Appendix A

Alaska DOT: Coordination Plan Guide

Grant Application

Coordination Plan Guide

What should/must a plan include?
Community Goals, Assessment of Needs, Assessment of Available Services, Community Resources, Gaps in Service, (especially) for special Target Populations, Strategies to Address the Gaps in Service, Prioritized Projects

> *SAMPLE* **Goal**: Make options for mobility and access to the community possible for all citizens, including those with special needs

Examples of Options:
Being able to get across town for a job opportunity
Being able to attend a training opportunity, even in the evening
Having choices for childcare or care for elderly
Access to chronic care medical facilities, like kidney dialysis
A way to get to an A.A. meeting regularly
Choices for affordable housing
Safe independent travel for minors or disabled or elderly
Opportunities to socialize or recreate with a church community or senior center
Choices for shopping and medical care
A way to get better nutrition where meals are prepared
Opportunities to volunteer to help others or support family members and friends
After-school opportunities in school buildings
Military personnel or veterans' or immigrants' integration into the community

Goals can be expressed or explained in terms of a vision: "Our elders and disabled citizens will remain in the village because they feel welcome and supported, and they are able to live a good life. The support includes transportation to medical, shopping, nutrition programs, and social-cultural and recreational activities."

Who needs to "be at the table" to join you in planning for coordination in your community?

Invite anyone who provides transportation to others in your community. Invite anyone who needs transportation provided for them or the people they serve. **The plan is for public transportation AND human service transportation working together** (the general public as well as low-income, disabled, people on public assistance who need to work, seniors, and beneficiaries of the Alaska Mental Health Trust, who are the mentally ill, sufferers of chronic alcoholism and mental illness, people afflicted with Alzeimers or other dementias, and those who are developmentally disabled).

The planning is to bring together public and private non-profit and private for-profit partners to cooperate in providing transportation for everyone who needs it.

Why should public transit be involved?

In general, where possible, it is desirable to help special transportation people use public transportation as much as possible, because it is the cheapest and most efficient and often offers the most choices to riders. Non-profit service organizations (like senior centers or independent living centers), who are not primarily in the business of transporting people, can leave the management and maintenance of vehicles, insurance, dispatching and accounting to the public transit system, and concentrate on their special services.

But every community is different. In some places, the only provider of transportation is a non-profit like a senior center, who may be willing to pick up others when space is available (hence providing public transit) or a disability center like an ILC (Independent Living Center) who contracts with a taxi company instead of operating their own vehicle.

Consider inviting representatives from the following in your community:
       All taxi operators
       All van or shuttle services
       All public transit operators
       All tourism transporters
       Key tourism centers
       Ferry, train or airport operators
       Elected officials
       School bus operators
       Union job centers or training centers
       Universities
       Senior groups, centers and homes
       Nursing or group homes
       Retirement homes (independent living)
       Nutrition Centers
       Recreation Centers
       Vocational rehabilitation centers
       Mental Health centers and facilities
       Independent Living Centers for people with disabilities
       Day Programs
       Head Start
       Job Centers
       United Way
       Easter Seals programs
       Boys and Girls Clubs; other youth programs
       All medical centers and hospitals
       Rehabilitative and therapeutic service centers
       Low-income housing
       Major employers
       Area transportation and land use planners and architects

Economic development agencies
Churches
Business organizations
Tribes and tribal organizations
Advocacy organizations
Security and emergency management agencies
Other government agencies administering health, labor, or other programs
All media

How should public involvement be done?

Piggy-back on an existing meeting or convene your own.

Provide public notice that can be documented. Invite by newspaper, mail, e-mail, radio and T.V., posters, advertising on board vehicles- whatever is effective customary general circulation and notice in your community. Follow up with phone calls. Invite the broadest profile of stake-holders possible. Advertise the date, time, place, agenda and purpose. Aim for a time and place most convenient for broad attendance with few conflicts. Give at least a week's notice. Appoint a meeting chair or facilitator who can move the meeting along.

Explain the need for the plan, the timeline, and the tasks involved. Decide how business will be conducted to create the plan. Will committees take on certain tasks? Will a survey be needed? Will focus groups be involved? Who will take the lead and organize meetings, collect information, and take minutes? How will the plan be formally adopted, and when must that be advertised and on an agenda? Work backward from that date to the present to create a work plan with responsibilities and a timeline that everyone can agree to. Some Alaskan communities with existing transit systems are holding one key meeting to develop the plan that will be drafted for adoption or endorsement or are amending an existing plan; others are starting from scratch and need more meetings. Analyze the gaps in service identified by your service and hours matrix and other community needs. Identify projects and vote on priorities. Approve the plan and projects for the year. Help develop the resolution for support from local government. Contact individually officials for their support of the group's plan and projects.

What is a needs assessment?

Assess qualitative needs:
Identify barriers to basic needs and quality of life because of lack or high costs of transportation
Identify isolated citizens and the factors involved
Analyze cost of living factors related to transportation, especially for those with limited incomes

Consider the unemployed and underemployed transportation problems, especially for low-income residents, including service to employment assistance, major employers, and housing and daycare.

Consider community's greatest identified problems and what role transportation might have

Analyze what forms of assistance and training could enable some citizens to use existing transportation, especially the cheapest options

Look ahead to community change and identify future needs

Assess quantitative needs:

Answer the questionnaire for the APTMS. Each organization's answers can be combined into a community needs assessment and compared to determine the gaps in service and/or needed vehicles, equipment, improvements, or purchased rides.

How should available services and resources be assessed?

Inventory and evaluate the existing resources:

Using partners in meetings, focus groups, surveys: determine vehicles in use, their service life, services (rides) provided and needed by organizations, as well as facilities, equipment, software, people (paid, volunteer), and funds.

Identify what is under-utilized, un-utilized, or redundant, over-utilized, missing or inadequate. Consider building a coordinated service matrix chart like the one posted at this website that accounts for all vehicles in service from all the coordination partners, their passenger capacity and their service hours, both idle and in use, and that shows the passenger seats needed to fill the gaps identified by agencies

Express what are the quantitative needs and gaps in services for your community:

Examples:

No way for disabled workers to get to evening jobs (ADA service lacking for approximately 5 people between 6 pm to 6 am).

No way for 20-30 skilled homeless workers to reach construction job sites (outside existing service areas)

Halfway House or treatment center residents can't access services (no fixed route stop or demand response)

Seniors are passed over for rides because they are lower priority to disabled on paratransit within ¾ mile of fixed route.

People flying in for medical care (as many as 50/month) have only unreliable expensive cab service available from the airport

Non-emergency medical transport is using scarce resources like EMS

Affordable housing projects are not served by public transit

Wheelchair transport is severely limited in evening hours

Low-income children can't attend after-school programs

<u>Express redundant or inefficient services</u>
Examples:
The same people we pick up for our program live in housing where a service van sits in the driveway
Some people could be riding cheaper public transit if they were trained to do it
40% of rides on the paratransit vehicle are carrying only one disabled rider, while seniors are denied rides
The vans sit idle at night or during school hours
They take trips to town the same days we do
We each maintain our own vehicles
We are all individually paying top dollar for gasoline
The high rates for individual private insurance prevent more transportation options

<u>Determine the strategies to fill the gaps for target population groups</u>
Examples:
Strategy 1 Develop travel training programs and facilities for clients
Strategy 2 Conduct a coordinated service analysis and offer incentives/rewards for sharing vehicles (like participation in discounted bulk fuel program) to increase trips for seniors
Strategy 3 Investigate and determine feasibility of centralized dispatch for coordination partners
Strategy 4 Begin mobility management activities for coordinated group
Strategy 5 Investigate feasibility of dispatch and trip-tracking software
Strategy 6 Investigate and develop maintenance and storage contracts for coordination partners with school bus maintenance shop
Strategy 7 Develop taxi voucher program to transport low numbers of clients beyond public transit and paratransit service areas or after hours
Strategy 8 Build coordinated task force to include employers for homeless and low income employees

<u>Here is how projects might follow from the strategies:</u>
Examples:
Strategy 1
      Project 1 Convert storage room in bus barn to travel training center; apply for facilities grant funds for conversion
      Project 2 hire trainer to train partner agency staff for travel training as part of client screening
Strategy 4
      Project 1 Apply for grant funds to pay mobility manager contractor
Strategy 7 and Strategy 8

Project 1 Apply for planning grant funds to pay for contract or start-up funds for partial salary for staff to develop voucher program and assist coordinated task force in developing a job access program

"Coordinated Plan" required elements for 2008

► 1. An assessment of available services that identifies current providers (public, private, and non-profit);

► 2. An assessment of transportation needs for the targeted population;

► 3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery; and

► 4. Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

Participation Process in the Coordinated Plan

SAFETEA-LU requires recipients to certify that the coordinated plan was developed through a process that included representatives of public, private, and non-profit transportation and human services providers, and participation by members of the public.

► Section 5307 and 5311 recipients are expected to participate in the coordinated group meetings and the planning.

► To finalize your application, a recent resolution must be submitted by an elected body (tribal, city, borough or state government) in an official meeting adopting the coordination plan and the 2008 prioritized projects list following proper notice to the representatives listed above and a public hearing on the item itself.

Tools and Strategies for Developing a Coordinated Plan or Improving/Amending it

► Community planning meetings

► Self-Assessment Tool (Framework for Action) at http://www.unitedweride.gov/FFA-Intro.pdf

► Focus Groups

► Surveys

► CTAA Technical Assistance Planning Grants at http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=49

► AMHT Planning Grants (apply to us)

► Mobility Managers (apply to us)

Compatible Planning Processes for Anchorage and Fairbanks

► The coordinated plan can either be developed separately from the metropolitan and statewide transportation planning processes and then incorporated into the broader plans, or be developed as part of the metropolitan and statewide planning processes. For Fairbanks, the State is responsible for determining what projects are competitively selected for inclusion into the TIP and the STIP, and for Anchorage, the MPO is responsible.

Lead Agency Questionnaire Part I / Purchase of Services Application

Agency Name   Test Agency - System Account
Mailing Address *
Street Address
City, State, Zip *
Tax ID (FEIN)
Telephone *   **Fax**
Website

<p style="color:red; text-align:center;">Required fields are marked with a red asterisk (*)
Do not enter any formatting (dollar signs, commas, etc.) in numeric fields.</p>

[Instructions](#)

Project Information

1. Please enter the Purchase of Services project requests for each agency in your coordination group. If there are more than three agencies in your group, please [contact us](#) to expand the table. Enter dollar amounts for Year 1 (7/1/08 - 6/30/09) and Year 2 (7/1/09 - 6/30/10). **All fields are required, so enter zeros in boxes that do not apply.**

Agency Request Table

Agency Name	Year	Grant Request	Match Amount	Total Project Cost	Match % 20% or more
A.	7/1/08 - 6/30/09				
	7/1/09 - 6/30/10				
	Match Source (select all that apply)				
B.	7/1/08 - 6/30/09				
	7/1/09 - 6/30/10				
	Match Source (select all that apply)				
C.	7/1/08 - 6/30/09				
	7/1/09 - 6/30/10				
	Match Source (select all that apply)				

2. Please identify which of the following lead agencies you are from the drop-down list: *

3. Please describe your project here. Provide more detail for voucher programs. Explain the cost factors in the full cost per trip, and the breakdown of proposed sources to pay for each trip (ie client contributions, discount from provider, grant contributions, etc). Explain how you will track the actual trips taken and provide that information for billing and

reporting.
(this field is required and cannot exceed 4000 characters, including spaces)

4. Which agencies, if any, operate together from a shared dispatch center (ie a "one-call center") currently, or are expected to begin operating together during the 2-year grant period? Please explain who, how, and when.

4. What is each agency member of your group's estimated total cost of providing transportation for the coming 2 years, including an appropriate share of administrative cost? How many human service trips will be provided by each agency member of your group? Please see Excel spreadsheet tool in Instructions to help calculate true costs.
   (this field is required and cannot exceed 4000 characters, including spaces)

5. What will be your Medicaid rate per trip over the next two years, if you bill Medicaid?

Community Information

6. Describe the coordination area in which you are located:
   (this field is required and cannot exceed 4000 characters, including spaces)

7. **According to the census** (Click here to view),

   What is the population of the service area?
   *

(Census data can also be obtained from your local government or the State of Alaska Department of Community and Economic Development at http://www.commerce.state.ak.us/dca/commdb/CF_CIS.htm or phone Athena Logan, Research Analyst at (907) 269-4521.)

8. **How many people in your community fit in the following categories** *(taken from the Census information for your community):*

Person Type	Number People
People with a disability	
People who are elderly	
People who are economically disadvantaged	

9. How many people in your community with a disability will be served by purchase of services projects in this application?
   *

10. How many people in your community who are elderly will be served by the purchase of services projects in this application?
    *

11. How many people in your community who are economically disadvantaged will be served by purchase of services projects in this application?
    *

12. What is the name of your coordination group, and based on attendance and participation, who are the active members and their organizations?
    (this field is required and cannot exceed 4000 characters, including spaces):

2008 Public Meetings for Coordination Plan

Coordination Groups should meet at least quarterly on a regular basis to evaluate progress in community transportation projects. At least yearly the group needs to update the assessment of gaps in service in the

community, needed strategies, new projects derived from the strategies, and to add or update the coordinated service section of the plan. The coordinated service section identifies the existing status of seats available on all partners' vehicles, and how coordination is occurring to fill the seats through agency agreements..

Each year a new projects list should be attached to the locally-developed Public Transit-Human Services Community Coordination Plan (hereinafter referred to as the Coordination Plan), along with any revisions needed to the plan to update it, and the revised plan and list should be adopted by resolution as a public hearing item by itself in an official meeting of the government body (recognized tribal, city, borough or state elected body) after proper notice.

Please provide the following (you may paste into these boxes):

13. When and where were the 2008 Coordination Plan meetings held? Who attended? What was accomplished?
(this field is required and cannot exceed 4000 characters, including spaces)

14. Describe the process it took to complete or update your needs assessment, assessment of available services, gaps in service, and coordinated service element to the plan. If you used the APTMS, please explain.
(this field is required and cannot exceed 4000 characters, including spaces)

15. Please describe each agency's role in the development/update of your community's Coordination Plan and the purchase of services projects. Is each agency shown in the Coordinated Service Element of the plan?
(this field is required and cannot exceed 4000 characters, including spaces)

16. How are individuals in the target populations involved in the planning, program development, and project implementation in the Coordination Plan?
(this field is required and cannot exceed 4000 characters, including spaces)

17. How does your group match clients with transportation services that cost different rates?
(this field is required and cannot exceed 4000 characters, including spaces)

18. How are clients in your coordination group screened and trained to use their different transportation options?
(this field is required and cannot exceed 4000 characters, including spaces)

19. How many ADA vehicles are available to the coordinated group? What hours of the day is ADA-accessible service available to group clients with mobility impairment? Identify any gaps.
(this field is required and cannot exceed 4000 characters, including spaces)

From the adopted coordination plan:

20. Enter your description of the current transportation gaps from your Coordination Plan, with the page numbers (you may paste into this box):
(this field is required and cannot exceed 4000 characters, including spaces)

21. Please copy and paste the Coordinated Service Element for your community Coordination Plan. Be sure to indicate empty available seats or seats being filled by agency partners at any given time of day when there is a driver, and vehicle idle time without a driver. Indicate if driver changes to another partner's driver.
(this field is required and cannot exceed 4000 characters, including spaces)

22. IF MEETINGS HAVE BEEN COMPLETED, please identify each strategy(reference page number in plan) from which each project is derived , and the priorities assigned by your coordination group to each project listed in your coordination plan and resolution. OTHERWISE, identify just each strategy (with page number) from which each Purchase of Services project is derived. Your final list adopted by resolution is due September 30, 2008.
(this field is required and cannot exceed 4000 characters, including spaces)

23. From the following list of coordination activities, indicate how many are strategies in your plan:

In	Coordination Activities

Plan	
	Sharing of vehicles and/or drivers?
	Mobility Manager?
	One-call center?
	Insurance pool?
	Shared fuel program?
	Sharing of maintenance or bulk purchases?
	Education or training?
	Coordination with other modes?
	Sharing of resources such as parking and storage space?
	Shared marketing (such as resource manual, flyer, shared phone or website)?
	Volunteer or discounted labor?
	Financial support for the coordinated system from other agencies (service agencies, governmental agencies, and vendors)?
	A formal standing development committee recognized by local leaders to carry out the coordination plan (with bylaws, etc)
	Client screening process that directs clients to least-expensive ride?

Lead Agency Questionnaire Part II Application

Public Planning Meeting for Plan Adoption or Revision

Each year a new projects list should be attached to the locally-developed Public Transit-Human Services Community Coordination Plan (hereinafter referred to as the coordination plan), along with any revisions needed to the plan to update it, and the revised plan and list should be adopted by resolution as a public hearing item by itself in an official meeting of the government body (recognized tribal, city, borough or state elected body).

Public Notice must invite all public, private non-profit, and private for-profit transportation providers and general public, as well as clients and agencies serving clients who are elderly, have disabilities, or are low-income seeking transportation to work, training or daycare for work. The notice must give specifics of when and where the meeting was to be held, and mention the specific agenda item for public hearing.

Please provide the following (you may paste into these boxes):

1. Are you the lead agency for the Public Transit-Human Services Community Coordination Plan?

   * yes   no

2. Please scan and paste a tear sheet of the notice of the meeting from a published newspaper of general circulation or other means of official notification identified by local ordinance.
   (this field is required and cannot exceed 4000 characters, including spaces):

3. What action was taken? (Copy and paste from official minutes).
    (this field is required and cannot exceed 4000 characters, including spaces):

4. Attendance
   (this field is required and cannot exceed 4000 characters, including spaces):

5. **Please copy & paste the adopted STRATEGIES from your plan.** *(Also, reference where this is in your plan, i.e., page number)*
   (this field is required and cannot exceed 4000 characters, including spaces):

6. **Please identify the adopted PROJECTS, THEIR PRIORITIES, and the STRATEGIES FROM WHICH THEY ARE DERIVED BY PAGE NUMBER.** *(question is incomplete without strategies and their page numbers).*
   (this field is required and cannot exceed 4000 characters, including spaces):

7. Paste copy of adopted resolution here with signatures.
   (this field is required and cannot exceed 4000 characters, including spaces):