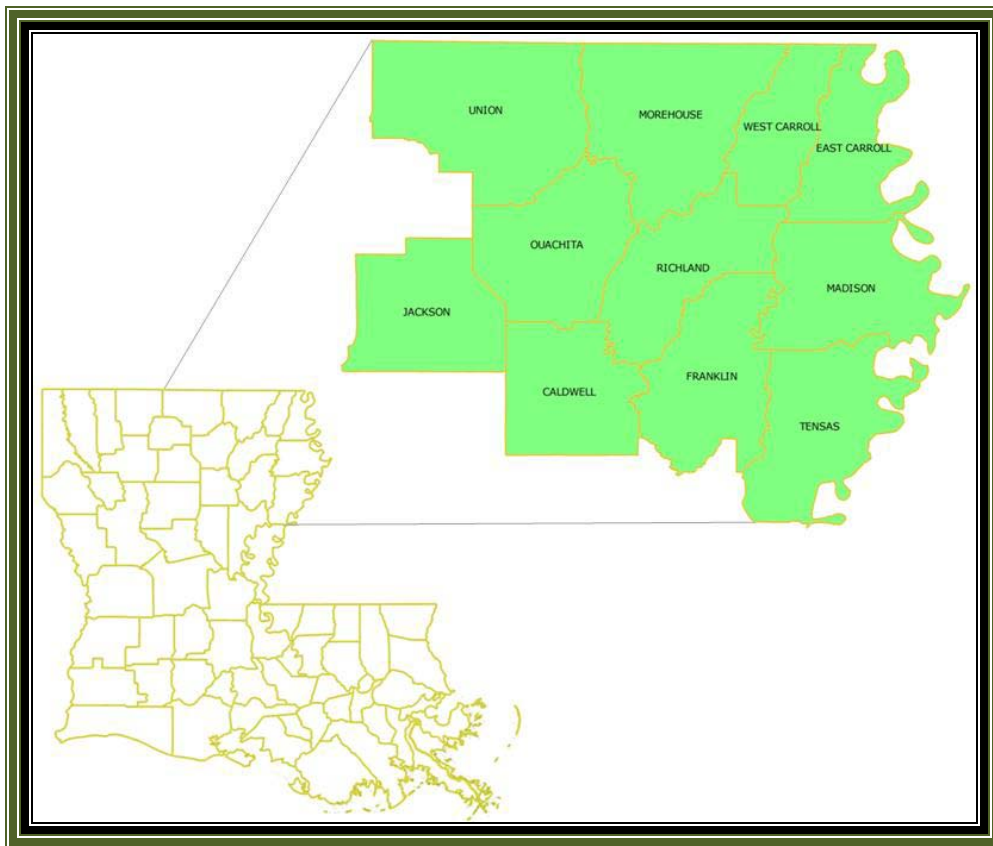

NORTH DELTA

HUMAN SERVICES TRANSPORTATION

COORDINATION PLAN 2016



Prepared for:
North Delta Regional Human Services Transportation Council

Prepared by: OCOG

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Introduction

This is the Human Services Transportation Coordination Plan for the North Delta Region of the State of Louisiana, which includes the parishes of Caldwell, East Carroll, Franklin, Jackson, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll. The Plan was developed through a collaborative process that included transit providers, transit operators, transit riders and the public; however, the plan is only one step in an ongoing process whose purpose is the continuing improvement of both quantity and quality of human service transportation services in the region. The Plan was adopted on July 1, 2009 and updated May 2016 by the North Delta Regional Planning and Development Board, and submitted to the Louisiana Department of Transportation and Development and the Federal Transit Administration for their review and comment.

OVERVIEW OF THE PLANNING PROCESS

Beginning in FY 2007, the Federal Transit Administration (FTA) under the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFTEA-LU) required that projects selected under the New Freedom, Elderly Individuals and Individuals with Disabilities (5310), and Job Access Reverse Commute (JARC) programs be “derived from a locally developed, coordinated public transit-human services transportation plan.” In addition, FTA regulations on the Rural Transportation Program (5311) require that these projects also be selected from a coordinated plan. According to these regulations, the coordinated plan should be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

The *Coordinating Council on Access and Mobility*, whose membership consists of the US Department of Health and Human Services and the US Department of Transportation, defines coordination as “a process through which representatives of different agencies and client groups work together to achieve any one or all of the following goals: more cost-effective service delivery; increased capacity to serve unmet needs; improved quality of service; and, services which are more easily understood and accessed by riders.” [*Planning Guidelines*, Chapter 2, Page 1] Therefore, a *Coordinated Plan* that meets the federal mandate should:

- Be a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes; lays out strategies for meeting these needs; and prioritizes services for funding and implementation.
- Maximize the programs' collective coverage by minimizing duplications of services.
- Incorporate activities offered under other programs sponsored by Federal, State and local agencies to greatly strengthen its impact.

In order to help facilitate the planning process, the *Coordinating Council on Access and Mobility* prepared a self-assessment tool for both Communities and States, the *Framework for Action for Communities* and the accompanying *Facilitator's Guide*, a copy of which can be found in Appendix A. This self-assessment tool was used as a key part of the planning process that created this Coordinated Plan for the North Delta Regional Planning and Development District, Inc.

PURPOSE OF THE NORTH DELTA HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

The purpose of this Plan is to establish a coordinated human services transportation plan for the eleven parishes in the North Delta region. The Plan was developed by representatives of public, private, and nonprofit transportation and human services providers and members of the public working together to create not only a one time plan for improved coordination of human services transportation in the region, but also to establish an on-going process for continual coordination and improvement.

This plan includes the following key elements:

- An **assessment of transportation** needs for individuals with disabilities, older adults, and persons with limited incomes;
- An **inventory of available services** that identifies areas of redundant service and gaps in service and identifies current providers (public, private, and nonprofit);
- **Strategies and/or activities** to address the identified gaps in service and achieve efficiencies in service delivery;

- Identification of coordination **actions to eliminate or reduce duplication** in services and strategies for more efficient utilization of resources; and
- A discussion of **priorities** to be met by the plan and a process for establishing future priorities
- A process for **continued coordination** planning

The plan includes an action plan that addresses both long-term and short-term opportunities for coordination.

PARTICIPANTS IN PLANNING PROCESS

The following persons/agencies were invited to participate in the planning process (see Appendix 2 for a complete list of those invited):

- Area transportation planning agencies
- Public transportation providers, including school districts
- Private transportation providers – including transportation brokers, ADA paratransit providers, taxi services, and intercity bus providers (Greyhound)
- Non-profit transportation providers
- Human service agencies funding and/or supporting access for transportation services
- Other government agencies that administer health, employment, or other support programs for targeted populations, e.g. TANF, WIA, CAP (community action), Voc Rehab, Medicaid, Independent Living Centers, Councils on Aging, etc.
- Non-profit organizations that serve the targeted populations intended for transportation services
- Advocacy organizations working with or on behalf of targeted populations
- Security and emergency management agencies
- Any other appropriate local or state officials
- Representatives of the business community (e.g. employers)
- Community-based organizations

- Economic development agencies
- Job training and placement agencies
- Representatives for ADJACENT service areas
- Transit riders and potential riders – including both general and targeted populations

The coordination process was begun in the North Delta Region in 2007. Two meetings were held to bring together the stakeholders in the process to explain the purpose and the benefits of the coordination process. Although it is important that the public participate in the planning and coordination process and, in fact, FTA requires that the public be involved in the planning process, it was felt that completing the materials for the Framework for Action Self-Assessment required more technical than the public would have. Therefore, two meetings were held. The first technical meeting was held to have the providers of providers of services complete the *Community Self-Assessment Tool*. At the second meeting, the public was invited to comment on the results of the initial meetings assessment process and to be involved in the final decision-making process.

The process of coordination continued, and in May 2009 a meeting was held to which representatives of all of the stakeholder organizations were invited. Then in June 2009, a second meeting to which the public was invited was held. Those persons attending the June meeting assessed the progress made since the initial plan was developed in 2007, and drafted a new action plan for the coming year. A list of participants at all meetings can found in Appendix B.

PLANNING PROCESS

The planning process is also a learning process, as most of the participating agencies, as well as the general public, in the North Delta Region (like most regions of the state) have little experience with coordination of human service transportation activities, a key component of this plan is the establishment of regular opportunities for human service transportation stakeholders to meet, share ideas, and learn from each other. Therefore, this plan is focused on providing opportunities for stakeholders who have never met

together before to meet on a quarterly basis to develop relationships, gather data, assess needs, and research opportunities.

As many stakeholders as could be identified were invited to participate in the planning process with an intended outcome that they would agree to continue the process over the next year working together to build the foundation that will allow for the implementation of more coordination activities in the future. Not as many stakeholders as desired participated in the planning meetings. The Region is geographically large, and one of the poorest in the nation. As a result, getting people to dedicate the time and resources necessary for participation was a challenge for the coordination process. This plan, therefore, also focuses on establishing the framework and leadership necessary to expand the participation in the planning and coordination process.

In the creation of the 2009 Update of the Human Services Transportation Coordinated Plan for this region, the following activities were undertaken:

Activity	Completed	Continuing Process	Include in Future Planning
Form steering committee	X		
Form working groups, where necessary	X		
Identify Goals, Objectives	X		
Identify Challenges and Constraints			X
Identify Needs of Populations Served			X
Identify Transportation Resources	X		
Identify and evaluate existing transportation coordination activities		X	
Establish criteria for evaluating Options	X		
Identify options for consideration	X		
Recruit Additional Stakeholders		X	
Hold public meetings	X		X
Select Options for implementation			X
If Option selected necessitates it, create agreements and MOUs		X	
If necessary, obtain police jury or other parish government's approval			X
Submit plan to the State and FTA	X		

PLANNING MEETINGS

The primary expected outcome for this year's planning process is the commitment of the transportation and human service agencies in the region to an on-going process of communication, data collection, identification of common objectives, and development of a shared knowledge base.

At the June 2009 planning meeting, the following were approved by the participants:

- A Set of Goals, Objectives and Constraints
- A Timeline for this year's planning process
- The persons responsible for the activities listed in the timeline
- An agreement that the North Delta Regional Planning and Development District, Inc. will continue to lead the planning process
- The chairperson for the steering committee for the coming year
- An agreement by the participating agencies to provide data for the planning process

After the North Delta Human Services Coordination Council developed this plan, it was submitted to the North Delta Regional Planning and Development District for ratification. The plan was then submitted to the Louisiana Department of Transportation, Public Transportation Section, for its review and comment, and for inclusion in the Louisiana State Human Services Transportation Coordination planning processes.



GOALS OF THE PLAN

The goals and objectives adopted by the North Delta Human Services Transportation Coordination Committee for the coming year are as follows:

Goal: To increase capacity to serve unmet needs Objective: Improve our ability to determine need for transportation services
Goal: To ensure that the coordination process is comprehensive and sustainable Objective: Improve communication between providers
Goal: To increase capacity to serve unmet need Objective: Improve ability to obtain funding for coordination projects
Goal: To create a more cost-effective service delivery system Objective 4: Develop a method for prioritizing coordination activities
Goal: To make services more easily understood and accessible by riders Objective: Educate public on the availability and accessibility of services
Goal: To improve the quality of service provided Objective: Increase public participation in evaluating service

TRANSPORTATION RESOURCES

The importance of having accurate data on which to base transportation coordination decisions cannot be over emphasized. At the time that this planning process began, there was no comprehensive list of transportation providers in this region. A list of the providers that receive funding through the federal Department of Transportation are available, but according to a recent GAO report, there are 62 separate federal funding streams that fund transportation and even the GAO could not determine to which agencies all of those funds went. Therefore, one of the steps in this planning process was to gather as much data on transportation resources in the region as possible.

STATEWIDE SURVEY

In November of 2006 a statewide survey was conducted of the providers funded by the Louisiana DOTD Public Transportation Section. The survey questions were sent to all current Section 5307, 5310, 5311, and JARC providers in the State. Of the 143 surveys distributed, 90 responses were received. The survey questions were open questions that solicited the opinion of the respondents. A summary of the responses received by Dec 31, 2006 can be found in Appendix 4.

It should be noted that this survey was taken one year after hurricanes Katrina and Rita caused extensive damage to many of the lower tier of parishes in the state. Of the providers that did not respond to the survey, 23 were from the flooded portions of the New Orleans area, and 17 from other parishes receiving storm damage. Therefore, issues related to hurricane damage may not be adequately represented in the survey. However, the results should reflect relatively normal need and activity in the North Delta region as the hurricanes had little impact on the region directly, and the number of refugees who relocated to the area was limited.

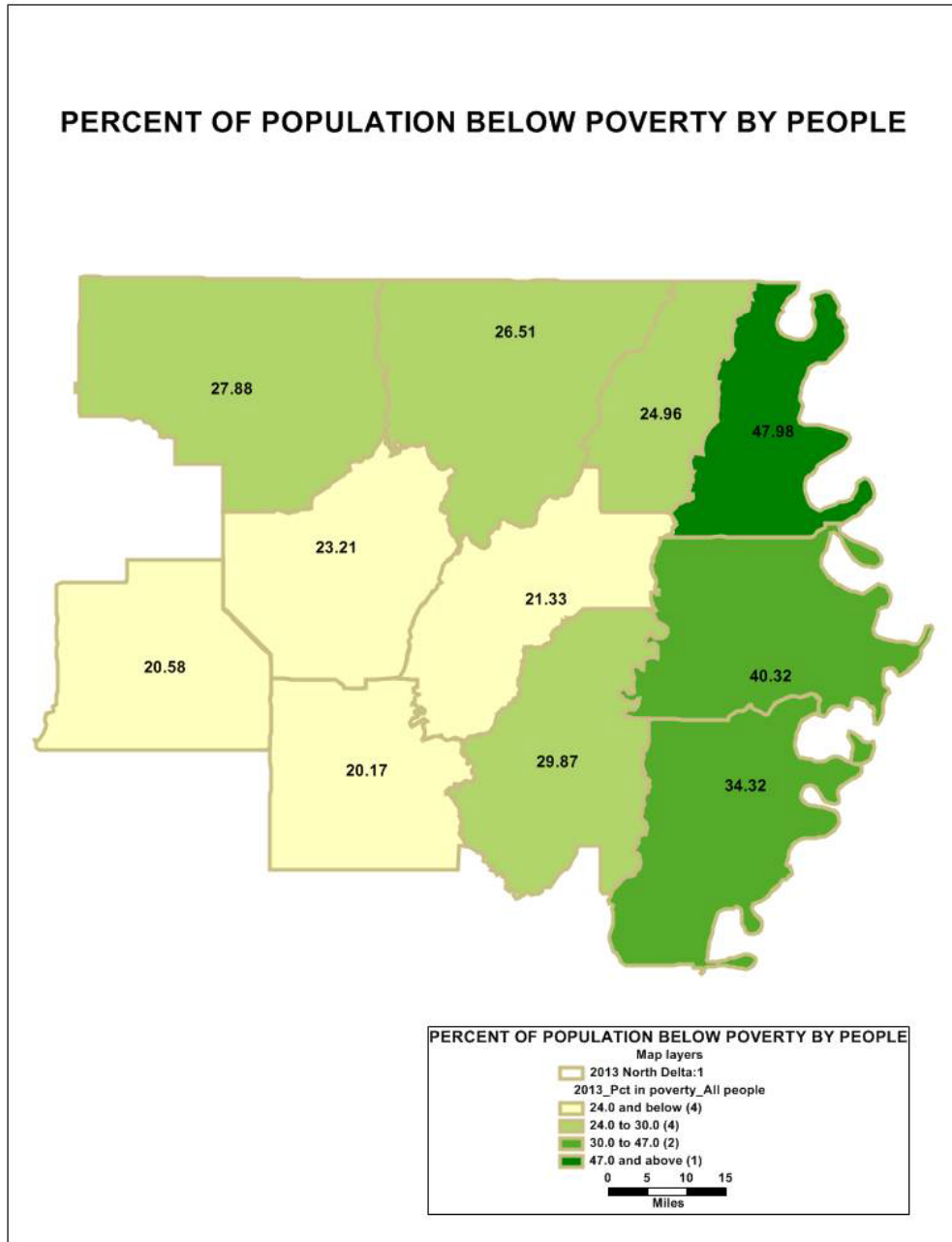
The Survey indicated that the majority of providers in the North Delta region believed that additional transit services are needed in the region and that the need for those services would increase over the next five years.

There has been no subsequent statewide or regional survey conducted, therefore an informal survey of the participating providers who participated in the North Delta HSTCC was conducted. This informal survey indicated that there has been little positive change since the statewide survey was conducted, but the rise in fuel and energy costs and the national economic downturn have made the cost of providing services greater while increasing the need for service.

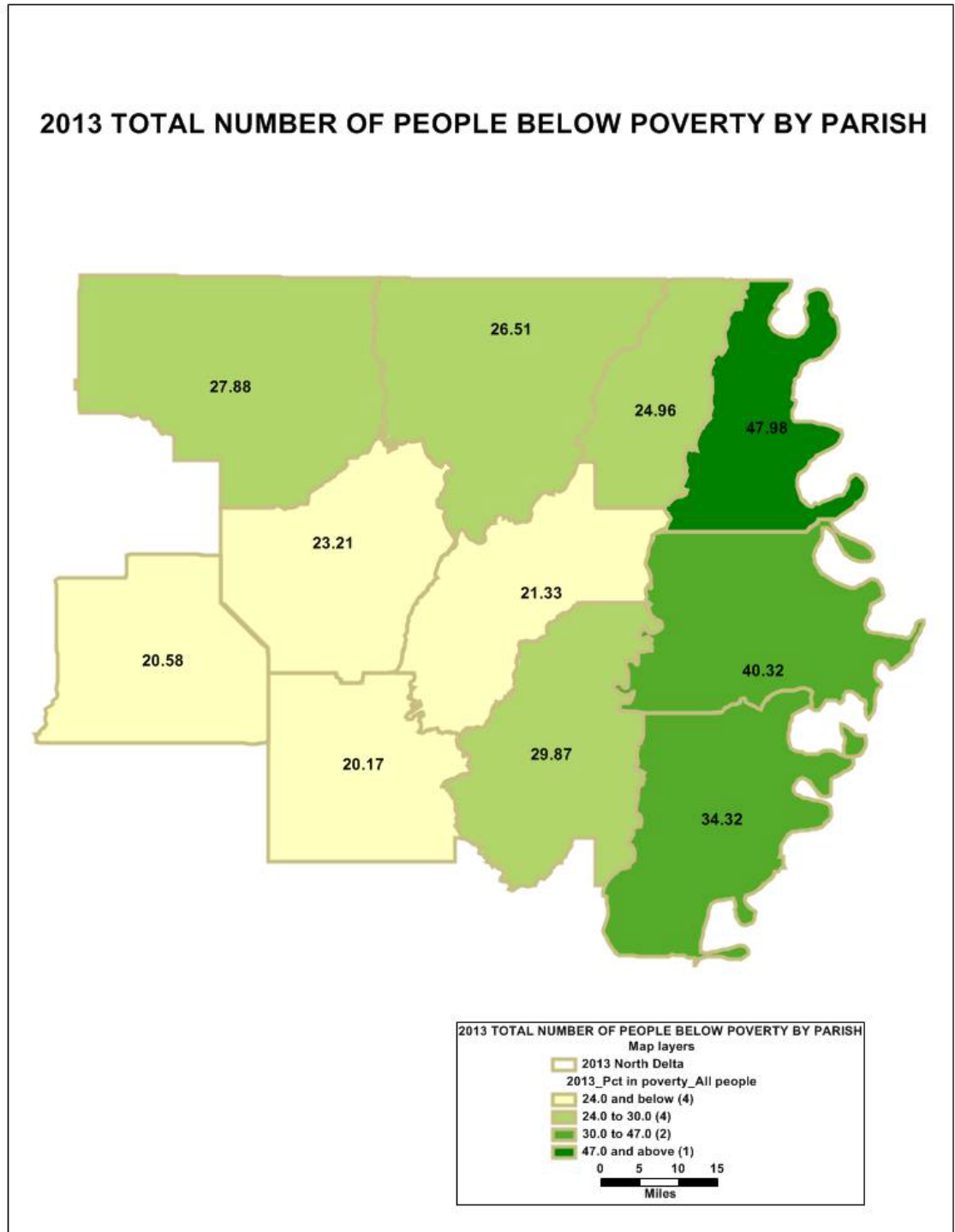
NEEDS OF POPULATIONS TO BE SERVED

The following maps indicate the density of the populations to be served by this plan and the location of existing services:

PERCENT OF POPULATION BELOW THE POVERTY LINE BY PARISH

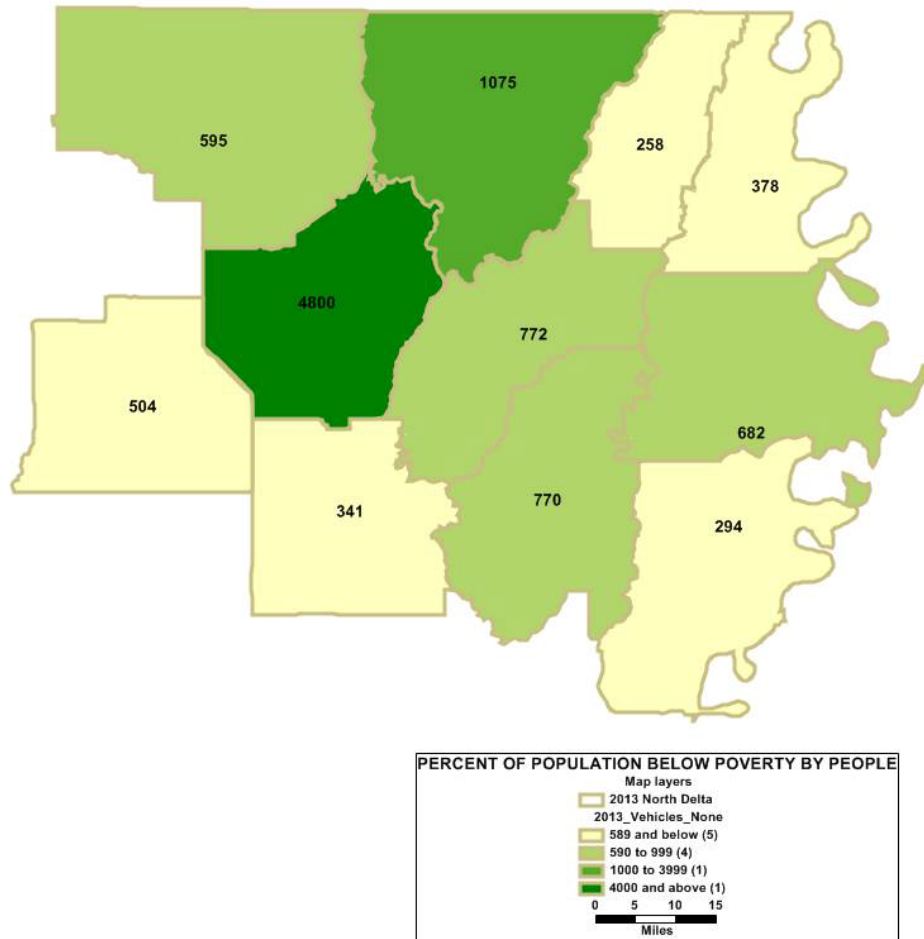


TOTAL NUMBER OF PEOPLE BELOW THE POVERTY LINE BY PARISH

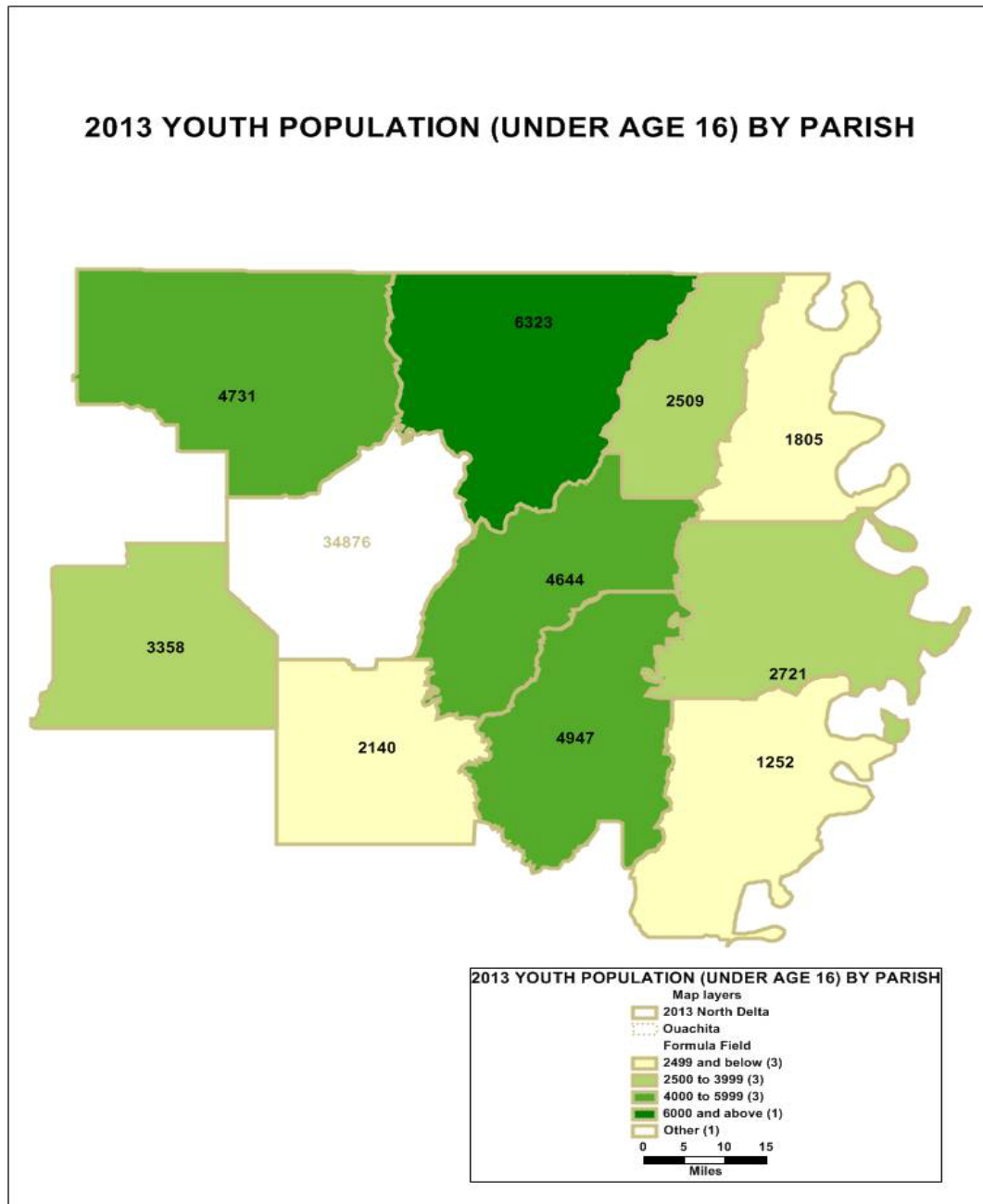


HOUSEHOLDS WITHOUT ACCESS TO A RELIABLE AUTOMOBILE BY PARISH

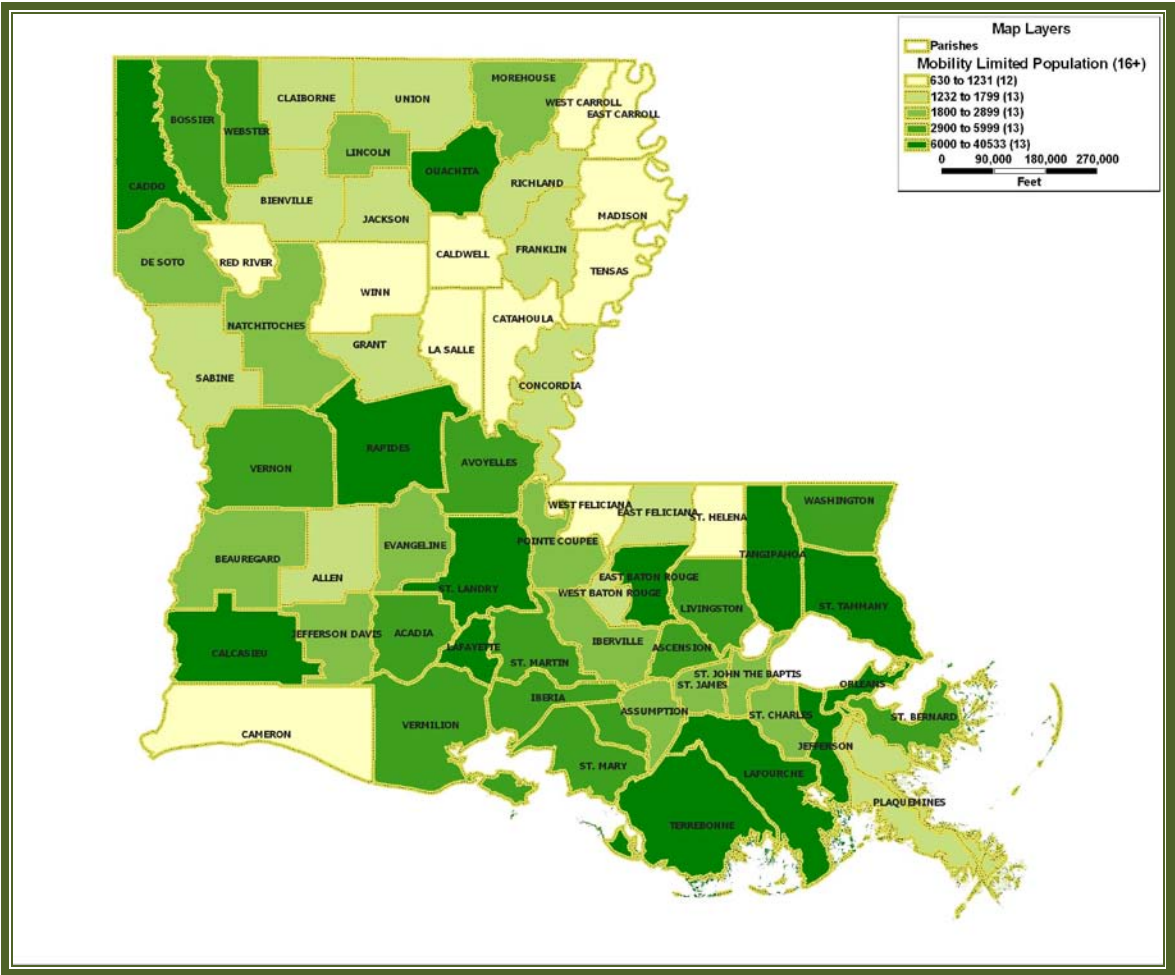
2013 HH WITHOUT ACCESS TO A RELIABLE AUTOMOTIVE BY PARISH



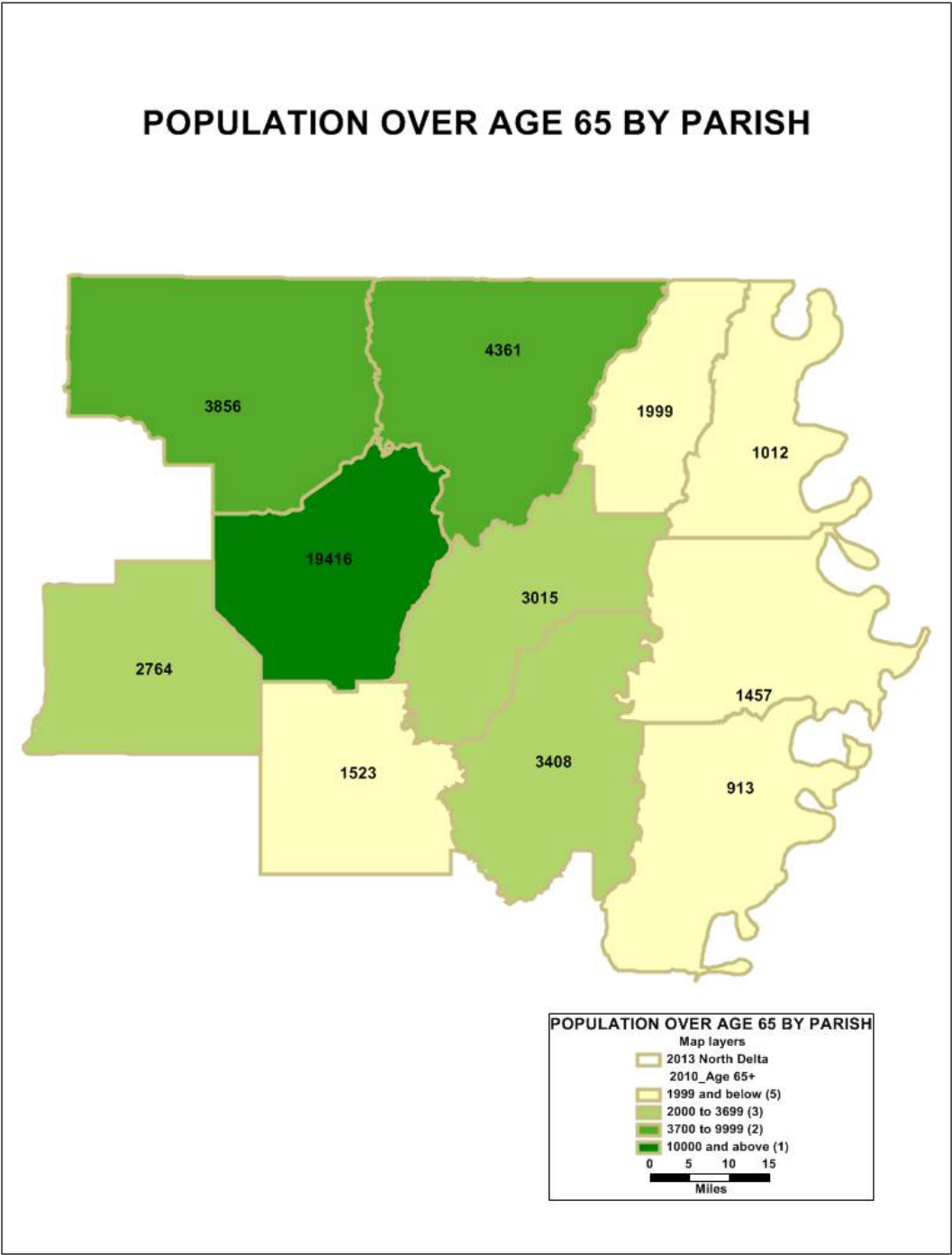
YOUTH POPULATION (Under age 16) BY PARISH



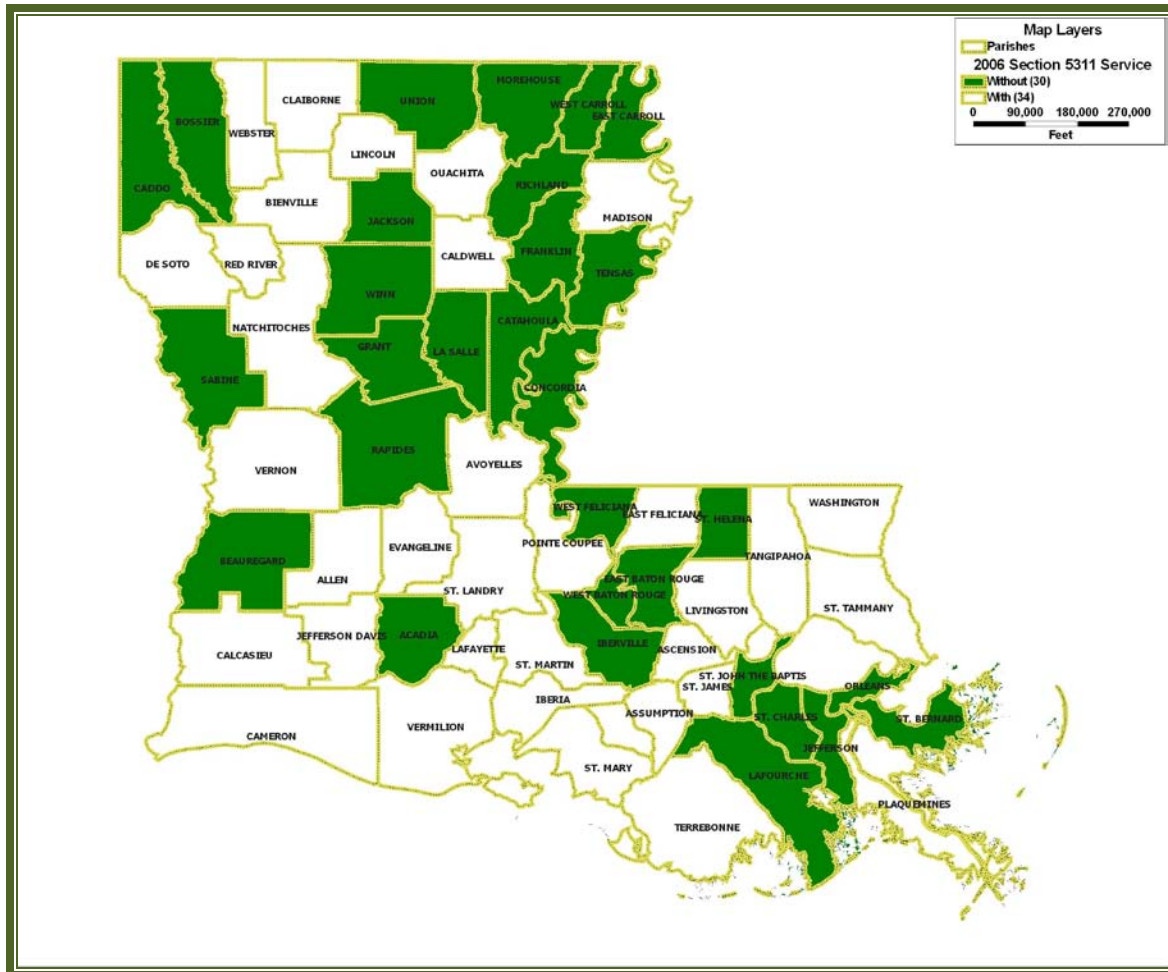
POPULATON WITH MOBILITY LIMITATIONS (Over age 16) BY PARISH



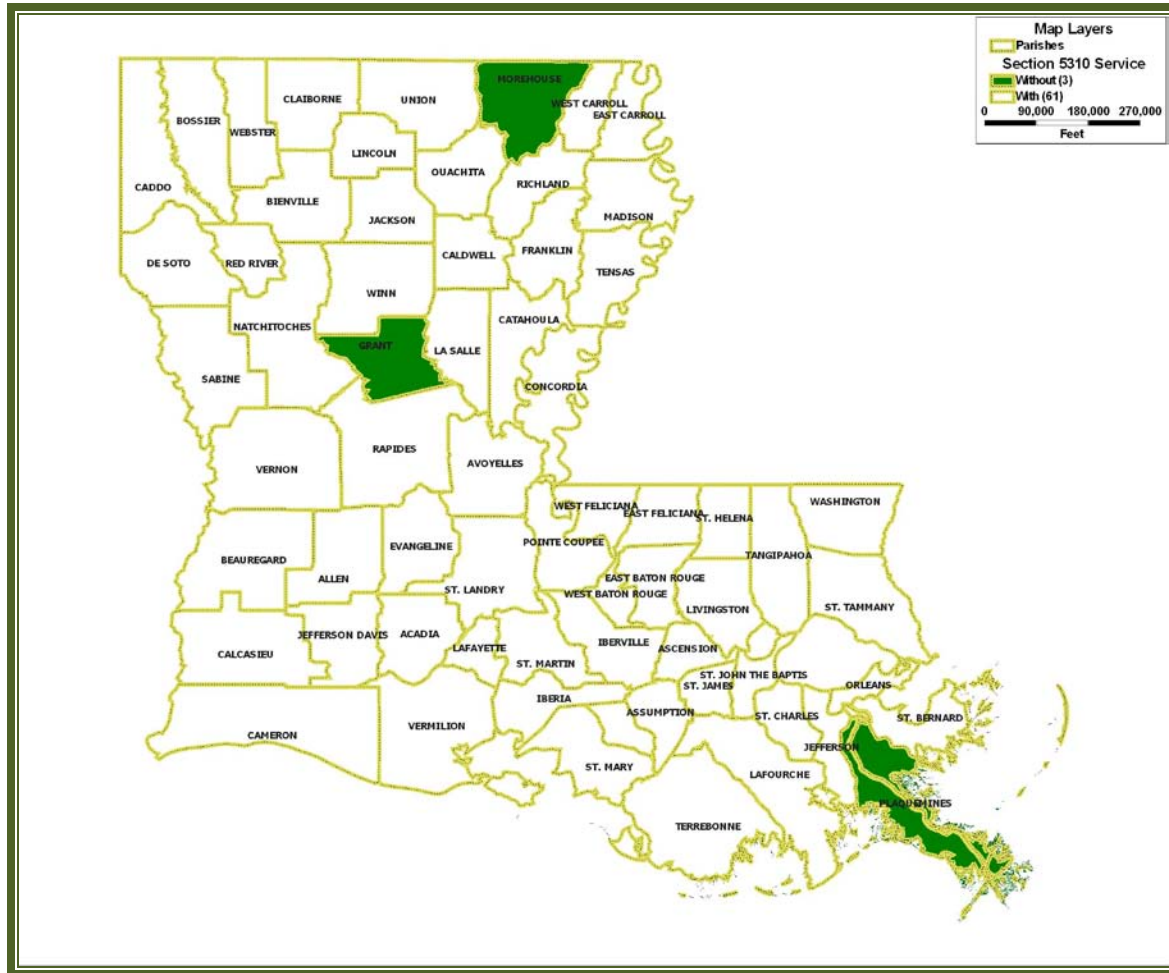
POPULATION OVER AGE 65 BY PARISH



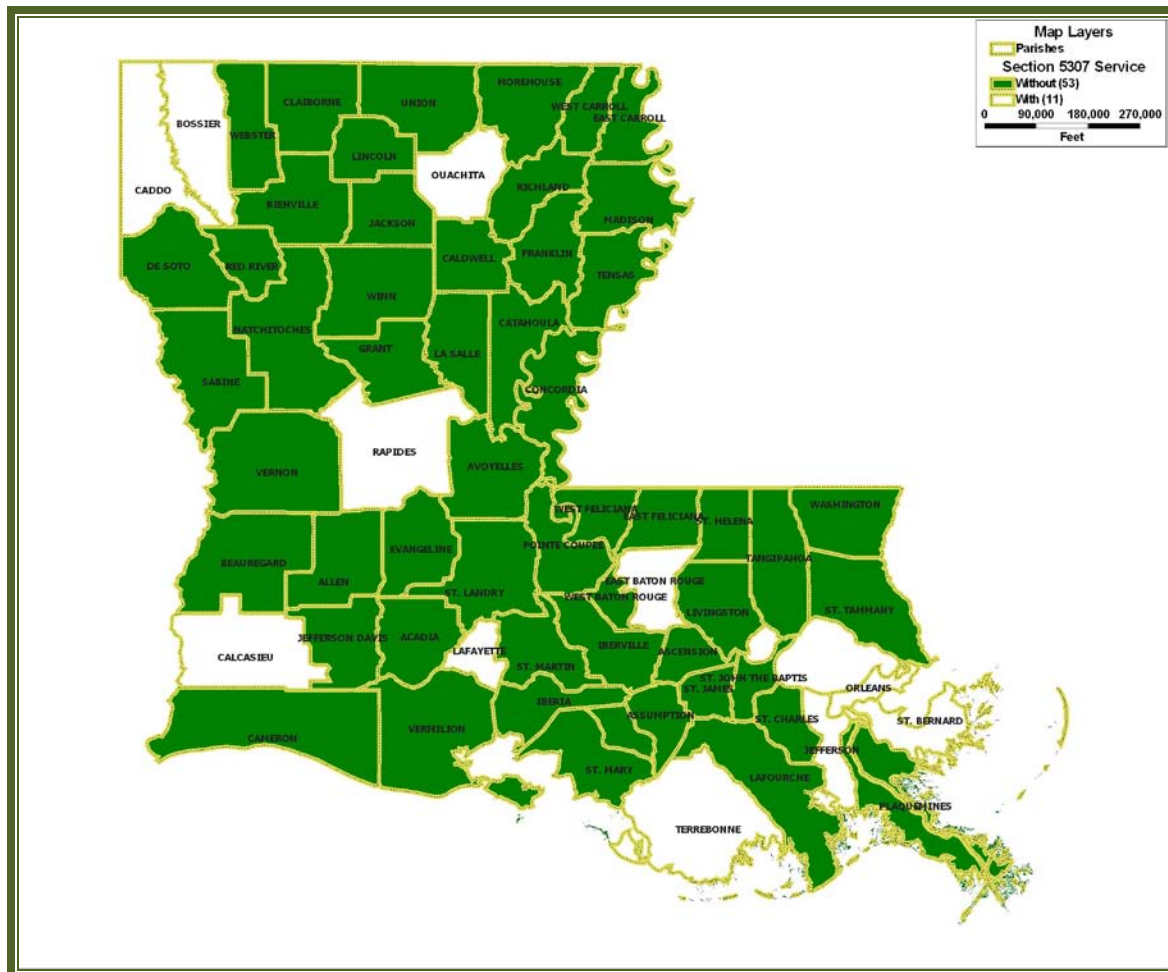
PARISHES WITH RURAL TRANSIT PROVIDERS (5311) IN 2006



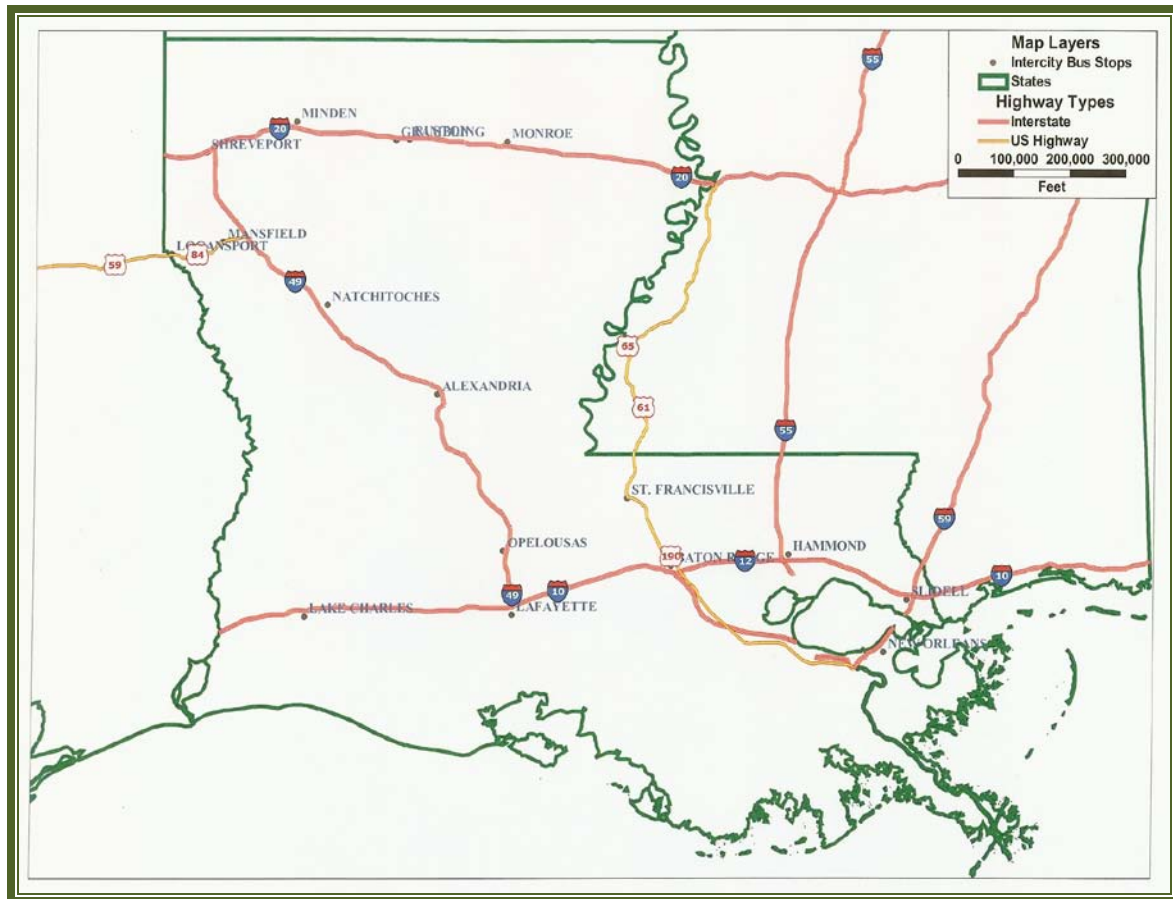
PARISHES WITH ELDERLY AND HANDICAPPED SERVICE PROVIDERS (5310) IN 2006



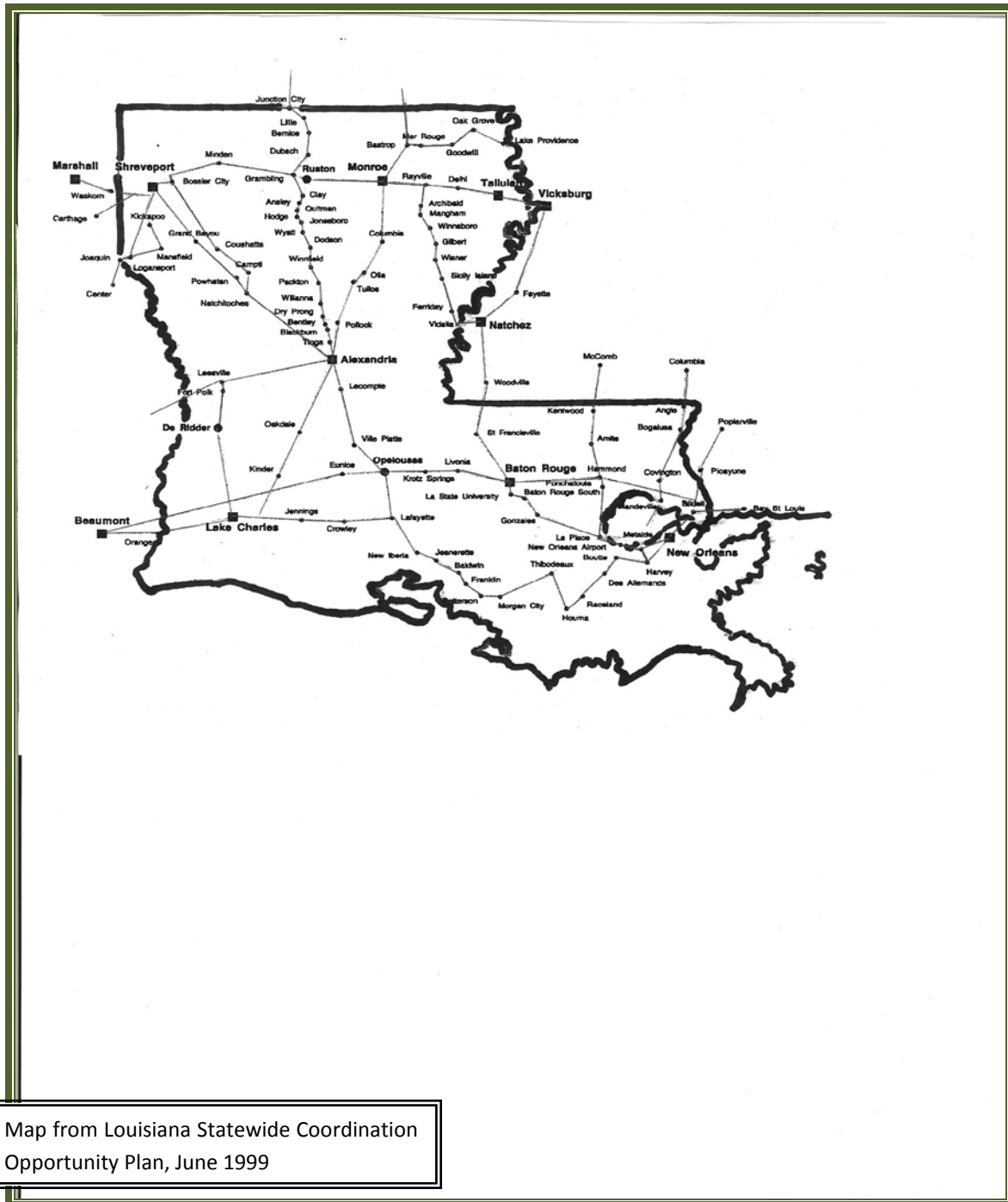
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ALL INTERCITY BUS STOPS IN 2009



ALL INTERCITY BUS STOPS IN 1999



ASSESSING THE CURRENT STATE OF COORDINATION IN THE REGION

In October of 2007, the participants in this coordination process completed the *Community Self Assessment Tool* in order to assess the current state of coordination in the region. In June of 2009, the participants reassessed the results from that original assessment process, and made some adjustments to the responses. The following is the participant's responses to for the *Community Self Assessment Tool* as modified:

Section 1: Making Things Happen by Working Together

Driving Factor Section 1:

Individuals and organizations are catalysts for envisioning, organizing, and sustaining a coordinated system that provides mobility and access to transportation for all.

Community Questions Section 1:

1. Have leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☒ Needs Action ☐ Done Well

2. Is a governing framework in place that brings together providers, agencies, and consumers? Are there clear guidelines that all embrace?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

3. Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

4. Is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?

RESPONSE:

☐ Needs to Begin ☒ Needs Significant Action ☐ Needs Action ☐ Done Well

5. Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

Evaluation Section 1

After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Making Things Happen by Working Together* is:

RESPONSE:

☐ Needs to Begin ☒ Needs Significant Action ☐ Needs Action ☐ Done Well

Section 2: Taking Stock of Community Needs and Moving Forward

Driving Factor Section 2:

A completed and regularly updated community transportation assessment process identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the various target populations, and opportunities for improvement. It assesses the capacity of human service agencies to coordinate transportation services. The assessment process is used for planning and action.

Community Questions Section 2:

6. Is there an inventory of community transportation resources and programs that fund transportation services?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☒ Needs Action ☐ Done Well

7. Is there a process for identifying duplication of services, underused assets, and service gaps?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☒ Done Well

8. Are the specific transportation needs of various target populations well documented?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☒ Done Well

9. Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☒ Needs Action ☐ Done Well

10. Are transportation line items included in the annual budgets for all human service programs that provide transportation services?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☒ Needs Action ☐ Done Well

11. Have transportation users and other stakeholders participated in the community transportation assessment process?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☒ Needs Action ☐ Done Well

12. Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

13. Is clear data systematically gathered on core performance issues such as cost per delivered trip, rider ship, and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☒ Done Well

14. Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan or the State Transportation Improvement Plan?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

15. Is data being collected on the benefits of coordination? Are the results communicated strategically?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

Evaluation Section 2:

After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Taking Stock of Community Needs and Moving Forward* is:

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☒ Needs Action ☐ Done Well

Section 3: Putting Customers First

Driving Factor Section 3:

Customers, including people with disabilities, older adults, and low-income riders, have a convenient and accessible means of accessing information about transportation services.

Community Questions Section 3:

16. Does the transportation system have an array of user-friendly and accessible information sources?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

17. Are travel training and consumer education programs available on an ongoing basis?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

18. Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☒ Done Well

19. Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?

RESPONSE:

☐ Needs to Begin ☐ Needs Significant Action ☒ Needs Action ☐ Done Well

20. Are marketing and communications programs used to build awareness and encourage greater use of the services?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

Evaluation Section 3:

After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Putting Customers First* is:

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

Section 4: Adapting Funding for Greater Mobility

Driving Factor Section 4:

Innovative accounting procedures are often employed to support transportation services by combining various state, federal, and local funds. This strategy creates customer friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

Community Questions Section 4:

21. Is there a strategy for systematic tracking of financial data across programs?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

22. Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

Evaluation Section 4:

After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Adapting Funding for Greater Mobility* is:

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

Section 5: Moving People Efficiently

Driving Factor Section 5:

Multimodal and multi-provider transportation networks are being created that are seamless for the customer but operationally and organizationally sound for the providers.

Community Questions Section 5:

23. Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

24. Are support services coordinated to lower costs and ease management burdens?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

25. Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

26. Have facilities been located to promote safe, seamless, and cost-effective transportation services?

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

Evaluation Section 5:

After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Moving People Efficiently* is:

RESPONSE:

☒ Needs to Begin ☐ Needs Significant Action ☐ Needs Action ☐ Done Well

OTHER DATA COLLECTED

Other data collected by the participants in this planning process is listed in tables in the Appendices of this document. This data includes a vehicle inventory and an inventory of providers according to the records of the Louisiana DOTD Public Transportation Section, but the planning group has not yet collected all of the same data from other providers in the group. This will be part of our coordination process over the next year.

In addition to the data provided by DOTD, the providers who participated in this planning process created the following table of existing services.

Agency Name, Address, CEO	Type of Service (fixed route, demand response)	Hours of Operation and Days of Week	Geographic Service Area	Type of funding (5311, 5310, etc.)	Fare	Clients and Ridership
West Ouachita Senior Center/ Public Transit 1800 North 7th Street West Monroe, LA 71291 Jeanette Ellington	Subscription/ Deviated and Demand Responsive	7:00 am till 5:00 pm Mon – Fri	Origins in Western Ouachita Parish – destinations 165 Eastern Ouachita Parish	5309 capital and 5311 operating and Governor’s Office of Elderly Affairs, United Way, LADOTD, miscellaneous grants – donations, and City of West Monroe	General Public- \$1.00 Senior Citizens and Disabled -.50 per ride or monthly pass - \$7.00.	General Public, Senior and Disabled Citizens FY 2008 25,018 units of service

CHALLENGES TO COORDINATION

One of the biggest challenges to coordination is the distribution of benefits. Often the benefits are not incurred by the agencies that expend the time and resources to implement the coordination effort. The primary benefit of coordination should be improved service to consumers; however this may not always translate into increased funding for the agencies providing that service. As the Transportation Research Board has noted: “The primary benefits to the transit agency are reduced costs. The primary benefits to the other transportation providers are increased revenues.” [TCRP Report 91, page 2] However, most nonprofit agencies that provide transportation services do so as an ancillary or support service to their primary service goals. Many times these agencies want to use the funds that are saved on transportation services to provide other services to their clients or to expand the number of clients that they can serve with their primary services. If the savings from transportation coordination are used to meet unmet transportation needs in the community, this does not necessarily help the nonprofit service agency partners better meet their agency goals and objectives. Overcoming this barrier will mean finding a win/win coordination process for all of the stakeholders individually as well as the community as a whole.

Another potential barrier to coordination that was identified is the difficulty in obtaining large enough numbers to actually realize benefits. This is especially true in very rural areas, where the number of providers is very small, or in areas where the number of providers willing to participate in the coordination process is small. If a certain critical mass of consolidation is not met, the necessary economies of scale are not present and do not create significant benefits. Therefore, building the number of agencies committed to participating in this process will be a focus of our planning process.

In addition to these two primary issues, studies reviewed indicated there are many other possible challenges to coordination that should be taken into consideration by the North Delta HSTCCC:

- Initially, the institution of a new program can be more expensive and/or more difficult

- The initial planning process necessary for coordination may be perceived as more time consuming compared to the status quo
- The planning and coordination process may take time from managers whose time requirements are already stretched, especially in small non-profits or small private providers
- The federal government needs to reconcile the regulations and funding requirements among various government programs that support transportation – according to a recent GAO report there are at least 62 separate federal transportation funding streams that could be included in this process
Unfamiliarity of individual stakeholders with the organizational mission, terminology and regulations of stakeholders from different agencies
- Lack of perceived benefit to the stakeholder in spending the time and resources necessary for coordination
- Perceived loss of control by stakeholders – loss of ability to control when and where transportation assets will be used
- Communication both at the human level and the technical level can be problem – communication technology (radios, software, etc.) may not be compatible, and organizational communication cultures may not be compatible
- Conflicting regulations between funding agencies – different eligible recipients, eligible activities, requirements for matching federal funds, funding cycles, planning procedures, and reporting requirements
- Different data collection requirements and processes
- Different levels of priority for the provision of transportation services – e.g. transit agencies provide transportation services as their primary mission, while human service agencies provide transportation services as a secondary service that supports their primary mission of providing human services
- Although increased efficiencies can result in a decrease in unmet needs, individual agencies do not necessarily see an increase in funds available to meet their primary missions
- The coordination process can be difficult when there are agencies and/or individuals involved who are antagonistic to the process
- Coordination requires an ongoing commitment that can be hard to maintain as leadership and regulations change
- Turf issues

- Unable to predict next year's funding from programs when the State or Federal government has control over fund allocation
- Finding local funds to cover expenses and/or match that is not covered by State and Federal funds
- Coordinating multiple jurisdictions and programs funded by multiple federal and/or state agencies

[Planning Guidelines for Coordinated State and Local Specialized Transportation Services, Chapter 2, page 3-4]

By discussing these challenges at the planning meetings, opportunities for overcoming any barriers to coordination can be discussed in an open and honest dialogue process. Hopefully, this will create an environment in which opportunities for overcoming these barriers can be discovered and implemented.

OPTIONS CONSIDERED

There are many possibilities for coordination for human service transportation providers. Each region is different, with different geography, resources, and cultural and political history. This necessitates the development of a set of coordination activities that meets both the needs and the constraints of the specific region. During the upcoming year, the North Delta Human Services Transportation Coordination Council will look at the following options for coordination to determine the best fit for North Delta's unique situation. To ensure that coordination continues North Delta HSTCC will:

- Monitor and evaluate on-going coordination activities
- Collect data on both needs and services
- Take advantage of any opportunities for coordination that become available
- Continue the coordination planning for next year
- Keep the planning process open to inclusion of additional stakeholders

The following coordination options will be researched, discussed, and considered for implementation over the course of the ensuing year:

- Connecting existing rural transit service to intercity bus stops or to other rural transit providers;
- Eliminating duplicated services and using reduced cost to expand services;
- Establishing process for joint purchasing of services and supplies to reduce costs;
- Coordinating with Workforce Investment Boards to provide better transportation services for those people moving from Welfare to Work;
- Contracting for Public Transit Providers to provide Medicaid, other human service agency, or school trips;
- Allowing human service agencies to provide ADA paratransit services under contract to local transit authority
- Offering incentives to paratransit riders to shift their trips to fixed route service
- Establishing a general public transportation system
- Looking for opportunities to coordinate dispatching and promote ridesharing among cooperating agencies
- Expanding transportation services to previously unserved areas by considering alternative transportation opportunities such as using volunteers or other low cost strategies.

In addition to the opportunities for coordination listed above, it is clear that the successful implementation of a coordinated human services transportation plan for the North Delta Region will require support from the State of Louisiana. Therefore, the following recommendations to the State for coordination of human services transportation are included in this plan:

- Fully enact, fund and support the recommendations of the United We Ride report;
- Use the goals and objectives established in this plan as criteria for selection of 5310, 5311, 5316 and 5317 providers;
- Coordinate and support the development of an insurance pool for small providers in the state in order to reduce insurance costs

SELECTION CRITERIA

From the information gathered, including the self-assessment tool, the following were determined to be the criteria by which the North Delta HSTCC will evaluate coordination options for the 2009 Update.

- Connects transportation services/modes
- Ease of Implementation
- Eliminates barriers for elderly, disabled, or disadvantaged
- Increases geographic service area coverage
- Improves access to work
- Increases geographic service area coverage
- Improves quality of service
- Improves safety of service (accidents)
- Improves security of service (intentional harm)
- Meets identified needs
- Reduces operational costs

After choosing the selection criteria, the North Delta HSTCC voted on the importance of the criteria and determined that the following ranking will be used when evaluating coordination options.

CRITERIA	AVERAGE SCORE	RANK
Meets identified needs	1.00	1
Improves safety of service (accidents)	4.00	2
Improves quality of service	4.50	3
Ease of Implementation	4.83	4
Increases number of people served	5.33	5
Eliminates barriers for elderly, disabled, or disadvantaged	5.50	6
Connects transportation services/modes	6.83	7
Reduces operational costs	6.83	7
Increases geographic service area coverage	7.17	8

Improves security of service (intentional harm)	8.67	9
Improves access to work	10.33	10

ACTION PLAN

The following action plan was derived from the consideration of the self-assessment tool and other data collected during this planning process.

Action Plan for Creating an Effective

Human Services Transportation Coordination Process

Goal: To increase capacity to serve unmet needs			
Objective: Improve our ability to determine need for transportation services			
Strategies	Timeline	Resources Needed	Who will lead
Conduct Needs Assessment through existing agencies	Begin: July 1, 2009 Complete: Sept. 30, 2009	Working Team, Survey instrument, contact information	North Delta Regional Planning & Development District
Solicit public input through a community survey and a ridership survey	Begin: Oct. 1, 2007 Complete: Dec. 1, 2009	Working Team, Article in local paper, email and P.O. addresses for input, mailing materials	North Delta Regional Planning & Development District
Summarize data collected from transportation agencies	Begin: Oct. 1, 2007 Complete: Dec. 1, 2009	Staff time	North Delta Regional Planning & Development District
Summarize data collected from community and ridership surveys	Begin: Apr. 1, 2007 Complete: June 1, 2009	Staff time	North Delta Regional Planning & Development District

Goal: To ensure that the coordination process is comprehensive and sustainable Objective: Develop communication between providers			
Strategies	Timeline	Resources Needed	Who will lead
Establish working committee for agreement on Terminology	Ongoing	Staff time	Diane Gaines
Establish working committee for researching coordinated purchasing	Ongoing	Staff time	Valerie McElhose
Establish working committee for researching coordinated maintenance options	Ongoing	Staff time	Valerie McElhose
Establish working committee for researching new finance options	Ongoing	Staff time	Valerie McElhose
Meet at least quarterly to discuss coordination possibilities and share information	Ongoing - Aug, Nov, Feb, May	Meeting space	North Delta Regional Planning & Development District
Develop shared definition of terms	Begin: July 1, 2009 Complete: Sept. 30, 2009	Meeting Space	North Delta Regional Planning & Development District
Build dialogue skills	Ongoing	Meeting space	Everyone
Execute any necessary MOUs or agreements	Ongoing - yearly		Participating Agencies

Goal: To increase capacity to serve unmet need			
Objective: Improve ability to obtain funding for coordination projects			
Strategies	Timeline	Resources Needed	Who will lead
Determine what data is being collected now	Begin: July 1, 2009 Complete: Nov. 30, 2009	Assistance from the State of Louisiana	LaDOTD
Develop a plan for collecting data needed for all funding streams in a standard format	Begin: July 1, 2009 Complete: Nov. 30, 2009	Assistance from the State of Louisiana	LaDOTD
Research Funding Opportunities	Begin: July 1, 2009 Complete: Nov. 30, 2009	Assistance from the State of Louisiana	LaDOTD

Goal: To create a more cost-effective service delivery system			
Objective 4: Determine methodologies for reducing costs			
Strategies	Timeline	Resources Needed	Who will lead
Research opportunities to reduce costs through consolidated purchasing	Begin: Jul 1, 2009 Complete: Nov. 30, 2009	Meeting space and staff time	Valerie McElhose, Monroe Transit
Research opportunities to reduce costs through consolidated maintenance	Begin: Jul 1, 2009 Complete: Nov. 30, 2009	Meeting space, funds for marketing meeting, staff time	Valerie McElhose, Monroe Transit

Goal: To make services more easily understood and accessible by riders Objective: Improve public awareness of transit options			
Strategies	Timeline	Resources Needed	Who will lead
Determine what marketing strategies are currently being used by providers	Ongoing	Meeting space and staff time, coordination and assistance with State of Louisiana efforts	Valerie McElhose and North Delta Regional Planning and DevDistrict
Identify areas of duplication and options for coordination	Ongoing	Meeting space and staff time, coordination and assistance with State of Louisiana efforts	Valerie McElhose and North Delta Regional Planning and DevDistrict
Develop coordinated marketing strategy	Ongoing	Meeting space and staff time, coordination and assistance with State of Louisiana efforts	Valerie McElhose and North Delta Regional Planning and DevDistrict

Goal: To improve the quality of service provided Objective: Increase public participation in evaluating service			
Strategies	Timeline	Resources Needed	Who will lead
Hold public meeting on coordinated plan – hold on the same day as the MTP Update Visioning meeting	Begin: July 1, 2009 Complete: Nov. 30, 2009	Meeting space and staff time	North Delta Regional Planning and Development District
Advertise public meetings and conduct outreach to riders	Begin: July 1, 2009 Complete: Nov. 30, 2009	Staff time	North Delta Regional Planning and Development

CONTINUING PLANNING PROCESS

The participants in the development of the Coordinated Plan have agreed to meet quarterly for the next year in order to:

- Monitor and evaluate on-going coordination activities
- Collect data on both needs and services
- Take advantage of any opportunities for coordination that become available
- Continue the coordination planning for next year
- Keep the planning process open to inclusion of additional stakeholders

The meetings will be hosted by North Delta Regional Planning and Development District, Inc.

APPENDICES

APPENDIX A. SELF ASSESSMENT TOOL – BLANK COPY

A FRAMEWORK FOR ACTION
BUILDING THE FULLY COORDINATED
TRANSPORTATION SYSTEM

A Self Assessment Tool for Communities

A SELF ASSESSMENT TOOL FOR COMMUNITIES

Section 1: Making Things Happen by Working Together

Driving Factor Individuals and organizations are catalysts for envisioning, organizing, and sustaining a coordinated system that provides mobility and access to transportation for all.

1 Have leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?

Decision Helpers

- Leaders in human services agencies and public transportation have acknowledged that the existing network of transportation services is not yet sufficiently efficient, cost effective, or flexible enough to meet the mobility needs of people in the community or region.
- A clear and inspiring vision statement for improved service and resource management through coordination is supported by all partners and is regularly revisited to ensure its vitality.
- The vision drives planning and action.

Using Decision Helpers

Circle statements that apply to your situation to help determine your progress. The more positive statements that you can identify describing your system will indicate that a higher rating is appropriate.

Progress Rating

Circle one rating that best describes your program



2 Is a governing framework in place that brings together providers, agencies, and consumers?
Are there clear guidelines that all embrace?

Decision Helpers

- A shared decision-making body such as a coalition, lead agency, advisory board, and/or working group is taking a leadership role.
- The shared decision-making body includes public and private transportation providers, non-profit human services agencies, health providers, employment providers, and consumers.
- Those at the table are clear about and comfortable with the decision-making process, whether it is based on consensus or majority rule.
- Roles and responsibilities are outlined in a formal, written agreement.
- The shared decision-making group communicates effectively with those not at the table.
- The group meets regularly, establishes strategic and measurable goals and objectives, follows a work plan, and regularly evaluates its progress and performance.

Progress Rating

Circle one rating that best describes your program



3 Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?

Decision Helpers

- The shared decision-making body covers an appropriate area, such as a region, and maintains collaborative working relationships with neighboring areas and with human service and state transportation agencies.
- The relationships are used to address service issues such as ensuring transportation services can cross jurisdictional boundaries, customers have access to easy transfer points, and that service is provided to individuals where transportation gaps exist or when people are too frail to use public transportation.
- The relationships are also used to work on policy and financial issues to create a framework that enhances coordination.

Progress Rating

Circle one rating that best describes your program



4 Is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?

Decision Helpers

- The shared decision-making body has sustained support for coordination by calculating and communicating the specific benefits to community stakeholders.
- Elected officials, agency administrators, and community leaders have been active in coordinated transportation services planning.
- It is widely recognized and accepted that transportation must be integrated into community initiatives related to aging, disability, job training, health care, and services to low-income persons.
- Community leaders provide sufficient staff and budget and provide leadership on policy initiatives to support coordination efforts.

Progress Rating

Circle one rating that best describes your program



5 Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?

Decision Helpers

- Participation in and budget support for coordination initiatives are regularly increasing.
- Agencies are actively working together to ensure that service information, routes, and vehicles are coordinated; funding deployment is coordinated; and policies allow for better resource management and increased ridership.
- Momentum has been maintained even through difficult events such as budget crises and changes in leadership.

Progress Rating

Circle one rating that best describes your program



EVALUATION

Section 1

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Making Things Happen by Working Together* is:



Notes: _____

A SELF ASSESSMENT TOOL FOR COMMUNITIES

Section 2: Taking Stock of Community Needs and Moving Forward

Driving Factor A completed and regularly updated community transportation assessment process identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the various target populations, and opportunities for improvement. It assesses the capacity of human service agencies to coordinate transportation services. The assessment process is used for planning and action.

6 Is there an inventory of community transportation resources and programs that fund transportation services?

Decision Helpers

- All entities in the region that buy, sell, or use transportation services have been identified.
- The inventory encompasses public transit systems, community non-profits, churches, schools, and private providers such as taxis.
- Transportation services provided by different federally funded programs such as Meals on Wheels, Medicaid, Head Start, Vocational Rehab Services, Independent Living Programs, employment services, and other programs have been identified and their scope of services catalogued.

Progress Rating

Circle one rating that best describes your program



7 Is there a process for identifying duplication of services, underused assets, and service gaps?

Decision Helpers

- All entities providing transportation service in the region have been surveyed and information has been collected on geographic areas serviced, spending for transportation, types and number of trips provided, hours of operation, cost per trip, sources of funds, number and types of vehicles, number of trips per day/hour, and type of maintenance.
- Agencies providing travel training and eligibility assessments have been identified.
- The data has been analyzed to assess service duplication, underutilized assets, and inefficient service delivery.
- The data and the analysis have been shared with the decision-making body, community leaders, and others to drive and enhance coordination efforts.
- The data is regularly updated to ensure its ongoing value.

Progress Rating

Circle one rating that best describes your program



8 Are the specific transportation needs of various target populations well documented?

Decision Helpers

- Information and data that outlines the needs and expectations of individuals with disabilities, older adults, youth, job seekers and persons with low-incomes has been collected.
- Non-users of transit have been asked through surveys, focus groups, or similar means to identify what characteristics would make transit an attractive choice.
- Major health and human service agencies have been asked through surveys, focus groups, or similar means to articulate what would motivate their clients to ride public transit.
- The data has been analyzed and used by the shared decision-making body to drive the coordination planning process.

Progress Rating

Circle one rating that best describes your program



9 Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?

Decision Helpers

- The current use of transportation technology by transportation providers, service agencies, and advocacy groups for scheduling, dispatching, reservations, billing, and reporting has been assessed.
- Research has been conducted on ways in which investments in transportation technology can improve services and/or reduce costs.
- The survey and research data has guided decision making about adopting new technologies.
- The local provider is investigating ways, such as pooled acquisition, to help transportation providers, service agencies, and advocacy groups acquire transportation services technology.
- Ongoing discussions about using technology for coordinated transportation are conducted among providers and client agencies through list serves, face-to-face forums, and other means.

Progress Rating

Circle one rating that best describes your program



10 Are transportation line items included in the annual budgets for all human service programs that provide transportation services?

Decision Helpers

- Each human services agency participating in transportation coordination has listed transportation costs as a separate item in its budget to facilitate a strategic planning process for transportation services.
- These agencies have completed an analysis of how improved coordination can extend their current transportation resources and/or reduce the amount of funds spent on transportation.

Progress Rating

Circle one rating that best describes your program



11 Have transportation users and other stakeholders participated in the community transportation assessment process?

Decision Helpers

- Stakeholder groups throughout the community have been systematically included in the assessment process through meetings, surveys, focus groups, and other means.
- Customers representing people with disabilities, older adults, and low-income populations serve on work groups and are actively engaged in the assessment and planning process.

Progress Rating

Circle one rating that best describes your program



12 Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?

Decision Helpers

- A regularly updated strategic plan or similar document has tangible goals and objectives, timelines, and methods for measuring performance and evaluating benefits.
- The mission and program goals are sufficiently long-range, comprehensive, and compelling to transcend changes in leadership or circumstances, conflicts over power and control of resources, and competing goals or personalities.
- Priorities for coordinating transportation services and a strategic action plan for achieving them were developed through open and informed discussions among all stakeholders.

Progress Rating

Circle one rating that best describes your program



13 Is clear data systematically gathered on core performance issues such as cost per delivered trip, rider ship, and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?

Decision Helpers

- Operations planning and service planning are priorities in our system.
- Data in core performance areas is collected, disseminated, and analyzed.
- In addition to typical reviews, there are efforts to lower costs and improve performance through exploring new and creative means to provide services.

Progress Rating

Circle one rating that best describes your program



14 Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan or State Transportation Improvement Plan?

Decision Helpers

- Human service agency representatives participate in transportation planning together with metropolitan or rural planning organizations, taking full advantage of their resources and coordination expertise.
- The cross-participation has created a set of mutually supportive and linked plans that actively strengthen coordination efforts.

Progress Rating

Circle one rating that best describes your program



15 Is data being collected on the benefits of coordination? Are the results communicated strategically?

Decision Helpers

- To maintain support for transportation coordination, the benefits of coordination are routinely documented and communicated to community leaders and the public.
- The number of individuals that receive transportation services, the types of services they receive, and the costs associated with those services are all tracked.
- There is also a focus on collecting information on the economic and quality of life benefits of connecting people to jobs, health care, education, training, and social support networks.
- The results are regularly published and disseminated for community members, elected officials, and agency leadership.
- Presentations are made throughout the year at local committee meetings to help agencies and organizations recognize the needs and the opportunities for coordinated transportation services.

Progress Rating

Circle one rating that best describes your program



EVALUATION

Section 2

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Taking Stock of Community Needs and Moving Forward* is:



Notes: _____

A SELF ASSESSMENT TOOL FOR COMMUNITIES

Section 3: Putting Customers First

Driving Factor Customers, including people with disabilities, older adults, and low-income riders, have a convenient and accessible means of accessing information about transportation services. They are regularly engaged in the evaluation of services and identification of needs.

16 Does the transportation system have an array of user-friendly and accessible information sources?

Decision Helpers

- Information about transportation services and options is easy to obtain in the community.
- There is a "one-stop" resource such as a toll-free number or a Web site where consumers can obtain information about service and schedules and make reservations regardless of provider.
- There are "mobility managers" within human service agencies who advise their clients about transportation options.
- Information is accessible and can be obtained in electronic, Braille, or large-print formats.
- Customer representatives are available to assist first time users or people needing extra help.
- The system is designed for the general public as well as for people with special needs and clients of human service agencies.
- Technology is used effectively to enable and support information systems.

Progress Rating

Circle one rating that best describes your program



17 Are travel training and consumer education programs available on an ongoing basis?

Decision Helpers

- Persons with disabilities and others can avail themselves of travel training programs to learn how to safely ride public transportation.
- There are transitional programs for older adults and others that help individuals recognize and feel comfortable with alternative transportation options if and when they are not able to drive a car.
- Consumer education programs are available to help new or potential riders learn how to use the system, including learning how to read a schedule, how to identify the bus number, how to pay the fare, where to wait for the bus, and other key skills.

Progress Rating

Circle one rating that best describes your program



18 Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

Decision Helpers

- Regardless of the funding source for each particular trip, the customer or client uses the same payment mechanism each time.
- If there is a fixed route system, a transit pass has been implemented to encourage riders to choose lower-cost fixed route services. The billing process is transparent to the consumer.
- The seamless payment system enables customers to choose appropriate cost-effective transportation services.
- These payment systems may include universal payment cards, fare cards, and similar mechanisms.
- Up-to-date technology is being used to support and manage this system.

Progress Rating

Circle one rating that best describes your program



19 Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?

Decision Helpers

- Customer input was gathered during the planning and needs assessment process through town meetings, surveys, focus groups, or similar means.
- Consumer representatives are active members of advisory and other work groups. In addition, a customer service-monitoring program provides information for a yearly "report card" or similar status report.
- Customers are encouraged to submit suggestions, complaints, and compliments. Actions are taken on complaints within 24 hours of receiving them.

Progress Rating

Circle one rating that best describes your program



20 Are marketing and communications programs used to build awareness and encourage greater use of the services?

Decision Helpers

- There are active marketing and communications programs that promote the ease and accessibility of coordinated transportation services.
- The programs use an array of media such as direct marketing, public service announcements, advertisements in local newspapers, and articles and notices in newsletters of various community organizations.
- Information is also disseminated through human service agencies, employment specialists, health care providers, and civic organizations and churches.

Progress Rating

Circle one rating that best describes your program



EVALUATION

Section 3

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Putting Customers First* is:



Notes: _____

A SELF ASSESSMENT TOOL FOR COMMUNITIES

Section 4: Adapting Funding for Greater Mobility

Driving Factor Innovative accounting procedures are often employed to support transportation services by combining various state, federal, and local funds. This strategy creates customer friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

21 Is there a strategy for systematic tracking of financial data across programs?

Decision Helpers

- Systems have been created to enable the tracking and sharing of financial data across programs.
- Participating agencies have agreed on common measurements and definitions to support the tracking system.
- Up-to-date technology is being used to support and manage this system.

Progress Rating

Circle one rating that best describes your program



22 Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

Decision Helpers

- A technology interface has been implemented that allows transportation providers to track clients from multiple agencies and funding sources and submit both the report and the bill electronically to the appropriate agency.
- The system effectively supports grant monitoring and reporting requirements.

Progress Rating

Circle one rating that best describes your program



EVALUATION

Section 4

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Adapting Funding for Greater Mobility* is:



Notes: _____

A SELF ASSESSMENT TOOL FOR COMMUNITIES

Section 5: Moving People Efficiently

Driving Factor Multimodal and multi-provider transportation networks are being created that are seamless for the customer but operationally and organizationally sound for the providers.

23 Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?

Decision Helpers

- A system to coordinate numerous transportation providers, such as a brokerage, has been established.
- Providers, such as public transit agencies, taxi and other private paratransit operators, school transportation operators, nonprofit faith and community based organizations, and human service non-profit agencies, are systematically engaged and blended with informal transportation providers (recognizing that the most cost effective travel for some may be paying a neighbor for mileage) to create an array of flexible services for the customer.
- The "broker" identifies the most cost effective transportation provider appropriate to the client's needs, schedules the trip, dispatches the services, bills the appropriate funding source, and tracks the utilization and data associated with the trips.

Progress Rating

Circle one rating that best describes your program



24 Are support services coordinated to lower costs and ease management burdens?

Decision Helpers

- Systematic studies have been completed in our communities which have led to the coordination of essential support services for transportation providers.
- These may include joint purchasing and/or leasing of equipment and facilities; shared maintenance facilities; maintaining a single phone number for customers; maintaining a shared internet information system; using a single or coordinated fare mechanism; sustaining coordinated reservation, dispatching, scheduling, and payment systems; or establishing a single entity to provide human service transportation to all participating human service agencies.

Progress Rating

Circle one rating that best describes your program



25 Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?

Decision Helpers

- Agency case managers and mobility managers find it easy to schedule regular and one-time trips for their clients through a centralized dispatch system or a similar mechanism appropriate to your locale.
- Agency clients and the general public can easily schedule trips using the dispatch system.
- The dispatchers can help agencies and individuals wisely choose from available transportation alternatives.
- There are also mechanisms, such as transit passes, to reduce dependency on individualized services.
- Technology is used to enhance overall dispatch services, including communication with drivers and passengers, scheduling and mapping routes, locating vehicles, and other critical aspects.

Progress Rating

Circle one rating that best describes your program



26 Have facilities been located to promote safe, seamless, and cost-effective transportation services?

Decision Helpers

- Location decisions for common destinations such as the offices where clients are served have taken transportation issues into account.
- Services are co-located or near to each other to reduce transportation needs.
- Pickup locations, which can be used by any transportation provider, are safe and accessible.

Progress Rating

Circle one rating that best describes your program



EVALUATION

Section 5

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Moving People Efficiently* is:



Notes: _____

FRAMEWORK FOR ACTION:

OVERALL COMMUNITY SELF-ASSESSMENT

You have completed Step 1 of the Community Self-Assessment. The five sections highlighted in the questionnaire represent the core elements of building a fully coordinated transportation system.

This questionnaire was designed to help you see the big picture of your community's overall progress. Take a moment to review the evaluations you made at the end of each section and make a note of them on this page. By doing so, you will create an at-a-glance summary of your individual assessment that identifies areas where your system is working well and areas that can be improved.

Section	1	Making Things Happen by Working Together	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	2	Taking Stock of Community Needs and Moving Forward	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	3	Putting Customers First	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	4	Adapting Funding for Greater Mobility	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	5	Moving People Efficiently	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 

Notes: _____

Next Steps

The next step of the assessment process is to share and discuss your evaluations with your partners. A group leader who can guide the next steps of the assessment and action planning process will facilitate the meeting. The goal of the meeting will be to clarify the results of the assessments as a group, establish priorities, and develop an action plan. The next steps will involve implementing the actions and moving you further down the road to a fully coordinated transportation system.

APPENDIX B

LIST OF INVITEES TO PLANNING MEETINGS

LWIA #81
Ms. Doretha Bennett
1310 Hudson Lane
Monroe, La. 71201

Family Assistance
Madison
P.O. Box 1560
Tallulah, La. 71284

LWIA #82
Mr. Larry Wilson
P.O. Box 520
Farmerville, La. 71241

Family Assistance
Morehouse
P.O. Box 1488
Bastrop, La. 71221

LWIA #83
Mrs. Terri Mitchell
P.O. Box 14269
Monroe, La. 71207-4269

Family Assistance
Ouachita
P.O. Box 1432
Monroe, La. 71201

Office of Family Assistance
Caldwell
P.O. Box 1329
Columbia, La. 71418-1329

Family Assistance
Richland
P.O. Box 837
Rayville, La. 71269

Family Assistance
East Carroll
301 First Street
Lake Providence, La. 71254

Family Assistance
Tensas
P.O. Box 6186
St. Joseph, La. 71366

Family Assistance
Franklin
2406 West Street
Winnsboro, La. 71295

Family Assistance
Union
P.O. Box 490
Farmerville, La. 71241

Family Assistance
Jackson
P.O. Box 490
Jonesboro, La. 71251

Family Assistance
West Carroll
P.O. Box 728
Oak Grove, La. 71263

Ms. Dottie Etheridge
Caldwell COA
P.O. Box 1098
Columbia, La. 71418

Mrs. Evelyn LeBeau
East Carroll Voluntary COA
600 First Street
Lake Providence, La. 71295

Mrs. Barbara Copes
Franklin COA
714 Adams Street
Winnsboro, La. 71295

Mrs. Nell Stadtlander
Jackson COA
328 Eighth Street
Jonesboro, La. 71251

Director Reggie DeFreese
Morehouse Parish COA
P.O. Box 1471
Bastrop, La. 71220
Linda McGhee

Ouachita Parish COA
2407 Ferrand
Monroe, La. 71201

Mr. Beth Whatley
Richland Voluntary COA
P.O. Box 97
Rayville, La. 71269

Mrs. Clar Newman
Tensas Parish COA
P.O. Box 726
St. Joseph, La. 71366

Mrs. Louise Denton
Union Parish COA
606 East Boundary
Farmerville, La. 71241

Brenda Hagan
West Carroll COA
P.O. Box 1058
Oak Grove, La. 71263

Ms. Jeanette Ellington
West Ouachita Senior Center
1800 North 7th Street
West Monroe, La. 71291
Transportation

DR & Sons Transportation
1413 South 7th Street
Monroe, La. 71202

Eli=s Medical Transportation
1104 C Pine Street
Monroe, La. 71201

Gaines Medical Transportation
107 Memorial Drive
Monroe, La. 71202

KEA Inc.
6415 Mosswood Drive
Monroe, La. 71203

LD Limited
135 Shady Lane
Monroe, La. 71203

M & M Medical Transportation
803 South 27th Street
Monroe, La. 71202

New Life Family Support LLC
116 Norfolk Place
Monroe, La. 71202

River South Rehabilitation Center
3208 Concordia Avenue
Monroe, La. 71203

Marc Keenan, G M
700 Washington Street
P.O. Box 1431
Monroe, La. 71210-1431

ARCO
900 North 3rd Street
Monroe, La. 71201

GB Cooley
364 GB Cooley Road
West Monroe, La. 71291

Janis Durbin
People Centered Support Services
P.O. Box 1331
Ruston, La. 71273-1331

APPENDIX C

LIST OF PARTICIPANTS IN PLANNING MEETINGS

NORTH DELTA REGIONAL PLANNING AND DEVELOPMENT DISTRICT				
REGIONAL TRANSPORTATION				
WEDNESDAY, FEBRUARY 28, 2007				
10:00am				
<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>		
Larry Wilson	Union Community Action			
Linda Wright	Union Parish OFS	368-3166		
Evelyn LaBeau	East Carroll COA			
Reggie DeFreese	Morehouse Council on Aging	283-0845		
Diane DeFreese	Morehouse Council on Aging	283-0845		
Diane Gains	Ouachita COA	387-0535		
Brenda Murphy	Ouachita COA	387-0535		
Gladys Blanson		3232442		
Brenda Hagan	West Carroll COA	428-4217		
Jane Raybon	Tensas Parish OFS	766-3251		
Jeanette Ellington	W.O. Senior Center	324-1280		
Kerry Johnson	G.B. Cooley			
Gwen Amelin	ARCO	387-7817		
Janice Frickie	Jackson Parish OFS	259-4401		
JD Allen		All		
Doug Mitchell		North Delta		387-2572
Tracy Ausberry		North Delta		387-2572

	Human Services Transportation		
	5/28/2009		
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Linda Mingo	Franklin Parish Council on Aging		
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APPENDIX C STATEWIDE SURVEY

LOUISIANA COORDINATION PLAN

For 2007

Summary Survey Data

In November of 2006 the following survey questions were sent to all of the current 5307, 5310, and 5311 providers in the State. Of the 143 surveys distributed, 90 responses were received. The survey questions were open questions that solicited the opinion of the respondents. The following is a summary of the responses received by Dec. 31, 2006.

It should be noted that this survey was taken one year after hurricanes Katrina and Rita caused extensive damage to many of the lower tier of parishes in the state. Of the providers that did not respond to the survey, 23 were from the flooded portions of the New Orleans area, and 17 from other parishes receiving storm damage. Therefore, the following results probably do not adequately reflect the needs of the providers in those areas.

1. **Do you feel that additional transportation services beyond those now available are needed in your parish?**

	Yes	No	Unsure	No Answer
More Service Needed	57	23	1	9

2. **Which people, groups or areas are most affected by limited availability of public transportation services in your parish?**

Response	# of Responses
Elderly people	42
Disabled people	27
People with low or moderate income	25
People living in Rural areas	22
Everyone	8
People with no cars	5
Medical	4
Minorities	4
People Traveling Out of the Parish	3

Commuters	3
People with hurricane related transportation problems	3
People living outside of city limits	3
No one – Public Transit not limited in our Parish	2
Areas with no public transit	1
People within the city limits	1
Job seekers	1
People leaving parish to shop	1
People not living on fixed transit routes	1
Medicaid under 60	1
Dialysis patients under 60	1
City of Mamou (Evangeline Parish)	1

3. In what ways do you find out who in your community needs transit?

Response	# of Responses
They call us	45
Referrals	12
Word of Mouth	9
Surveys (it was unclear who was being surveyed)	7
Advertising	5
Health fairs and other outreach activities	4
Clients of our organization	4
Work with multiple agencies & Resource Book	4
We only serve people from our organization	3
Community needs assessment	2
Agency Survey	1
We don't seek out people with transportation needs	1
Advocacy groups	1
Governing Board and Advisory Board let us know	1
Annual meeting	1
Medical Dispatch	1
Information gathered from constituents of council members	1
On board survey	1
Family contacts	1
Public meetings	1
We DON'T find out	1

4. Compared to today, how do you think transit needs will change over the next five years?

Response	# of Responses
Greater need	45
Will lessen	1
Little change	1
More need for elderly people	6
More need for rural areas	4
More need for low income people	4
More need for zero-car households	3
More need for disabled people	2
More need for late night transit service	2
More need between 2 sides of parish (river divides)	1
More need for those on fixed incomes	1
More need for fixed route service	1
More need for service for commuters	1
More need for those who cannot travel alone	1
Need for an agency to assume control over the program	1
There will be less \$\$ available	1
More need for comprehensive service inside city limits	1
More need as a result of future hurricanes	1
More need as population of the parish returns (Katrina depopulated parish)	1

5. In looking ahead over the next five years, who are the people that will need transit service?

Response	# of Responses
Elderly	55
Disabled	29
Poor	21
Everybody	5

Commuters	5
New immigrants/migrants	3
Households with zero cars	3
Unemployed in job training	3
Rural areas	2
Shift workers (night shift)	2
NO change	1
Temporary Employees	1
People between 55 and 65	1
Dialysis patients	1
Children	1
Young people who need transportation to jobs	1
Lack of funding for operations	1
Lack of funding for capital purchases	1
Special medical needs	1
Education	1

6. What, if anything, will prevent them from getting transit service?

Response	# of Responses
Financial limitations	25
Lack of transportation services	21
Can't afford fare	8
Nothing	8
Lack of vehicles	7
Lack of provider	2
Lack of drivers	1
Entity to administer service	1
Not qualifying for JARC	1
Willingness to use transit	1
No general rural transit	1
Knowing what is available	1
Access	1
Not enough staff	1
Not identifying need	1
Not working together	1
Hours of operation	1

Fixed route system	1
Larger capacity	1
Lack of communication	1
Bad roads	1
Lack of outreach to outlying areas	1
Safety issues	1
Cost to reach isolated areas	1

7. **What are the major obstacles or concerns you think need to be addressed in order for transit services to be improved in your parish, both now and in the future?**

Response	# of Responses
Financial problems	26
Cost of service	12
Lack/amount of transportation service	10
None	8
Lack of Vehicles	6
Better communication	4
Lack of drivers	3
Rural areas	3
Consolidation of city and parish	2
Better roads	2
Knowing who is assessing transportation need	2
Need more advertising	2
Safety needs	2
Political concerns (federal, state and local)	2
Political decision-makers don't know needs	2
\$\$ for maintenance	2
Cooperation between city and parish	1
Need better maintained vehicles	1
Poverty	1
Better and bigger wheelchair spaces	1
Differing needs on different sides of the parish (divided by river)	1
Regional authority	1
Vehicles with rear entrances for fire safety	1
Hurricane areas and service	1
Equal service for elderly and disabled as general population	1
Centralized dispatching needed	1

8. Additional Comments:

- Funds need to be doubled
- We have Title 19, III-B, Project Independence, Public Cash fare, JARC
- It will be difficult for a rural parish, I think
- More collaborative efforts between existing transportation operations supported by a consistent financial source will drastically improve transportation in this region
- Provide readouts for hearing impaired and most recent technical tools for visually impaired
- Transportation is such a needed service and is very appreciated by people
- Reimbursement for each client who rides the van (like Katrina clients) would be beneficial
- Even if the existing services were more dependable, that would increase rideability and increase usage
- Need more funding
- Need more funding and better vehicles to be able to reach the full length of the parish as people return (parish is over 70 miles long on west bank and 35 on the east bank with no connecting bridges)