and home to an active population of visually impaired citizens, needs additional detectable signals to improve safety - TARC E & D Council Fixed Route Committee
- Travel training & coaching –lack of familiarity and/or knowledge of fixed route bus service hinders people, especially older adults and disabled persons from utilizing the service. Riding the bus is a safe and affordable transportation option in our community and travel training can provide individuals with the self-confidence to utilize the service – TARC Paratransit Office
- Improved customer input software – a better system for tracking customer requests, trends and input is necessary in order to improve responsiveness to customer concerns- TARC Paratransit Office
- Mystery riders on fixed route service to assess ADA compliance – it is important to stay in compliance with ADA requirements and determining the need for additional or ongoing driver training is necessary - TARC Paratransit Office
- More bus shelters – for elderly, disabled and visually impaired riders to physically and safely wait for a bus, more stops with shelters and benches are needed - TARC Paratransit Office
- Bus stops w/shelters at "Safe Places," churches, stores – increase physical safety at bus stops - LCON
- Accessible vehicles for Vehicle Lending Library - purchasing and maintaining vehicles to provide transportation service to their clients is often cost prohibitive for non-profit organizations serving elderly and disabled citizens. A non-profit vehicle lending library program needs to include accessible vehicles – TARC Staff
- Additional fixed route service to various areas of Jefferson Co. and Bullitt Co. –fixed route service is lacking to outlying areas of Jefferson Co. and to Bullitt Co., causing a lack of mobility options for many - Senior Day Out

- Light Rail (Train/Monorail) – faster more expansive mass transit for the metro area - Senior Day Out
- Hand to hand service – some persons who are cognitively impaired or very physically disabled are unable to move independently. Hand to hand service is required in order for them to utilize mobility services – Regional Mobility Council
- Accessible vehicle for Metro Disability Coalition to transport members to and from Dosker Manor - TARC E & D Council Member

Section 5316 - JARC STRATEGIES (with explanation of needs and origin)

- Continue TARC 3 Work Trip Opportunities – TARC 3 is currently providing 37,000 work trips (each way counted as one trip) per year outside of the ¾ mile limit required by ADA. There is an increasing need for this service that is provided outside of the system commitment for TARC 3 complementary paratransit service. - Existing Plan
- Expand Job Hunter bus – there is a need to eliminate the lack of transportation as a barrier to employment. The Job Hunter bus provides transportation service to recruitment sites for people seeking employment in the greater Louisville area
- Continuing Night Owl Service –125 passengers are transported, with curb-to-curb service, each night to jobs throughout Jefferson County between 11 p.m. and 5 a.m. TARC 3 (paratransit service) customers are also eligible for this service. - Existing Plan
- Marketing Transit Options to New Americans – There has been a large growth of new Americans in the area within the last decade. Many of these new neighbors do not speak English when they come into the community and it is necessary to create and communicate informational transportation materials in additional languages such as Spanish, Bosnian and Vietnamese - Existing Plan
- Access to Jobs for Teens – Partners, including members of the Workforce Investment Board, Jefferson County Public Schools (JCPS), TARC, and business partners from the private sector, are working to enhance career opportunities for area youth ages 14 to 21. TARC provides transportation connectors for the students to assist them in overcoming barriers to employment.- Existing Plan
- Suburban/Urban Employment Connector Routes – there is a need for bus service to connect under-served low-income suburban areas with employment sites throughout the region. - Existing Plan
- Expand United Parcel Service Related Services – an avenue for job access for low income citizens is United Parcel Service, the commonwealth’s largest employer, who faces a constant employee shortage. The Commonwealth of Kentucky, Jefferson County, City of Louisville and TARC have a partnership with United Parcel Service to transport students and workers to UPS’ Worldwide Hub - Existing Plan
- Connecting Rural Communities to Employment Centers and Enhancing Commuter Express Services - once rural communities now have greater populated neighborhoods coupled with growing employment centers. Many new Americans are relocating to these communities and are eager to access mass transit to the work place. In addition, Jefferson county residents need transportation to the capital of our commonwealth, Frankfort and to employment sites in Jefferson County and from Jefferson County to emerging job centers in Oldham, Shelby and Bullitt Counties. - TARC Staff

- Establish Brokerage Program - Non-profit agencies in southern Indiana have created a consortium for cooperative and coordinated transportation service. The consortium strives to connect people with disabilities to the work place. A transportation broker/manager for all the area transportation services provided within the two-county service area of southern Indiana was recommended as part of this initiative.- Southern Indiana - SITAG
- Additional fixed route service to far eastern Jefferson County – there has been much growth in this portion of Jefferson County and many sectors of it are under-served or not served at all by fixed route buses. – Louisville Council of Neighborhoods (LCON)
- Free service in Louisville Central Business District – suggested as a way to encourage ridership - LCON
- Fixed route service to new counties - population growth outside of the existing service area and the expansion of new job centers in those areas has created a need for extending service to new locations - TARC E & D Council
- Shuttle People from the PARC 'N' TARC locations in Oldham County to Various Employment Locations (i.e. Kentucky State Reformatory and The Rawlings Company) – HDB Group, Inc., dba LOCAL Transit

Priorities for Implementation

Section 5317 - New Freedom and Section 5316 - JARC

Spreadsheets (attached) were developed for use by the Regional Mobility Council as a tool for prioritization of the New Freedom and JARC strategies. Criteria for consideration such as cost, number of people impacted, meets funding requirements and length of time to implement were included. The Regional Mobility Council utilized the spreadsheets during discussions of service gaps. Some strategies were determined to be cost prohibitive and/or not in keeping with funding requirements and were not included as a priority for implementation. The Regional Mobility Council agreed upon the following priorities for addressing gaps in service, some of which will be utilized to solicit project proposals for JARC and New Freedom funds.

Section 5317 - NEW FREEDOM PRIORITIES (in priority order by number)

1. Same day medical transportation outside Jefferson County
2. Construct or improve sidewalks to provide access to service
3. Travel training & coaching
4. Accessible vehicles for Vehicle Lending Library
5. Spotlights on paratransit vehicles
6. Additional "detectable warnings" at busy intersections
6. Mystery riders on fixed route service to assess ADA compliance
6. Hand to hand service
9. More bus shelters
10. Extending TARC Call Center hours
11. Improved customer input software
12. Accessible door to door service to new counties
12. Extending service beyond 3/4 mile limit
12. Expand 3/4 mile service area definition to include express service areas

Section 5316 - JARC PRIORITIES (in priority order by number)

1. Continue TARC 3 Work Trip Opportunities
1. Shuttle from the PARC 'N' TARC locations in Oldham County to bring employees to various employment locations (i.e. Kentucky State Reformatory and The Rawlings Company)
3. Suburban/Urban Employment Connector Routes
4. Establish Brokerage Program - Southern Indiana
5. Fixed route service to new counties
6. Connecting Rural Communities to Employment Centers and Enhancing Commuter Express Services
7. Expand United Parcel Service Related Services
8. Expand Job Hunter bus
8. Continuing Night Owl Service
8. Marketing Transit Options to New Americans
8. Access to Jobs for Teens
8. Additional fixed route service to far eastern Jefferson County

Selected New Freedom and JARC priorities will be used to solicit proposals for projects that will help to alleviate service gaps. Projects will be chosen through a competitive selection process.

Section 5310 – Elderly Individuals and Individuals with Disabilities

Projects selected for Section 5310 funds are to be included in the coordinated planning process. The designated recipients for these funds are American Red Cross in Kentucky and Southern Indiana Transportation Advisory Group (SITAG) in Southern Indiana. Both have participated in the coordinated planning process. What follows are the priority projects submitted by those designated recipients.

SITAG Member Agency Vehicle Requests for 2007 Section 5310 Grant Program

New Hope Services, Inc.

One (1) unmodified minivan to replace the 2000 Dodge Ram 35 VIN# 2B5WB35Z1YK155334.

LifeSpan Resources

Two (2) Type “C” lift equipped modified 15 passenger vans. These will be replacements for existing vans with the specific vehicles being replaced to be identified at the time of the grant submission.

Note: At their quarterly meeting on December 11, 2006, SITAG members prioritized these vehicle requests as follows:

1. Lifespan vehicle #1
2. New Hope Services vehicle
3. Lifespan vehicle #2

American Red Cross Section 5310 Grant Process for Fiscal Year 2007

- A. Sent out notice to about (45) agencies on Monday February 13, 2006.
- B. Coordination meeting was held on February 23, 2006, at the American Red Cross Transportation Center
- C. Advertised in Statewide Courier Journal for Public Hearing to be held on Friday, march 17, 2006 at 8:30 a.m. at the American Red Cross Transportation Center.
- D. Public Hearing was held on Friday march 17, 2006 at the American Red Cross Transportation Center
- E. Sent notice to County official in all (7) counties, Jack Scriber KIPDA, Mayor Jerry Abramson, Metro Louisville, and to all rural county judges except Oldham, soliciting comments on any proposed projects.
- F. Sent letters to non-profit agencies by certified mail soliciting proposed project on Tuesday, February 14, 2006.
- G. Sent letters to Private operators by certified mail on Tuesday February 14, 2006 soliciting comments from them and whether they had objections or not to our application.
- H. Red Cross places all request into grant application and submits to State Transportation Cabinet.
- I. Grant due to Frankfort by April 1, 2006 by 4:00 p.m.
- J. July 2, 2006, State Awards (5) raised roof w/c vans to Louisville Red Cross.

State asked us to notify the following agencies and let them know that their request(s) could not be funded for Fiscal Year 2007:

- Jeffersontown Senior Center – (1) 7 passenger mini van
- Jefferson County Nutrition Program – (3) 16 passenger mini buses
- Jewish Community Federation – (1) 16 passenger mini bus
- Jewish Community Center – (1) 16 passenger mini bus
- Four Courts Nursing Home – (1) 15 passenger van
- HBD Services – Local Transit – (2) 10 passenger wheelchair buses
- Elder Serve – (1) 10 passenger wheelchair bus
- Multi-Purpose Senior Citizen Program – (2) 10 passenger wheelchair mini buses
- Option Unlimited – (1) 16 passenger mini bus
- Tri-County Council for Senior Citizens – (2) 16 passenger mini buses
- United Crescent Hill Ministries – (1) 15 passenger van

21 Total Vehicles applied for