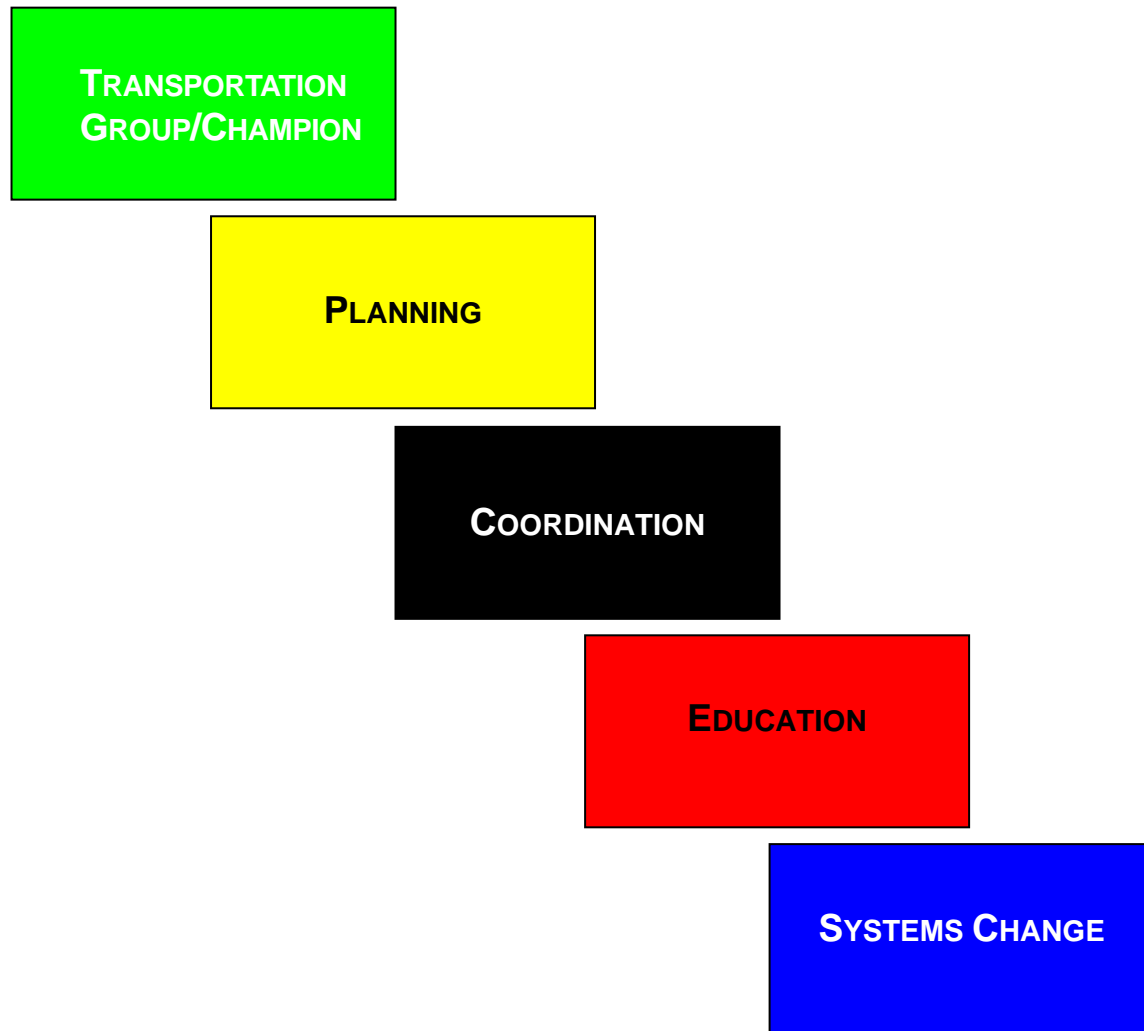


# Interagency Coordinating Committee on Transportation

## COORDINATION PRIMER:

*A Guide to Help Your Community Navigate Transportation Coordination*



## **Acknowledgements**

The contents of this primer began with *Improving Transportation Opportunities for People with Disabilities in Illinois*, a September 2001 report commissioned by the Illinois Council on Developmental Disabilities (ICDD). More information about ICDD can be found at: [www.state.il.us/agency/icdd](http://www.state.il.us/agency/icdd).

In addition, this primer utilizes elements from the Federal Transit Administration's United We Ride - *Framework for Action*: [www.unitedweride.gov](http://www.unitedweride.gov).

The editors are grateful to both the ICDD and the FTA for these fine resources. We hope this coordination primer will help you develop or enhance public transportation services in your community.

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Stipes Hall 318, 1 University Circle, Macomb, IL 61455

For more information and/or to receive electronic versions of primer and appendix items:

Dawn Maye, Transit Coordination Specialist  
[DC-Maye@wiu.edu](mailto:DC-Maye@wiu.edu)

Voice: 309-298-2255 or 800-526-9943  
Fax: 309-298-2162

## Preface

This primer will show you how to formulate your community's transit system and will take you through a process that will get you ready to secure funding.

The primer will do this by helping you:

1. Mobilize the stakeholders of your community;
2. Determine your community's needs;
3. Determine your community's available transportation assets; and
4. Construct a transportation system tailored specifically for your community.



### You Might be Wondering

Why can't you just replicate what a successfully coordinated transit system is already doing and skip these steps?

Because:

1. Your community is unique and has different needs, resources, and circumstances than another community.
2. Transit systems that are successful have already worked through their own individualized coordination process.
3. Your community needs to coordinate **your** local transportation funding streams.

This primer is designed to help your community navigate transportation coordination.

If you diligently follow the process in this primer, you will go through all of the necessary steps to design a comprehensive, efficient, and sustainable transit system for your community.

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# Introduction

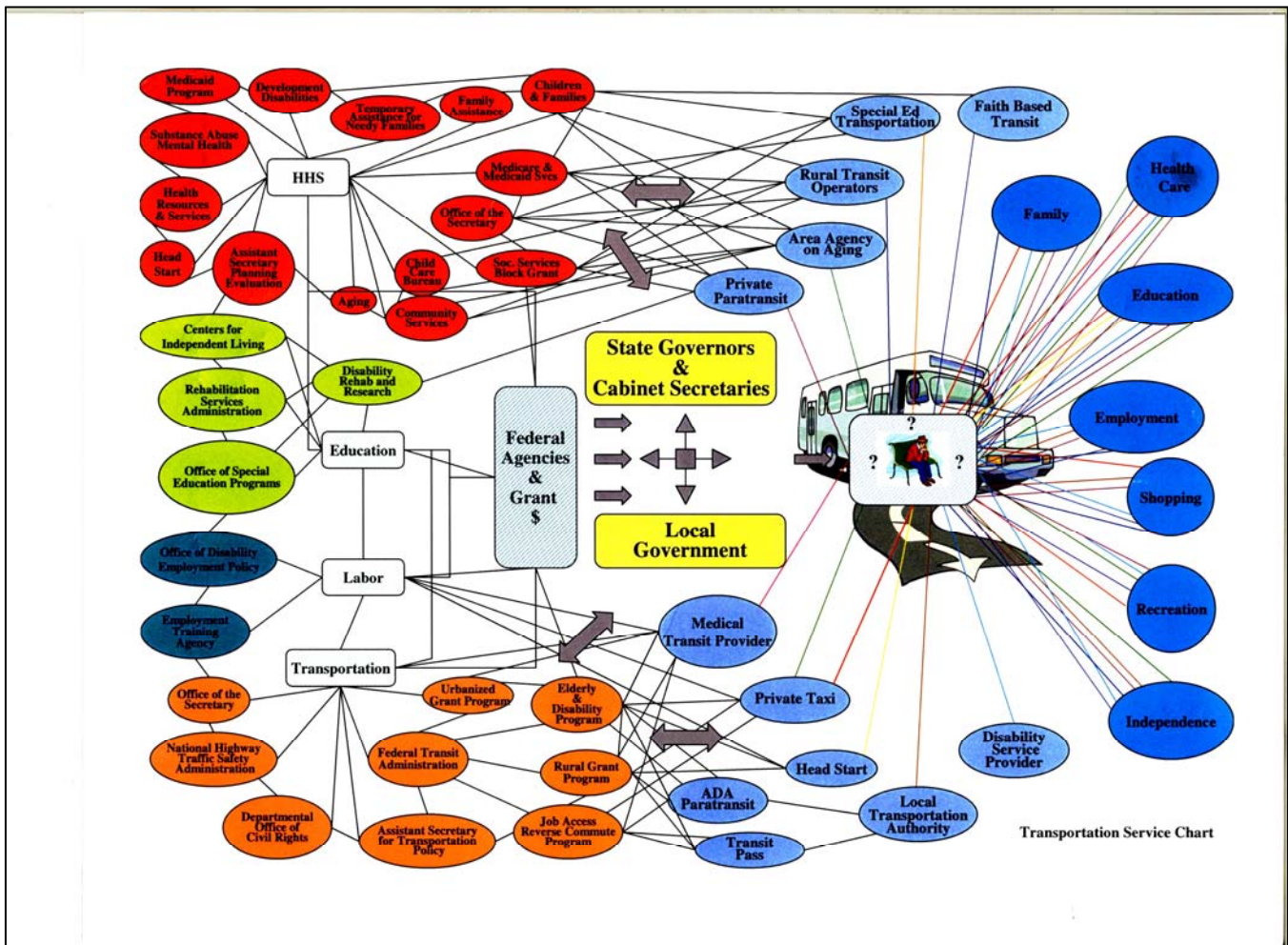
## Need for Transportation Coordination

According to former Federal Transit Administration (FTA) Secretary Jennifer L. Dorn, transportation coordination is the process of ‘de-constructing a 10,000 piece 3-D puzzle and then putting it back together’.

The reason for this complexity is that instead of having one agency administer transportation programs for all populations, there are 62 federal programs that fund hundreds of state programs and thousands of local agencies (Figure 1).

With so many choices, it’s no wonder that our rider has a hard time trying to figure out if he is eligible for a ride, how to reserve a ride, and where it will take him.

Figure 1. Federal Transit Administration Transportation Service Chart



Source: Federal Transit Administration, 2003

## **Illinois Takes Action**

In July 2003, Governor Rod R. Blagojevich and Illinois General Assembly created the Interagency Coordinating Committee on Transportation (ICCT) through Public Act 93-0185.

The Committee's charge was to address ways to broaden coverage and reduce duplication of transportation services to help disadvantaged citizens of Illinois get to work, work-related services, and other life-sustaining activities for health and well-being.

Paralleling the federal commitment to coordinated transportation, the ICCT began its work in June 2004 basing much of its strategy on the Federal Transit Administration's (FTA) United We Ride initiative.

### **Top Down**

The ICCT works at the state agency level, holding regular meetings between all state agencies that fund transportation programs for disadvantaged populations and related non-government service agencies. Chaired by the Office of the Governor, the ICCT is co-chaired by the Illinois Department of Transportation (IDOT) and Work, Welfare, and Families, a statewide not-for-profit agency.

On a state level, members work to find ways to coordinate their activities, pay closer attention to funding, more fully utilize Job Access Reverse Commute (JARC) funds, and work on the mutual needs of agencies and stakeholders.

### **Bottom Up**

At the same time through the ICCT Clearinghouse, the ICCT works directly with communities:

1. Improving coordination of community-based transportation programs;
2. Providing up-to-date information and communications services to local areas; and
3. Delivering a technical assistance program that addresses critical gaps in transportation services.

The ICCT has found that this twofold approach helps to centralize information, create funding and planning opportunities, reduce barriers to blending different federal and state funds, diminish duplication of services, and creates broader service coverage.

The entire process results in transportation-dependent individuals being able to access transportation options that are adequate, consistent, convenient, safe, and efficient.

## ICCT Clearinghouse

Clearinghouse staff provides statewide technical assistance and support **at no cost** to help communities navigate the transportation coordination process and provide resources for communities planning comprehensive transportation systems.

Although staff guides the process, all transportation planning work is done by each community's Transportation Planning Group.

This chart answers some common questions about what the ICCT Clearinghouse can and cannot provide your community.

Is there a cost for ICCT technical assistance (meetings, presentations, support, etc.)?	No
Does the ICCT have money for funding projects?	No
Can ICCT cover the cost of surveys, mailings, meetings, etc.?	No
Will ICCT staff do transportation coordination steps (sending out surveys, compiling results, gathering information) for communities?	No
Will ICCT staff provide technical assistance?	<b>Yes!</b>

### Please Note

The ICCT Clearinghouse provides technical assistance and support only; it **does not fund projects** of any kind and **has no funding sources**.

## Do We *Really* Need Public Transportation?

You may be asking yourself how important public transportation really is when your community already faces such dire issues as unemployment, poverty, and/or drug abuse.

If you are like many Americans, this may be the first time you've considered the need for public transportation in your community. Maybe you have always had a vehicle; are physically and mentally able to drive; are financially able to own a vehicle; and are able to pay for gas and insurance. Probably most of your family and friends have had the same experience, so it hasn't come to your attention until now.

The problem is that there are people in your community who need public transportation to survive and thrive, but because of income, age, disability, or residential location, do not have adequate access to needed transportation.

Please use the following worksheet to determine how well your community serves its transportation-dependent populations.



### Does Your Community Need Public Transportation?

Please answer the following questions about individuals unable to provide their own transportation:	Yes	No	Not sure
Can people get to: <ul style="list-style-type: none"> <li>• Jobs? Job training programs?</li> <li>• Educational programs?</li> </ul>			
Can the elderly get to: <ul style="list-style-type: none"> <li>• Medical appointments?</li> <li>• Grocery stores?</li> <li>• Day programs?</li> <li>• Nutrition centers?</li> </ul>			
Can individuals with disabilities get around easily?			
Can pregnant women get to: <ul style="list-style-type: none"> <li>• Prenatal appointments?</li> <li>• WIC?</li> <li>• Emergency care?</li> </ul>			
Can parents of young children get them to: <ul style="list-style-type: none"> <li>• Doctor's appointments?</li> <li>• Immunizations?</li> <li>• Emergency care?</li> </ul>			
Can people who need dialysis or chemotherapy get to their appointments?			

## Lifeline

Public transportation is not about a nameless, faceless group of “those people” who can’t afford a car – it is a quality of life issue.

It’s about the need to access something many of us take for granted – the ability to come and go as we choose, whether that means running to the grocery store, visiting friends or family, getting to school, a job, or to the doctor’s office when we are ill.

Consider being:

Unemployed and unable to get to an interview to get a new job.
Elderly and having to ask your children and neighbors to take you to buy groceries, to church, or to the doctor.
A parent with a sick child and no way to get them to the hospital 30 miles away.
Responsible for driving a sick parent to a hospital in another county for ongoing care every day and trying to juggle your work schedule.
In a rural area without a car but wanting to finish your education.

Without a coordinated public transportation system, people in your community struggle with these and other transportation concerns every day.

The good news is that you can make a difference. Throughout this primer are the steps you need to take to design a public transit system that will best serve your transportation-dependent populations.

To help you do this, the primer will demystify public transportation. It will help you make sense of the confusing web of transit terminology (Dedicated Provider-Client Service), acronyms (JARC and DOAP), and federal funding Section numbers (5311, 5310, 5317, etc.). In addition, it will help you understand the varying federal and state funding regulations surrounding transportation systems.

What many people are concerned with at the beginning of this process is how to fund a public transportation system in their community. Therefore, the next section will discuss funding in detail.

## Public Transportation Funding 101

By now you probably see the need for adequate public transportation in your community, but may be questioning how your community can afford it.

The good news is that **there is funding available**. This section outlines federal and state resources available for public transportation. However, regardless of the funding streams, transportation systems must implement service using federal guidelines and will be subject to oversight by the Illinois Department of Transportation (IDOT) Department of Public and Intermodal Transportation (DPIT).

### Public Transportation Systems

The Federal Transportation Administration (FTA) of the U.S. Department of Transportation (USDOT) defines public transportation systems according to the population size that the system serves.

- Urbanized systems serve areas of 50,000 or more inhabitants and may be governed by more than one governmental agency.
- Non-urbanized systems (also known as non-metro or rural systems) serve small urban areas or rural areas with less than 50,000 inhabitants.

### Implementation

To implement a transportation system, each entity will have to do the following:

- Gain local support;
- Generate a local match;
- Develop a transportation plan;
- Coordinate all transportation providers in one's area;
- Find a mechanism to acquire vehicles;
- Develop a maintenance plan;
- Institute a drug and alcohol policy; and
- Comply with all other assurances required by state and federal law.

The Downstate Federal Funding Chart on the next page provides an overview for the four main transportation programs you may encounter. These include 5307 – Urban System; 5311 – Rural or Non-Urban System; 5310 – Elderly Persons and Persons with Disabilities: Consolidated Vehicle Procurement Program; and 5316 – Job Access Reverse Commute (JARC).

<b>Downstate Federal Funding Chart</b>	<b>Type of Program</b>	<b>Federal Cost Reimbursement:</b>	<b>Federal Cost Reimbursement:</b>	<b>Federal Cost Reimbursement:</b>	<b>Local/State Estimated Matching Requirement:</b>	<b>Local/State Estimated Matching Requirement:</b>
		Administrative	Operating	Capital	Operating	Capital
<b>5307</b>	<b>Urban System:</b> Above 200,000 population	N/A	N/A	80%	Historically 60-75%	20%
	<b>Urban System:</b> 50,000 – 200,000 population	N/A	Up to 50% of deficit (Operating costs minus fare box revenues.)	80%	Historically 60-75%	20%
<b>5311</b>	<b>Rural or Non-Urban System</b>	Up to 80%	Up to 50% of deficit (Operating costs minus fare box revenues.)	80%	30-40% - New grantees need to know about the volatile nature of transportation costs and be prepared to develop sources of match.	20%
<b>5310</b>	<b>Elderly Persons and Persons with Disabilities: Consolidated Vehicle Procurement Program</b>	N/A	N/A	80%	N/A	20%
<b>5316</b>	<b>Job Access Reverse Commute (JARC)</b>	N/A	Up to 50% of deficit (Operating costs minus fare box revenues.)	80%	Non-Federal portion of operating deficit. (Operating costs minus fare box revenues.)	20%

## 13 Compliance Areas for FTA Funded Operating Assistance Grants

### 1. Financial Management

- Budget and audit
- Grants management and requisitions

### 2. Intercity Bus Program (ICB)

- Maintain separate intercity bus miles
- State spend 15percent of its apportionment to support ICB service
- Increases grantees opportunity for vehicle

### 3. Maintenance

- Written maintenance policy/plan
- Vehicle inventory
- Copy of vehicle insurance
- ADA maintenance
- Disposition

### 4. Procurement

- Written procurement policy/plan
- Obtain IDOT concurrence when necessary
- Conduct procurement providing full and open competition
- Procurement documents contain all required clauses

### 5. Buy America

- Grantees must use U.S. steel, iron and manufactured products
- Conduct procurement providing full and open competition
- Procurement documents contain all required clauses

### 6. Suspension/Debarment

- Grantees certify that they, all principals, third party and sub-contractors are not excluded from participation

### 7. Lobbying

- Certify grantees will not use funds to pay for influencing officers
- Also includes employees of congress in obtaining funds

### 8. ADA

- Provide complementary paratransit service with fixed route service
- No discrimination against individuals with disabilities
- Must make facilities and vehicles accessible

### 9. Civil Rights

- Not deny participation in program based on the following:
- Race, color, creed, national origin, sex, age or disability
- DBE (Disadvantaged Business Enterprises) reporting/contracting opportunities

### 10. Drug and Alcohol Program/Drug Free Workplace

- Written drug and alcohol policy/plan
- Testing procedures
- MIS (Management Information Services) reporting

### 11. Charter Services

- Prohibited from using federally funded equipment or facility
- Only incidental on seven exceptions set forth in regulations
- If an expense is ineligible in one program, it is ineligible in the other

### 12. School Bus

- Prohibited from providing exclusive school bus service

### 13. Safety and Security Plan

- Written safety and security policy/plan
- Technical assistance sample plan

## State Funding

Funding is also available from the State to support public transportation systems.

IDOT provides Downstate Operating Assistance Program (DOAP) funding to local governments to support administrative and operating costs of public transportation systems.

To receive DOAP funds there are five steps that must be completed. These are the same steps to implementing a transportation system.

1. Conduct public hearings
2. Gain local support
3. Generate local match
4. Develop transportation plan
5. Coordinate all transportation providers in one's area

DOAP funds are derived from a percentage of the sales tax generated in the proposed service area and if they are not used to support public transportation in that county or region, they go back to the State's general fund. These funds are available to urban transit systems, rural transit districts, individual counties, cities, villages, and incorporated towns.

In order to receive funds, an appropriation must be secured and approved by the General Assembly in the next year's budget. After the appropriation has been approved, an application must be submitted to IDOT for approval based on the following five criteria.

1. Plan to provide general public transportation with an emphasis on elderly, disabled, and economically disadvantaged populations.
2. Interagency coordination that, at a minimum, allows participation of all state-funded and federally-funded agencies and programs with transportation needs in proposed service area in development of public transportation program.
3. Any participant serving a non-urbanized area that is not receiving Federal Section 5311 funding must meet the operating and safety compliance requirements as set forth in that federal program.
4. Hold public hearings for comment on proposed service plan in all municipalities with populations of 1,500 inhabitants or more within service area.
5. Priority to service extension, multi-county, and multi-jurisdictional projects.





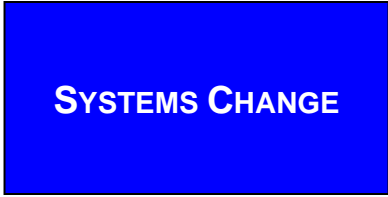
After approved by IDOT, a contract must be executed and signed by the Governor and the Secretary of IDOT.

### Let's Get Started!

By working through the coordination steps in this primer, you will be in a better position to receive these funds.

## Five Elements of Effective Public Transportation Systems

There are five main elements that make up effective public transportation systems.

	<p>The Transportation Planning Group is a partnership of a wide variety of public transportation stakeholders working together on community transportation issues.</p>
	<p>The Transportation Planning Group determines transportation needs through needs assessment surveys and an inventory of local resources. This information provides the basis for the community transportation plan.</p>
	<p>There are three steps to coordination of transportation services: forming a single entity dedicated to transportation, developing service routes based on community needs, and developing local service contracts to help support the system.</p>
	<p>Education must occur with a variety of stakeholders including: former clients of dedicated systems, governmental entities, the general public, and service providers.</p>
	<p>Both direct and indirect changes are necessary to build and sustain a successful public transportation program. These changes must occur at three levels: community, state, and federal.</p>

## Transportation Coordination Steps

The ICCT Clearinghouse uses the following process when working with communities on transportation planning. This chart will outline the specific steps that are taken and who is involved in each phase.

Transportation Coordination Steps:		Parties Involved:
<b>PHASE ONE - Transportation Planning Group</b>	<ul style="list-style-type: none"> <li>Develop Transportation Planning Group</li> <li>Request technical assistance from ICCT via letter or email</li> </ul>	<ul style="list-style-type: none"> <li>Transportation Planning Group</li> </ul>
	<i>Initial Meeting with ICCT staff</i>	<ul style="list-style-type: none"> <li>Transportation Planning Group</li> <li>ICCT staff</li> </ul>
<b>PHASE TWO - Needs and Resources</b>	<ul style="list-style-type: none"> <li>Send out Community and Agency Surveys</li> <li>Compile Inventory of Resources</li> <li>Compile Results</li> </ul>	<ul style="list-style-type: none"> <li>Transportation Planning Group</li> <li>Current transportation providers</li> <li>Community agencies</li> <li>Local individuals, etc.</li> </ul>
	<i>ICCT staff Follow up Meeting</i>	<ul style="list-style-type: none"> <li>Transportation Planning Group</li> <li>ICCT staff</li> </ul>
<b>PHASE THREE - Action Plan</b>	<ul style="list-style-type: none"> <li>Complete Framework for Action</li> <li>Develop Shared Framework for Action</li> <li>Prioritize Action Plan</li> <li>Work on Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>Transportation Planning Group</li> <li>Framework for Action Facilitator</li> </ul>
	<i>ICCT staff Follow up Meeting</i>	<ul style="list-style-type: none"> <li>Transportation Planning Group</li> <li>ICCT staff</li> </ul>
<b>PHASE FOUR - Funding</b>	<ul style="list-style-type: none"> <li>Send letter of intent to IDOT</li> <li>Request 5311 Grant Manual from IDOT</li> <li>Transportation Plan meets all requirements</li> <li>DOAP requirements certified by IDOT</li> <li>Contact IPTA</li> </ul>	<ul style="list-style-type: none"> <li>Transportation Planning Group</li> <li>IDOT staff</li> <li>IPTA staff</li> </ul>



## Transportation Coordination Checklist

Before we get started, take a moment to complete this form for your community.

Community:	
Please list any known federal funds your community receives for public transportation:	
Please list any MTD or Public Transportation Grants (5311) near your county:	
What are the transportation problems you are facing?	
Which populations are affected by these problems?	
• Elderly	
• Low income	
• Rural	
• Disabled	
• Other:	
Additional comments:	

## PHASE ONE - Transportation Planning Group



No individual community entity or agency can “speak” for the community and no one has the authority to represent all stakeholders involved in public transportation. Therefore, the first step to improve or initiate public transportation is to form a partnership of all interested parties – the Transportation Planning Group.

<b>PHASE ONE - Transportation Planning Group</b>	<ul style="list-style-type: none"> <li>• Develop Transportation Planning Group</li> <li>• Request technical assistance from ICCT via letter or email</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation Planning Group</li> </ul>
	<i>Initial Meeting with ICCT staff</i>	<ul style="list-style-type: none"> <li>• Transportation Planning Group</li> <li>• ICCT staff</li> </ul>

### 1. Develop Transportation Planning Group

Successful efforts to coordinate public transportation systems require *joint action* by transportation and human service agencies. Therefore, your Transportation Planning Group should be made up of a wide range of stakeholders including transportation providers, public transportation users, community leaders, education groups, employers, healthcare providers, senior public officials, local government officials, human service representatives, religious leaders, regional entities, consumer advocates, business owners, etc.

#### Appropriate Stakeholder Representation

It is important to create a Transportation Planning Group that has an appropriate mix of agencies, each represented as much as possible by senior staff. Using the worksheet on the next page, fill in names of people to contact from each group.

<i>(EXAMPLE)</i>	<b>Potential Group Members:</b>
<b>Human Service Examples:</b> <ul style="list-style-type: none"> <li>• Developmental or rehabilitation centers</li> <li>• Area Agency on Aging</li> <li>• Department of Human Services</li> <li>• Salvation Army</li> <li>• Other Human Service groups</li> </ul>	<b>Human Service:</b> <ul style="list-style-type: none"> <li>* Mary Jones, Area Agency on Aging</li> <li>* Carl Smith, Salvation Army</li> <li>* Jenna Davis, Department of Human Services</li> </ul>

## Building your Transportation Planning Group: Stakeholder Representation

	Potential Group Members:
<p><b>Human Service Examples:</b></p> <ul style="list-style-type: none"> <li>• Developmental or rehabilitation centers</li> <li>• Area Agency on Aging</li> <li>• Department of Human Services</li> <li>• Salvation Army</li> <li>• Other Human Service groups</li> </ul>	<p><b>Human Service:</b></p> <ul style="list-style-type: none"> <li>*           <ul style="list-style-type: none"> <li>*</li> <li>*</li> </ul> </li> </ul>
<p><b>Medical and Healthcare Examples:</b></p> <ul style="list-style-type: none"> <li>• City or county health department</li> <li>• Area hospitals or medical services facilities</li> <li>• Medical or dental clinics (multi-doctor practices)</li> </ul>	<p><b>Medical and Healthcare:</b></p> <ul style="list-style-type: none"> <li>*           <ul style="list-style-type: none"> <li>*</li> <li>*</li> </ul> </li> </ul>
<p><b>Employment and Job Training Examples:</b></p> <ul style="list-style-type: none"> <li>• Workforce Development Council</li> <li>• Chamber of Commerce</li> <li>• Area Economic Development Council</li> <li>• Business Owners</li> </ul>	<p><b>Employment and Job Training:</b></p> <ul style="list-style-type: none"> <li>*           <ul style="list-style-type: none"> <li>*</li> <li>*</li> </ul> </li> </ul>
<p><b>Government Examples:</b></p> <ul style="list-style-type: none"> <li>• Municipal Government (Village, Township, City)</li> <li>• County Board</li> <li>• Municipal/County Planning Department</li> </ul>	<p><b>Government:</b></p> <ul style="list-style-type: none"> <li>*           <ul style="list-style-type: none"> <li>*</li> <li>*</li> </ul> </li> </ul>
<p><b>Examples of Other Stakeholders:</b></p> <ul style="list-style-type: none"> <li>• Transportation providers</li> <li>• Public transportation users</li> <li>• Community leaders</li> <li>• Education groups</li> <li>• Employment groups</li> <li>• Religious leaders</li> <li>• Regional entities</li> </ul>	<p><b>Additional stakeholders:</b></p> <ul style="list-style-type: none"> <li>*           <ul style="list-style-type: none"> <li>*</li> <li>*</li> <li>*</li> <li>*</li> <li>*</li> <li>*</li> </ul> </li> </ul>



## Questions to Ask

As you form your Transportation Planning Group, discuss the following questions:

Have any steps been taken in coordinating public transportation?	If so, what has occurred:  When:
Where is the process at now?	
Who drove the effort – an individual, organization, or partnership?	
How can you bring them into the Transportation Planning Group?	
How do transportation and human service agencies work together in your community?	Human Service agencies: <ul style="list-style-type: none"><li>• Senior Citizens</li><li>• Child Care</li><li>• Employment</li><li>• Healthcare</li><li>• Others</li></ul>
If local transportation issues extend beyond a single community (or county) how can you bring those responsible for bordering or overlapping service areas to the table?	

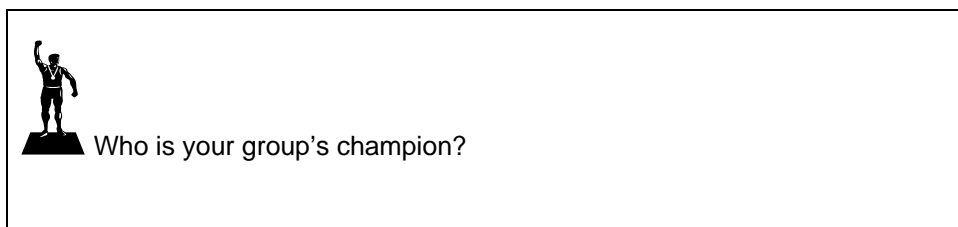
## Meet with Transportation Planning Group

After the Transportation Planning Group has been organized, you should meet to discuss the state of transportation in your community and determine if there are any additional stakeholders to contact.

Because it represents a combination of all stakeholders, the Transportation Planning Group has the combined “authority” to conduct planning necessary to improve the local transportation system. Your Transportation Planning Group will request and consider the results of surveys and inventory of needs, interpret findings, and collectively plan outcomes.

## Find a Champion

To accomplish its goals, your Transportation Planning Group needs to agree on a leadership partner, a person responsible for managing daily tasks. This “champion” will act as the primary contact person and will coordinate group efforts, maintain correspondence, and organize meetings.



Like a board of directors, the Transportation Planning Group retains authority for defining the objectives while giving the champion the responsibility to coordinate the activities defined by the Group.

## 2. Request Technical Assistance

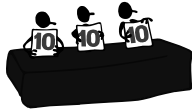
Your Transportation Planning Group should then request technical assistance from the ICCT via letter or email (Appendix 1). An appointment will be set up for ICCT staff to meet with you to explain public transportation in Illinois, discuss coordination options for your county, and answer any questions you may have.

## Stay Focused

For meaningful outcomes to occur, the Transportation Partnership should focus only on the issue of transportation.

## Be Patient

This process takes time. But if you carefully complete each step of the process, your community will end up with a transit system that meets stakeholder needs while efficiently using available resources.



## Scorecard – Phase One

To track your progress throughout this journey, we have designed “scorecards” for each phase. As you complete a step, check it off. This will help you see what needs to happen before you get to the next phase and will give you a place to document your actions.

PHASE ONE – Transportation Planning Group	Please check appropriate response:			Additional Comments:
	Yes	No	N/A	
Have you formally requested assistance from the ICCT via letter?				If so, when?
Have you formed a Transportation Planning Group?				
Do you have County Board representation on your Transportation Planning Group?				
Do you have stakeholder representation on your Transportation Planning Group?				
Has your Transportation Planning Group had an initial meeting with ICCT staff?				If so, when?
Has your Transportation Planning Group reviewed the ICCT Coordination Primer?				When?

## PHASE TWO - Find the Needs and Resources



In the planning stage, you will assess needs and resources, analyze this information, and begin to plan for the future. To receive the best information, it is important to get feedback from a variety of stakeholders.

<b>PHASE TWO - Needs and Resources</b>	<ul style="list-style-type: none"> <li>• Send out Community and Agency Surveys</li> <li>• Compile Inventory of Resources</li> <li>• Compile Results</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation Planning Group</li> <li>• Current transportation providers</li> <li>• Community agencies</li> <li>• Local individuals, etc.</li> </ul>
	<i>ICCT staff Follow up Meeting</i>	<ul style="list-style-type: none"> <li>• Transportation Planning Group</li> <li>• ICCT staff</li> </ul>

### Assessment

*Assessment is determining what is needed:*

- |   |
|---|
| <ul style="list-style-type: none"> <li>• Who needs transportation?</li> <li>• Where are they going?</li> <li>• When?</li> </ul> |
|---|

The purpose of assessment is not to compile numbers. Instead, the purpose is to identify gaps between what is needed and what is provided. Therefore, initial assessments are done with three assumptions:

- |   |
|---|
| <ol style="list-style-type: none"> <li>1. There are unmet needs;</li> <li>2. There are discrepancies between needs and services; and</li> <li>3. Improvement is necessary.</li> </ol> |
|---|

The ICCT has a variety of resources available in the Appendix for you to assess the needs and resources within your community.

## 1. Create and send out Community and Agency Transportation Surveys

To plan for your community's transportation future, it is very important to develop a clear picture of the current situation within your community.

### Don't do it!

You may want to skip doing a needs assessment for your community. You may be tempted to set up your transit system based on a similar community's information instead of sending out your own surveys. But this won't work.

Their data will give you a false perception of what your community needs and may lead to duplication of service, higher costs, and a lack of service where it is needed.

To assess local needs your transportation group should plan a comprehensive distribution of the Community and Agency Surveys (Appendix 2). Remember that the easier you make the process of completing and returning the surveys for the respondents, the greater number of surveys (and more useful information) you will receive back.

There are a variety of ways to distribute and collect the surveys. Here are just a few.

- Pre-pay return postage and have respondents mail surveys back.
- Place collection boxes at central locations in your community, such as the health department, city buildings, grocery stores, and other convenient locations.
- Ask schools to send surveys home with students and collect them at school.
- Individuals could also fill out surveys on the premises of an establishment such as a YMCA, senior nutrition program, doctor's office, or a human services agency.
- Volunteers could survey people while waiting in long lines (Adams County did this at their State Fair).
- There are also online options for them to complete.

To get the most of your surveys, it will be helpful to fully utilize the resources and ideas of the Transportation Planning Group (and other stakeholders) and to use a combination of methods.

Although education is important at every stage, it is especially helpful at this point to raise community awareness. You may want to run Public Service Announcements, newspaper ads and/or editorials, and notices in church bulletins and newsletters about what your group is trying to accomplish. In addition, your Transportation Planning Group could speak about public transportation on the radio or television, and/or hold public meetings to discuss and explain the importance of completing the surveys to get feedback. A more thorough discussion of your education strategy is presented later in the primer.

See Appendix 3 and 4 for a checklist of stakeholders and additional ways to reach them.

## 2. Compile Inventory of Resources

Assessment is also used to create a picture of *what is currently available* in your community.

To determine the resources your community already has, make a list of all known transportation providers, both public and non-public using the Inventory of Resources (Appendix). This will help you locate partnerships that can be made right away to better coordinate existing transportation services and will help you find service gaps.

To gather the most accurate data, it may be necessary to contact transportation providers directly.

Who are these providers? The following explains the two levels of transportation system that exist in many communities or counties.

### Public Transportation vs. Non-Public Transportation (Dedicated Provider-Client)

**Public Transportation:** *People pay a fare to use system.*

Fares may be in the form of cash, discounted coupons, tokens, etc. The fare may be paid directly by the rider, or the rider may have received a bus coupon, token, or multiple ride pass sponsored by an agency (human services provider, church, independent living center, etc.)

**Dedicated Provider-Client Service:** *Systems are non-public in nature and people do not pay a fare to ride.*

These systems were established by agencies within the community to meet specific transportation needs of agency “clients”. Many times, these *Dedicated Provider-Client Services* were developed in response to unmet needs before the existing public transportation system came into existence.

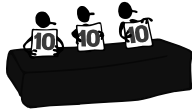
Multiple agencies operate *Dedicated Provider-Client Services*. Therefore, an individual might use more than one system to meet their needs, which causes an overlap in service. For example an elderly person who has limited mobility may make use of a hospital van to access medical services and a senior bus to go shopping.

Dedicated systems may operate more as private systems and have little, if any, published information such as schedules, route maps etc. To obtain the most complete information on available services, the Transportation Planning Group will need to contact all providers.

## 3. Compile Results

After you have collected all information, you are ready to compile the results. The information you gain from your surveys and Inventory of Resources will help identify gaps between what is needed and what is available, and will help identify stumbling blocks to resolve unmet needs.

ICCT staff can meet with you to analyze this data to determine when people need rides and where they need to go. This will help you figure out potential routes and time schedules for public transportation services.



## Scorecard - Phase Two

PHASE TWO - Needs and Resources	Please check appropriate response:			Additional Comments:
	Yes	No	N/A	
Has your Transportation Planning Group completed your Community Surveys?				If so, when?  How many were sent out? How many were returned?
Has your Transportation Planning Group completed your Community and Agency Surveys?				If so, when?  How many were sent out? How many were returned?
Has your Transportation Planning Group completed an Inventory of Resources for your community?				
Has your Transportation Planning Group compiled results of all surveys and Inventory of Resources?				
Has your Transportation Planning Group had a follow up meeting with ICCT staff?				
Additional comments:				

## PHASE THREE: Assessment and Action Planning

<b>PHASE THREE - Action Plan</b>	<ul style="list-style-type: none"> <li>• Complete Framework for Action</li> <li>• Develop Shared Framework for Action</li> <li>• Prioritize Action Plan</li> <li>• Work on Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation Planning Group</li> <li>• Framework for Action Facilitator</li> </ul>
	<i>ICCT staff Follow up Meeting</i>	<ul style="list-style-type: none"> <li>• Transportation Planning Group</li> <li>• ICCT staff</li> </ul>

The next step for your Transportation Planning Group involves the Framework for Action (Appendix 6) which is a free planning tool developed by the Federal Transit Administration to help your group:

- Understand where your community is regarding public transportation.
- Define priorities regarding public transportation.
- Move towards specific actions about public transportation.

Your Transportation Planning Group can facilitate this process on your own, using resources available online, or contact the ICCT for a list of available facilitators.

### 1. Complete Framework for Action

The first step is to go through the Framework for Action and answer the questions based on the currently available transportation options in your community.

### 2. Develop Shared Framework for Action

After you complete your individual assessment, your Transportation Planning Group should come together to share findings, notes, and solutions for improvement. This discussion will include questions such as the following:

- Where are we doing well?
- Where do we need to do better?
- What will it take to get to the next level?

Your Transportation Planning Group does not have to agree on everything to begin to develop an Action Plan.

### 3. Develop your Community's Action Plan

The next step is to focus on the areas where the Transportation Planning Group agrees it needs to do better and to develop strategies and steps for moving forward. This will become your community's action plan and should be prioritized accordingly.

The expected outcome for this process is that once you finish this process, your group will have an action plan which includes:

1. A clear set of steps.
2. List of who is responsible for carrying out each step.
3. Timeline for tasks.
4. A strategy for communication within your group.

### 4. Work on Action Plan

At this point your Transportation Planning Group has everything it needs to start the coordination process in your community.

#### Barriers

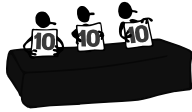
As you move forward barriers will come up. Most of the time they include such things as:

- Turf issues - fear of giving up control
- Reluctance to change transportation routes and/or schedules
- Regulatory or legislative restrictions on use of funds
- Perceived incompatibility among diverse passengers
- Organization and staffing problems
- Perceived or actual regulatory barriers on vehicle use and operation

*"A HANDBOOK FOR COORDINATING TRANSPORTATION SERVICES" Ohio Department of Transportation*

Don't let these issues get in your way. The leaders of successful coordination projects report that by refusing to give up, they worked through all of these obstacles and more.

The key to dealing with barriers is to understand that transportation coordination is a process, not an event.



## Scorecard - Phase Three

PHASE THREE - Action Plan	Please check appropriate response:			Additional Comments:
	Yes	No	N/A	
Has your Transportation Planning Group completed the Framework for Action?				
Has your Transportation Planning Group developed a shared Framework for Action?				
Has your Transportation Planning Group prioritized your Action Plan?				
Is your Transportation Planning Group currently working on your Action Plan?				
Has your Transportation Planning Group had a follow up meeting with ICCT staff?				
Notes about your progress:				
Please list assistance needed by ICCT Clearinghouse staff:				
Please list any additional comments:				

# COORDINATION

Once you have your community’s action plan, you can move into action. At this stage, routes are planned or modified, contracts for providing services to the clients of various community agencies are developed, and the public is made aware of the coming availability of services.

## Matching Need with Service

Since 1977, Illinois has had a successful rural model on how to improve public transportation opportunities. Rides Mass Transit District (Rides) has a rich history and now serves more than 135,000 people in 11 counties with an area of 4,000 square miles.

The Rides model serves the general public as well as all individuals who are transportation disadvantaged.

As stated on the United We Ride website:

“Systems should be designed to provide service to everyone. Then by design, they will be sensitive to the needs of older adults, people with disabilities and others regardless of their economic status. Coordination is an important key to providing that comprehensive service in your community, especially in rural areas.”

[www.unitedweride.gov/1\\_859\\_ENG\\_HTML.htm](http://www.unitedweride.gov/1_859_ENG_HTML.htm)

Coordination is the most challenging step of the process for improving public transportation. It improves transportation services by reducing or removing the impact of dedicated provider-client systems that serve only their own clients and increases the impact of community systems.

## Rides Mission Statement

1. To provide affordable, efficient transportation for all residents of the Rides Mass Transit District.
2. To provide accessible transportation to all residents including the elderly and disabled in a manner to promote independence, self sufficiency, and economic opportunity.
3. To develop and maintain employment opportunities.

Coordination is what makes Rides Mass Transit District one of the most successful in the country.

### 3 Steps to Coordination

#### 1. Form a Single Public Entity Dedicated to Transportation

The starting point for coordination at the local level is the formation of a single entity with its own board of directors, whose sole purpose is to provide transportation.

##### **What Doesn't Work:**

County A sub-contracted with an agency that served people with developmental disabilities. As a result, the transportation service provided by the agency focused primarily upon the needs of their clients.

*Why did this hinder coordination:*

1. The general public and other populations didn't know service existed.
2. It was assumed that the service was only for those with developmental disabilities.

County B had 5311 funds (rural public transportation grant) for their senior bus service, but it did not appear to provide service to the public.

*Why did this hinder coordination:*

1. Schedules, marketing, services, etc. were focused on the needs of seniors.
2. It should have served the needs of all.

##### **What Does Work:**

Forming a single entity focused only on transportation.

*Why does this encourage coordination:*

1. Group is able to look at transportation services from a broader perspective.
2. Group can design services to meet the needs of all populations.

The Transportation Planning Group can serve as the basis for the transportation entity but must be formally organized.

## 2. Develop Service Routes

Routes are commonly thought of as linking areas where people live with destinations where employment, educational, medical, retail, or service entities are located. While this is true, Rides MTD operates on the assumption that, if an existing dedicated provider-client system goes between two points – such as a nursing home and doctor’s office, the public transportation system can too.

A public transportation system can provide the client with transportation, but it can also pick up non-client riders along the way. These non-client riders could be elderly, disabled, poor, or any other member of the general public. The fundamental goal of coordinated public transportation is to serve everyone who needs a ride.

## 3. Develop Local Service Contracts

One essential product of the coordination process is the development of local service contracts. These service contracts are formal agreements between the public transportation entity and any agency or organization that needs to transport people including:

- Educational programs (adult education, English as a Second Language, community colleges, and trade or vocational schools)
- Health department
- Housing authority
- Nutrition sites
- Developmental workshops
- Day training programs
- Employment centers
- Senior living facility
- Medical facilities
- Civic organizations

Therefore a coordinated public transportation provider system will take on the transportation services provided by dedicated client-providers, i.e., provide that service for them.

### The Key to Service Contracts

What is a service contract?

A service contract is a formal agreement between the public transportation entity and any agency or organization that needs to transport people. In exchange for transporting agency clients, the agency gives the public transportation entity resources they would normally use to transport clients. This includes vehicles, staff, and money.

When would you make a service contract?

Your agency might make a service contract with the public transportation entity if your agency or organization:

- Provides rides out of necessity – your clients have no other way to get around, or
- Can no longer transport your clients due to:
  - Fuel costs,
  - Vehicle upkeep,
  - Salary of drivers,
  - Insurance, etc.

A service contract serves two critical functions.

1. Shows explicit agreement by the agency to use the public transportation system and end any dedicated provider-client system they may have operated.
2. Income from the contract represents “local match” requirement for receiving additional federal transit funding through the state.

Service contracts have the following characteristics or features:

- Each contract opens a new route.
- Anyone can use the bus providing the contracted service.
- The public transportation operator reserves the right to mix clients.
- No single client group has the exclusive use of the bus while it is providing service.
- No contract is too small – \$100 contracts are valued as much as \$150,000 contracts.

Based upon the level of service provided, contracts can be established on several different bases including:

- Cost per trip (e.g., \$5.00 per trip).
- Fixed yearly fee with a set number of routes or trips based on a pre-established daily mileage average. If the actual is over or under, the contract is re-negotiated.
- Preset mileage rates (e.g., \$0.85/mile)

Within this service contract structure, other “non-client” riders pay a cash fare or if eligible, use vouchers from a human service agency or other entity that has subsidized the cost of their ride.

## **Mobility Managers**

The public transportation entity moves beyond giving rides to becoming “Mobility Managers” for the community. Successful contracting results from understanding that coordination is in the best interest of the whole community and that all populations will receive services that meet their needs.

Success is maintained through diligent monitoring of routes, rides and contracts. Each year, the service must be reassessed to meet the changing demands of the public and contracting agencies.

## **Funding Resources:**

There are other innovative local resources that can be used to meet local matching fund requirements and help start transportation services. Creative thinking can yield other “income” that can be used to meet local matching fund requirements and help start transportation services. Some examples of these include:

1. Local government contributions (city, county, township)
2. Service contracts (private, not for profit)
3. Charitable donations (United Way, private foundations, direct fundraising)
4. Grants (however be sure to check restrictions and guidelines for each type – some planning or technical grants may be used for demonstration projects).
5. Bus advertising (develop a marketing plan to sell advertising space on your vehicles from your community business partners).
6. Medical groups (solicit donations from local medical clinics, hospitals, and all multi-county medical groups).
7. Service clubs (Rotary, Lion's, philanthropic organizations).

## **Local Government Cooperation**

Here is an example of how intergovernmental cooperation can yield local matching income in the form of “start up” administrative support within your county:

- County board could hire system manager to coordinate system.
- Manager could concentrate on pre-service delivery during the first year and negotiate contracts for the second year.
- Agencies that formerly operated dedicated provider-client systems could lease their buses (if accessible) to the public transportation system at no cost and the public transportation system could operate and maintain them.

## PHASE FOUR: Funding

<b>PHASE FOUR - Funding</b>	<ul style="list-style-type: none"> <li>• Send letter of intent to IDOT</li> <li>• Request 5311 Grant Manual</li> <li>• Read OMB Circulars that deal with accounting procedures</li> <li>• Transportation Plan meets all requirements</li> <li>• DOAP requirements certified by IDOT</li> <li>• Contact IPTA</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation Planning Group</li> <li>• IDOT staff</li> <li>• IPTA staff</li> </ul>
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The next phase will prepare your Transportation Planning Group for funding.

### 1. Letter of intent to IDOT

First send a letter of intent to IDOT, letting them know that you are interested in becoming a transit system.

Address your letter to:

Mr. Gary DeLeo  
 Illinois Department of Transportation  
 Division of Public & Intermodal Transportation  
 300 West Adams, 2<sup>nd</sup> Floor  
 Chicago, IL 60606

### 2. Request 5311 Grant Manual

In order to become a DOAP recipient, you will have to meet certain federal obligations under the 5311 program. For this reason, you must contact IDOT to request a copy of the 5311 grant manual to learn everything about the program and your responsibilities.

Please contact:

Gary DeLeo: 312-793-6043

### 3. Read OMB Circulars

It is important for you to read the OMB Circulars (see 5311 grant manual) that deal with accounting procedures. Specific Circulars to note are:

**OMB Circular A-133**, Audits of States, Local Governments, and Non-Profit Organizations (06/24/1997) (includes revisions published in *Federal Register* 06/27/2003) - [www.whitehouse.gov/OMB/circulars/a133/a133.html](http://www.whitehouse.gov/OMB/circulars/a133/a133.html)

**OMB Circular A-134**, Financial Accounting Principles and Standards (05/20/1993) [www.whitehouse.gov/OMB/circulars/a134/a134.html](http://www.whitehouse.gov/OMB/circulars/a134/a134.html)

**OMB Circular A-136**, Financial Reporting Requirements (Revised 08/23/2005) [www.whitehouse.gov/OMB/circulars/a136/a136\\_rev\\_2005.pdf](http://www.whitehouse.gov/OMB/circulars/a136/a136_rev_2005.pdf)

#### **4. Transportation Plan Meets Requirements**

Your Transportation Planning Group must develop a transportation plan that meets all IDOT requirements.

Refer to the Public Transportation Funding section on page 6 for a list of funding options.

#### **5. DOAP Requirements Certified**

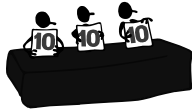
You must also be certified by IDOT as meeting DOAP requirements.

- Coordination plan must provide general public transportation with an emphasis on elderly, disabled, and economically disadvantaged populations.
- Coordination plan must be based on interagency coordination that, at a minimum, allows the participation of all state-funded and federally-funded agencies and programs with transportation needs in the proposed service area.
- Coordination plan must meet the operating and safety compliance requirements of the Federal Section 5311 program.
- The Transportation Planning Group must have held public hearings to allow comment on the proposed service plan in all municipalities with populations of 1,500 inhabitants or more within the proposed service area.
- Coordination plan must focus on service extension, multi-county service areas, and/or multi-jurisdictional service areas.
- State legislature must separately establish an annual appropriation (funding).

#### **6. Contact IPTA**

You should contact the Illinois Public Transportation Association:

Linda Podeschi  
217-522-4782  
[www.ipta-net.org](http://www.ipta-net.org)



## Scorecard - Phase Four

PHASE FOUR - Funding	Please check appropriate response:			Additional Comments:
	Yes	No	N/A	
Has your Transportation Planning Group sent a letter of intent to IDOT?				
Has your Transportation Planning Group requested 5311 Grant Manual from IDOT?				
Have you read OMB Circulars that deal with accounting procedures?				
Does your Transportation Plan meet all requirements?				
Have your DOAP requirements been certified by IDOT?				
Has your Transportation Planning Group contacted IPTA?				
Please list any additional comments:				

## EDUCATION

Education of all stakeholders may be the most critical part of the process of bringing about a comprehensive, coordinated public transportation system.

Educational efforts should be planned and intentional, formal and informal, and immediate – they should not be put off to some vague future date.

Among other components, your educational program should highlight the following points when educating specific groups.

### **To Educate About Funding:**

Local funds:

- Local service contracts are the key.
- Advertising and donations alone will not provide sufficient funds.
- Assistance is needed from city, township, county, etc.

Federal and state funds:

- Will not start public transportation systems.
- Will help offset the costs of the local public transportation system.

### **To Educate Former Clients of Dedicated Systems:**

Public transportation is:

- Available and reliable – but advance planning is needed.
- Accessible – accommodations are available and drivers understand how to serve all clients.

Public transportation is not:

- A personal taxi service.
- A replacement for the client-dedicated service that drove them to the doctor's office.

**To Educate Governmental Entities:**

The truths about funding public transportation systems:

- Formation of public transportation entity **does not necessarily** give it authority to tax.
- Public transportation **does not** require additional state or local taxes.

**To Educate General Public:**

- Public transportation is under local control to meet needs of your community.
- It is imperative for all populations within your community.

**To Educate Service Providers:**

- What the needs and characteristics are of people with disabilities.
- How to communicate properly with people who have developmental, hearing, or communication disabilities.
- How to assist people with physical or sensory impairments in accessing transportation.

**Sample Education Plan**

<i>EXAMPLE</i>	<b>Who do you need to educate?</b>	<b>What do you want them to know?</b>	<b>What materials will you use/how deliver?</b>
<b>About Funding</b>	All community members	Everything about coordination	ICCT materials about funding/editorial/feature story/letters to editor
<b>Former Clients</b>	Senior daycare group	How to use public transit	Information sheet with numbers to call/church bulletin/newspaper
<b>Governmental Entities</b>	County board, mayor	Need for public transit	Needs assessments – from agencies and public
<b>Public</b>	People who want/need to ride	Need to have input on routes and needs	Secondary surveys, community meetings/inserts in utility bills
<b>Service Providers</b>	Current 5310 and 5311 providers	Coordination is necessary for survival	ICCT materials/meetings/have them as part of Transportation Planning Group

## Education Plan

	Who do you need to educate?	What do you want them to know?	What materials will you use/how deliver?
<b>About Funding</b>			
<b>Former Clients</b>			
<b>Governmental Entities</b>			
<b>Public</b>			
<b>Service Providers</b>			

## SYSTEMS CHANGE

Direct and indirect changes are both necessary to build a successful public transportation program.

Direct changes include:

- Combining service providers in a county or multi-county area to streamline service.
- Offering public transportation service to the public – not just client specific.
- Planning and implementing service hours.
- Expanding service areas.
- Planning and implementing routes.
- Developing service contracts.

Indirect changes have significant impact upon the ultimate success of transportation improvement efforts and activities. They include:

- Cooperation between various agencies.
- Changes regarding the perception of public transportation.
- Changes in attitudes of the public and stakeholders who are transportation disadvantaged.

### State and Federal Changes

At the present time, approximately 30 counties in Illinois do not receive public transportation funding. However, thanks to the 2005 Federal Transportation Reauthorization Bill SAFETEA-LU, the Federal Government's Coordinating Council on Access and Mobility, and state efforts by the ICCT, systems change is beginning to occur.

It is our hope that all county and multi-county partnerships seeking to address public transportation will benefit from these systems changes so that all transportation dependent individuals are able to access transportation options that are adequate, consistent, convenient, safe, and efficient.

## **Summary**

Through changing the “system” of development and operation of public transportation in Illinois, local transportation partnerships will be enabled to develop successful public transportation systems. With systems change, local transportation partnerships can plan and develop coordinated local public transportation systems that will increase transportation opportunities for all populations. The general public will be able to obtain the rides they need, to go to the places they wish, to do the things they want, at the times they desire.

## **Contact Information**

### **Illinois Department of Transportation**

Dave Spacek - 312-793-2154

[www.dot.state.il.us](http://www.dot.state.il.us)

### **Illinois Rural Transit Assistance Center/Interagency Coordinating Committee on Transportation (ICCT) Clearinghouse**

Ed Heflin - 309-298-2141 or 800-526-9943

Dawn Maye - 309-298-2255 or 800-526-9943

[www.iira.org/outreach/rtac.asp](http://www.iira.org/outreach/rtac.asp)

### **Illinois Public Transportation Association**

Linda Podeschi - 217-522-4782

[www.ipta-net.org](http://www.ipta-net.org)

### **Rides Mass Transit District**

Bill Jung - 618-253-8761

[www.ridesmtd.com](http://www.ridesmtd.com)

## **Additional Resources:**

### **Community Transportation Association of America**

[www.ctaa.org](http://www.ctaa.org)

### **Federal Transit Administration**

[www.fta.dot.gov](http://www.fta.dot.gov)

## Appendix

## Appendix 1 - Request for Technical Assistance

(ON LETTERHEAD OF YOUR AGENCY/ORGANIZATION OR NAME OF GROUP REQUESTING ASSISTANCE)

(DATE)

Dawn Maye, Transit Coordination Specialist  
ICCT Clearinghouse  
Rural Transit Assistance Center  
Stipes Hall 318  
1 University Circle  
Macomb, IL 61455

Dear Dawn,

I am sending this request to the ICCT Clearinghouse to assist (NAME OF COUNTY/COUNTIES) with our public transportation.

Our county is in need of public transportation because:

(EXPLAIN THE SPECIFICS ABOUT YOUR TRANSPORTATION ISSUES)

1. REASON ONE
2. REASON TWO
3. REASON THREE
4. REASON FOUR

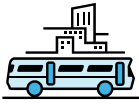
(HOWEVER MANY REASONS YOU WANT TO DESCRIBE.)

We would appreciate learning what the next step is so that we could resolve our current problems.

Sincerely,

(YOUR NAME)  
(TITLE)  
(AGENCY/ORGANIZATION)  
(CONTACT INFORMATION)

**Appendix 2 - Needs Assessment Surveys**

	<p><b>- AGENCY SURVEY -</b>  <b>TRANSPORTATION NEEDS ASSESSMENT</b></p> <p>Human Service Agencies, Elected Officials,          Churches, other Organizations</p>	<p>[date]</p> <p>[county name]</p>
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Please take a moment to help us improve public transportation in our community. When you are done, please return in the enclosed envelope [or other collection method] by [date].

**Your Organization**

<p>1. Please indicate the type(s) of service your organization provides. (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Senior services</li> <li><input type="checkbox"/> Medical service</li> <li><input type="checkbox"/> Disability services</li> <li><input type="checkbox"/> Employment services</li> <li><input type="checkbox"/> Counseling</li> <li><input type="checkbox"/> Food and/or clothing</li> <li><input type="checkbox"/> Client transportation</li> <li><input type="checkbox"/> Government services</li> <li><input type="checkbox"/> Housing</li> <li><input type="checkbox"/> Education</li> <li><input type="checkbox"/> Recreation/fitness</li> <li><input type="checkbox"/> Legal services</li> <li><input type="checkbox"/> Economic development</li> <li><input type="checkbox"/> Community development</li> <li><input type="checkbox"/> Religious</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>2. What communities does your organization serve?          _____          _____</p> <p>3. Does your organization provide client transportation in any of the following ways? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> We operate _____ (specify #) transportation vehicles directly.</li> <li><input type="checkbox"/> We contract with transportation provider to serve clients.</li> <li><input type="checkbox"/> Our staff provides client transportation.</li> <li><input type="checkbox"/> Our volunteers provide client transportation.</li> <li><input type="checkbox"/> We purchase or subsidize fares (or passes) for clients with local transportation providers. Please indicate which provider(s):              _____</li> <li><input type="checkbox"/> We do not provide transportation.</li> </ul>
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**Service and Needs**

<p>4. Public transportation in [COUNTY NAME] is provided by [NAME OF PROVIDER/S]. Please indicate how current service could be improved. (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Expanded hours of operation</li> <li><input type="checkbox"/> Central dispatch/information source (one phone number to call for a ride, etc.)</li> <li><input type="checkbox"/> Better advertising/marketing</li> <li><input type="checkbox"/> Expanded service outside of town</li> <li><input type="checkbox"/> Accessibility of service</li> <li><input type="checkbox"/> Affordability of service</li> <li><input type="checkbox"/> Better coordination between service providers</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>5. Are there unmet public transportation needs in [COUNTY NAME]?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p>If yes, what group(s) have unmet transportation needs? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Senior citizens</li> <li><input type="checkbox"/> Persons with disabilities</li> <li><input type="checkbox"/> General public</li> <li><input type="checkbox"/> Students</li> <li><input type="checkbox"/> Low income persons</li> <li><input type="checkbox"/> All of the above</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
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*Please answer the questions on the next page.*

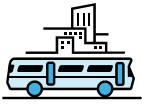
## Transportation Needs

<p>6. What type(s) of trips do your clients need? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Shopping</li> <li><input type="checkbox"/> Medical</li> <li><input type="checkbox"/> Family/friend visits</li> <li><input type="checkbox"/> Employment</li> <li><input type="checkbox"/> Social/entertainment</li> <li><input type="checkbox"/> Education</li> <li><input type="checkbox"/> Senior nutrition</li> <li><input type="checkbox"/> Social service appointments</li> <li><input type="checkbox"/> Religious</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>7. Do your clients need medical transportation outside the county?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p>If yes, where? _____</p> <p>How often? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Daily</li> <li><input type="checkbox"/> Weekly</li> <li><input type="checkbox"/> Monthly</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>8. When do your clients need public transportation? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Weekdays, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Weekdays, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Saturday, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Saturday, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Friday/Saturday, after 10:00 PM</li> <li><input type="checkbox"/> Sunday, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Sunday, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>9. What communities in [COUNTY] need to improve public transportation services to better serve your clients? (Please rank top three)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Community #1</li> <li><input type="checkbox"/> Community #2</li> <li><input type="checkbox"/> Community #3</li> <li><input type="checkbox"/> Community #4</li> <li><input type="checkbox"/> Community #5</li> <li><input type="checkbox"/> Community #6</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>10. What type of public transportation do your clients need? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Fixed route scheduled bus service (pick-up at designated bus stops)</li> <li><input type="checkbox"/> Fixed route, deviated service (bus operates regular routes, can go off routes on request)</li> <li><input type="checkbox"/> Curb-to-curb demand response service (call ahead for scheduled pick-up)</li> <li><input type="checkbox"/> Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities)</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>11. How much should a one-way trip cost within [COUNTY]?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Less than \$1.00</li> <li><input type="checkbox"/> \$1.00</li> <li><input type="checkbox"/> \$2.00</li> <li><input type="checkbox"/> \$3.00</li> <li><input type="checkbox"/> \$4.00</li> <li><input type="checkbox"/> \$5.00</li> <li><input type="checkbox"/> \$6.00</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>If you could change one thing about public transportation for your clients, what would it be? Why?</p>	

## Optional

<p>If you would like to be contacted about upcoming public transportation meetings, please provide:</p>	<p>Name: _____</p>
	<p>E-mail: _____</p>
	<p>Phone: _____</p>

*Thank you for your participation!*



## - COMMUNITY SURVEY - TRANSPORTATION NEEDS ASSESSMENT

[date]

[county name]

### All Community Members

Please take a moment to help us improve public transportation in our community. When you are done, please return in the enclosed envelope [or other collection method] by [date].

#### General Information

<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p> <p>Age:</p> <p><input type="checkbox"/> Under 20</p> <p><input type="checkbox"/> 21 – 30</p> <p><input type="checkbox"/> 31 – 40</p> <p><input type="checkbox"/> 41 – 50</p> <p><input type="checkbox"/> 51 – 60</p> <p><input type="checkbox"/> 61 – 70</p> <p><input type="checkbox"/> 71 – 80</p> <p><input type="checkbox"/> Older than 81</p> <p>What is your zip code? _____</p> <p>Where do you live?</p> <p><input type="checkbox"/> Single family home</p> <p><input type="checkbox"/> Duplex or apartment</p> <p><input type="checkbox"/> Townhouse</p> <p><input type="checkbox"/> Residence hall</p> <p><input type="checkbox"/> Mobile home</p> <p><input type="checkbox"/> Group facility</p> <p><input type="checkbox"/> With friends or family</p> <p><input type="checkbox"/> Other, please specify: _____</p> <p>How many people live in your household? _____</p>	<p>1. Does household have access to (and can afford to drive) a car or other vehicle that is running, licensed, and insured?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <p>2. Are there trips household members would like to make, but lack transportation? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, what kind of trips? (Check all that apply)</p> <p><input type="checkbox"/> Work</p> <p><input type="checkbox"/> Medical appointments</p> <p><input type="checkbox"/> Visiting friends or family</p> <p><input type="checkbox"/> Shopping</p> <p><input type="checkbox"/> Social/entertainment</p> <p><input type="checkbox"/> School</p> <p><input type="checkbox"/> Kids' activities (pool, park, golf, skating rink)</p> <p><input type="checkbox"/> Senior nutrition or day center</p> <p><input type="checkbox"/> Social service agency appointments</p> <p><input type="checkbox"/> Religious</p> <p><input type="checkbox"/> Other, please specify: _____</p> <hr/> <p>3. How does household travel now? (Check all that apply)</p> <p><input type="checkbox"/> Drive or ride in household member's vehicle</p> <p><input type="checkbox"/> Drive or ride someone else's vehicle</p> <p><input type="checkbox"/> Walk or bike</p> <p><input type="checkbox"/> Church or social service agency vehicle</p> <p><input type="checkbox"/> Public transportation</p> <p><input type="checkbox"/> Other, please specify: _____</p> <hr/> <p>4. If household uses public transportation:</p> <p>What is used? (Check all that apply)</p> <p><input type="checkbox"/> Bus</p> <p><input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Van</p> <p><input type="checkbox"/> Other, please specify: _____</p> <p>How often? (Check all that apply)</p> <p><input type="checkbox"/> Daily</p> <p><input type="checkbox"/> Weekly</p> <p><input type="checkbox"/> Monthly</p>
<p>Do any household members have a disability (physical, mental, etc.) that limits their ability to drive?</p> <p style="text-align: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, number of people: _____</p> <p>Do any household members need transportation to medical appointments outside the county?</p> <p style="text-align: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p style="text-align: right;"><i>Please answer the questions on the next page.</i></p>

## Transportation Needs

<p>5. In the last six months, have any household members missed any of the following due to a lack of transportation: (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Work</li> <li><input type="checkbox"/> Medical appointments</li> <li><input type="checkbox"/> Visiting friends or family</li> <li><input type="checkbox"/> Shopping</li> <li><input type="checkbox"/> Social/entertainment</li> <li><input type="checkbox"/> School</li> <li><input type="checkbox"/> Kids' activities (pool, park, golf, skating rink)</li> <li><input type="checkbox"/> Senior nutrition or day center</li> <li><input type="checkbox"/> Social service agency appointments</li> <li><input type="checkbox"/> Religious</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>6. If available, would your household use public transportation? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>What would they use? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Bus</li> <li><input type="checkbox"/> Taxi</li> <li><input type="checkbox"/> Van</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul> <p>How would they get a ride? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Catch bus at bus stop</li> <li><input type="checkbox"/> Call ahead for ride (Curb-to-curb demand response) service</li> <li><input type="checkbox"/> Call ahead for ride (Door-to-door demand response service for elderly or people with disabilities)</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>7. Where would your household go using public transportation? (Please rank top three)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Community #1</li> <li><input type="checkbox"/> Community #2</li> <li><input type="checkbox"/> Community #3</li> <li><input type="checkbox"/> Community #4</li> <li><input type="checkbox"/> Community #5</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>8. How often would your household go to these communities using public transportation?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Daily</li> <li><input type="checkbox"/> Weekly</li> <li><input type="checkbox"/> Monthly</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>9. When does your household need public transportation? (Check all that apply).</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Weekdays, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Weekdays, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Saturday, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Saturday, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Friday/Saturday, after 10:00 PM</li> <li><input type="checkbox"/> Sunday, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Sunday, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>10. How much would you pay for a one-way trip within [COUNTY]:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Less than \$1.00</li> <li><input type="checkbox"/> \$1.00</li> <li><input type="checkbox"/> \$2.00</li> <li><input type="checkbox"/> \$3.00</li> <li><input type="checkbox"/> \$4.00</li> <li><input type="checkbox"/> \$5.00</li> <li><input type="checkbox"/> \$6.00</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>What would you like to change about your household's experience with public transportation? Why?</p>	

### Optional

<p>If you would like to be contacted about upcoming public transportation meetings, please provide:</p>	<p>Name:</p>
	<p>E-mail:</p>
	<p>Phone:</p>

*Thank you for your participation!*

### Appendix 3 - Potential Stakeholder List

- People currently using niche transportation services (senior citizens and Red Cross, etc.)
- Transportation disadvantaged, individuals who are:
  - Senior Citizens
  - Disabled
  - Low income
  - Live in areas that are rural or have no service
  - Need to get to work
  - Need to get to education programs
- People who need regular medical care (dialysis, chemotherapy, or other services)
- Mothers who need prenatal care, services for children, WIC, etc.
- Seniors at YMCA/YWCA day programs
- Meals on Wheels recipients
- Businesses/Employers interested in job shuttle programs
- People who receive paratransit services
- Probation or court related individuals
- Individuals needing counseling or mental health services
- Support groups (Alcoholic Anonymous, AlAnon, Eating Disorders, etc.)
- Service groups (Kiwanis, Lodges, etc.)
- Business groups - Chambers of Commerce members
- County board, city council
- Human service agencies/clients
- Food pantry recipients
- Current transit commissions or groups
- Quality of life groups/clients
- Individuals in or who assist:
  - Domestic violence programs
  - Alcohol and drug abuse programs
  - Children and youth programs
  - Financial assistance groups
- Students in:
  - Literacy programs (Adult, Technology, Children's)
  - English as a Second Language programs
  - GED preparation programs
- Social Security recipients

#### Appendix 4 - Ideas for Stakeholder Outreach

These are potential places for you to survey, provide education, and/or get message out about public transportation

- Restaurants, coffee shops, gas stations, bars, etc.
- Inserts in telephone, electric, gas bills, etc.
- Inserts sent home via schools and returned to teacher
- Grocery stores, Wal-Mart, Kmart, Dollar Stores, etc.
- Check cashing businesses
- Food pantry or nutrition programs
- Developmental or rehabilitation centers
- Area hospitals, clinics, or medical facilities
- Unemployment offices or job training agencies
- Churches (bulletins, back of churches, pews)
- Assisted living facilities and senior centers
- Public housing facilities
- Salvation Army, St. Vincent DePaul, etc.
- Health departments
- Service groups (Kiwanis, Lodges, etc.)
- Business groups - Chambers of Commerce
- County board, city council
- Human Service agencies
- High schools, community colleges, universities
- Current transit commissions or groups
- Quality of life groups
- Domestic violence programs
- Alcohol and drug abuse programs
- Children and youth programs
- Literacy programs (Adult, Technology, Children's)
- English as a Second Language programs
- GED preparation programs
- Financial Assistance groups
- Check cashing businesses
- Social Security Administration
- Housing organizations or shelters
- Courthouse or other places for legal services

**Appendix 5 - Sample Inventory of Resources**

Date of Inventory: \_\_\_\_\_

County/Community: \_\_\_\_\_

Complete an inventory of all vehicles your community, county, or region has (including church buses, senior buses, etc.):

<i>Example:</i>	
<b>Who has vehicles?</b>	<i>Senior Center</i>
<b>What kind of vehicles?</b>	<i>Minivan</i>
<b>Year? Mileage?</b>	<i>1998 160,000 miles</i>
<b>Who uses them?</b>	<i>Older adults</i>
<b>For what?</b>	<i>Transportation to and from nutrition program, doctors visits, etc..</i>
<b>Where do they pick up and drop off?</b>	<i>Pick up at City View apts. -corner of 9<sup>th</sup> and Walnut. Drop off at Smith Street.</i>
<b>What is the cost?</b>	<i>\$0</i>
<b>How is service funded?</b>	<i>IDOT: 5310 Grant</i>
<b>What days is service provided?</b>	<i>Monday - Friday</i>
<b>What time is service provided?</b>	<i>8am - 5pm</i>
<b>Are vehicles used for anything else?</b>	<i>Tuesdays at 5:30am drive to Veterans Hospital</i>

	<b>Organization # 1</b>	<b>Organization # 2</b>	<b>Organization # 3</b>	<b>Organization # 4</b>	<b>Organization # 5</b>
<b>Who has vehicles?</b>					
<b>What kind of vehicles?</b>					
<b>Year: Mileage?</b>					
<b>Who uses them?</b>					
<b>For what?</b>					
<b>Where do they pick up and drop off?</b>					
<b>What is the cost?</b>					
<b>How is service funded?</b>					
<b>What days is service provided?</b>					
<b>What time is service provided?</b>					
<b>Are vehicles used for anything else?</b>					

## Appendix 6 - Framework for Action

### *Building the Fully Coordinated Transportation System: A Self Assessment Tool for Communities*

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

#### **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?**

- 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.

*Progress Rating* (circle one rating that best describes your program)

 Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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)

 Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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)

Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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, and 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)

Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well





**5. Is there positive momentum? Is there growing interest in and commitment to coordinate human service transportation trips and maximize resources?**

- 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)

Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

My overall evaluation of how well we are doing in the area of *Making Things Happen by Working Together* is:

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

## 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. Assesses the capacity of human service agencies to coordinate transportation services. Assessment used for planning and action.

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

- All entities in 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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.

<i>Progress Rating</i> (circle one rating that best describes your program)
Needs to Begin    Needs Substantial Action    Needs Some 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?**



- 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 through list serves, face-to-face forums, and other means among providers and client agencies.

<i>Progress Rating</i> (circle one rating that best describes your program)
Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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.
- Agencies have completed an analysis of how improved coordination can extend their current transportation resources and/or reduce amount of funds spent on transportation

Progress Rating (circle one rating that best describes your program)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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.

<i>Progress Rating</i> (circle one rating that best describes your program)
Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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.

<i>Progress Rating</i> (circle one rating that best describes your program)
Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

Section 2: My overall evaluation of how well we are doing in the area of *Taking Stock of Community Needs and Moving Forward* is:

Needs to Begin   Needs Substantial Action   Needs Some Action   Done Well

Notes: \_\_\_\_\_

### 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?

- Information about transportation services and options is easy to obtain in our 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 that 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)

 Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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)

 Needs to Begin    Needs Substantial Action    Needs Some 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?**

- 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. Billing process is transparent to consumer.
- Seamless payment system enables customers to choose appropriate cost-effective transportation services.
- Systems may include universal payment cards, fare cards, and similar mechanisms.
- Up-to-date technology is being used to support and manage this system.

<i>Progress Rating</i> (circle one rating that best describes your program)
Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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.

<i>Progress Rating</i> (circle one rating that best describes your program)
Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

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

- 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 staff, health care providers, and civic organizations and churches.

<i>Progress Rating</i> (circle one rating that best describes your program)
Needs to Begin    Needs Substantial Action    Needs Some Action    Done Well

Section 3: My overall evaluation of how well we are doing in the area of *Putting Customers First* is:

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

Notes: \_\_\_\_\_

## 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?

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

Section 4: My overall evaluation of how well we are doing in the area of *Adapting Funding for Greater Mobility* is:

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

Notes: \_\_\_\_\_

## Section 5: Moving People Efficiently

*Driving Factors:* 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?

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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)

 Needs to Begin  Needs Substantial Action  Needs Some Action  Done Well

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

- 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)

Needs to Begin   Needs Substantial Action   Needs Some Action   Done Well

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

- 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)

Needs to Begin   Needs Substantial Action   Needs Some Action   Done Well

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:

Needs to Begin   Needs Substantial Action   Needs Some Action   Done Well

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.

<b>Section 1: Making Things Happen by Working Together</b>
🔑 Needs to Begin   🧑 Needs Substantial Action   ↻ Needs Some Action   🏆 Done Well
<b>Section 2: Taking Stock of Community Needs and Moving Forward</b>
🔑 Needs to Begin   🧑 Needs Substantial Action   ↻ Needs Some Action   🏆 Done Well
<b>Section 3: Putting Customers First</b>
🔑 Needs to Begin   🧑 Needs Substantial Action   ↻ Needs Some Action   🏆 Done Well
<b>Section 4: Adapting Funding for Greater Mobility</b>
🔑 Needs to Begin   🧑 Needs Substantial Action   ↻ Needs Some Action   🏆 Done Well
<b>Section 5: Moving People Efficiently</b>
🔑 Needs to Begin   🧑 Needs Substantial Action   ↻ Needs Some Action   🏆 Done Well

Notes \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Next Steps

The next step is to share and discuss your evaluations with your Transportation Planning Group. 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 farther down the road to a fully coordinated transportation system.

A step-by-step Facilitator's Guide to *Building the Fully Coordinated Transportation System* and other resources are available on the Federal Coordination Council on Access and Mobility web site: [www.fta.dot.gov/CCAM/www/index.html](http://www.fta.dot.gov/CCAM/www/index.html) or [www.ccam.gov](http://www.ccam.gov).

## Appendix 7 – FY 07: Illinois Rural Transit Funding Fact Sheet

There is more federal money available for rural transit, per SAFETEA-LU.

It will be utilized in three ways:

1. Section 5311 Operating Assistance Program will be expanded, with service to counties which presently do not have a public transportation grant
2. Existing Section 5311 grantees might get additional funding for “equalization of service capability”
3. Additional money for the Consolidated Vehicle Procurement Program



## FTA Authorization Fact Sheet: Human Services Transportation Coordination



### Purpose

Improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Enhances transportation access, minimizes duplication of services, and facilitates the most appropriate cost-effective transportation possible with available resources.

### Coordinated Planning

Establishment of a locally developed, coordinated public transit-human services transportation plan for all FTA human service transportation programs: Section 5310 Elderly Individuals and Individuals with Disabilities Program, Section 5316 Job Access and Reverse Commute Program and Section 5317 New Freedom Program.

Plan must be developed by a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.

Planning requirements become effective in FY 2007 as a condition of federal assistance. JARC planning requirements existed previously and accordingly, are effective immediately.

### Coordinated Federal Funding

Other non-DOT funding can be used to meet matching funds requirements for transportation services under Sections 5310, 5316, 5317 programs and the Section 5311 non-urbanized area formula program. Section 5310 and Section 5311 funds may also be matched by funds from the Federal Lands Highway Program.

### Mobility Management

Eligible federal capital expense supported with 80% federal public transportation funding.

Short-range planning/management activities, and projects for improving coordination among public transportation and other transportation service providers. Both personnel and technology activities.

Funding may not be applied to operating public transportation services.

### New Projects

Establishes a new human services coordination program to improve and enhance the coordination of federal resources for human service transportation, funded at \$1.6 million annually. This funding is expected to support the implementation of the Presidential Executive Order on Human Service Transportation Coordination and the United We Ride Initiative.

## Appendix 9 - Illinois HSTP Fact Sheet

### **Coordinated Human Service Transportation Plans (HSTP) now required for:**

- Section 5310: Elderly Individuals and Individuals with Disabilities Program
- Section 5316: Job Access and Reverse Commute Program
- Section 5317: New Freedom Program

### **Projects must be:**

- Derived from locally developed, coordinated public transit human services transportation plan
- Developed through process that includes all transportation stakeholders

### **IDOT helping regions with HSTP by providing:**

- Framework for plan development
- Guidelines for project submission
- Opportunities for public involvement
- Technical assistance by regional coordinators

### **Contact:**



Dave Spacek, Bureau Chief of Downstate Area Programs  
(312) 793-2154  
David.Spacek@illinois.gov

Erica Interrante, HSTP Program Manager  
(312) 793-3532  
Erica.Interrante@illinois.gov  
FAX: (312) 793-5232

### **Mailing address:**

Attn: Erica Interrante, HSTP Program Manager  
Illinois Department of Transportation  
300 W. Adams St., 2<sup>nd</sup> Floor  
Chicago, IL 60606

Appendix 10 – FTA Authorization Fact Sheet: Section 5310

		<b>FTA Authorization Fact Sheet: Formula Program for Section 5310 Elderly Persons and Persons with Disabilities</b>				
Year	2005	2006	2007	2008	2009	Total
Mass Transit Account	\$83 M	\$112 M	\$117 M	\$127 M	\$133 M	\$572 M
General Fund	\$12 M					\$12 M
<b>Total</b>	<b>\$95 M</b>	<b>\$112 M</b>	<b>\$117 M</b>	<b>\$127 M</b>	<b>\$133 M</b>	<b>\$584 M</b>



**Purpose**

Formula program to increase mobility for elderly and persons with disabilities.

**Features**

- Funds allocated for capital costs of providing services to elderly persons and persons with disabilities.
- May sub-allocate funds to private non-profit organizations and to public agencies if they are designated to provide coordinated service.
- New seven-state pilot program established for fiscal years 2006 through 2009 to determine whether expanding eligibility to operating assistance would improve services to elderly individuals and individuals with disabilities.
- Allows non-federal share to include amounts available for transportation from other federal agencies including Federal Lands Highway Program.
- Increases coordination requirements by requiring that, beginning in FY 2007, projects be on a locally-developed human service transportation coordination plan. That planning process includes representatives of public, private, and nonprofit transportation and human services providers and the public.
- Allows up to 10% of funding to be used by state or local government authority for administrative expenses (including planning and technical assistance).
- Applies grant requirements of Section 5307 to the extent the Secretary determines appropriate.
- Allocation made on the basis of the number of elderly and persons with disabilities in each state.

Appendix 11 – FTA Authorization Fact Sheet: Section 5316

		<b>FTA Authorization Fact Sheet: Job Access and Reverse Commute Section 5316</b>					
Year	2005	2006	2007	2008	2009	Total	
JARC Mass Transit Account	\$108 M	\$138 M	\$144 M	\$156 M	\$165 M	\$711 M	
JARC General Fund (Partially funded in 05)	\$16 M	-	-	-	-	\$16 M	
<b>Total</b>	<b>\$124 M</b>	<b>\$138 M</b>	<b>\$144 M</b>	<b>\$156 M</b>	<b>\$165 M</b>	<b>\$727 M</b>	



**Purpose**

Funding for local programs that offer job access and reverse commute services to provide transportation for low income individuals who live in the city and work in suburban locations.

**Features**

- Funded from Mass Transit Account of Highway Trust Fund.
  - Formula program – allocations based on number of low-income persons.
- 60% of funds go to designated recipients in areas with populations over 200,000
  - 20% of funds go to States for areas under 200,000
  - 20% of funds go to States for non-urbanized areas
  - States may transfer funds between urbanized and non-urbanized area programs
- States and designated recipients must select grantees competitively.
  - Projects must be included in a locally-developed human service transportation coordinated plan beginning in FY 2007.
  - 10% of funds may be used for planning, administration and technical assistance.
  - Sources for matching funds are expanded (non-DOT federal funds can be used as match) to encourage coordination with other programs such as those funded by the Department of Health and Human Services.

Appendix 12 – FTA Authorization Fact Sheet: Section 5317

		<b>FTA Authorization Fact Sheet New Freedom Program Section 5317</b>				
<b>Year</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>Total</b>
New Freedom		\$78.0M	\$81.0M	\$87.5M	\$92.5M	\$339.0M

**Purpose**

Encourage services and facility improvements to address transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Provides new formula grant program for associated capital and operating costs.

**Features**

- Formula program – allocations based on population of persons with disabilities:
 

- 60% of funds go to designated recipients in areas with populations over 200,000
  - 20% of funds go to States for areas under 200,000
  - 20% of funds go to States for non-urbanized areas
  - States may transfer funds between urbanized and non-urbanized area programs as long as funds are used for New Freedom Program purposes.
- States and designated recipients must select grantees competitively.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation, such as Health and Human Services or Agriculture.
- Projects must be included in a locally-developed human service transportation coordinated plan beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.