A map of Louisiana is shown in the background, divided into several colored regions: pink, light blue, grey, orange, and dark blue. The word "LOUISIANA" is written in large, bold, black capital letters across the top of the map.

# LOUISIANA

## STATEWIDE HUMAN SERVICES TRANSPORTATION COORDINATION PLAN



APRIL 2018

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# INTRODUCTION

# PURPOSE OF THE COORDINATION PLAN

The Louisiana Department of Transportation and Development (DOTD) continuously works towards a more complete and coordinated network of agencies that provide publicly-funded transportation services throughout the State. In general, this Statewide Human Services Transportation Coordination Plan (HSTCP) update aims to improve the quality of and access to public transportation throughout the State—particularly for the elderly/disabled, minorities, or those with low income—through improved coordination of transportation resources.

In 1999, Louisiana adopted a master plan for economic development, Louisiana Vision 2020, which included the goal of establishing public transportation services in all 64 of the State’s parishes by 2018. Vision 2020 stated the following regarding this goal:

The success of the State’s workforce development initiatives, welfare reform, and motor vehicle insurance requirements depend on the availability of public transportation service to all citizens regardless of where they reside. Public transportation is necessary for access to education, training, and employment, particularly for people in the lower income levels (i.e. those without automobiles and those who cannot afford insurance).

Currently, 55 parishes in Louisiana are served by some form of public transportation, and 44 are served by general public transportation which can be accessed by anybody, as opposed to specialized services for the elderly and persons with disabilities. The purpose of this HSTCP update is to provide information and a framework for coordination that helps the State achieve its goal of providing public transportation service in every parish in Louisiana, as well as improving the overall accessibility/quality of current transportation services. Specifically, the HSTCP is designed to ensure the State achieves these goals by: 1) providing transportation resources and needs analyses that help inform decision-making, 2) providing coordination examples and guidance to local agencies for use in their efforts to develop local coordination plans, and 3) outlining a path forward for DOTD to continue improving and fostering coordination efforts.

This HSTCP update is an extension of previous coordination efforts and a compliment to the United We Ride (UWR) initiative.<sup>1</sup> This plan, as well as coordination efforts documented throughout the plan, are meant to satisfy Federal law requiring coordination among transit programs funded under the Fixing America’s Surface Transportation (FAST) Act. Through coordination, as facilitated by this plan, it is anticipated that a more efficient allocation of resources and reduction of duplicate services will increase both the quantity and the quality of public transportation services available to Louisiana citizens.



1. United We Ride is a federal interagency initiative developed by the Coordinating Council on Access and Mobility (CCAM) to facilitate coordination between public transportation agencies and human services programs.

# OVERVIEW OF COORDINATION

Public and human services transportation coordination is the ongoing process of agencies and stakeholders communicating and working together to achieve any one or all of the following goals: 1) more cost-effective service delivery, 2) increased capacity to serve unmet needs, 3) improved quality of service, and 4) services which are more easily understood and accessed by riders. Fundamentally, coordination is a process designed to better utilize existing resources, but for coordinated activities to be effective, the groups involved must be willing to share power, resources, information, decision-making, and funding. This sharing is not always easily accomplished; therefore, it is necessary that coordination planning be a long-term process that allows time for the formation of trust relationships between providers as small successes are experienced to ensure that the process is both comprehensive and sustainable.

## What is a Coordination Plan?

For any projects selected for funding under the Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) Program, FTA requires them to be included in a locally developed, coordinated public transit-human services transportation plan. FTA describes a coordinated public transit-human services plan as “a locally developed, coordinated transportation plan that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation.” While there is flexibility in how a coordination plan can be developed, public and stakeholder participation is a major component of the process. In fact, the FTA requires that plans be developed through a process that includes participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; and other members of the public.<sup>2</sup>

Per FTA guidelines, the required elements of a coordinated plan are:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of available services that identifies areas of redundant service and gaps in service and identifies current providers (public, private, and nonprofit);
- Strategies, projects, and/or activities to address the identified gaps in service and achieve efficiencies in service delivery; and
- Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

Along with these required elements for the plan itself, the planning process should facilitate coordination in an effort to better utilize transportation resources and maximize transportation funding programs' collective coverage.

## Reasons for Coordination

There are many reasons for coordination that provide rationale behind the federal mandate for coordination. Primary reasons include:

- Existence of duplicate services;
- Public not aware of available services;
- Lack of accurate needs assessments;
- Large portions of identified needs are unmet by existing services;
- Providers lack resources for adequate maintenance, dispatch, and/or upgrading of safety equipment;
- Available resources spent on multiple management and administrative services;
- Vehicles not used to capacity while need is unmet;
- No formal agreements or processes for cooperation between service providers, either locally or between adjacent areas;
- Poor data collection for small agencies;

2. U.S. Department of Transportation. (2014). Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions, FTA Circular C 9070.1G. Retrieved from [https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070\\_1G\\_FINAL\\_circular\\_4-20-15%281%29.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29.pdf)

- Non-standardized data which makes it difficult to compare services;
- Poor coordination and utilization of resources in the event of an emergency (e.g. hurricanes);
- Lack of ability to attract new jobs to the area because of poor transportation network for potential workers (e.g. no evening hour transit or transit across parish lines); and
- Lack of transportation options to job training sites, child care, and/or job sites.

Although not all of the above reasons for coordination may exist in every parish, a number of them do exist throughout all 64 parishes. There is no parish in the State, where multiple service providers exist, that cannot benefit from coordination. Some of the coordination benefits for transportation providers include:

- More cost-effective service;
- Greater productivity and efficiency;
- Elimination of duplicate services;
- Improved reporting and data collection;
- Cost sharing;
- Greater access to funding; and
- More centralized planning and management of resources.

The benefits from public and human services transportation coordination will vary depending on the type of activities coordinated and level of coordination. In all eight of the State's coordination planning regions, these reasons for and benefits from coordination apply to inter-parish coordination as well. Realizing these benefits through continuous and improved coordination among transportation providers provides significant benefits to the users of public and human services transportation users, including:

- Expanded service areas and hours of operation;
- Greater public transportation options;
- Better access to goods and services;
- Simplified and seamless connections between different transportation services; and
- Consumer information that is easy to understand.

## **Federal Regulations Regarding Coordination**

In 2004, President Bush signed Executive Order 13330, establishing the Coordinating Council on Access and Mobility (CCAM) to coordinate the various Federal programs that provide funding to support human services transportation. In August 2005, President Bush signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Then, in March of 2006, FTA promulgated new guidelines for implementation of SAFETEA-LU that required that projects selected under the New Freedom (5317), Elderly Individuals and Individuals with Disabilities (5310), and Job Access and Reverse Commute (JARC - 5316) programs be "derived from a locally developed, coordinated public transit-human services transportation plan" beginning in FY 2007. Several months later in September, FTA promulgated additional guidelines and clarifications, which amended the March guidelines. In addition to the programs listed above, FTA indicated that Rural Transit Program (5311) recipients and Urban Transit Program (5307) recipients should also be included as essential partners in coordination activities and the development of coordinated public transit-human service transportation plans. The basic provisions of the legislation were:

- Projects selected for 5310 Program funding must be "derived from a locally developed, coordinated public transit-human services transportation plan" beginning in FY 2007;
- The plan must be "developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public";
- The plan should include an assessment of available transportation resources and needs and strategies to address gaps in public transportation service for target populations;
- Plans must be created in "good faith in coordination with appropriate planning partners and with opportunities for public participation"; and
- In 2008, a method for prioritizing strategies must be included in the plan.

The requirement to develop a coordinated public transit-human services transportation plan to receive 5310 funding and basic provisions associated with this requirement were continued with the new transportation bills Moving Ahead for Progress in the 21st Century Act (MAP-21) and the Fixing America's Surface Transportation Act (FAST Act). Since that time, the New Freedom Program was consolidated into the 5310 Program, while the JARC Program was consolidated within both the 5311 and 5307 programs.

Although FTA requires that coordination plans be developed, they do not formally review and approve plans. Designated 5310 recipients' grant applications do, however, require documentation of the plan from which each project listed was derived, including the lead agency, the date of adoption of the plan, and other appropriate identifying information.

The legislation behind the coordination plan requirement recognizes the diversity among States and communities across the nation and allows for local coordination plans to be developed on a local, regional, or statewide basis. In the guidelines for implementation, FTA suggests that the *United We Ride Framework for Action (and Facilitator's Guide)* be used when developing a coordinated plan. The regulations also require that plans be consistent

between the various planning activities, including public outreach and participation. The coordinated plan can either be developed separately from the metropolitan and statewide planning processes (i.e. TIP and STIP planning processes) and then incorporated into the broader plans, or it can be developed as a part of the metropolitan and statewide transportation processes. However, all projects developed for funding must be incorporated into the local Transportation Improvement Program (TIP) and/or Statewide Transportation Improvement Program (STIP).

FTA suggests that communities and States update coordinated plans to align with the competitive selection process based on needs identified at the local level. The intention is to allow communities and states to set up a cycle that is conducive to their own planning and competitive selection processes. In large urbanized areas (i.e. area with population over 200,000), Metropolitan Planning Organizations (MPO) are the designated recipients of FTA funding and states are the designated recipients for all other areas. However, the designated recipient is not directly responsible for developing the coordinated plan but is responsible for certifying that the projects funded are derived from a coordinated plan and developed in accordance with statutory requirements.



Public transportation in Louisiana comes in all different shapes and sizes. 5307 (Urban), 5311 (Rural), and 5310 (Elderly and Disabled) service varies based on size of community and funding.

# COORDINATION EFFORTS IN LOUISIANA

Coordination between transit providers and human service agencies has been a topic of discussion in Louisiana since the early 1990's. An Inter-Agency Transportation Coordination Committee (IATCC) was created via executive order in 1992 under Governor Edwin Edwards' administration. The IATCC was tasked with collecting data on transportation services and making recommendations for coordination of those services. The executive order was reauthorized under Governor Murphy "Mike" Foster's administration. Coordination efforts undertaken by the IATCC resulted in some success, between the various state agencies that fund transportation services. One such effort resulted from cooperation between two state agencies funding local transit providers that targeted the same population but through different funding streams. Ultimately, the IATCC had limited effectiveness due to the lack of real power afforded to the council to mandate coordination.

In 2004, the FTA initiated a new program, United We Ride (UWR), aimed at coordination of services for transportation-disadvantaged populations. UWR provides grants for states to develop coordination plans and provides coordination resource materials, such as a self-assessment tool called *A Framework for Action – Building the Fully Coordinated Transportation System*. The self-assessment tool lays out a process for developing a statewide public transit-human services coordination plan. Louisiana, under Governor Kathleen Babineaux Blanco, applied for and received a UWR grant in 2004 and began the action planning process.

Louisiana's UWR Task Force, comprised of state and local human services and transportation services stakeholders, met several times during 2005. The Self-Assessment Tool was reviewed and explained in detail and then completed by each individual member. Once the results were compiled, the Task Force met and came to consensus on a Statewide Self-Assessment for Louisiana. From that Self-Assessment, the *Louisiana Action Plan for*

*Statewide Transportation Coordination* emerged.

After the passage of SAFETEA-LU and the subsequent publishing of guidelines by the FTA related to coordinated public transit-human services planning, DOTD developed the Louisiana Statewide Human Services Transportation Coordination Plan (HSTCP) in 2007. DOTD also assisted each of the eight planning and development districts (**Table 1-1**) in developing their own regional coordinated plans. In 2008, DOTD conducted a two-day coordination workshop and updated the Statewide HSTCP.

In 2011, the Louisiana Legislature passed HCR 131 to establish the Human Services Coordinated Transit (HSCT) Working Group. The purpose of this group was to improve mobility, optimize efficiencies, and manage costs of transit and paratransit services for all potential users. Specified duties included reviewing nationwide best practices and relevant reports to establish existing conditions, forecasting needs and identifying gaps, controlling costs, and making existing services more effective and prepared for the future. After reporting findings and recommendations to the legislature in 2012, a resolution was passed to continue the Working Group, which was tasked to further study and recommend changes to transportation services to meet future needs. Despite its successes, legislative authority expired for the HSCT Working Group in 2013 and has not yet been renewed.

In 2013, DOTD introduced the Statewide Transit Tracking and Reporting System (STTARS). The web-based application allows transit providers to report and track fleet information, ridership, and utilization. STTARS is also used by providers to schedule trips and apply for funding—a function that was not available until 2015. DOTD conducted another two-day coordination workshop that same year. Throughout 2014 and 2015, the leading agencies and MPOs of the eight regional planning districts held quarterly meetings with public transportation and human services providers. Representatives from each district provided feedback to DOTD about coordination efforts, successes, challenges, and recommendations. DOTD hosted its latest coordination workshop in April 2016.

**Table 1-1: Louisiana Planning and Development Districts**

District	Parishes included in District	Agency/MPO facilitating planning process
District 1	Jefferson, Orleans, St. Bernard, St. Tammany, Plaquemines	Regional Planning Commission
District 2	Ascension, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, Tangipahoa, Washington, West Baton Rouge, West Feliciana	Capital Region Planning Commission
District 3	Assumption, Lafourche, St. James, Terrebonne, St. John the Baptist, St. Mary, St. Charles	South Central Planning and Development Commission
District 4	Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermilion	Acadiana Planning Commission
District 5	Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis	Imperial Calcasieu Planning Commission
District 6	Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn	Rapides Area Planning Commission
District 7	Bienville, Bossier, Caddo, Claiborne, DeSoto, Lincoln, Natchitoches, Red River, Sabine, Webster	Northwest Louisiana Council of Government
District 8	Caldwell, East Carroll, Franklin, Jackson, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll	Ouachita Council of Government

**Local Plans**

The Statewide HSTCP specifically includes the most up-to-date locally developed plans created by the eight planning and development districts in the State. Copies of the eight regional plans are attached by reference to this document. Many of these local plans have not been updated in several years; however, they still provide valuable information about the local goals and strategies (discussed in later sections) for public and human services transportation coordination in the respective regions.



# COORDINATION PLANNING PROCESS

At FTA's recommendation, DOTD has encouraged (and continues to encourage) regional coordination planning leaders to use the UWR Framework for Action planning process and the Facilitator's Guide that supplements the Framework for Action to conduct their coordination planning efforts. The Framework for Action lays out a process for developing the key elements of a coordinated plan:

1. Identify who will be the lead agency that initiates the coordination planning process.
2. Identify key stakeholders.
3. Organize initial meeting and establish open lines of communication.
4. Establish commitments and form partnerships.
5. Specify goals, objectives, and constraints.
6. Jointly identify client needs.
7. Identify transportation resources.
8. Design detailed service and financial options.
9. Select and recommend a plan of action.
10. Confirm agency and community commitments to the ongoing process.
11. Develop an implementation and funding plan for selected alternatives.
12. Measure performance, monitor, and evaluate.

Challenges for planning transportation systems in urban and non-urbanized areas are different. In addition to different funding streams, the availability of resources for regional planning and coordination are also different. Economies of scale also differ greatly in areas with higher densities versus sparsely populated areas. Agencies in smaller communities often have correspondingly smaller staff sizes, capabilities, and less time available for planning, while rural communities often have less access to specialized technical assistance than their urban counterparts. For these reasons, MPOs or Regional Planning Commissions within each of the eight planning and development districts were designated as the leading agencies for the

Louisiana's statewide human services transportation coordination planning process. Although the MPOs have, by definition, an urban focus, they also generally have access to greater transportation technical expertise and experience in coordinating inter-jurisdictional planning processes.

Once a lead agency is identified, the next step in the human services transportation coordination planning process is the identification of all possible partners and stakeholders. Although DOTD can easily provide a list of public transportation providers throughout the State, it is often much more difficult for other state agencies to provide similar information. This is partially because state agencies do not typically administer funds to agencies specifically for the provision of public transportation. Recipients can typically use funding for a variety of projects and services and are not necessarily required to use the funding for transportation. Therefore, state agencies can experience problems when trying to identify who is providing transportation services, since there is not a direct link between the funding and services provided. Other transportation funding streams may bypass the state all together and go directly to local entities. Furthermore, private and nonprofit funding streams for transportation are not reported to the state at all. The process of identifying all possible partners is an ongoing task at both the state and local levels. Once potential partners are identified, their level of commitment to the coordination process must be identified and/or nurtured. Potential participants in the local coordination planning process typically include:

- Metropolitan Planning Organizations;
- Regional Planning Commissions;
- Public transportation providers;
- Councils/Areas on Aging;
- Local Arc agencies;
- Dept. of Children and Family Services;
- Dept. of Health and Hospitals;
- Churches;
- Nursing homes;
- Hospitals and dialysis centers;
- Workforce Investment Boards;
- Elected officials; and
- Members of the public who are elderly, disabled, low-income, or minority.

Another important step early in the coordination planning process is to establish effective lines of communication. When bringing together public, private, and nonprofit entities that have diverse constituencies, clients, funding streams, accountability processes, and organizational structures, there are many challenges that must be overcome before transportation provision can be coordinated. For example, the term “long range” for the United States Department of Transportation (DOT) means 20 years, and for the United States Department of Health and Human Services (HHS), it often means only 3 to 5 years. Something as simple as developing a common definition of terms is an important step forward in developing an effective communication process. It is also important to establish commitments from stakeholders by identifying decision-making capacity, roles and responsibilities, who will provide technical assistance, and time commitments.

The next step in the coordination planning process is to establish both short-range and long-range planning goals. The opportunities for coordination in the short-range are mostly limited to establishing a coordination process so that efforts in the region can grow as agencies develop trust relationships and mutual benefits are identified. Developing the willingness of multiple organizations to share resources, information, responsibility, and decision-making power is not something that often happens in the short-term; therefore, lead agencies in the coordination process are encouraged to establish coordination processes that are comprehensive and sustainable. Transportation goals may address issues such as geographic service areas, service types, marketing programs, funding, and priority clients.

After identifying planning partners, setting up effective communication standards, and establishing goals, the next step is to begin gathering and analyzing existing data and information on available public transportation resources and needs in order to identify public transportation service gaps. For client needs, the plan should identify concentrations of populations that rely on public and human services transportation, types of transportation needed, common trip origins and destinations, methods

clients use to access transportation services and information, and what times of day clients require transportation. For transportation resources, the plan should identify the number and location of public transportation providers, available vehicles (and their respective condition), maintenance facilities, dispatching facilities, drivers (along with any labor rules and regulations associated with them), marketing resources, and planning staff.

Many of the entities involved in the provision of transportation services differ in their data collection efforts and types of data collected, typically based on the requirements of the diverse agencies providing funding. USDOT typically has the most stringent requirements for collecting data related to the provision of transportation service, while the United States Department of Labor (DOL) and HHS have less stringent requirements for transportation data collection since it is a secondary, or supportive, service. Additionally, private organizations may have entirely different criteria upon which they collect data, further complicating data collection efforts. Collecting whatever data is available is an important step in the coordinating process but developing common data collection standards is also necessary for improved coordination in the future.

Another consideration for transportation resources is funding. In addition to the plethora of available federal transportation funding sources, there are state, local, and private funding sources that may be identified. The most important aspect of this step, though, is that agencies must work to identify funding as a group to support all transportation needs in the region. At the state level, support will be needed to remove any bureaucratic or institutional barriers to this new funding approach, as well as the provision of technical assistance in obtaining available funds for coordination projects that are identified in local plans.

Once transportation resources and needs have been evaluated and service gaps have been identified, agencies must select and recommend a plan of action. A major component of this step is developing a decision-making process that includes stakeholders and prioritizes recommended

strategies, projects, and/or activities to be included in the action plan. The UWR Framework for Action planning process recommends defining evaluation criteria—such as the extent to which local goals and objectives will be achieved, feasibility, costs, and potential effectiveness in improving the transit experience of users—to help with this decision-making process.

Once the action plan is developed, regional planning leaders must confirm agency and community commitments to the ongoing coordination process. This step is achieved by involving local decision-makers in the process, as well as presenting the plan to local officials and the public, so the participating agencies can be held accountable for their progress and participation. Public meetings and formal agreements/contracts are also encouraged. Participating agencies should also develop an implementation and funding plan for selected strategies, projects, and/or activities to ensure they are carried out. These plans may include detailed service, operational, and administrative system characteristics; a work plan and schedule for implementation; personnel requirements; agency responsibilities; identified funding sources; a projected operational and capital budget.

The final step of the human services transportation coordination planning process is to measure and monitor performance. In this HSTCP update, DOTD provides performance measures that will be used as benchmarks in order to monitor the effectiveness of coordination efforts in the future at the state level. Agencies participating in transportation coordination at the local level are encouraged to employ these same measures using data specific to their region and at a more local scale (i.e. census block population data). The HSTCP also provides information about the data sources used in the calculation of performance measures so agencies can replicate the measures in a way that is consistent with statewide efforts.

Commitment to the continual iteration of these steps is key to the success of the coordination process. It is crucial that agencies participating in the coordination process continually assess the effectiveness of strategies implemented and refine both the planning and the service delivery processes on a continual basis. This commitment to the continuation of the process will also mean that local communities have an effective process in place if it should be necessary to address emergency needs of the community (e.g. a natural or security disaster).



# CHALLENGES TO COORDINATION

One of the biggest challenges to coordination is the equal distribution of benefits derived from coordination. Often the benefits are not enjoyed by the agencies that expend the most time and resources to implement the coordination effort. The primary benefit of coordination, though, should be improved service to clients, even though this may not translate into increased funding or resources for the agencies providing that service. Most nonprofit agencies that provide transportation services do so as an ancillary or support service to their primary service goals. These agencies often want to use the funds that are saved on transportation services to provide additional services to their clients or to expand the number of clients that they can serve with their primary services. If the savings from transportation coordination are used to meet unmet transportation needs in the community, this does not necessarily help the nonprofit service agency partners better meet their agency goals and objectives. Overcoming this barrier, means finding a win/win coordination process for all stakeholders individually, as well as for the entire community.

Another barrier to coordination is the difficulty in getting enough people involved to realize benefits, especially in very rural areas where the number of providers is very low or in areas where the number of providers willing to participate in the coordination process is low. Unless there is consolidation among providers, there can be a lack of the critical mass that is necessary before economies of scale can create significant benefits.

Another significant issue that state and federal governments must address to better support local coordination is how to insert the planning process into the chain of command. This is a problem because HHS and DOT programs bypass state government altogether, by either going directly to a local or regional entity. This issue should be part of the dialogue at statewide meetings as stakeholders work to support the local coordination process.

In their 2012 report to the legislature, the HSCT Working Group identified several major challenges to coordination in Louisiana. The first challenge or concern was the fact that funding for public and human services transportation is distributed through 60 Federal programs, 11 Federal agencies, and at least eight state agencies, each with their own set of rules and regulations. Another concern the group identified was that over 24 parishes, at the time, did not have sufficient funding to provide a match for Federal funding. Other potential challenges reported were lack of centralized coordination among agencies, lack of transportation services in general, poor utilization and capture rates, conflicting rules and regulations, and lack of centralized data collection.

In addition to these issues, there are additional potential challenges to effective coordination:

- Coordination processes take time from managers whose time requirements are already stretched.
- Stakeholders may be unfamiliar with the organizational mission, terminology, and regulations of other agencies.
- Stakeholders may perceive a lack of benefit in spending the time and resources necessary for coordination.
- Stakeholders may perceive a loss of ability to control when and where transportation assets will be used.
- Organizational communication cultures may not be compatible.
- Agencies have different data collection requirements and processes.
- Agencies may not have the capabilities/resources to collect necessary data.
- Levels of priority for the provision of transportation services may differ.
- Coordination requires an ongoing commitment that can be hard to maintain as leadership and regulations change.
- Disagreements may arise regarding jurisdiction and control of resources.
- Funding allocated by state or federal government can be unpredictable.

# **GAP ANALYSIS & PERFORMANCE MEASURES**

# ANALYSIS OVERVIEW

In order to set appropriate goals and develop effective strategies for the coordination of public and human transportation services, it is imperative to first understand what the people of Louisiana's transportation needs are, as well as the resources available to serve those needs. This understanding is accomplished through performing an analysis of public transportation services in Louisiana and evaluating the available public transportation and transportation need data available for each parish. The main objective of this analysis was to identify areas where resources do not match identified need and where stronger coordination between public and human services transportation providers could help to improve services, especially for the more vulnerable portions of the population (e.g. those who are elderly or have disabilities). This analysis entails collecting and assessing both quantitative data from readily available sources and qualitative data from surveys issued to public transportation providers and users in Louisiana.

The analysis portion of this HSTCP is broken down into several sections. The first section presents an assessment of available transportation resources throughout Louisiana. The second section provides an assessment of transportation needs through analysis of parish demographic profiles and survey responses. Combining these two assessments, gap analysis results reveal where there are insufficient resources to meet transportation needs or where there is duplication of services.

The final section presents performance measures, using collected data and survey responses, for establishing a baseline and evaluating the effectiveness of coordination efforts to achieve this plan's goal of improving access to and quality of public and human services transportation. The performance measures also play a role in identifying potential transportation service gaps. The result of these analyses are a series of summaries, maps, and tables that provide an insightful view of public and human services transportation in Louisiana, with focus on service being provided to elderly/disabled, minority, and low-income populations.

## Data

Data for the HSTCP was collected and compiled from a variety of sources. While high-quality demographic data was readily accessible from trusted data sources, other data relating to the actual availability of public transportation services was not as accessible or reliable. For this reason, certain assumptions were made regarding transportation service data so that a meaningful analysis could be conducted.

The demographic and transportation needs analysis was done using the most recent (2015) population data from the U.S. Census Bureau American Community Survey (ACS) 5-year estimates. This data included total population, elderly population, poverty status, number of households, vehicle availability, disabled population, and urban/rural population. All data was collected at the parish level with the exception of the urban/rural population.

Data on public transportation providers and resources in Louisiana were collected from DOTD's Statewide Transit Tracking and Reporting System (STTARS), DOTD's Transit Resource Guide, FTA's National Transit Database (NTD), and the Department of Treasury's Bureau of Fiscal Services. This data included public transportation provider information, vehicle inventories, ridership, operating hours, productivity measures, and federal funding received. Since transportation service data from other government agencies was not readily available, this analysis focuses on data provided by agencies participating in the following FTA funding programs: Urban Transit (5307), Enhanced Mobility of Seniors and Individuals with Disabilities (5310), and Rural Transit (5311). Data for 5307 and 5311 providers was primarily taken from NTD, while data for 5310 providers was collected from STTARS. STTARS also provided information for non-emergency medical trips provided by 5310 providers.

With the exception of the population data, most data was collected for the year 2016. For several items, such as annual ridership, historical data was collected over a three-year period between 2014 and 2016 to get a more accurate picture of transportation service in Louisiana, as well as to help

compensate for data issues that might be present in any single year. **Table 2-1** below lists data used in this HSTCP along with the year it was collected for and data source.

## Methodology

Analysis was conducted by collecting and assessing data which represented both the availability and need for transportation services within each parish. This general assessment helped determine what transportation resources were available, where they were available, and where resources are needed based on demographics. Additionally, the data was used to calculate baseline performance measures for evaluating the provision of public and human services transportation and determining additional service gaps. This section briefly describes some of the measures and calculations used throughout the gap analysis performed and performance measures developed for this HSTCP.

### Public & Human Service Transportation Resources

Transportation resource measures were used to show the availability of transportation services within each parish and throughout the State. While this type of analysis typically focuses on service areas around fixed transit routes, this analysis utilizes data on vehicles, federal funding for public transportation, and the number of service providers

to represent transportation availability (or supply). These measures more appropriately represent available transportation resources, since 5311 and 5310 providers typically serve large, less defined areas.

### Public and Human Services Transportation Needs

The Louisiana Statewide HSTCP considers several population groups when determining public and human services transportation needs. These groups are often more vulnerable to lack of transportation access and may have special needs when it comes to transportation. Those with low incomes may not own a vehicle and can be isolated from workplaces or other important destinations. Those who are elderly and/or disabled may not have the ability to operate a personal vehicle and cannot make trips to doctor's offices or other medical facilities. For this portion of the analysis, need is revealed by using Census demographic data to show concentrations of these target populations that have fewer mobility options. Survey responses also provided information about the public transportation need from both the public and providers' perspectives.

### *Elderly and Disabled Population*

Elderly population includes all persons 65 and older. To determine the elderly and disabled population, the number of persons 65 and older is summed

**Table 2-1: Analysis Data Sources and Descriptions**

Data Type	Source	Year	Description
<b>Demographic</b>	U.S. Census Bureau: American Community Survey 5 Year Estimates	2011-2015	Population: elderly (65+), disabled, below poverty line, no vehicle available, & urban/rural, minority
<b>Public Transportation</b>	DOTD: Statewide Transit Tracking and Reporting System (STARS)	2014-2016	5310/NEMT providers, trips, miles, revenue hours, & vehicles
	DOTD: Transit Resource Guide	2016+ entries only	General provider information
	National Transit Database	2014-2016	5311 and 5307 providers, trips, miles, revenue hours, federal funding received, vehicles, & cost
<b>Funding</b>	USAspending.gov	2014-2016	Federal funding for 5310 providers

with the number of persons with disabilities that are under the age of 65. This ensures that those 65 and older with a disability are not counted twice.

### *Low-Income Population*

Low-income population is obtained from available ACS data that reports poverty status. In this case, low-income population is equivalent to the population determined by the ACS to be in poverty. The ACS calculates poverty status by assigning poverty thresholds (in dollars) to individuals or families and comparing family income to that threshold. If family income falls under that threshold, every person in that family is considered to be in poverty.

### *Minority Population*

Minority population is identified in this plan as any person who does not classify themselves as white, non-Hispanic. ACS data provides the total white, non-Hispanic population, and subtracting this population from total population provides an estimate of the minority population in Louisiana.

### *Urban/Rural Population*

Urban/rural population percentages were estimated by using 2010 ACS data and applying the urban/rural population percentages from this dataset to 2015 total population. This method assumes that the percentage of people living in urbanized areas did not change significantly between 2010 and 2015.

### *Need Index*

Need index is a relative measure of how much transportation need there is in each parish based on the concentrations of specific population groups: elderly and disabled, minorities, those in poverty, and those with no vehicle access. Need index is calculated by parish by determining the percentage of total parish population for each of the mentioned population groups and comparing these percentages to those of the State. If a parish has a higher percentage of one of these population groups, the parish was given a need indicator of “1” for that group. For example, ACS data reveals that 19% of the entire population of Louisiana

is considered to be in poverty. The percentage of the population in poverty for Acadia Parish is 20%; therefore, Acadia Parish is assigned a “1” for population in poverty. Ultimately, the need indicator (i.e. 0 or 1) for each population group and each parish is summed, providing a transportation need index, where the highest value is 4 (indicating significant need relative to other parishes and higher percentages for all population groups compared state averages) and lowest value is “0” (indicating little transportation need comparatively).

### Performance Measures

Again, performance measures are intended to establish a baseline for the how well current public and human services transportation services are currently serving the needs of Louisiana’s residents. Performance measures are also intended to continuously be monitored to evaluate the impact and effectiveness of transportation coordination efforts. These metrics take into consideration different types of service providers, as well as the different transportation requirements that different population groups have. The performance measures presented in this HSTCP include:

- **Number of trips** - a basic measure that generally indicates how well providers are attracting ridership; assuming no parish has unmet transportation needs, an increase over time indicates that providers are providing improved, more attractive public and human services transportation service
- **Cost per trip** - provides a measure of how much it costs agencies to provide a single trip; a decrease over time for this measure indicates that agencies are either providing more trips at the same costs or are reducing costs through cost-sharing activities or better coordination
- **Trips per vehicle hour** - a productivity measure indicating how efficiently agencies are providing service; an increase in this measure indicates more productive service delivery and can be achieved through improved scheduling and trip coordination

- **Vehicles per person by funding category** - indicates the number of vehicles available under the FTA-funded programs throughout Louisiana compared to the number of people identified in specific population groups; an increase in this measure indicates that more resources are being made available in comparison to growth in potential users
- **% of vehicles at/over Useful Life Benchmark (ULB)** - a measure of the quality of transportation vehicles used to provide services throughout Louisiana; a decrease in percentage indicates that agency fleets are improving the quality of their fleets by purchasing newer vehicles or decommission older vehicles
- **Hours & days of operation** - the average number of hours agencies provide service throughout a day and percentage of providers providing service by day of the week; an increase in either of these measures indicates that providers are expanding service hours and days of operation

#### *Useful Life Benchmark (ULB)*

The ULB of a vehicle is the expected lifecycle of that vehicle. In their 2017 Asset Inventory Module Reporting Manual, FTA has established default ULBs for various vehicle types. These ULBs were assigned to vehicles included in this analysis by determining vehicle type in the reported vehicle inventories. Once default ULBs were assigned, the age of the vehicles were calculated based on manufacturer year and compared to the ULBs to determine if a particular vehicle was past its expected lifecycle. Dividing the number of vehicles in a particular parish by the number of vehicles at or over their ULB results in a percentage of the vehicles past their expected lifecycle, which serves to reflect the quality of the public transportation fleets in that parish.

#### Transportation Provider and User Surveys

The purpose of the Public Transportation Provider Survey was to gather information about coordination efforts among providers and about public transportation service needs in Louisiana from the providers' perspectives. The survey, which was sent out in 2017 to all FTA-funded transit agencies, was distributed via an online survey hosting site and was available for over three weeks. Responses were also compared to responses to similar questions from a provider survey conducted in 2006 by DOTD as a part of the original HSTCP. The survey received 66 responses from 62 agencies, which is about 50% of current active providers.

The Public Feedback User Survey, conducted in 2017, focused on gathering information about public transportation users' needs and feedback on proposed action strategies to improve public and human services transportation. The provider survey, which targeted those using 5310 human services transportation and 5311 rural transit, was distributed online and in-person. 1,613 responses were collected for this survey over several months. The survey results are presented in the Public and Human Services Transportation Need section, as well as the Performance Measures sections. Survey responses are included in the Performance Measures section, because the responses provide insight into how well public transportation services are being coordinated and the overall quality of services being provided. Over time, surveys can be redistributed and evaluated against previous results to determine progress in regard to coordination and public and human services transportation service provision. A copy of the questions included in the Transportation Provider Survey and a copy of the Public Feedback User Survey are provided in the Appendix of this document.

# ANALYSIS RESULTS

Below are summaries, tables, and maps presenting the different data collected and analyses performed to determine public and human services transportation resources and needs for the 64 Louisiana parishes.

## Public and Human Services Transportation Resources

In order to determine where resources and coordination efforts can be focused to address need for public and human services transportation, it is first important to understand what and where services are available. This section provides insight into what public transportation resources are available in Louisiana.

### Providers

As of the writing of this plan, there are 121 active public and human services transportation providers funded by FTA that provide service in Louisiana. **Figure 2-1** shows the approximate location of these providers based on the city the provider is headquartered in and shows the primary funding program by which the provider is identified. **Table 2-2** summarizes the number of providers participating in each program.<sup>3</sup>

There are nine parishes (shown in pink in Figure 2-1) that are not served by any FTA-funded public transportation providers: Concordia, East Carroll, Grant, Morehouse, Natchitoches, Richland, Tensas, Union, and West Feliciana. There are also several parishes that are served by general public transit

**Table 2-2: Public Transportation Providers by FTA Funding Program**

Program	Providers
5307	13
5310	74
5311	36

(5307 urban or 5311 rural) but are not served by 5310 providers, and vice versa. Note that some providers provide service to multiple parishes, but this is often only limited service that takes passengers from their home to destinations outside of the parish they live in. Providers typically do not pick up or provide service to passengers who live in parishes outside the one the provider is located within.

Parishes not served by public transportation are concentrated in the northeastern part of the State, where there are few providers. Most of the providers offering transportation services in this region are small (less than five vehicles) 5310 providers, with the exception of the Madison Voluntary Council on Aging and providers in Ouachita Parish. On the other hand, the largest concentration of providers is located in southeast Louisiana, particularly in the greater New Orleans area. The large number of providers in the region is likely due to the relatively high population in the area; however, there is greater potential for overlapping or duplicative services. It is important for those operating in areas where there are multiple transportation providers to coordinate and communicate so service duplication is minimized.

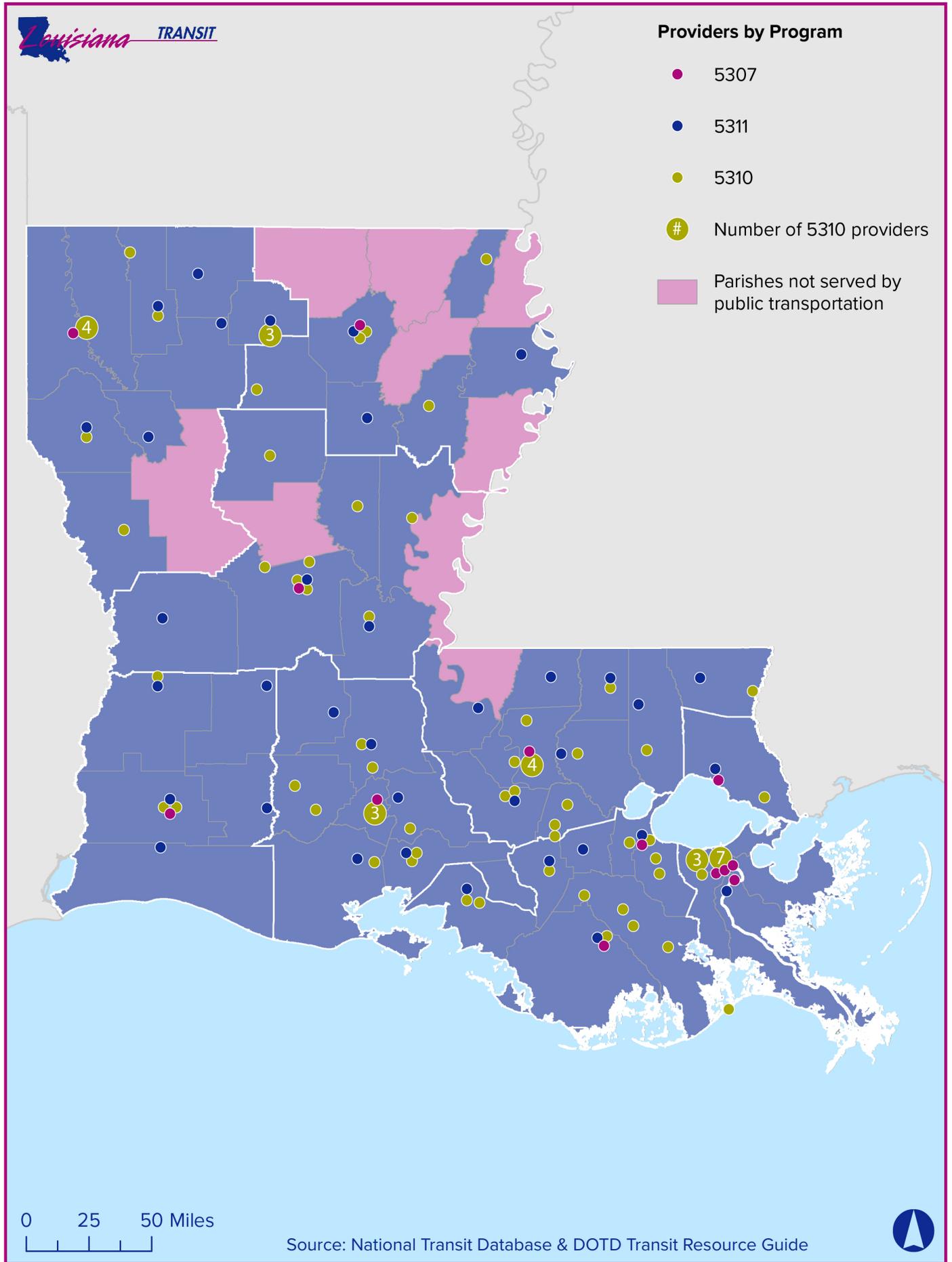
### Vehicles

Perhaps more important than knowing where providers operate is knowing what capabilities they have to serve their communities in terms of the number of vehicles available for service. **Figure 2-2** shows the number of public transportation vehicles available in each parish as of 2016. Vehicles are assigned to parishes based on the headquarters city of the providers. The purpose of the map is to show the relative distribution of vehicles throughout Louisiana.

The distribution of public transportation vehicles varies from parish to parish. The average number of vehicles available in each parish with public transportation service is approximately 27. However, about 77% of parishes have less than 27 available public transportation vehicles. This suggests that there are several parishes with a relatively large

3. Note: Providers may receive funding under multiple FTA funding programs. In Louisiana both River Parishes Transit Authority and St. Tammany Area Transportation received 5307 and 5311 transit funding.

Figure 2-1: FTA-funded Public Transportation Providers





number of available public transportation vehicles, and the rest of the parishes throughout Louisiana have small fleets of only a few available vehicles. There are two parishes with over 100 vehicles available: Orleans and East Baton Rouge. Each of these parishes are served by major 5307 urban transit providers, which typically have much more resources to serve highly populated areas. **Table 2-3** lists the number of vehicles throughout the State for each type of provider.

While there are about 100 more vehicles operated under the 5307 Program compared to the 5310 Program, 5307 vehicles are split over fewer providers (see **Table 2-2**), revealing that a large portion of available public transportation vehicles belongs to just a few major urban providers. The largest number of vehicles operated by 5310 providers is concentrated in Orleans Parish (73) and Lafourche Parish (58), while the largest number of vehicles operated by 5311 providers is concentrated in Terrebonne Parish (23).

### Federal Funding

Another indicator of public transportation resources available throughout the State is the amount of Federal public transportation funding received. While there are many sources of funding for public transportation (e.g. state funding and revenues), Federal public transportation funding is an appropriate proxy for the relative amount of funding resources available. In 2016, Louisiana public transportation providers received approximately \$64 million in Federal funding, with the majority of funding coming from the FTA's three major transit programs (5307, 5310, 5311). The average annual amount of Federal public transportation funding received by the group of providers within each parish was roughly \$1 million. Only nine parishes received more funding than the average across the State, and there were 17 parishes where the group of providers in that parish did not receive any Federal public transportation funding. **Figure 2-3** displays the amount of Federal public transportation funding received by providers for each parish in 2016. Again, there appears to be a lack of resources, funding in this case, in the northeastern part of Louisiana.

**Table 2-3: Available Public Transportation Vehicles by Provider Type**

Program	Vehicles
5307	672
5310	571
5311	277
TOTAL	1,520

### Other Public and Human Services Transportation Resources

Although this analysis mainly focuses on FTA-funded public transportation providers, other available transportation resources must be considered as part of identifying all possible partners for coordination.

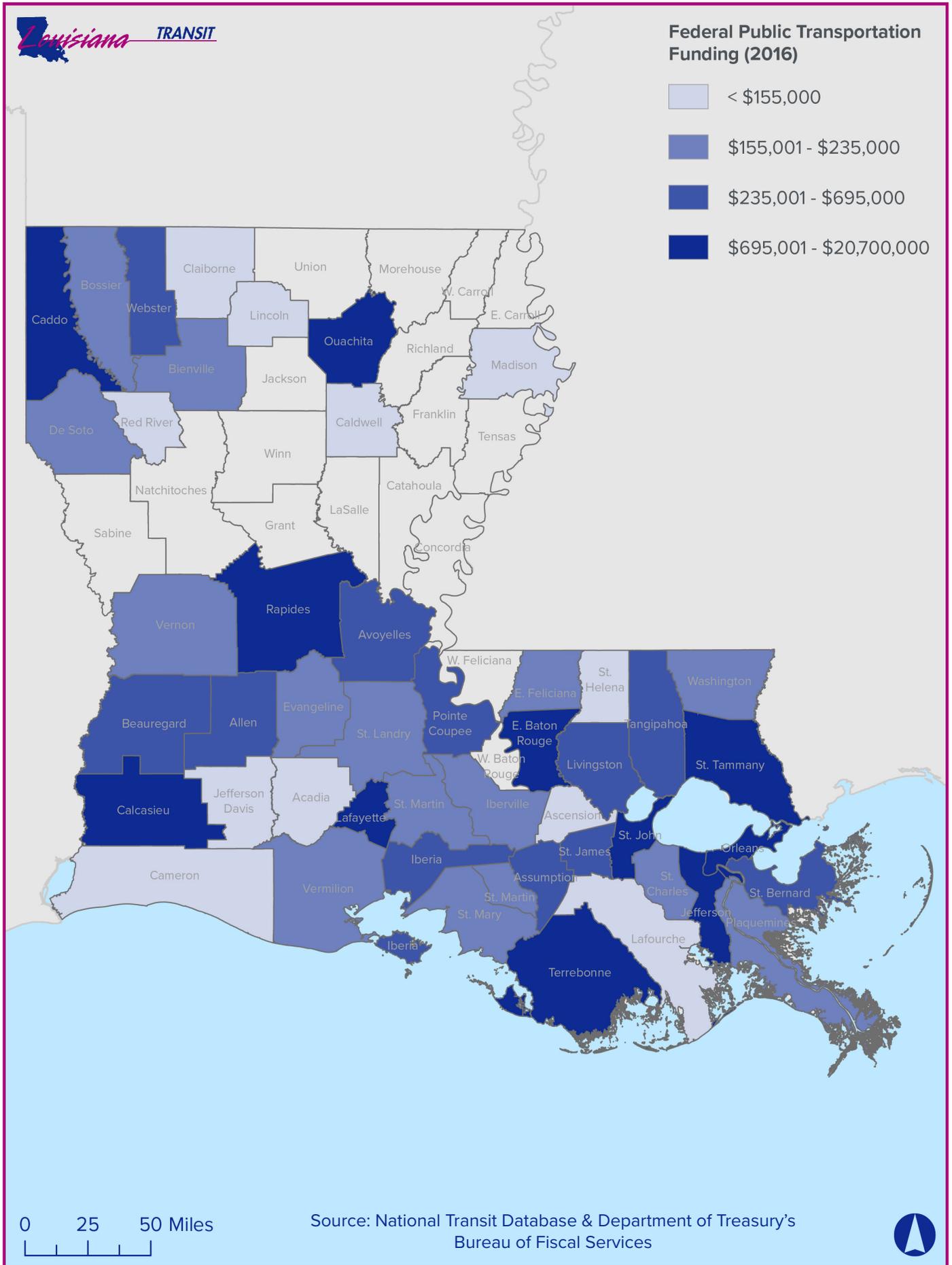
#### *Non-Emergency Medical Transportation*

One major group of partners for coordination is non-emergency medical transportation (NEMT) providers. According to the National Provider Identifier Database, there are 437 NEMT providers in the State of Louisiana. This group of providers represents a large amount of available transportation resources. Other transportation resources include the Louisiana Department of Health and Hospitals' Medicaid Medical Transportation Service, Children's Special Health Services, and Families Helping Families transportation programs. Exact resource information is unknown, but these programs are offered in the 9 DHH regions across the state. These programs specialize in providing access to medical services for children and those with limited resources and are important partners for public transportation coordination.

#### *Intercity Bus Services*

Intercity Bus Service is defined by FTA as regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity. Although intercity bus service is provided by private carriers, such as Greyhound in Louisiana, this service is still included in the coordination planning process as it is an important

Figure 2-3: Federal Public Transportation Funding (2016)



resource for travelers within Louisiana, especially those traveling for recreation or visiting family and friends. FTA provides funding to support intercity bus transportation through its Intercity Bus Service - 5311 (f) program. Two intercity bus routes within Louisiana are funded through this program. The first route connects Baton Rouge to New Orleans with stops in the rural areas in between, which include the communities of Gonzales and LaPlace. The second route connects Lafayette to New Orleans. Each intermediate stop along the two routes serves areas with populations of less than 50,000.

According to the American Intercity Bus Riders Association (AIBRA) as of 2016, there are five parishes that are not served by intercity bus services. AIBRA identifies unserved parishes as those with populations greater than 25,000, which are greater than 25 miles from the nearest bus or train station. The five parishes identified by AIBRA as not being served by intercity bus include the following:

- Vernon
- Beauregard
- Jefferson Davis
- Natchitoches
- Allen

## Public and Human Services Transportation Needs

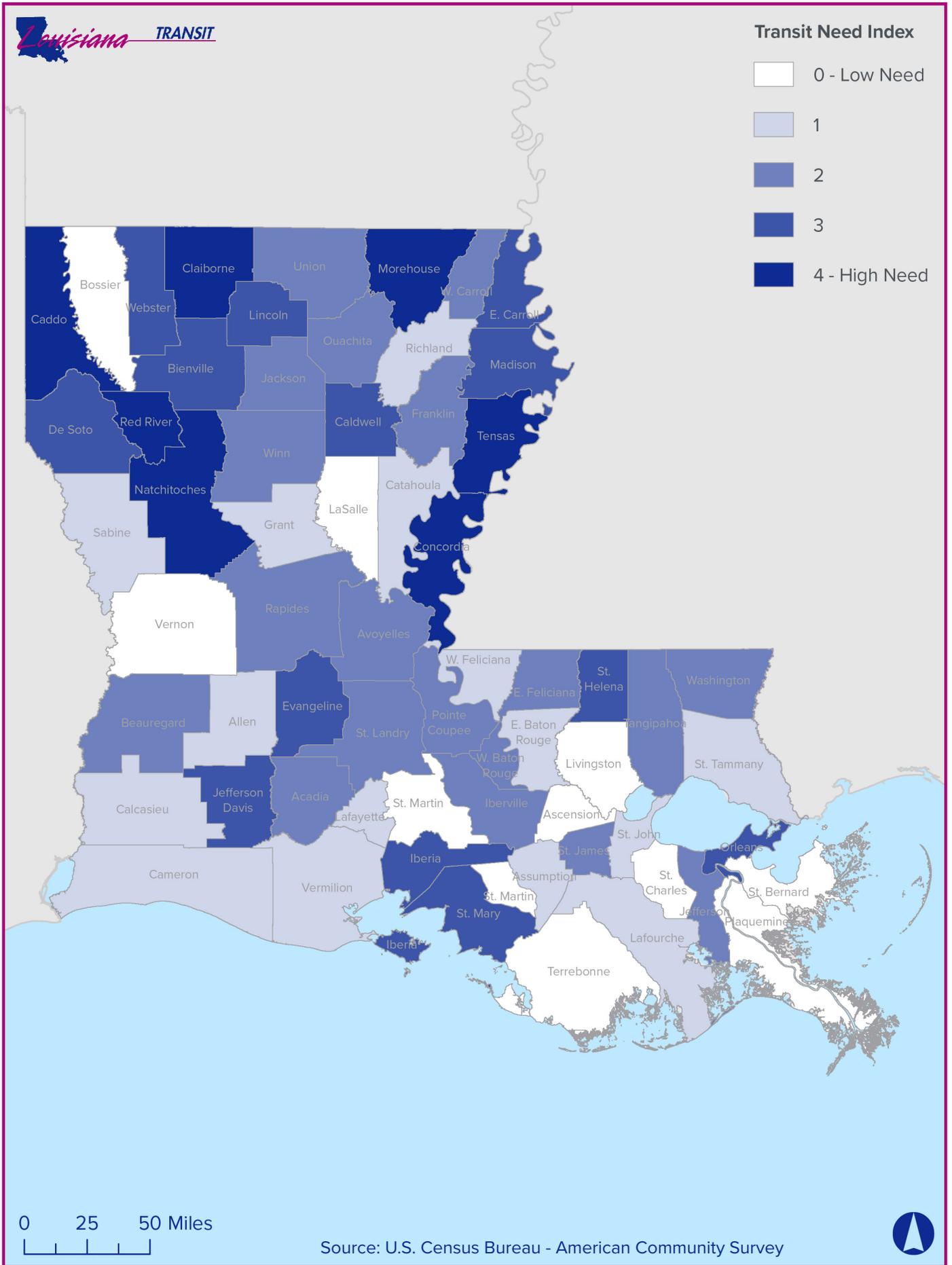
With resources identified, the next step in determining human services public transportation gaps is to identify need for transportation services. Again, transportation needs are represented by a Need Index which is calculated by identifying parishes with higher percentages of target populations which are more likely to be dependent on public transportation services. **Figure 2-4** shows the Transit Need Index calculated for each parish in Louisiana.<sup>4</sup> General observation of Need Index in Louisiana shows that the highest needs for public and human services transportation are in the northern portion of the State, especially along the Mississippi River. Parishes with the highest needs for public and human services transportation are:

- Caddo
- Claiborne
- Morehouse
- Tensas
- Concordia
- Natchitoches
- Red River



4. Individual maps showing the percentages of each of these population groups by parish are included in the Appendix (Figures A-1 through A-4).

Figure 2-4: Public Transportation Need Index



## Survey Responses on Transportation Needs

Both the Public Transportation Provider and Public Feedback User survey included questions regarding transportation needs. The purpose of these questions was to gather additional input on the transportation needs of communities throughout the State based on personal experiences of both public transportation providers and users. The following subsections summarize the results of each surveys' questions on transportation need.

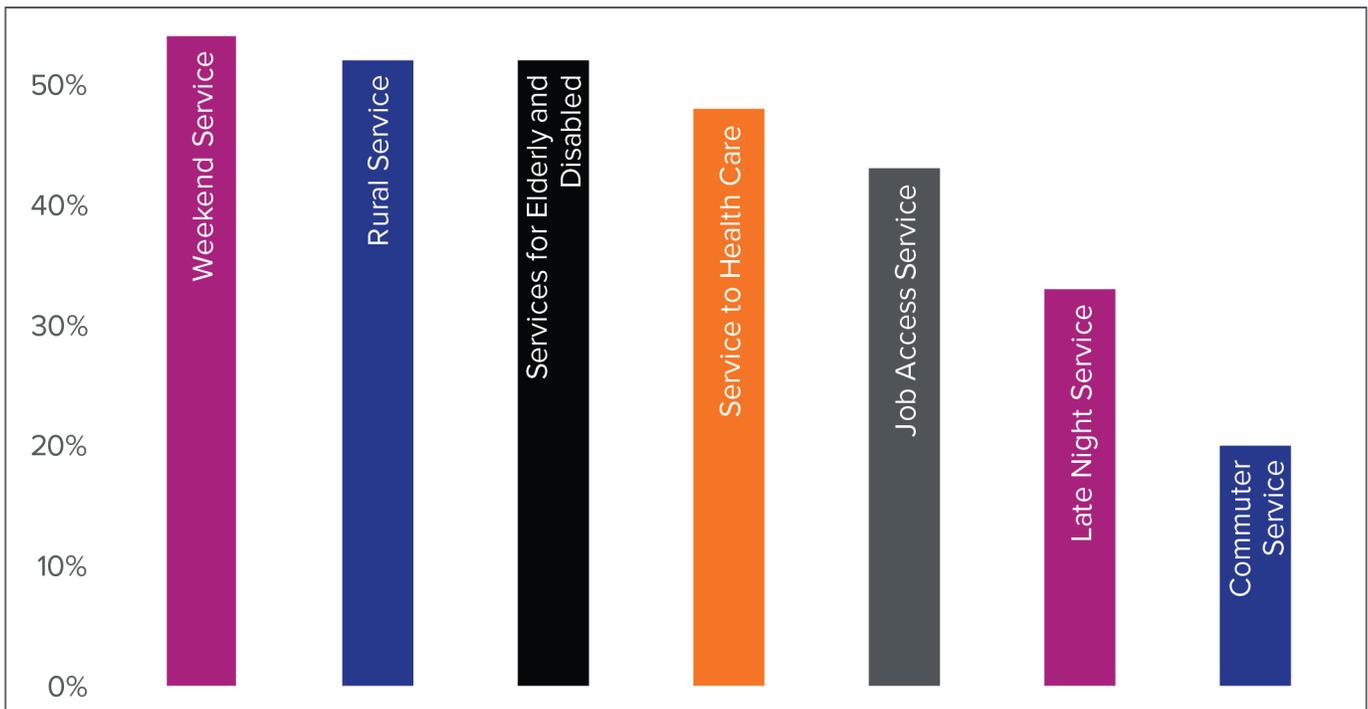
### Public Transportation Provider Survey

When asked if additional transportation services were needed in their parish, 68% of providers responded "Yes", compared to 71% of providers that responded the same in the 2006 survey. In a follow-up to this question, respondents noted that weekend service, service in rural areas, and service for the elderly and disabled were the most needed types

of transportation services (**Figure 2.5**). In fact, over 50% of respondents indicated that these services were needed in their community. Additionally, when asked "Who is most affected by the availability of public transportation services?", respondents noted that the elderly and disabled population, as well as those with low income or no access to a car, were the most impacted population groups.

Outside of specific service needs, public and human services transportation providers have their own needs in order to effectively provide service. When asked what their biggest obstacles for improving public transportation services in their parish (i.e. what is their biggest need) were, providers listed "funding", "number of drivers", and "cost of service" as their top concerns, with 80% of all respondents indicating that funding was an issue.

Figure 2-5: Provider Survey - Additional Service Needs

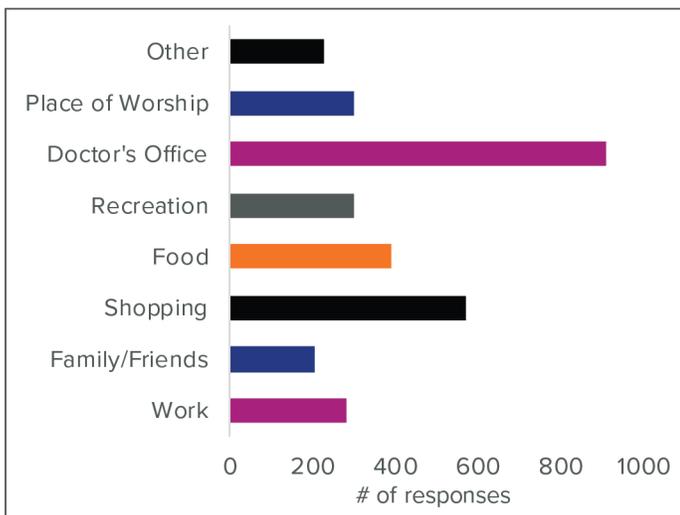


## Public Feedback User Survey

**Figure 2.6** shows respondents' most frequent trip destinations. According to the responses, the top destinations are doctor's offices, shopping locations, or places to get food. Considering that many of the respondents (86%) are 45 or older, this indicates that transportation service for older individuals to these types of destinations is a high priority.

When asked what their biggest barriers to using public transportation were, respondents noted a wide variety of issues. Some of these barriers or

**Figure 2-6: User Survey - Most Frequent Trip Destinations**



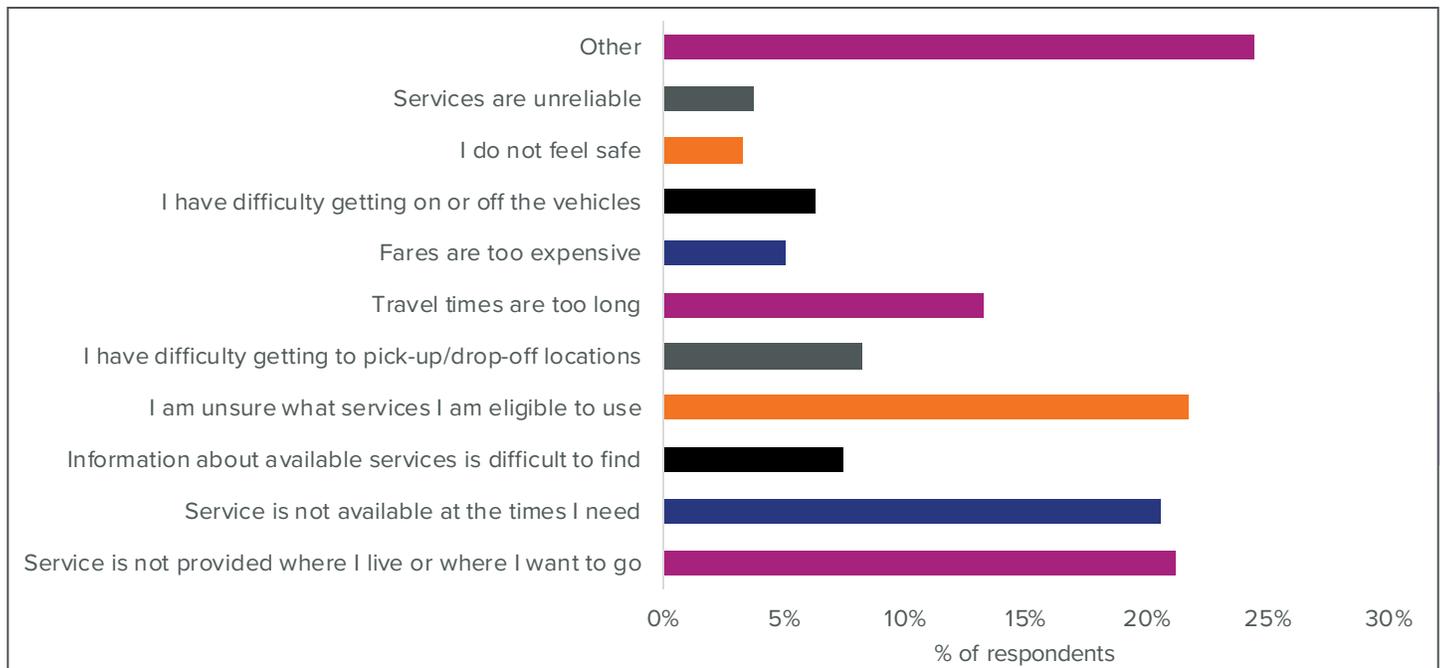
issues include uncertainty about what transportation services respondents were eligible for, services not available in their area, and services not available at desired times. **Figure 2.7** shows the full list of potential barriers to the use of public and human services transportation service. Note that "Other" was the most popular choice for this question. Additional information provided with "Other" responses indicated other barriers, such as:

- Difficulty scheduling rides;
- Ineffective call centers;
- Bad weather; and
- Lack of available ride escorts

While these responses were framed as barriers or issues, they can also be thought about as indicators of need. For example, difficulty scheduling rides indicates a need for improved scheduling processes. Lack of available ride escorts indicates a need for more staff to help escort passengers to/from public transportation vehicles.

Public transportation users also provided responses about how they received information regarding public transportation services. 51% indicated that they got their information about available services via word of mouth, and 32% indicated that they called a customer service line. These responses

**Figure 2-7: User Survey - Biggest Barriers to Taking Public Transportation**



may indicate that there is a need for better public transportation service information and marketing, especially considering many of the respondents noted that they were unsure what services were available to them.

The survey also presented three potential public transportation improvement strategies and asked respondents to what extent each strategy would improve their traveling experience. The highest rated improvement was a “one-click/one-call” transportation service center where customers could schedule rides with a variety of different providers. 45% of respondents indicated that this center would greatly improve their traveling experience (i.e. rated the strategy the highest possible score, “5”). 41% indicated that a list of local transportation programs with information on eligibility, fares, and reimbursement would greatly improve their traveling experience. These responses further reveal a public need for better call centers and communication/marketing of public and human services transportation service information.

### **Public and Human Services Transportation Service Gaps and Overlaps**

To identify public and human services transportation service gaps in Louisiana, information gathered from the resources and need assessments was evaluated together. The goal of this evaluation was to determine where there are mismatches between available public transportation resources and need. **Table 2.4** lists each parish sorted by Need Index, from highest need to lowest need, with the number of providers that provide service to that parish and Federal public transportation funding received by providers headquartered in that parish. Of the seven parishes with the highest need for public transportation (i.e. have a Need Index of “4”), four of them are not served by any FTA-funded public transportation: Morehouse, Concordia, Natchitoches, and Tensas. Though each of these parishes has a relatively small population (all were under 40,000 in 2015), they may all be considered as the parishes with the most unmet public and human services transportation needs. Each parish has higher percentages of all target population groups that make up Need Index compared to state

averages; however, there are no dedicated FTA-funded public or human services transportation services provided in these parishes.

Other parishes with high need include Claiborne, Red River, and Caddo parishes. Both Claiborne Parish (16,639 population) and Red River Parish (8,838 population) are served by single 5311 providers with seven vehicle fleets. For parishes this size, the amount of public and human services transportation resources may be sufficient, and it is at least more adequate in comparison to other parishes with high need. Regardless, this does not mean that all needs are being met in those parishes. Caddo Parish is the only parish with higher percentages than the state average for all four population groups considered in Need Index that is served by multiple providers: a major 5307 urban provider, SporTran, as well as a small 5310 provider. While there may be fewer resources dedicated to rural public transportation service in the parish, 83% of the population lives in the urbanized area.

Service gaps also exist in East Carroll, which has a relatively high Need Index (3) but is not served by any public or human services transportation providers. Union Parish is another parish that is not served by any FTA-funded public transportation service despite having a medium-level of public transportation need (i.e. Need Index of “2”) compared to other parishes. Other parishes not served by FTA-funded public transportation include West Feliciana, Grant, and Richland. These parishes are all relatively small (population less than 25,000) and have lower need in comparison to other parishes mentioned in this section; however, public transportation service gaps still exist in these parishes.

Looking at parishes with high concentrations of specific population groups, Bienville has the highest percentage of its population that is elderly and/or disabled; however, the parish is not served by any 5310 providers which provide specialized services for this population group. Lincoln Parish, which is the 24<sup>th</sup> most populous parish in Louisiana, has one of the highest percentages (i.e. top five) of population in poverty and population with no

**Table 2-4: Public and Human Services Transportation Gap Analysis**

Parish	Need Index	# of Providers	Federal Public Transportation Funding (2016)
Morehouse	4	0	-
Claiborne	4	1	\$108,799
Concordia	4	0	-
Natchitoches	4	0	-
Red River	4	1	\$135,646
Tensas	4	0	-
Caddo	4	2	\$5,620,347
Bienville	3	1	\$217,249
Caldwell	3	1	\$98,408
East Carroll	3	0	-
Jefferson Davis	3	1	\$136,176
Madison	3	1	\$79,817
DeSoto	3	2	\$180,296
Evangeline	3	1	\$155,597
St. Helena	3	2	\$125,317
Iberia	3	3	\$693,099
St. Mary	3	3	\$216,238
Webster	3	3	\$484,289
Lincoln	3	4	\$53,817
Orleans	3	9	\$20,699,762
Union	2	0	-
East Feliciana	2	1	\$233,845
Pointe Coupee	2	1	\$367,151
St. James	2	1	\$300,642
Winn	2	1	-
Avoyelles	2	2	\$282,032
Beauregard	2	2	\$254,971
Franklin	2	1	-
Jackson	2	2	-
Tangipahoa	2	2	\$663,964
Washington	2	2	\$217,497
West Baton Rouge	2	2	-

Parish	Need Index	# of Providers	Federal Public Transportation Funding (2016)
West Carroll	2	1	-
Iberville	2	3	\$191,709
Acadia	2	3	\$46,680
Ouachita	2	4	\$2,828,962
St. Landry	2	3	\$234,044
Jefferson	2	8	\$3,726,487
Rapides	2	6	\$1,127,097
Sabine	1	1	-
West Feliciana	1	0	-
Allen	1	1	\$286,640
Cameron	1	1	\$149,013
Catahoula	1	1	-
Grant	1	0	-
Richland	1	0	-
Assumption	1	2	\$315,037
St. Tammany	1	3	\$1,566,761
St. John the Baptist	1	3	\$722,851
Vermilion	1	3	\$162,331
Calcasieu	1	4	\$1,839,499
Lafayette	1	6	\$2,691,613
East Baton Rouge	1	6	\$13,109,226
Lafourche	1	5	\$100,000
LaSalle	0	1	-
Plaquemines	0	2	\$212,426
Vernon	0	2	\$233,040
Livingston	0	2	\$351,318
St. Bernard	0	3	\$283,855
St. Charles	0	3	\$166,680
Ascension	0	3	\$40,000
St. Martin	0	4	\$229,325
Bossier	0	5	\$158,412
Terrebonne	0	4	\$1,945,431

\*Continued in next column

Source: National Transit Database & Department of Treasury's Bureau of Fiscal Services

vehicle. While there are several 5310 providers in the parish, there is only one provider in the parish providing general public transportation services. This provider only has three vehicles and also provides NEMT services, indicating that there may be few available public transportation resources compared to potential need.

Parishes with potential overlaps in public and human services transportation service include parishes where there are multiple providers serving the same area. Bossier, East Baton Rouge, Orleans, Jefferson, Lafourche, Lafayette, and Rapides parishes each have five or more providers providing service in a given parish. These parishes are some of the most populous in Louisiana, with the exception of Lafourche Parish. The large number of providers may be necessary to provide service to these high population parishes; however, it is important that providers in these parishes coordinate to maximize coverage and service. Lafourche Parish is actually one of the least populous parishes (53<sup>rd</sup>) but is served by multiple providers, including one of the largest 5310 providers (in terms of fleet size) in the State. There could be an opportunity for the providers in this parish to expand services or help serve other parishes.

### Performance Measures

Again, performance measures for this HSTCP are designed to provide a baseline for the performance of the coordinated public transportation system, as well as for evaluation of the effectiveness of different coordination strategies and efforts. These measures also help identify other potential public and human services transportation service gaps.

#### Number of Trips

FTA-funded public and human services transportation providers in Louisiana provided nearly 35 million public transportation trips in 2016. For 5307 and 5311 providers, though, there has been a 1% decrease in the number of trips provided since 2014, indicating a decrease in the use of public transportation. This decrease could be caused by the availability of better, more attractive transportation options or issues/barriers to public transportation. Through better coordination and

public transportation improvements, the number of trips should increase over time. Of the nearly 35 million trips provided in 2016, about 3.3% (approximately 1.2 million) of those trips were provided for the elderly and disabled under the 5310 Program. Trip data between 2014 and 2016 is difficult to compare, because the number of providers participating in the program can often change. Also, data reporting for 5310 providers transitioned to electronic reporting in STTARS around the time of this data collection period. The number of providers reporting to STTARS has increased significantly since 2013 when it was developed, which means data reporting is becoming more efficient and better analysis will be possible in the future.

#### Cost per Trip

This measure is an indicator of cost-effectiveness for agencies providing public transportation services. **Table 2-5** shows the average cost per trip by FTA-funding program for public transportation providers in Louisiana. Providers that primarily provide 5310 specialized services for the elderly and disabled are excluded from this table, as cost information is not readily available for these providers. On average, 5307 urban providers have much lower cost per trip, likely due to the environment they operate in and ability to provide more passenger trips at any one time. Though 5310 providers are not included, it is likely the cost per trip for these providers is similar to 5311 providers as providers of these programs have similar characteristics (i.e. small, demand response providers in more rural areas). As transportation providers in Louisiana continue to coordinate and work together, average cost per trip should decrease.

**Table 2-5: Average Cost per Trip (2016)**

Program	Avg. Cost per Trip
5307	\$13.48
5311	\$25.72
<i>All (5307 &amp; 5311)</i>	<i>\$22.26</i>

### Trips per Vehicle Hour

This measure is an indicator of how many trips are being provided in a given hour and provides a sense of how efficient and productive certain services are operating. **Table 2.6** shows the average passenger trips per vehicle revenue hour by FTA-funding program for Louisiana public and human services transportation providers. Again, 5307 providers perform much better (i.e. are more productive) compared to the providers in other programs, but that is most likely due to the environment these providers operate in which allows them to pick up more passengers at a time going to destinations that are within relatively close proximity to one another.

5310 providers, and especially 5311 providers, typically have clients with very specific destinations that are out of the way for other passengers; therefore, there is often only a couple passengers in a vehicle at a time. This issue is compounded in rural environments where destinations are much further apart, which is why the trips per vehicle hour is lowest for 5311 providers.

### Percent of Vehicles at/over Useful Life Benchmark

The percentage of provider fleet vehicles at or over ULB shows how well a fleet is being managed and/or the general quality of the vehicles in service. **Table 2.7** shows the average percentage of vehicles at/over their ULB for Louisiana public transportation providers. Between programs, the percentages at/over ULB are relatively close. Ideally this percentage would be 0%, but as transportation resources are better coordinated throughout the State, the current percentage should decrease.

**Table 2-6: Average Passenger Trips per Vehicle Revenue Hour (2016)**

Program	Avg. Trips per Revenue Hour
5307	18.07
5310	2.35
5311	1.91
<i>All</i>	<i>3.84</i>

**Table 2-7: Percentage of Public Transportation Vehicles at/over ULB (2016)**

Program	Avg. % at/over ULB
5307	7%
5310	14%
5311	16%
<i>All</i>	<i>15%</i>

### Hours and Days of Operation

Hours and days of operation is an important measure to consider as this was one of the biggest areas of need indicated in the feedback surveys. For public and human services transportation to better meet the needs of clients throughout Louisiana, hours and days of operation must be expanded. **Table 2.8** shows the average start and end time of all providers by program. In general, services start fairly early but also end fairly early.

Regarding days of operation, virtually all public and human services transportation providers that provide schedule information provide service Monday through Friday. Conversely, less than 20% provide service on the weekend. **Table 2-9** shows the percentage of transportation providers by FTA-funding program that provide weekend service. Note that schedule information was not collected for all agencies and that some providers, particularly 5310 providers, provide 24/7 on-call services.

**Table 2-8: Average Service Start/End Times**

Program	Start	End
5307	5:00 AM	7:45 PM
5310	6:45 AM	4:30 PM
5311	6:30 AM	4:40 PM
<i>All</i>	<i>6:25 AM</i>	<i>5:05 PM</i>

**Table 2-9: Percentage of Providers Offering Weekend Service**

Program	Sunday	Saturday
5307	38%	77%
5310	7%	11%
5311	0%	0%
All	9%	18%

**Vehicles per Person by Funding Category**

This measure is broken out into three categories: 5307 vehicles per 10,000 persons living in urban areas, 5310 vehicles per 10,000 elderly/disabled persons, 5311 vehicles per 10,000 persons living in rural areas. These measures are intended to show how resources provided under specific Federal public transportation funding programs match up with the number of people these programs target, or in other words the providers’ potential customer base. Larger numbers indicate more resources available to serve the transportation needs of the target populations. **Table 2-10** shows the number of vehicles available per 10,000 people for each of the three FTA transit funding programs. Note that only the urban population within parishes that are served by 5307 providers was incorporated into the measure for that program, as 66% of Louisiana parishes do not have large enough populations to even be eligible for 5307 funding. Through coordination and better allocation of public transportation resources, the values shown in **Table 2-10** should increase over time.

**Table 2-10: Public Transportation Vehicles per 10,000 Persons**

	Vehicles per Person
5307 Vehicles per 10,000 Persons Living in Urban Areas	3.00
5310 Vehicles per 10,000 Elderly/Disabled Persons	5.46
5311 Vehicles per 10,000 Persons Living in Rural Areas	2.26

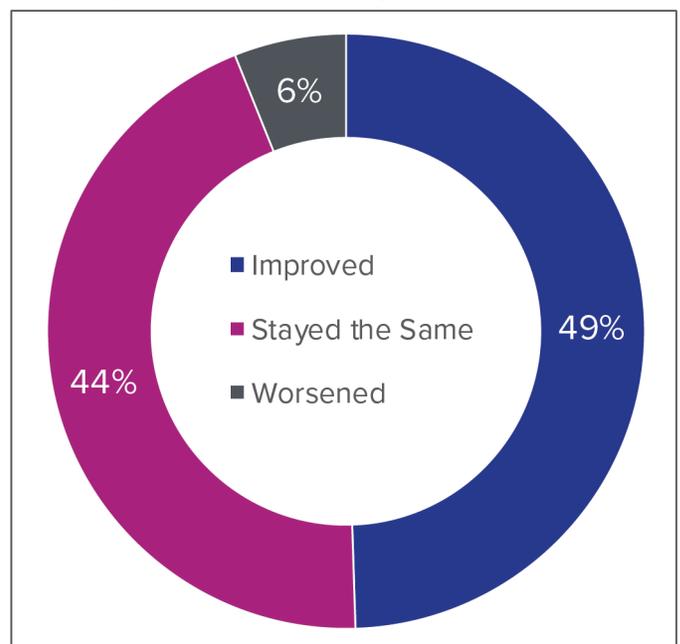
**Provider and User Survey Feedback**

While feedback from public transportation providers and users is not typically considered a performance measure, some of the responses received in each of the surveys distributed for the HSTCP can be utilized as such. For instance, the surveys ask questions about how well services are meeting the transportation needs of communities and how well providers are coordinating. The survey responses presented in this section provide a baseline, similar to the other performance measures, that can be used to track how coordination efforts, better resource allocation, and general transportation investments impact the availability and quality of public transportation service in the eyes of those who provide and use these services on a day-to-day basis.

***Public Transportation Provider Survey***

In response to the question of “Has the quality of transportation services in your parish improved, worsened, or stayed the same in the last five years?”, the majority of providers (93%) noted that the quality of services provided has remained the same or improved. **Figure 2-8** shows the results for this question and reveals that 49% of providers believe the quality of transportation services have improved over the last five years.

**Figure 2-8: Provider Survey - Changes in Quality of Public Transportation Services**



**Table 2-11** lists several “yes/no” questions included in the survey regarding coordination efforts. The responses show that there are improvements to be made in regard to the extent to which providers are coordinating. Over time the percentages of providers responding “Yes” to these questions should increase if coordination is supported and effective coordination strategies are implemented.

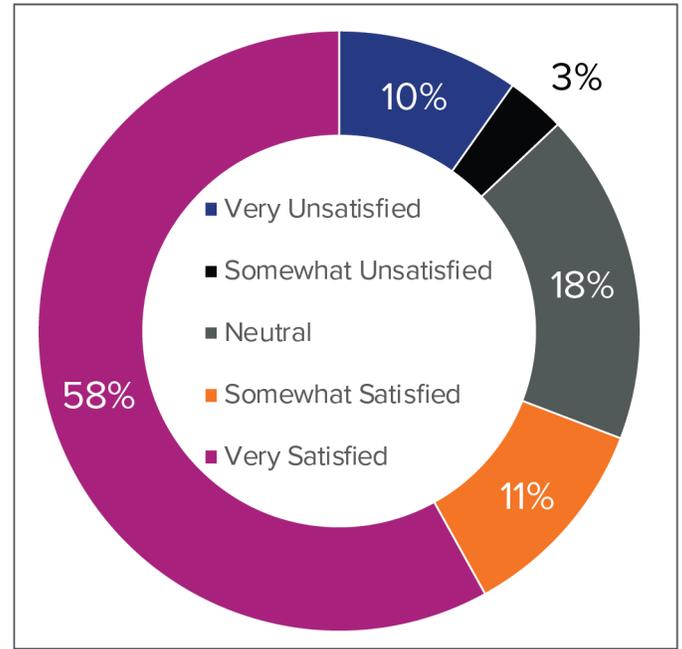
**Table 2-11: Provider Survey - Coordination**

Question	Yes	No
Does your agency coordinate with other agencies?	62%	38%
Does your agency coordinate connections between services with other agencies in the same area?	57%	43%
Has anybody at your agency attended a coordination workshop?	89%	11%

*Public Feedback User Survey*

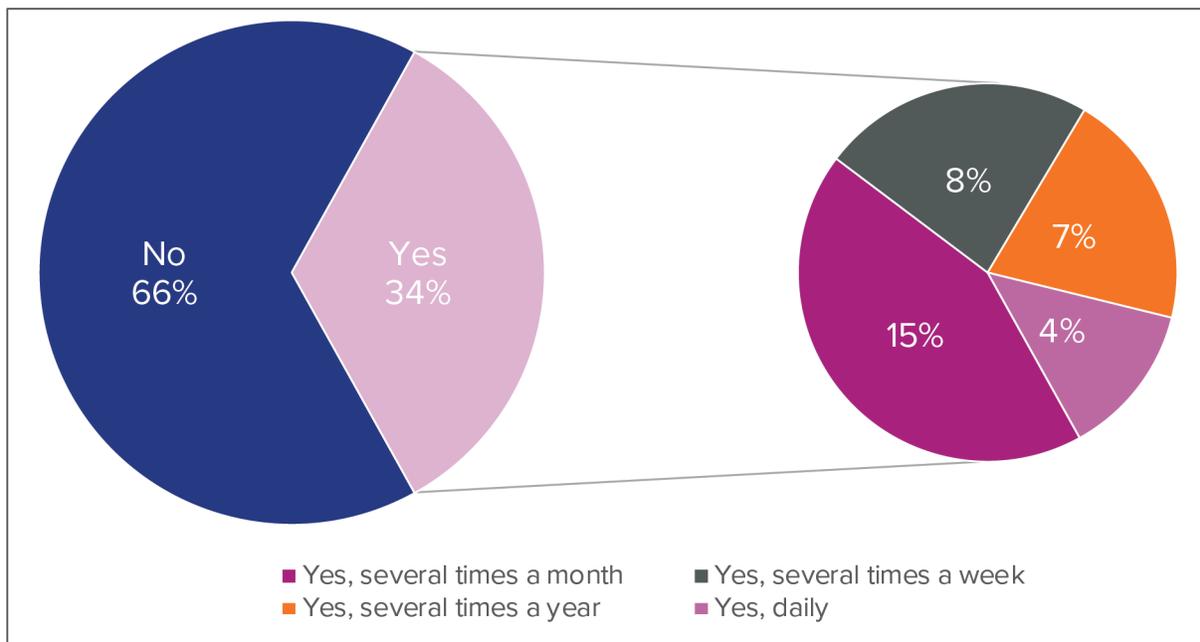
When asked how satisfied public transportation users were with services in their community, 58% indicated that they were “very satisfied” (**Figure 2-9**). The survey also asked respondents if they were ever unable to get where they wanted to go, because they could not find transportation. 34% indicated “Yes” they were sometimes not able to

**Figure 2-9: User Survey - Satisfaction with Public Transportation Services**



reach destinations due to lack of transportation (**Figure 2-10**). When asked how often this occurred, 15% of respondents noted that they were unable to reach destinations several times a month due to lack of public transportation. These responses indicate that there is insufficient public and human services transportation resources to meet the transportation needs of those living in Louisiana.

**Figure 2-10: User Survey - Availability of Public Transportation Services**



# FINDINGS

Analysis of public and human services transportation resources, need, and performance measures reveals where there are gaps and/or overlaps in transportation services and highlights how well services are being provided and coordinated. By identifying gaps or deficiencies in public transportation services, this HSTCP can provide better coordination strategy recommendations and identify where additional resources should be invested. Ultimately, the process of identifying gaps in public and human services transportation services and developing coordination strategies to address these gaps will result in DOTD making progress towards its goal of providing public transportation in every parish and improving access to and quality of public and human services transportation throughout Louisiana. The following section aims to summarize the findings of the various analyses and pinpoint public transportation service gaps.

In general, based on information from the provider and user feedback surveys, the quality and level of transportation services being provided in Louisiana has improved in recent years, but there is still plenty of opportunity for improving even further. To start, there are nine parishes that are not served by any FTA-funded public or human services transportation. Using Need Index, four of these parishes (Morehouse, Concordia, Natchitoches, and Tensas) are shown to have a relatively high need for public and human services transportation due to their large percentages of the target populations groups of this plan. Some of the largest public transportation service gaps exist in these parishes. Public transportation service gaps were also identified in East Carroll, Union, Bienville, and Lincoln parishes.

Human services transportation gaps are present in Allen, Caldwell, Cameron, Claiborne, East Feliciana, Evangeline, Jefferson Davis, Point Coupee, Red River, and St. James parishes. Each of these parishes has a higher population percentage of elderly and/or disabled than the statewide average, but none are served by a 5310 human services transportation provider. Gaps in general public transportation

service were identified in several parishes that had high percentages of the population living in poverty but were not served by either a 5307 urban transit or 5311 rural transit provider. These parishes include Acadia, Franklin, Jackson, West Carroll, and Winn. Though the Need Index values for Ascension and LaSalle parishes are relatively low, public transportation gaps exist in these parishes. Both parishes have large populations (100,000+) but neither are served by a general public transportation provider.

Spatially, there are fewer public transportation resources available in northeast Louisiana. While the parishes located in this region have relatively small populations, they are typically areas with high need. Many of the residents in these parishes are living in poverty or have no vehicle access. Several also have high percentages of elderly and/or disabled residents. Conversely, there is a large concentration of public and human services transportation resources in the southeast. Parishes such as Orleans, Jefferson, Lafayette, and Lafourche are served by multiple providers with relatively large amounts of available vehicles operating in the same area. Coordination is crucial for these areas to ensure resources and coverage are maximized.

Outside of providers and available vehicles, there are other service gaps identified through the surveys and performance measures. For example, one of the most mentioned needs in the survey responses was weekend services. However, only 18% and 9% of all providers in Louisiana provide Saturday and Sunday services, respectively. Other specific needs include more services to health care facilities, more streamlined and effective scheduling processes, and improved communication/marketing of service information.

Again, these findings play a major role in ensuring that future public transportation investment decisions and proposed coordination strategies address the needs of those who rely on public and human services transportation in Louisiana.

# COORDINATION STRATEGIES

# COORDINATION OPPORTUNITIES

For the past decade, DOTD and transportation providers throughout the State have succeeded in maintaining and improving coordination efforts. However, as revealed in survey responses regarding coordination, there are still opportunities to improve coordination efforts among Louisiana's public and human services transportation providers and among state agencies. Understanding what coordination opportunities exist and what components lead to a successful coordination planning process helps to develop strategies that are more effective and more likely to be implemented successfully. This section provides a summary of transportation coordination components that should be considered in coordination planning and provides a list of possible state level coordination strategy recommendations from the HSCT Working Group in 2012 and strategies recommended to the state in local HSTCPs. This section also provides strategies recommended by DOTD for consideration by regional planning groups when developing local HSTCPs, as well as examples of local coordination strategies developed in these local plans.

## Components of Coordination

The UWR planning and coordination process identified four key components to transportation coordination that are essential to its success, at any level, but are especially important at the state level. These components are accurate data, organizational structure, multi-level interaction, and federal/state supportive resources.

**Accurate Data** or information on existing resources, needs, and services, serves as a starting point for any coordination effort. As shown in the analysis for this HSTCP, data quantifies needs versus resources and is used to identify gaps in the existing network of public and human services transportation service. Data on existing transportation resources and needs is also used to establish baseline metrics to later compare performance of the coordinated public and human services transportation system.

Financial and operational data are important tools in planning and implementing a coordinated program but are also important tools in generating support for coordination strategies in a community. Recognition of the magnitude of total expenditures for transportation services among all agencies and organizations is a catalyst for political support of a coordination initiative. Unfortunately, it is often difficult to collect comprehensive information on transportation costs, either because transportation providers do not have the data, or are unwilling to share the information. DOTD has taken a big step under this component by establishing the STTARS online application which allows public and human services transportation providers to report data that can be aggregated and used in the coordination planning process. As more and more agencies utilize this tool, more data will be available for analysis, which leads to a more robust, data-driven coordination planning process.

**Organizational Structure** can help ensure that coordination concepts become reality. Structure entails creation of a state level entity that can support, encourage, or if necessary, mandate coordination planning, programming, funding, or implementation. Typically, the structure is established through an Interagency Transportation Coordinating Council (IATCC), or similar entity. To be effective, the IATCC should have the ability to require responsiveness from state, regional, and local organizations across the full spectrum of funding sources and ideally should have some level of control over the funding streams to local agencies. Continued support for coordination will also require that the IATCC be permanent; it should therefore be established through legislative action.

**Multi-level Interaction** among all stakeholders in a coordination initiative is a critical ingredient. Involvement and active support from the Governor is most critical, as it facilitates interaction with the legislature and department heads, as well as campaigns for cost reductions and efficiencies in government. The many benefits of coordination demonstrate that it is a non-partisan issue, which should enjoy universal support. Interaction also needs to occur among state agency middle

managers, local transportation providers, and the public. While there needs to be a certain level of top down support, there also needs to be mechanisms to nurture support and buy-in at the local levels, where most transportation services function.

**Federal and State Supportive Resources** in the form of tools, guidance, rules, regulations, and most importantly, funding are the last critical element of coordination planning. Tools and guidance themselves require some level of investment to develop, although there are many of these resources available at the national level and from other states. Rules and regulations, developed legislatively or administratively, are tools that enable the stakeholders to develop, pursue, and implement necessary changes in public and human services transportation service delivery networks. Funding is perhaps the most crucial component of the coordination process, especially in the initial stages of coordination, as it provides coordinating agencies with the resources to conduct coordination workshops and carry out proposed initiatives. Realizing the importance of support through funding, DOTD has provided and continues to provide funding for coordination activities to the eight agencies responsible for facilitating coordination in the Louisiana planning and development districts.

### **State Coordination Strategy Recommendations**

As mentioned previously, the Louisiana HSCT Working Group, established by legislature in 2011, was responsible for public transportation and coordination research and identification of statewide public transportation resources and needs. Through their work the Working Group developed and presented to the legislature over 30 recommended strategies for public and human services transportation coordination. The most significant recommendations presented include:

- Continue the efforts of the Working Group leading to establishing an independent interagency Louisiana Mobility Council (LMC) to oversee statewide coordination of all human services public transportation and bring to fruition the Group's recommendations;

- Create a State Mobility Manager to facilitate implementation of Working Group recommendations and the eventual establishment of the LMC;
- Institute statewide procedures for several items: a "single call" point of contact for transit service; a clearing house for coordinating grant applications; researching additional sources of funding and matches; a reduced cost insurance program for providers; a reduced fuel rate card for providers; a customer/rider identification and data card; a single website for customers and providers to reference transit information; data collection to provide a geographic reference to needs, resources, and for gaps in service; resolving boundary disputes; determining resources to enhance emergency procedures with GOHSEP; implementing standards for training, equipment, safety, communication, and performance measurements;
- Form co-ops of smaller agencies;
- Conduct workshops for federal applications, best practices, administration, safety, and service provision;
- Review local, state, and federal regulations for conflicts to efficiencies; and
- Identify needs for facility improvements.

From the regional HSTCPs, several actions were recommended to DOTD:

- Include compliance with the local coordination plan as an evaluation criteria used by DOTD to select 5310, 5311, 5316 and 5317 funding recipients.
- Fund and implement the recommendations of the UWR report.
- Create a statewide insurance pool program.

Since the time of these recommendations, DOTD has established a requirement for all public and human services transportation providers seeking funding to attend at least two local coordination meetings a year. DOTD has also incorporated a section that requires applicants to provide evidence that they are in compliance with their local coordination

plan and meeting requirements in its funding applications. Furthermore, DOTD has continued providing funding to support coordination planning at the local level. DOTD considers all of these recommendations in the process of developing coordination strategies for this HSTCP.

### **Local Coordination Strategy Recommendations**

DOTD's initial guidance included the following coordination strategies and opportunities:

- Coordinated data collection to increase consistency of data and usefulness of data to coordination process;
- Centralized dispatching;
- Centralized maintenance;
- Connecting existing rural transportation service to intercity bus stops or other rural providers;
- Sharing expertise, software, hardware, technical capacity;
- Plan for sharing drivers so that service hours can be extended to evenings or weekends;
- Coordinated marketing efforts;
- Eliminate duplicate services;
- Establish an emergency coordination plan;
- Coordinate so that vehicles can be rotated out of service for maintenance without reduction of service;
- Coordinate with economic development efforts to provide supportive transportation services;
- Coordinate with Workforce Investment Boards; and
- Establish a coordination process that is comprehensive and sustainable.

DOTD continues to recommend these strategies for consideration by regional coordination planning leaders. In addition, DOTD also recommends strategies and activities listed as “decision helpers” from the UWR Framework for Action Community Self-Assessment Tool. These “decision helpers” are intended to aid communities in evaluating how well they are coordinating transportation services, but they also act as potential strategies for improving coordination.

The Louisiana Statewide HSTCP also includes a list of coordination opportunities and strategies developed in local HSTCPs. These strategies are included as examples of what agencies are doing to coordinate throughout the State and can be referenced and modified to address unique local needs by other agencies when developing their own strategies. The following is a list of possible coordination strategies/opportunities presented in local HSTCPs:

- Facilitate schedule coordination at major connections;
- Implement policies and tools that facilitate regional travel and fares;
- Install amenities at transit stops that encourage pedestrians and bicycle access;
- Develop a volunteer driver program;
- Integrate transit research and data on regional travel patterns;
- Develop a one call-one click system;
- Implement regional mobility management technologies;
- Implement travel training programs;
- Improve connections to intercity bus services;
- Establish process for joint purchasing of services and supplies;
- Coordination with Workforce Investment Boards;
- Incentivizing paratransit riders to used fixed route services;
- Paratransit assistance escorts;
- Pedestrian safety planning near bus stops;
- Targeted marketing and advertising;
- Funding flexibility; and
- Regional insurance cooperative.

# COORDINATION ACTION STRATEGIES

The following list highlights the actionable strategies developed by DOTD to foster better coordination among public transportation providers and to improve the access to and quality of public and human services transportation. This list is meant to help address public transportation service deficiencies and support regional transportation coordination groups in their efforts to work together to provide a better experience for users. The coordination action strategies to be pursued by DOTD are:

- Appoint a State Mobility Manager;
- Develop a matrix of transportation funding programs with information on eligibility requirements, available funding, type of support, match requirements, reporting requirements, and related information;
- Establish a sustainable interagency council of all state agencies that provide public transportation services to oversee coordination efforts and to prioritize strategies to improve coordination;
- Continue STTARS program and incentive all public transportation providers, including those that do not receive FTA funding, to report key data: ridership, location/service area, service type, vehicles in operation, asset inventory, and costs;
- Develop an online mapping tool to identify provider location and service area;
- Establish a “one-click/one-call” transportation service center;
- Regularly notify providers of funding opportunities and help identify partners for pilot programs(e.g. Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility grant program);
- Partner with Louisiana Public Transit Association (LPTA) to assist in developing a pooled insurance program;
- Establish a program for providers to access reduced fuel rate cards based on how they

satisfy performance/coordination criteria;

- Review local, state, and federal regulations to identify barriers to coordination;
- Expand workshops and provide support for applying for federal transportation funding;
- Identify and contact partner agencies that could potentially provide public transportation services in parishes not served by FTA-funded public transportation; and
- Partner with regional planning organization to develop a universal volunteer driver program

## Coordination Action Strategy Prioritization

While all of the listed strategies are opportunities to improve coordination and public transportation services, some are more effective in addressing identified needs and some are more practical in terms of implementation. As a result, it is important for DOTD to prioritize these coordination action strategies based on their ability to support the regional planning groups in accomplishing their goals and objectives, feasibility, cost, and potential effectiveness in improving the coordinated public and human services transportation system. To do this, DOTD held a coordination workshop in October 2017 where 12 representatives of the organizations responsible for leading coordination throughout the eight planning and development districts were asked to rank the proposed coordination strategies based on potential effectiveness in improving coordination or addressing public and human services transportation gaps.

**Table 3-1** shows the average ranking for each strategy and assigns a priority ranking based on the feedback from the coordination workshop. Note that some strategies are tied, which indicates the same level of priority as determined by the workshop attendees. Through implementation of these prioritized strategies, DOTD will continue long-standing efforts to coordinate public and human services transportation services throughout Louisiana and, ultimately, to provide more accessible, better quality transportation services, especially for target populations such as the elderly/disabled, minorities, or those in poverty.

**Table 3-1: Prioritized Coordination Action Strategies**

<b>Strategy</b>	<b>Avg. Rank</b>	<b>Priority Rank</b>
Develop a matrix of transportation funding programs with information on eligibility, funding, match requirement, reporting requirements, etc.	5.25	1
Review local, state, and federal regulations to identify barriers to coordination	5.42	2
Establish a “one-click/one-call” service center	5.67	3
Establish a sustainable interagency coordination council	5.75	4
Develop an online mapping tool to identify provider location and service area	5.75	4
Partner with LPTA to assist in developing a pooled insurance program	6.50	6
Continue STTARS program and incentivize all providers to report key data	6.58	7
Regularly notify providers of funding opportunities and help identify partners for pilot programs	6.75	8
Expand workshops and provide support for applying for federal transportation funding	6.75	8
Appoint a State Mobility Manager	7.58	10
Establish a program for providers to access reduced fuel rate cards	9.25	11
Identify and reach out to agencies that could potentially provide public transportation service in parishes with no FTA-funded public transportation available	9.50	12
Partner with regional planning organizations to develop a universal volunteer driver program	10.25	13

## **APPENDIX**

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## Public Transportation Provider Survey Questions

1) Are additional transportation services needed in your parish? (Yes/No)

2) If you answered “yes” to the above question (#1), please indicate what additional transportation services are needed.

- Services for Elderly and Disabled
- Rural Service
- Job Access Service
- Commuter Service
- Service to Health Care Facilities
- Weekend Service
- Late Night Service
- Other

3) Who is most affected by the availability of public transportation services in your parish?

- People Traveling out of the Parish
- People within the City Limits
- People with Low/Moderate Income
- People Living in Rural Areas
- People with Medical Issues
- Elderly People
- Commuters
- Minorities
- Job Seekers
- Disabled People
- People without Cars
- No One
- Other

4) Has the quality of transportation services in your parish improved, worsened, or stayed the same in the last five years? (Improved, Worsened, Stayed the Same)

5) What major obstacles or concerns need to be addressed in order for public transportation services to be improved in your parish, both now and in the future?

- Coordination between City and Parish
- Funding
- Cost of Service
- Number of Vehicles
- Communication
- Number of Drivers
- Rural Environment
- Natural Disaster Preparedness
- Road Quality
- Advertising
- Safety
- Political Concerns
- Maintenance
- ADA Equipment
- Dispatching
- None
- Other

6) Does your agency apply for Federal transportation funding every year? (Yes/No)

7) Does your agency coordinate with other transportation providers in your area? (Yes/No)

8) If you answered “yes” above (#7), in what ways do you coordinate with nearby providers?

9) Does your agency report transit data to STTARS? (Y/N)

10) Does your agency provide transportation services in multiple parishes? (Y/N)

11) Does your agency keep an up-to-date asset inventory with condition assessments? (Y/N)

12) Under which funding programs does your agency provide transportation services? (5307, 5311, 5310)

13) Does your agency pick up/drop off passengers in other agencies’ service areas? (Y/N)

14) If you answered “yes” above, does your agency coordinate connections to eliminate duplication of services? (Y/N)

15) Has anybody at your agency attended a coordination workshop hosted in your region? (Y/N)

# Public Feedback User Survey

This survey is meant to gather feedback about your travel habits so that better decisions can be made in regards to planning public transportation services. The survey also aims to get your opinion on several action steps the Louisiana Dept. of Transportation and Development (DOTD) is taking to improve transit in the State and how they can better address the needs of the community. **Thank you for your time!**

1. Overall, how satisfied are you with public transportation services in your community?

1                      2                      3                      4                      5  
Very Unsatisfied                      Neutral                      Very Satisfied

2. What form of transportation do you use the most in your day-to-day travel? Check one.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Drive myself in a personal vehicle   | <input type="checkbox"/> Public transportation with regular routes and schedules (Ex. bus)              | <input type="checkbox"/> Taxi with a discounted rate or reimbursement                 |
| <input type="checkbox"/> Passenger in a personal vehicle driven by a friend, family member, or neighbor | <input type="checkbox"/> Shuttle bus from a community center, senior center, church, or housing complex | <input type="checkbox"/> Flexible public transportation (Ex. dial-a-ride)             |
| <input type="checkbox"/> Walk   | <input type="checkbox"/> Ride sharing service   | <input type="checkbox"/> Passenger in a personal vehicle driven by a volunteer driver |
| <input type="checkbox"/> Bike   |   | <input type="checkbox"/> Other  |

3. Are you ever unable to get where you want to go, because you could not find transportation?

Yes                      No

3.a If you answered 'Yes' to the question above (3), how often does this happen?

Daily                      Several times a week                      Several times a month                      Several times a year

4. What are your most frequent trip destinations? In other words, where do you go most often? Check up to 2.

- |   |                                   |  |   |
|---|-----------------------------------|--|---|
| <input type="checkbox"/> Work           | <input type="checkbox"/> Shopping | <input type="checkbox"/> Recreation      | <input type="checkbox"/> Place of Worship |
| <input type="checkbox"/> Family/Friends | <input type="checkbox"/> Food     | <input type="checkbox"/> Doctor's office | <input type="checkbox"/> Other            |

5. What are the biggest barriers or issues you encounter when using public transportation in your community? Check up to 2.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Service is not provided where I live or where I want to go | <input type="checkbox"/> I am unsure what public transportation services I am eligible to use     | <input type="checkbox"/> I have difficulty getting on or off the vehicles |
| <input type="checkbox"/> Services are not available at the times I need             | <input type="checkbox"/> I have difficulty getting to transit stops or pick-up/drop-off locations | <input type="checkbox"/> I do not feel safe                               |
| <input type="checkbox"/> Information about available services is difficult to find  | <input type="checkbox"/> Travel times are too long  | <input type="checkbox"/> Services are unreliable                          |
|   |   | <input type="checkbox"/> Fares are too expensive                          |
|   |   | <input type="checkbox"/> Other  |





Figure A-2: Percent Population in Poverty

