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COORDINATED HUMAN SERVICES  
TRANSPORTATION PLAN  
2020 UPDATE

**SOUTH CENTRAL PLANNING AND  
DEVELOPMENT COMMISSION**



**COORDINATED HUMAN SERVICES TRANSPORTATION PLAN  
FOR  
THE PARISHES OF ASSUMPTION, LAFOURCHE, ST. JAMES AND TERREBONNE  
September 2020 Update to and Status Report on the 2008 Plan**

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## I. Overview of Planning Process

In August 2005, the President signed the “Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU),” legislation reauthorizing the Federal public transportation and Federal highway programs. The legislation included a requirement that a locally-developed, coordinated public transit/human service planning process and an initial plan be developed by 2007 as a condition of receiving funding for certain programs directed at meeting the needs of older individuals, persons with disabilities and low-income persons. The result was the formation of the Coordinating Council on Access and Mobility (CCAM).

The Government Accounting Office (GAO) reviewed nonemergency medical transportation services in 2014 and issued the following recommendations.

- Publish a strategic plan for nonemergency medical transportation services coordination.
- Issue a cost-sharing policy.
- Address the challenges associated with coordinating federal nonemergency medical transportation programs.

These recommendations and the establishment of the CCAM were codified in the 2015 “Fixing America’s Surface Transportation Act,” known as the “FAST Act.” The Act mandates participation in a coordination effort for federally assisted grantees who provide individual transportation trips for individuals who are elderly, disable, or of low-income.

South Central Planning and Development Commission (SCPDC) is one of eight regional planning and development districts in Louisiana, and is a partner to the U. S. Department of Transportation and Louisiana Department of Transportation and Development through its designation as the Metropolitan Planning Organization (MPO) for the Houma-Thibodaux urbanized area. The urbanized area covers most of the densely populated areas of Terrebonne and Lafourche Parishes and a smaller area of Assumption Parish. However, the entire SCPDC district includes all of Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary and Terrebonne Parishes. St. Charles and St. John the Baptist Parishes are part of the New Orleans urbanized area and MPO region. SCPDC is responsible for developing the locally developed Coordinated Human Resources Transportation Plan (CHSTP) for Assumption, Lafourche St. James, St. Mary and Terrebonne Parishes. SCPDC completed the first regional CHSTP in 2008, but at that time, St. Mary was included in a different planning region.

Following is an update on the data and Action Plan identified in the original plan and a later 2018 update.

## II. Purpose of Plan and Area to Be Served

The original Plan was developed by representatives of public, private, and nonprofit transportation and human services providers and members of the public working together to create not only a one time plan for improved coordination of human services transportation in the region, but also to establish an on-going process for continued coordination and improvement.

The purpose of this Update is to give a status report on ongoing efforts to establish and implement a coordinated human services transportation plan for Assumption, Lafourche, St. James, St. Mary and Terrebonne Parishes.

This 2008 CHSTP included the following key elements.

- An **assessment of transportation** needs for individuals with disabilities, older adults, and persons with limited incomes.
- An **inventory of available services** that identified areas of redundant service, gaps in service, and then current providers (public, private, and nonprofit).
- **Strategies and/or activities** to address the identified gaps in service and achieve efficiencies in service delivery.
- Identification of coordination **actions to eliminate or reduce duplication** in services and strategies for more efficient utilization of resources.
- A discussion of regional **priorities** and a process for establishing future priorities.
- A process for **continued coordination** planning.

The plan included a short-range plan for implementation in year one and an on-going planning process that would be used to both evaluate the 2008 CHSTP and further planning efforts. This Update is a review of achievements and information about ongoing efforts.

### **III. Goals of the Plan**

The 2008 goals of the “Coordinated Human Services Transportation Plan for the Parishes of Assumption, Lafourche, St. James and Terrebonne” are as follows:

- To create a more cost-effective service delivery system;
- To increase capacity to serve unmet needs;
- To improve the quality of service provided;
- To make services more easily understood and accessible by riders; and
- To ensure that the coordination process is comprehensive and sustainable.

### **IV. Participants in Planning Process**

In preparing this update, the SCPDC provided a draft for review to the following local transportation agencies.

Assumption ARC  
Assumption Parish Council on Aging  
Lafourche Arc  
Lafourche Council on Aging  
Special Education District # 1  
St. James Department of Human Resources  
St. James ARC  
St. Mary ARC/Center of Hope

St. Mary Community Action Agency  
Terrebonne ARC  
Terrebonne Council on Aging  
Good Earth Transit

## V. Update Process and Recent Events

The COVID19 Pandemic of 2020 has had a great impact on public transportation throughout the United States. Louisiana's Governor John Bel Edwards confirmed Louisiana's first presumptive case on March 9, 2020. Cases quickly spread and Louisiana became the state with the highest per capita number of coronavirus cases and deaths. Many believe the rapid spread of COVID19 in Louisiana was associated with the large crowds that are drawn each year to New Orleans and the surrounding region for Mardi Gras, which was held during the two weeks leading up to Mardi Gras Day, February 25, 2020. While initial hot spots were confined to group residential environments (e.g., group homes, nursing homes, etc.), the cases spread quickly from New Orleans and the surrounding region to every parish in the state by mid to late April. In the face of mounting public health concerns, Governor Edwards issued a stay at home order on March 22<sup>nd</sup>. During the Phase 1 order, only essential infrastructure workers and essential businesses could continue operations and be open to the public. The state encouraged telecommuting where possible. Examples of essential businesses included food production, distribution and sales, pharmacies, airport operations, oil and biofuel refining, etc. The Governor extended the order through June 4<sup>th</sup> because numbers of cases did not plateau. On June 4<sup>th</sup>, the Louisiana entered Phase 2 allowing more businesses to open, most with limited capacity and many providing take-out orders and curbside pick-ups. Phase 2 was extended three times. After operating in Phase 2 for an initial period through July 13<sup>th</sup>, Phase 2 was extended through August 28<sup>th</sup>. At the same time the State ordered bars to stop consumption on the premises due to links between outbreaks and gatherings at such location. In addition, the new order initiated a statewide mandatory mask requirement. Gatherings were limited to 50 people indoors. On August 26, Phase 2 was extended through September 11<sup>th</sup>. The reason for the third extension is due to the impact of Hurricane Laura on western and central Louisiana on August 27<sup>th</sup>. This major hurricane, and a smaller Tropical Storm Marco that preceded it, caused Louisiana to focus its attention on emergency preparations and the aftermath. Closure of COVID19 testing sites occurred as the storms advanced, slowing test reporting and hampering the ability to get accurate data on cases.

The impact on transportation has been dramatic. Due to the initial phase of pandemic closures, 5310 and 5311 transportation services stopped with the exception of limited emergency transportation. Area ARCS with group home environments continued to transport residents to emergency doctor appointments. Work centers were closed. The area's 5311 providers reduced service to essential medical trips, such as dialysis. As doctors cancelled non-emergency medical procedures, many of the healthcare trips were temporarily eliminated. The region's one urban system halted operations except for its Paramedic trips, and these were limited to medical trips much the same as the 5310 and 5311 providers.

During Phase 2, transit services increased. Good Earth Transit increased its urban service to its Weekend/Holiday schedule, with reduced hours of operation. Riders were required to wear a mask and sanitize hands to board a bus. Many of the 5310 programs continued to offer limited

medical trips to their clients. The 5311 operators expanded services a little to include other essential trips, including additional medical visits, grocers and work.

There are a number of logistical problems the transit operators hampering transportation services. First, there is the social distancing, masking and sanitizing requirements. Riders cannot board without a mask. Riders must be spaced at least six feet apart. Staff must sanitize buses at the end of each trip. The social distancing is problematic on vehicles that typically carry 12 passengers. It is easier to space people on the larger urban transit vehicles. Agencies found they could not handle more than one wheelchair per trip in order to meet spacing requirements. Fewer people can be carried on one bus, resulting in lower cost efficiencies. The additional time and supplies necessary to regularly sanitize vehicles also adds to staff workloads.

Another problem is protecting and keeping drivers. Some agencies have lost drivers who don't feel comfortable with the potential exposure to the virus. Most of the providers have installed or plan to install Plexiglas or similar shields to screen drivers from passengers. If drivers must assist wheelchair riders by operating a lift, securing the wheelchair, etc., distancing will not be easy. Drivers may need gloves and other protective gear in addition to masks. One of the operators is looking into acquiring a fogging machine that can quickly sanitizing a vehicle and protect it for some time against bacteria.

The CARES Act provided funds to states for relief in dealing with the unplanned pandemic event. Funds were set up for business loans and to reimburse local governments in much the same way FEMA Public Assistance works. Several of the region's transit providers are separate non-profit entities and may not have been eligible for such assistance. However, the Federal Transit Administration also received CARES funding and amounts were distributed to the states for transit. In Louisiana, LA DOTD decided to use the funds to forgive local match requirements. This was a good step as so many transit providers lost fares from falling fare revenue and losses in local taxes that support some of the operations.

The impact the pandemic would have on the region's transit services was not foreseen at the time the original CHSTP was prepared. Preparations for future pandemics and sharing information or purchasing protective gear in quantity is another way the region's operators can collaborate to help each other.

## **VI. Needs of Populations to be Served**

The State provided an updated "Louisiana Statewide Human Services Transportation Coordination Plan" in April 2018. The plan analyzed the current state of transportation services and identified the kinds of services available in each parish. The report also noted the amount of federal transit assistance awarded in each. Once the availabilities and gaps were identified, a transit need index was assigned to each parish. In developing the index, the State considered populations most likely to be dependent upon public transportation services. SCPDC also checked the National Transit Database (NTD) for the most current data reported for operators in the region. The data is only available through 2018 and does not include the parish ARCs. Following is the data collected and the Needs Index for the SCPDC CHSTP region from the

2018 State Plan and information from the NTD. In the SCPDC region, St. Mary and St. James were identified as having the greatest need.

SCPDC was not able to obtain Federal Transit Funding amounts for years after 2016 outside of what is reported in the NTD.

**FEDERAL TRANSIT ADMINISTRATION FUNDING BY PARISH**

Parish	Providers by Funding Program			# of Vehicles	Avg. Annual Trips by Program (2014-2016)				Federal Transit Funding (2016)
	5307	5311	5310		5307	5311	5310	Total	
Assumption	0	1	1	25	1,096	3,221	54,126	58,442	\$ 315,037
Lafourche	0	0	4	11	-	-	126,446	126,446	\$ 100,000
St. James	0	1	0	13	-	47,267	11,313	58,580	\$ 300,642
St. Mary	0	1	2	16	-	7,025	18,054	25,080	\$ 216,238
Terrebonne	1	1	1	51	165,158	15,347	58,807	239,311	\$ 1,945,431

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### 2018 Annual Agency Profile from the National Transit Database

	Assumption COA	St. James Human Resources	St. Mary CAA	Terrebonne COA	Good Earth Transit	Good Earth Transit
Mode	Demand Response	Demand Response	Demand Response	Demand Response	Demand Response	Bus
Vehicles Directly Operated	11	15	8	25	8	8
Operating Expenses	\$384,098	\$978,680	\$257,135	\$731,569	\$57,704	\$1,849,004
Fare Revenues Local Funds	\$10,387	\$14,194	\$3,131	\$15,751	\$7,355	\$124,810
Local Funds	\$170,954	\$457,146	\$130,356	\$357,909	\$519,828	
State/Other Funds	\$0	\$0	\$0	\$0	\$152,455	
Federal Revenues	\$202,575	\$489,340	\$123,356	\$357,909	\$1,102,260	
Annual Unlinked Trips	16,192	41,805	6,932	44,792	4,068	156089
Annual Vehicle Revenue Miles	154,898	238,265	86,401	485,078	11,288	361699
Annual Vehicle Revenue Hours	8,049	16,834	4,032	34,966	856	19866
Operating Expenses per Vehicle Revenue Mile	\$2.48	\$3.65	2.98	\$1.51	\$5.11	\$5.11
Operating Expenses per Vehicle Revenue Hour	\$47.72	\$58.14	\$63.77	\$20.92	\$67.41	\$93.07
Operating Expenses per Unlinked Passenger Trip	\$23.72	\$23.41	\$37.09	\$16.33	\$14.18	\$11.85
Unlinked Trips per Vehicle Revenue Mile	0.1	.2	.1	0.1	.4	.4
Unlinked Trips per Vehicle Revenue Hour	2.0	2.5	1.7	1.3	4.8	7.9

**Source: National Transit Database 2020.**

NOTE: Terrebonne Parish Consolidated Government's Good Earth Transit operates a fixed route bus service and a Demand Response Paratransit Service. The NTD provides a breakout by mode except for Local/State/Other and Federal funding sources.



## PROVIDERS AND PRIMARY FTA FUNDING PROGRAM

Provider	Parish	City	Address	Zip	Primary FTA Funding Program
Assumption ARC	Assumption	Napoleonville	4201 Hwy 1	70390	5310
Assumption Parish Council on Aging	Assumption	Napoleonville	P.O. Box 310-166	70390	5311
Lafourche Arc	Lafourche	Thibodaux	100 West Main Street	70301	5310
Lafourche COA	Lafourche	Raceland	4876 Highway 1	70394	5310
Lafourche Special Education District # 1	Lafourche	Cut Off	5510 W. Ave D.	70345	5310
St. James Department of Human Resources	St. James	Convent	5153 Canatella St.	70723	5311
St. Mary ARC/Center of Hope	St. Mary	Centerville	100 Missouri Street	70522	5310
St. Mary Community Action Agency	St. Mary	Franklin	P.O. Box 271	70538	5311
Terrebonne ARC	Terrebonne	Houma	#1 McCord Road	70363	5310
Terrebonne Council on Aging	Terrebonne	Houma	995 West Tunnel Blvd.	70360	5311
Good Earth Transit	Terrebonne	Houma	137 Intracoastal Drive	70363	5307

The St. Mary Council on Aging only provides transportation to and from its Senior Centers and for Meal Deliveries. It collaborates with the St. Mary Community Action Agency to provide transportation for its elderly and disable clients.

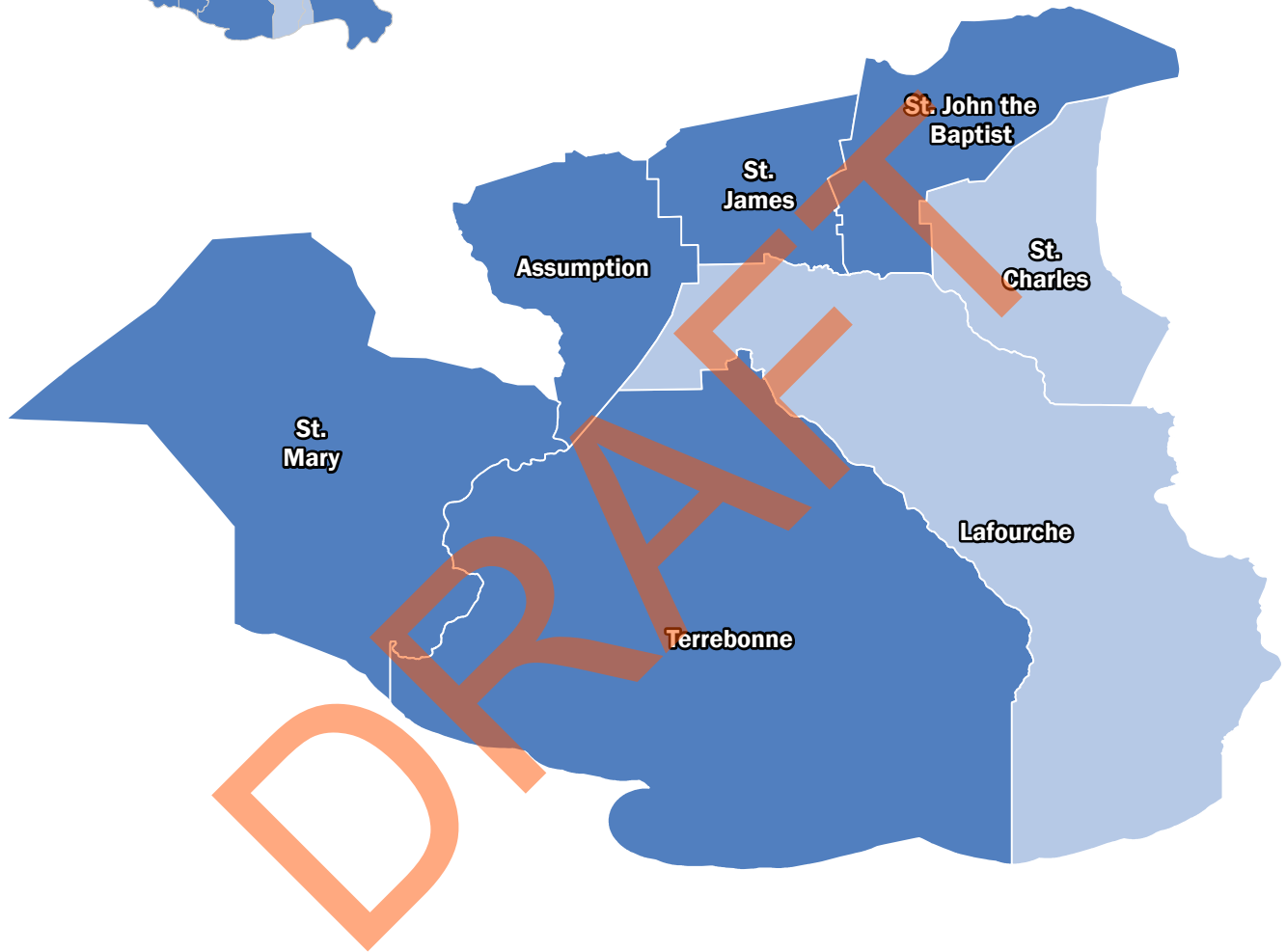
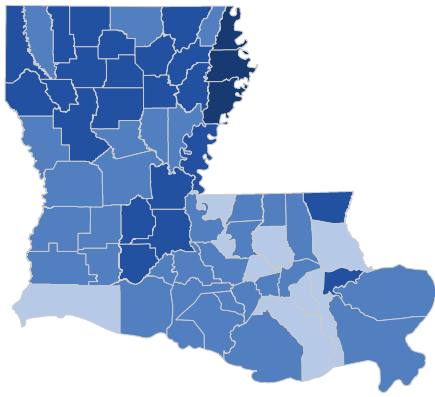
Maps indicating the density of populations most in need of transportation service in the State and the location of existing services. Those maps showing statewide data were published in the April 2018 “Louisiana Statewide Human Services Transportation Coordinated Plan.”

## 2018 DEMOGRAPHIC DATA AND 2018 NEEDS INDEX BY PARISH

	Louisiana	Assumption	Lafourche	St. James	St. Mary	Terrebonne
Total Population	4,659,978	22,174	98,115	21,357	51,734	112,587
Population 65+	720,610	3,781	15,537	3,427	8,121	15,227
% Population 65+	15%	17%	16%	16%	16%	14%
Total Civilian Noninstitutionalized Population 2018	4,559,274	22,509	97,381	21,149	50,923	111,271
Population with a Disability 2018	684,512	4,741	15,985	3,138	8,685	18,434
Percent with a Disability 2018	15%	18%	16.40%	14.80%	17.10%	16.60%
Elderly & Disabled Population	1,405,122	8,522	31,522	6,565	16,806	33,661
% Elderly & Disabled Population	30%	38%	32%	31%	32%	30%
Poverty Rate	13.60%	17.40%	16.70%	16.70%	19%	21.60%
Unemployment Rate 2019 from StatsAmerica	4.80%	6.10%	4.50%	6.00%	6%	4.60%
Minority Population	1,693,513	6,735	20,009	11,012	20,565	32,974
% Minority Population	36.3%	30%	20%	52%	40%	29%
% No Vehicle Population	3.10%	1.90%	2.70%	2.10%	4.10%	3.50%
2010 Population	4,533,372	23,412	96,318	22,102	54,650	111,860
% Urban Population in 2010 based on total population of that year	73%	55%	75.8%	72.3%	87%	79.4%
% Rural Population in 2010 based on total population of that year	27%	45%	24.2%	27.7%	13%	20.6%
Needs Index from 2018 State Plan	-	1	1	2	3	0

Sources: U.S. Census Bureau American Community Survey 2018  
 2018 Louisiana Statewide Human Services Transportation Coordination Plan.

# Population in Poverty



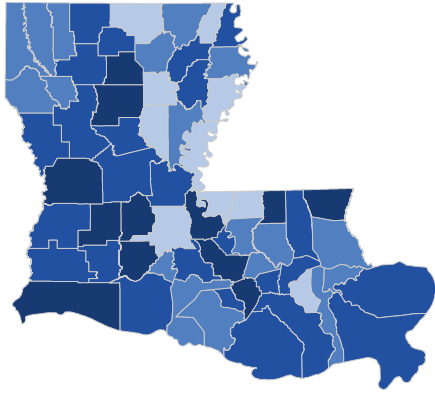
Percentage of Households Below Poverty Line

- 0 -16%
- 16 - 23%
- 23 - 34%
- 34%+

Name	Population	#	Below Poverty Level	
				%
Assumption Parish	22,414	3,900		17.4%
Lafourche Parish	95,864	15,036		15.7%
St. James Parish	21,149	3,531		16.7%
St. Mary Parish	50,833	9,647		19.0%
Terrebonne Parish	110,492	23,833		21.6%

Source: U.S. Census Bureau, ACS 2018 5-Year Data, Table 1701

# Elderly and Disabled Population



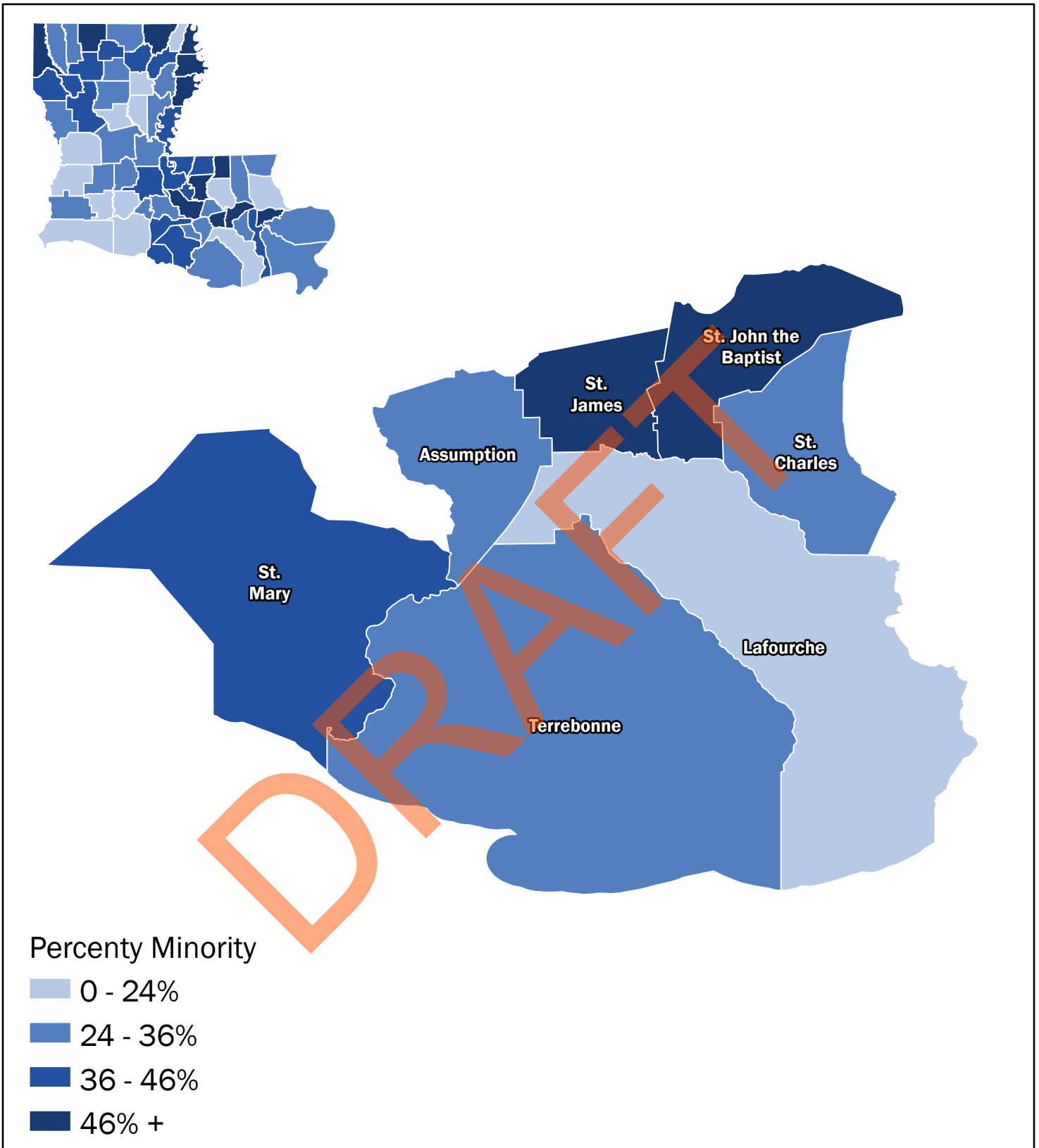
Layer5

Percent of 65 and older Population with a Disability

- 0 - 33%
- 33 - 39%
- 39 - 45%
- 45% +

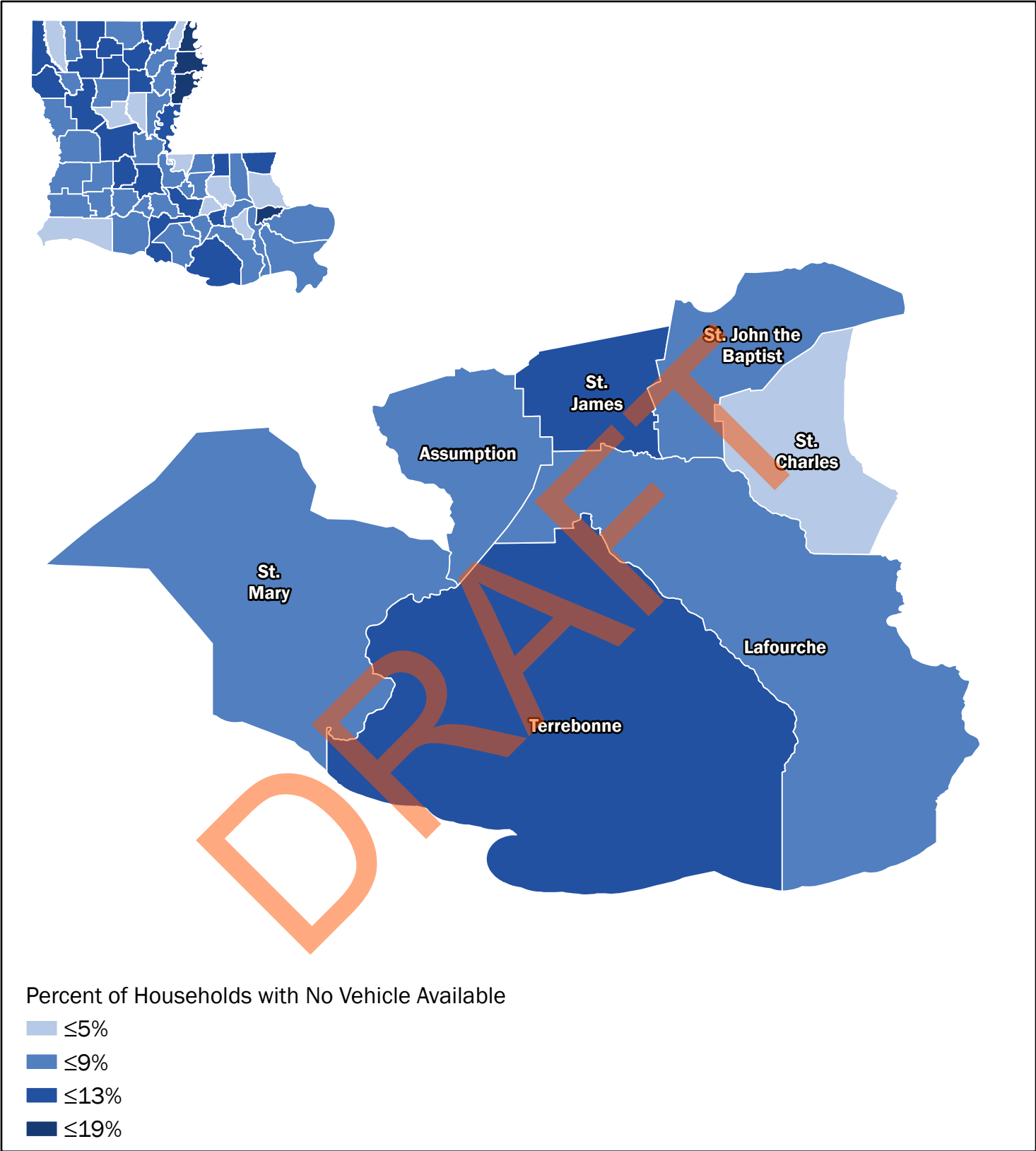
NAME	Population 65 and older	With a Disability	
		#	%
Assumption Parish	3,718	1,899	51.1%
Lafourche Parish	14,014	5,708	40.7%
St. James Parish	3,357	1,439	42.9%
St. Mary Parish	7,929	2,807	35.4%
Terrebonne Parish	14,808	6,375	43.1%

# Percent Minority Population



Name	Total	Minority Population	
		#	%
Assumption Parish	22,714	7,275	32.0%
Lafourche Parish	98,214	20,863	21.2%
St. James Parish	21,357	11,012	51.6%
St. Mary Parish	51,734	20,565	39.8%
Terrebonne Parish	112,587	32,974	29.3%

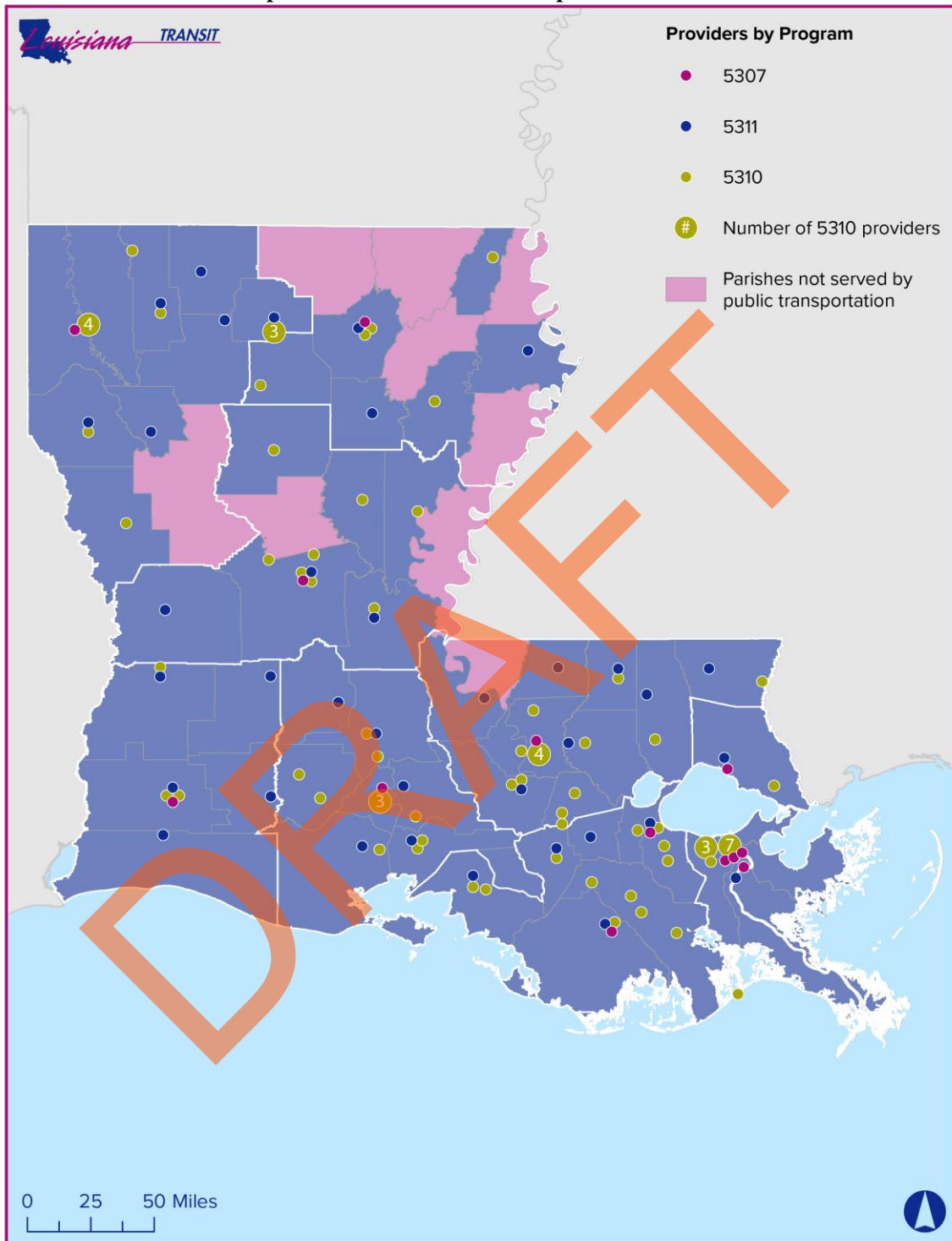
# Vehicles Available



Name	Occupied Housing Units	No Vehicle Available	
		#	%
Assumption Parish	8,802	614	7.0%
Lafourche Parish	36,449	2,393	6.6%
St. James Parish	7,906	770	9.7%
St. Mary Parish	19,740	1,568	7.9%
Terrebonne Parish	40,014	3,599	9.0%

Source: U.S. Census Bureau, ACS 2018 5-Year Data, Table 2504

Map 5 FTA Funded Public Transportation Provider









## VII. Specific Needs Addressed

In the original 2008 CHSTP, the participants in the planning process identified the following specific needs. Included is a brief status summary.

- Inventory of resources
  - A resource list of vendors has been developed. The list is periodically reviewed and updated.
- Inventory of services provided by transit agencies
  - The list is provided online at the Louisiana DOTD Public Transportation website under its “Louisiana Transit Resource Guide.” It is periodically updated.
- Formation of a coordinating working group
  - The Regional Transit Committee meets quarterly to share information and improve coordination efforts. Special meetings are sometimes held in between for guest presentations and trainings.
- Identification of lead agency
  - SCPDC is the lead agency for coordinating the South Central CHSTP
- Dispatching program training (CRAFT from LADOTD)
  - CRAFT was never put into use by DOTD. The providers now use STTARS.
  - SCPDC and other Coordinators are waiting to be given access to the data in STTARS.
- Input of data into regional database for GIS analysis
  - SCPDC maintains a regional database and has access to Good Earth Transit data.
  - SCPDC is still waiting for access to the STTARS database.
- Identification of methodologies
  - The original plan was developed in a series of meetings with the providers of the region. In the future, SCPDC will continue to engage area transportation providers to gain input into future updates.
- Development of surveys for collection of needs
  - SCPDC has developed a survey and used it in 2018 to collect information and needs from each provider. This experience will lead to future surveys/questionnaires that will lead to better information collection.
- Collection of needs data
  - See items 6 and 8. Results of surveys and access to transit data for the region’s rural providers will allow SCPDC to improve its GIS analysis.
- Development of list of all transit agencies
  - This has been done.
- Accessibility of data to all agencies and clients
  - Once the STTARS information is available, better information sharing between agencies and the general public can be made.
- Resources guide on LADOTD website
  - The guide was last updated in July 2018.
- Standardization of customer surveys
  - No update as yet. State agencies are working together in order to streamline some of these processes and combine survey/information forms.
- MOUs – Memorandum of Understanding between agencies

- The Lafourche Parish COA, ARC and Special Education District No. 1 have a letter of agreement to coordinate services for elderly and disabled as licensing agreements and operational procedures allow.
- Centralized maintenance facility
  - This is still a need often expressed but one that will take some time to organize and build.
- Transfer stations
  - There are several areas where two or more transit operators meet and riders could change services. SCPDC is particularly interested in promoting this exchange in Thibodaux at the Nicholls State University/Thibodaux Regional Medical center area, which is served by multiple operators including St. James Transit, Assumption and Lafourche Councils on Aging, Good Earth and Thibodaux Transit.
  - A meeting was held with several providers regarding same in 2020, but they didn't seem interested in pursuing such options at the time.
- Covered shelters
  - SCPDC has been discussing acquisition of additional bus shelters along the Good Earth/Thibodaux routes, which have access to urbanized funds for shelters. There are currently no capital funds available for rural shelters.
- Identification of transfer points
  - As mentioned in 16, the most logical point for an attempt at creating a transfer station/point would be in the area of Nicholls State University and the Thibodaux Regional Medical Center. Other transfer points are possible at locations where rural and urban operators meet in particular Fletcher Community College in Gray and Chabert Medical Center in Houma. However, the logistics of actually doing so is difficult since most rural services are based on appointments, therefore while possible, not practical. Because Assumption COA and St. James Transit run regularly scheduled shuttle style services to the Thibodaux area, the likelihood of successful transfers is greater.
- School bus shelters
  - This needs further discussion and action.
- Research Insurance Policies
  - The state has undertaken a look into the potential to create regional insurance cooperatives. However, there are many problems with this due to the differing needs of transit providers. There needs to be more discussions and work on this with assistance from the state and insurance industry experts.

## VIII. Transportation Resources

The importance of having accurate data on which to base transportation coordination decisions cannot be over emphasized. At the time the original CHSTP was developed, there was no comprehensive list of transportation providers in this region. A list of the providers that receive funding through the federal Department of Transportation is available, but actual amounts received is not readily available from the State. Once SCPDC and other coordinators have access to the State's data and reporting system, STTARS, this information will be easier to obtain.

## IX. Options Considered

The 2008 CHSTP proposed consideration of the following options to achieve improved coordination efforts. A brief update on each is included.

- Coordinated data collection to increase consistency of data and usefulness of data to coordination process
  - It should be noted that the implementation of STTARS is helping to accomplish this goal. However, the Planning District/MPOs are still not able to access this information.
- Central maintenance
  - While still expressed as a need, this has as yet not been accomplished.
- Connecting existing rural transit service to intercity bus stops or to other rural transit providers.
  - This is an ongoing discussion in the SCPDC region. The recent return of Greyhound intercity bus service has renewed interest in such coordinated efforts.
- Sharing expertise, software, hardware, technical capacity
  - Ongoing discussions between operators at quarterly meetings has fostered a free exchange of ideas and expertise regarding such matters.
  - In the light of the COVID19, better scheduling technology would be helpful. This will allow operators to better schedule trips when seating is limited.
- Eliminate duplicated services through coordination
  - The Regional Transit Committee continues to seek ways to coordinate in an effort to save operators money, in particular through training and information exchange.
- Coordinate with economic development efforts to provide supportive transportation services
  - SCPDC has received participation from organizations like the area Workforce Development Commission, LA Dept. of Health, the Regional Re-entry Program, and area community colleges and adult education centers.
- Coordination meetings: The participants will continue to meet on a quarterly basis to:
  - Monitor and evaluate on-going coordination activities,
  - Collect data on both needs and services,
  - Take advantage of any opportunities for coordination that become available,
  - Continue the coordination planning for next year, and
  - Keep the planning process open to inclusion of additional stakeholders.

In addition to the options listed above, the 2008 CHSTP recommended to the state that the following items be included in a State Coordination plan. These recommendations follow. It should be noted that the State continues to work on all of these items.

1. Fully enact, fund and support the recommendations of the United We Ride report.
2. Use the goals and objectives established in this plan as criteria for selection of 5310, 5311, 5316 and 5317 providers.
3. Coordinate and support the development of an insurance pool for small providers in the state in order to reduce insurance costs.

## X. Selection Criteria

From the information gathered in 2008, the following were determined to be the criteria by which coordination would be evaluated in the coming five years. These will continue to be evaluation criteria for future years.

- Improved utilization of resources.
- Reduction or elimination of duplicative services.
- Enhanced quality of service.
- Reduction in operating costs, or minimization of operating cost increases.
- Reduction in capital expenses.
- Expanded economic development opportunities.
- Increased mobility for all consumers.
- Upgraded maintenance programs.
- Better reporting and record keeping.
- Safer transportation service.

## **XI. Option Selected**

In the 2008 Plan, the option selected for further implementation was “Eliminate duplicated services through coordination.”

This option was justified because it could lead to improved utilization of resources and a reduction or elimination of duplicative services. It could also lead to a reduction in operating costs because trips could be reduced if duplication is removed. However, the reality is that there are little overlapping services that can be eliminated due to the different clientele served. There are some places where sharing works best, in particular with training and sharing of resources. The Regional Transit Committee has participated in safety camera video, Q-Straint, Workforce Commission Star jobs, and other similar trainings and presentations.

Quarterly coordination meetings ensure that the planning and coordination process is continuous and remains open to the addition of new stakeholders.

## XII. Action Plan

The following 2008 action plan was derived from the consideration of the self-assessment tool and other data collected during this planning process. A note is added to each item regarding its status.

### **ACTION PLAN FOR CREATING EFFECTIVE HUMAN SERVICES TRANSPORTATION COORDINATION PROCESS**

<b>Goal: To increase capacity to serve unmet needs</b>				<b>STATUS</b>
<b>Objective: Improve our ability to determine need for transit services</b>				
<b>Strategies</b>	<b>Timeline</b>	<b>Resources Needed</b>	<b>Who will lead</b>	
Conduct Needs Assessment through existing agencies	Begin: March 2007 Complete: Aug. 2007	Working Team, Survey instrument, contact information	TBD	Ongoing updates
Solicit public input	Begin: March 2007 Complete: Aug. 2007	Working Team, Article in local papers, email and P.O. address for input	TBD	Ongoing updates
<b>Goal: To ensure that the coordination process is comprehensive and sustainable</b>				<b>STATUS</b>
<b>Objective: Develop communication between providers</b>				
<b>Strategies</b>	<b>Timeline</b>	<b>Resources Needed</b>	<b>Who will lead</b>	
Meet at least every 3 months to discuss coordination possibilities and share information	Ongoing	Meeting space	SCPDC	Ongoing quarterly meetings.
Develop shared definition of terms	Begin: March 2007 Complete: Aug. 2007	Meeting Space	SCPDC	Ongoing
Build dialogue skills	Ongoing	Meeting space	Everyone	Ongoing
<b>Goal: To increase capacity to serve unmet need</b>				<b>STATUS</b>
<b>Objective: Improve ability to obtain funding for coordination projects</b>				
<b>Strategies</b>	<b>Timeline</b>	<b>Resources Needed</b>	<b>Who will lead</b>	
Determine what data is being collected now	Begin: March 2007 Complete: Aug. 2007	Meeting space and staff time	SCPDC with State assistance	Ongoing
Develop a plan for collecting data needed for all funding streams in a standard format	Begin: March 2007 Complete: Aug. 2007	Meeting space and staff time	SCPDC with State assistance	Ongoing –SCPDC awaits access to STTARS. Access will enable improved data research to share analyses with Regional committee and public.

<b>Goal: To create a more cost-effective service delivery system</b>				<b>STATUS</b>
<b>Objective 4: Develop a method for prioritizing coordination activities</b>				
<b>Strategies</b>	<b>Timeline</b>	<b>Resources Needed</b>	<b>Who will lead</b>	
Collaboratively develop a set of proposed prioritization criteria	Begin: March 2007 Complete: Aug. 2007	Meeting space and staff time	SCPDC	Ongoing coordination efforts with Regional Committee
Solicit input from the public on criteria	Sept 2007	Meeting space, funds for marketing meeting, staff time	SCPDC	Ongoing coordination efforts with Regional Committee.
<b>Goal: To make services more easily understood and accessible by riders</b>				
<b>Objective: Increase service available</b>				
<b>Strategies</b>	<b>Timeline</b>	<b>Resources Needed</b>	<b>Who will lead</b>	
Determine where duplication of services exist	Begin: March 2007 Complete: Aug. 2007	Meeting space and staff time	SCPDC	Ongoing coordination efforts with Regional Committee.
Develop coordination options to reduce duplication of service	Begin: March 2007 Complete: Aug. 2007	Ongoing updates on services provided and data collected	SCPDC	Ongoing coordination efforts with Regional Committee and State.
<b>Goal: To make services more easily understood and accessible by riders</b>				
<b>Objective: Improve public awareness of transit options</b>				
<b>Strategies</b>	<b>Timeline</b>	<b>Resources Needed</b>	<b>Who will lead</b>	
Determine what marketing strategies are currently being used by providers	Begin: March 2007 Complete: Aug. 2007	Meeting space and staff time	SCPDC and committee	Ongoing
Identify areas of duplication and options for coordination	Begin: March 2007 Complete: Aug. 2007	Meeting space and staff time	SCPDC/STATE	Ongoing
Develop coordinated marketing strategy	Begin: Sept 2007 Complete: Oct 2007	Meeting space and staff time	SCPDC and Committee	Ongoing

Goal: To improve the quality of service provided				
Objective: Increase public participation in evaluating service				
Strategies	Timeline	Resources Needed	Who will lead	
Survey riders on existing systems as to quality of service and areas needing improvement	April 2007	Staff time, Printing, Driver time	TBD	Needs to be done. It should be noted that St. James has surveyed its riders and shared the survey form with SCPDC.
Hold public meeting on coordinated plan	September 2007	Meeting space and staff time	TBD	As needed in the future.

### XIII. Continuing Planning Process

The SCPDC Regional Transportation Committee continues to meet quarterly in order to:

- Monitor and evaluate on-going coordination activities,
- Collect data on both needs and services,
- Take advantage of any opportunities for coordination that become available ,
- Continue the coordination planning for next year, and
- Keep the planning process open to inclusion of additional stakeholders

### XIV. One-Year and Five-Year Action Plan

Moving forward, the following Action Items were identified for work in the coming years.

#### Items for 2020-2021

- Continue to develop and hold shared training programs at the regional level. In particular best practices on dealing with COVID19 in relation to future pandemic should be explored.
- Update the Vendor Resource list.
- Obtain access to and acquire data from STTARS that will improve regional reporting and analyses.
- Identify and obtain approval for park and ride spaces in proximity to transit stops.
- Continue to hold quarterly transportation committee meetings.
- Identify locations, costs and funding for bus shelters/benches.

#### Items for 2021 to 2024

- Conduct annual survey of providers.
- Explore creation of a regional maintenance facility.
- Locate potential transfer points for riders to switch operators.