

## Appendix C

Oregon DOT: Overview of Coordinated Human Service Public Transportation Plan  
Implementation  
Coordinated Plan Template and Instructions  
Coordinated Plan Evaluation Matrix and Plan Assessment Guide

# **Coordinated Human Services Public Transportation Plan ("Coordinated Plan") Implementation**

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## **About the Coordinated Planning requirement**

Oregon's Special Transportation Fund (STF) administrative rule requires that STF Agencies (the counties, transportation districts and Indian tribes designated by state law to receive the STF moneys) prepare a plan to guide the investment of STF moneys to maximize the benefit to the elderly and people with disabilities within that area.

The federal SAFETEA-LU transportation authorization passed by Congress in 2005 requires a "locally developed, coordinated public transit-human services transportation plan" intended to improve transportation services for persons with disabilities, individuals who are elderly, and individuals with lower incomes. The coordinated public transit-human services transportation plan is required for three of the Federal Transit Administration funding programs: Formula Program for Elderly Persons and Persons with Disabilities (§5310); New Freedom (§5317) and Job Access Reverse Commute (§5316).

These two plans are combined into a single requirement, referred to as the "Coordinated Plan."

## **The completed plan will include:**

- An evaluation of the community's resources;
- An assessment of the transportation needs for people with low income, seniors and people with disabilities;
- Strategies and/or activities to address the identified gaps, and that also address efficiencies in service delivery through coordination; and
- Relative priorities of the strategies.

An example of strategies to address additional service needs is: "add service in the evening" or "increase the size of the bus." The plan is not a service plan that should identify the specific number of hours to add, or the specific type of vehicle. The strategies and/or activities should be described in very general terms in the Coordinated Plan. Once the strategies are defined, they are prioritized. Transit service providers will use these priorities to further develop specific projects that are "derived" from the plan.

Plans should not sit on the shelf—they should have a life. The STF Agency will use the plan to distribute STF formula funds; the local transportation providers will use the plan to develop new services. But, conditions change, and the plan should change, too. The STF law requires that the plan be reviewed every three years.

## **Planning program implementation**

The STF Agencies are responsible to ensure that the plan is completed. By July 1, 2007, all STF Agencies will need to have adopted plans to be eligible to receive STF Formula funding. Also, any project recommended for a discretionary grant award will need to be "derived" from the plan.

Association of Oregon Counties (AOC) is working in partnership with Public Transit Division with many of the STF Agencies to prepare the required Coordinated Plan. The primary purpose of this partnership is to enable the STF Agencies to complete the required plan by June 30, 2007.

The team of consultants working for AOC is working with each STF Agency to determine the appropriate level of planning assistance. The assistance will take into account plans and activities already completed, and will vary according to the needs of the STF Agency. AOC and its consultants will provide assistance in the following task areas:

- Assistance and leadership for the public involvement processes;
- Gathering and analyzing data;
- Facilitating needs identification and prioritization;
- Writing the draft plan;
- Gathering and analyzing comments regarding the draft plan; and
- Finalizing the plan for adoption by the STF Agency.

Public Transit Division Staff identified the STF Agencies who have been offered the AOC consultant services (see the chart.) The consultant service is free to the STF Agencies. The AOC support is not required, however. STF Agencies may use their own planners and resources to develop the required plan.

### **Project timeline**

By May 31, 2007, each plan should be close to completion. However, we recognize that many of the plans will be very basic, and will need further information and detail in the coming years.

If STF Agencies do not believe that their plan will be completed and adopted by June 30, 2007, please contact the Public Transit Division. Public Transit Division will work with the agency to develop an alternate schedule. Please be aware that STF and discretionary grant funds may be held up pending completion of a plan.

### **Roles and responsibilities**

While AOC staff may be doing the heavy lifting of the planning program, ODOT and the STF Agency will have important roles to ensure that the plan is completed. STF agencies need to assign staff to assist the AOC planners, and need to participate at key points.

For more information about AOC role and the consultant team, please contact

- Doris Penwell, AOC, 503-364-9261, 503-585-8351, [dpenwell@ocweb.org](mailto:dpenwell@ocweb.org)
- Jean Palmateer, ODOT Public Transit Division, 503-986-3472, [jean.m.palmateer@odot.state.or.us](mailto:jean.m.palmateer@odot.state.or.us)

# Coordinated Human Services Public Transportation Plan (“Coordinated Plan”) Template with Instructions

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## Plan Elements

### The completed plan will include:

- An evaluation of the community’s resources;
- An assessment of the transportation needs for people with low income, seniors and people with disabilities;
- Strategies and/or activities to address the identified gaps, and that also address efficiencies in service delivery through coordination; and
- Relative priorities of the strategies.

## 1. Stakeholder Involvement

Stakeholder involvement is the key to a successful Coordinated Plan. Engaging the appropriate organizations and individuals in planning efforts is critical to identifying the needs of the target population, the needs of the community/region, the transportation services available, and the identification of new solutions.

### Participation

Maintain a list of participation in the planning process. Identify agencies and individuals invited to participate and keep a record of participation. This list will assist to identifying the agencies, organizations, and institutions in the community that you may contact regarding your plan. It is possible that not all of these organizations exist in your community, or that multiple agencies with the same description do. Keep this in mind when you are convening your stakeholder group.

- Area Agency on Aging
- Assisted Living Communities
- City Councils
- Community Action Program
- Community Colleges
- County Commissioners or council
- DHS Offices: Seniors and People with Disabilities; Children and Families; others
- Group Homes
- Hospitals and other health care providers
- Local Medicaid Brokers and/or Providers
- Local School Districts
- Major Employers or Employer Organization
- Non-Profit transportation providers
- Other Non-Profit Organizations
- Nursing Homes
- Private Bus Operators Regional Transportation Planning Organization Public Transit District

- STF Advisory Committee
- Taxicab Operators
- Tribal Governments
- Volunteer driver programs
- Work-First Local Planning Area
- Intercity Bus operators
- Others

### **Description of Convening of Stakeholders**

Please provide a narrative description of how the community stakeholders were engaged in the planning process. Possible things to address: How were people invited to participate? Did you convene meetings in different locations? Were people willing to come to the table? Did social service providers explain what they do and how transportation could help them? Did transportation providers explain their services? How did the stakeholders express their perceived transportation needs? Were there subcommittees or working groups created out of the stakeholders?

## **2. Evaluation of Existing Transportation Services and Resources**

Describe the existing transportation services. Completing this section on existing transportation services enables the planners to identify underserved areas, which served areas may be in danger of being discontinued, and where transportation services are being duplicated.

Information about these services should include the target population, hours of operation, service area boundaries, travel time standards, fares, program costs and other operating characteristics. Identify if these providers are currently working together, or if they are willing to work together. How are these transportation services currently funded? Are any of them funded with grant funds from the Special Transportation Fund, ODOT's Rural General Public Program or Public Transportation Discretionary Grant Program? Identify the vehicle fleet in the area<sup>1</sup>, and include information about age, condition, mileage, accessibility features, and passenger seating of the vehicles. Consider:

- Fixed route,
- Route deviation,
- Intercity bus and rail,
- Shuttles, such as for workplaces or hotels,
- Demand-response programs such as ADA complementary paratransit or rural general public dial a rides,
- Taxi,
- Vanpools and rideshare,
- Volunteer driver programs,
- Medical transportation providers
- And other transportation services.

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<sup>1</sup> Fleet information financed with ODOT grants is available upon request.

Also identify other non-traditional providers and transportation support programs.

- Transit support services, such as travel training
- Voucher and other transit pass programs
- Transportation Brokers

Which of the social and human service providers also provide some level of transportation to their clients? Are they open to leveraging resources, including sharing vehicles, and expanding or changing services?

### **3. Data and Information**

In this section, outline information about people with special transportation needs. The stakeholder group should be very helpful determining this information as will analysis of the demographic data. Consider using maps. Producing maps as part of the planning process can assist planners with identifying unmet transportation needs and developing effective transportation alternatives. Additionally, maps can be an effective means of showing decision-makers and members of the public gaps in transportation services.

#### **Demographics**

Where do people live; how many of them are there? Is the population growing or shrinking? You should investigate demographic data that will tell you the numbers: how many people live below the poverty line; what percentage of seniors live in your area; how many people report disabilities; what is the population of non-English speaking people? At a minimum, the following data elements should be included<sup>2</sup>:

- Total population
- Number and percentage of population 65 or older
- Number and percentage of people with disabilities, age 5+
- Mean travel time to work (in minutes)
- Median household income
- Percentage unemployed
- Land area

#### **Surveys**

Consider surveying consumers and agencies where people with disabilities receive services, including housing, churches, meal sites, and clinics. The survey could ask questions about the use of transportation and the perception of unmet transportation needs. A survey can be on paper, an interview, a forum or focus group.

#### **Common Origins**

Identify locations in the community where groups of people reside such as group homes, assisted living centers, nursing homes, group homes, areas with affordable housing, and others as suggested by your stakeholder group.

- Where are people with disabilities located in your planning area?
- Where are people of low income located in your planning area?

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<sup>2</sup>

These data elements are available from the US Census <http://www.census.gov/>, Oregon Labor Trends <http://www.qualityinfo.org/olmisj/PubReader?itemid=00000051>, and Future of Long Term Care website [http://www.oregon.gov/DHS/spwspd/ltc/fltc/county\\_data.shtml](http://www.oregon.gov/DHS/spwspd/ltc/fltc/county_data.shtml).

- Where are young people and the elderly located in your planning area?
- Are there any of these locations which are common to all or some of the subgroups which constitute people with special transportation needs?

### **Common Destinations**

Identify places that may constitute common destinations consider entry level employment opportunities, childcare facilities, schools, medical centers, shopping districts and others as suggested by the stakeholder group.

- Where do people with disabilities in your planning area need to get to?
- Where do people of low income in your planning area need to get to?
- Where do young people and the elderly in your planning area need to get to?
- Are there any of these locations which are common to all or some of the subgroups which constitute people with special transportation needs?

## **4. Identify Unmet Transportation Needs**

Using the data collected, identify and document the various types of transportation challenges and "gaps" in existing transportation services. Compare the origins and destinations of people with special needs with the existing transportation services. Identify the unmet needs and possible wasteful duplication of efforts in certain areas.

By identifying the unmet needs of the area, stakeholders can identify the strategies and/or activities that are most appropriate and useful to gaining access to the community. It is important to also consider coordination opportunities to make services more efficient when identifying these strategies.

## **5. Develop Transportation Priorities**

Identify and document potential transportation strategies and/or activities that will address the identified unmet needs. These strategies and/or activities will vary in each area depending on the resources available, the size of the market for each alternative and the extent of existing services.

Options may include sustaining existing services and adding efficiencies through coordination, marketing or travel training; increasing service levels; extending hours or territory; starting employer vanpool services; developing a voucher program; or developing volunteer driver services. Do not forget to consider technology solutions. It is not necessary to design the solution in specific operational terms.

### **Coordination**

Identify how coordinated transportation will be utilized within your transportation alternatives. Is there a plan to leverage different resources against each other? Are there different subgroups of people with special transportation needs that are going to share rides or at least both use the same vehicle at different times? What about administration, will there be a sharing of dispatch or a mobility coordinator who can help find individuals transportation solutions or assist in travel training? Coordination should be considered when setting your community priorities.

## **Community Priorities**

Review the strategies and/or activities; review the coordination goals. There might be a long list of potential strategies and/or solutions; the first step in prioritization could be to shorten the list by identifying the preferred strategies. Prioritize the preferred solutions and /or activities to address the current and unmet needs in the community.

Document the priorities by describing each solution and /or activity, and the expected outcome, in priority order.

Document the process for identifying the solutions and /or activities and priority rankings. Who was included? What role did coordinated transportation play in your prioritization?

Local providers will refer to this plan when they apply for funding through ODOT's Public Transportation Discretionary Grant Program and from the STF Agency's STF Formula Fund program.

## **6. Plan Review and Adoption**

Summarize the public opportunities for plan review and comment. Document the date of the formal adoption of the plan, and the STF Agency members.

### **Amending the Plan**

Plans should not sit on the shelf—they should have a life. The STF committee and STF Agency will use the plan to distribute STF formula funds; the local transportation providers will use the plan to develop new services. But, situations change, and the plan should change, too. Change the plan when an update is needed. The STF law requires that the plan be reviewed every three years, so use the three year review to update the plan to reflect changes in the community.



County or Counties (s) covered by plan: \_\_\_\_\_

Entity/consultant completing the plan: \_\_\_\_\_

Date plan was adopted, and entity that adopted it: \_\_\_\_\_

	yes	no	partially
<b>Stakeholder Involvement/Public Involvement</b>			
Does the plan identify and reference stakeholders that participated in the plan?			
Were stakeholders included to represent older adults?			
Were stakeholders included to represent persons with disabilities?			
Were stakeholders included to represent persons with limited incomes?			
Were members of the business community (i.e. Chamber of Commerce, major employers, Work Force Staff) included as stakeholders?			
Does the plan document how stakeholder participation was solicited?			
Does the plan include a record of meetings, workshops, outreach activities, etc?			
Did the planning process allow for participation by members of the public?			
Are public participation methods clearly documented in the plan?			
<b>Plan elements (per SAFETEA-LU, ODOT guidance)</b>			
<b>Demographic Information</b>			
Does the plan include relevant demographic information (i.e. census or other data) to support and illustrate the levels of older adults, persons with disabilities, and persons in poverty within the study area?			
Are maps provided to illustrate the presence of these groups, and to identify key activity centers, key points of origin and destination, and how they relate to the proximity of available transportation services?			
<b>Assessment of existing services/inventory</b>			
Does the plan include an inventory of existing private, non-profit and public providers that currently provide transportation services?			
Does this assessment include a comprehensive description of current services, hours served, geographic service areas, populations served, etc?			

Does the assessment of existing services include a discussion on how well providers work with each other?			
Does it include an inventory of capital equipment?			
<b>Needs Assessment</b>			
Does the plan include an assessment of transportation needs for individuals with disabilities?			
Does the plan include an assessment of transportation needs for persons with limited incomes?			
Does the plan include an assessment of transportation needs for older adults?			
Does the needs assessment identify spatial gaps—where service is needed and not currently provided?			
Does the needs assessment identify temporal gaps—when service is needed and not available?			
Does the plan identify gaps in serving various types of trips: employment and training, medical, recreational/social, shopping for the 3 population groups?			
Is there a discussion of interjurisdictional travel needs?			
Is the methodology described that was used to provide a solid rationale for documentation of these needs?			
<b>Identification of Strategies</b>			
Does the plan include a list of strategies, activities, and/or projects to address the identified gaps between current services and needs?			
Does the plan include non-operational strategies; e.g., capital projects, use of new technology, or mobility management projects?			
Does the plan describe how these strategies were derived?			
<b>Prioritization of strategies</b>			
Does the plan indicate relative priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities?			
Does the plan describe the process or criteria used to develop the priorities?			
Is maintenance of existing services included as a strategy?			
Does the plan recognize the need for capital replacement?			
Does the plan identify the need to apply performance measures in prioritizing strategies?			
<b>Improving Coordination</b>			

Are examples provided of existing coordination activities?			
Does the plan identify opportunities for coordination (such as different client groups sharing a vehicle)?			
Does the plan identify where there is overlap or duplication of services?			

## COUNTY PLAN ASSESSMENT

### Stakeholder Involvement

1. Indicate whether the plan identifies stakeholders that participated in the plan.
2. Indicate whether stakeholders included represented the three populations of concern for this plan:
  - older adults,
  - persons with disabilities,
  - individuals with limited incomes
3. How was stakeholder participation solicited, and does the plan include a record of meetings, workshops, outreach activities, etc?
4. Describe how members of the public were able to participate. Specify the methods used to allow for public participation (i.e. focus groups, workshops, public meetings, etc.)

### Plan elements (per SAFETEA-LU, ODOT guidance)

#### Demographic Information

5. Describe demographic information, maps, census data, or other documentation used to define and quantify the populations of concern for the plan.

#### Assessment of Existing Services

6. Does the plan provide an inventory of available services that identifies current transportation providers (public, private, and non-profit)? Does this assessment include a comprehensive description of current services, hours served, geographic service areas, populations served, etc?
7. Does the assessment of existing services include a discussion on how well providers work with each other?
8. Does it include an inventory of capital equipment?

#### Needs Assessment

9. Describe whether the plan includes an assessment unique to each of the following groups: individuals with disabilities, older adults, and people with low incomes.

10. Describe whether the plan includes an assessment of the needs to provide trips for the following purposes: work/training, shopping, medical, recreational/social.

11. Does the plan identify *spatial* gaps; that is, where service is needed but does not currently operate? Does it identify *temporal* gaps; that is, when service is needed but does not currently operate?

12. Is there a discussion of interjurisdictional travel needs, i.e. from one county into another, or for trips that are regional in nature?

13. What methodology was used to provide a solid rationale for documentation of these needs?

### **Identification of Strategies**

14. Does the plan include a list of strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery?

15. Does the plan describe how these strategies were derived?

### **Prioritization of Strategies**

16. Does the plan indicate relative priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities?

17. Does the plan describe the process used to develop the priorities? Were performance measure used or identified to help measure the strategy's effectiveness?

### **Improving Coordination**

18. Does the plan identify current coordination activities, or suggest new opportunities for coordination (such as different client groups sharing a vehicle)? Does the plan identify where there is overlap or duplication of services?

### **Overall assessment and observations on the plan and/or the planning process**

*The following highlights aspects of the plan that were done well and makes suggestions for improvements:*