***Section 2: Taking Stock of Community Needs and Moving Forward***

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

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

***Decision Helpers***

All entities in the region that buy, sell, or use transportation services have been identified.

The inventory encompasses public transit systems, community non-profits, churches, schools, and private providers such as taxis.

Transportation services provided by different federally funded programs such as Meals on Wheels, Medicaid, Head Start, Vocational Rehab Services, Independent Living Programs, employment services, and other programs have been identified and their scope of services catalogued.

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

**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?**

***Decision Helpers***

All entities providing transportation service in the region have been surveyed and information has been collected on geographic areas serviced, spending for transportation, types and number of trips provided, hours of operation, cost per trip, sources of funds, number and types of vehicles, number of trips per day/hour, and type of maintenance.

Agencies providing travel training and eligibility assessments have been identified. The data has been analyzed to assess service duplication, underutilized assets, and inefficient service delivery.

The data and the analysis have been shared with the decision- making body, community leaders, and others to drive and enhance coordination efforts.

The data is regularly updated to ensure its ongoing value.

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

**Needs to Begin Needs Substantial Action**  **Needs Some Action Done Well**

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

***Decision Helpers***

Information and data that outlines the needs and expectations of individuals with disabilities, older adults, youth, job seekers and persons with low-incomes has been collected.

Non-users of transit have been asked through surveys, focus groups, or similar means to identify what characteristics would make transit an attractive choice.

Major health and human service agencies have been asked through surveys, focus groups, or similar means to articulate what would motivate their clients to ride public transit.

The data has been analyzed and used by the shared decision-making body to drive the coordination planning process.

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

**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?**

***Decision Helpers***

The current use of transportation technology by transportation providers, service agencies, and advocacy groups for scheduling, dispatching, reservations, billing, and reporting has been assessed.

Research has been conducted on ways in which investments in transportation technology can improve services and/or reduce costs.

The survey and research data has guided decision making about adopting new technologies.

The local provider is investigating ways, such as pooled acquisition, to help transportation providers, service agencies, and advocacy groups acquire transportation services technology.

Ongoing discussions about using technology for coordinated transportation are conducted through list serves, face-to-face forums, and other means among providers and client agencies.

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

**Done Well Needs Significant Action Needs Some Action Need to Begin**

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

***Decision Helpers***

Each human services agency participating in transportation coordination has listed transportation costs as a separate item in its budget to facilitate a strategic planning process for transportation services.

These agencies have completed an analysis of how improved coordination can extend their current transportation resources and/or reduce the amount of funds spent on transportation

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

**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?**

***Decision Helpers***

Stakeholder groups throughout the community have been systematically included in the assessment process through meetings, surveys, focus groups, and other means.

Customers representing people with disabilities, older adults, and low-income populations serve on work groups and are actively engaged in the assessment and planning process.

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

**Needs to Begin Needs Substantial Action Needs Some Action Done Well**

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

***Decision Helpers***

A regularly updated strategic plan or similar document has tangible goals and objectives, timelines, and methods for measuring performance and evaluating benefits.

The mission and program goals are sufficiently long-range, comprehensive, and compelling to transcend changes in leadership or circumstances, conflicts over power and control of resources, and competing goals or personalities.

Priorities for coordinating transportation services and a strategic action plan for achieving them were developed through open and informed discussions among all stakeholders.

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

**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 the data systematically analyzed to determine how costs can be lowered and performance improved?**

***Decision Helpers***

Operations planning and service planning are priorities in our system.

Data in core performance areas is collected, disseminated, and analyzed.

In addition to typical reviews, there are efforts to lower costs and improve performance through exploring new and creative means to provide services.

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

**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?**

***Decision Helpers***

Human service agency representatives participate in transportation planning together with metropolitan or rural planning organizations, taking full advantage of their resources and coordination expertise.

The cross-participation has created a set of mutually supportive and linked plans that actively strengthen coordination efforts.

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

**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?**

***Decision Helpers***

To maintain support for transportation coordination, the benefits of coordination are routinely documented and communicated to community leaders and the public.

The number of individuals that receive transportation services, the types of services they receive, and the costs associated with those services are all tracked.

There is also a focus on collecting information on the economic and quality of life benefits of connecting people to jobs, health care, education, training, and social support networks.

The results are regularly published and disseminated for community members, elected officials, and agency leadership.

Presentations are made throughout the year at local committee meetings to help agencies and organizations recognize the needs and the opportunities for coordinated transportation services.

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

**Needs to Begin Needs Substantial Action Needs Some Action Done Well**

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| **Section 2: Evaluation:** After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of ***Taking Stock of Community Needs and Moving Forward*** is:  **Needs to Begin Needs Substantial Action Needs Some Action Done Well**  **Notes: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |