

Transportation Services Coordination Plan

Greater access to transportation services for people with disabilities, older adults, and individuals with lower incomes begins with a coordination plan. Elements of a plan include (1) an inventory and assessment of available transportation resources and community and customer needs; (2) goals and strategies for meeting those needs, including better coordination of existing services, development of a “family of transportation services,” and a mechanism to measure progress; and (3) a means to share and coordinate resources. A well-designed plan also prioritizes transportation services based on the availability of funding resources and the feasibility of implementation.



Identify and Assess Resources and Needs

The starting point for building a coordination plan involves identifying and assessing available resources (services, providers, and funding) and customer and community needs. An inventory of resources and needs can include the following information:

Resources

- Types of services available
- Capacity of existing services
- Funding sources currently used

Needs

- Types of services needed
- Frequency of need
- Geographic need
- Reason(s) for service need

Set Goals, Identify Outcomes, Develop Strategies, and Build a “Family of Transportation Services”

The primary focus of setting goals and developing strategies is to meet community and customer needs. The process of setting goals and developing strategies can vary from community to community. (Suggestions for involving customers and stakeholders in building a coordination plan are on page four.) Self-assessment tools help states and communities assess their readiness and progress in developing and implementing a coordination plan. One such tool is *The Framework for Action: Building the Fully Coordinated Transportation System*.

Developed for the United We Ride (UWR) initiative, the Framework is based on analyses of transportation coordination efforts and successful models in states and communities as well as on advice and guidance from a panel of experts in the human services and transportation fields. The Framework includes a facilitator’s guide that offers advice on selecting a stakeholder group and managing the process. Sometimes an external facilitator or technical assistance provider familiar with the collaborative process is engaged to identify shared goals, outcomes, and strategies and to maximize opportunities for increasing resources.

Set Goals

Successful planning processes begin with an overall goal that the entire community can support. This typically involves defining the intended long-term change that will occur in the community as a result of sharing resources, identifying strategies, and taking actions prescribed in the coordination plan. UWR uses the following overall goal:

Increased mobility, accessibility, and ridership through the integration of transportation services and resources.

Communities can reach this long-term goal by developing a coordination plan that provides easier access to more rides with improved customer satisfaction in service quality for people with disabilities, older adults, and individuals with lower incomes. A coordination plan also will help the community identify short-term outcomes to measure progress, as well as strategies they can support.

Identify Outcomes

An important step in the development of a coordination plan involves describing the positive changes, or “outcomes,” that are likely to occur as a result of working together. Changes may occur in practice, policy, condition, action, service, operation, and/or status. Outcomes are a measurement of change in the short term and are designed to lead in the long term to a goal. UWR has identified three goal areas and a specific outcome for each related to the overall desired goal:

1. Increase the number of rides for older adults, people with disabilities, and individuals with lower incomes (efficiency outcome);
2. Increase the number of communities with easy access to transportation services for older adults, people with disabilities, and individuals with lower incomes (effectiveness outcome); and

3. Increase the quality of transportation services for older adults, people with disabilities, and individuals with lower incomes (customer satisfaction measure).

Each of the above outcomes has been further refined with specific indicators of progress for each goal area. These goals, outcomes, and indicators are reflected in the UWR Logic Model, which was developed using input from many stakeholder and advocacy organizations. Logic models are widely used for program planning and change management. The UWR Logic Model provides communities with the tools needed to take concrete action and measure progress.

Develop Strategies

Coordination plans focus on strategies that will achieve desired outcomes. Strategies can be activities, processes, events, tools, or technologies and include the use of available resources. Examples of UWR strategies include the development of coordinated policies and funding strategies, the establishment of a “family of transportation services,” and the integration of technologies to enhance mobility management concepts.

Build a “Family of Transportation Services”

Building a family of transportation services is an important strategy for improving transportation services through a coordinated approach. Communities that have a family of transportation services in place use a broad range of transportation options and specifically match modes of travel to community demographics and needs, particularly assessing the needs of older adults, people with disabilities, and individuals with lower incomes. Access to the family of transportation services is best achieved when all transportation providers and sources of funding are considered, and when providers communicate and coordinate with one another. (The Family of Transportation Services fact sheet is available at www.unitedweride.gov.)

Build Partnerships and Share Resources

A variety of resources are needed to ensure the success of a coordination plan. These resources include the knowledge, expertise, financial resources, and technological know-how of a myriad of organizations and agencies working in the human service, transportation, financial, and technology fields. Building partnerships is one way to tap these resources.

Partnerships

Partnerships among human services agencies, non-profits, workforce investment agencies, transportation providers, regional economic development organizations, customers, and other community groups are an essential component of developing and implementing a coordination plan.



Partnerships are needed to pool resources, maximize the use of vehicles and other equipment, develop a better understanding of community needs, and improve service. Since many state, regional, and local agencies finance or provide transportation services in one way or another, the most logical step is to bring them together to discuss opportunities for partnerships.

There are dozens of models for increasing coordination and building partnerships. Several governors, for example, have established interagency task forces. Another model involves the creation of a local coordination body to oversee development of a coordination plan. No single model is right for every community. The process of coordination can even begin as modestly as when two agencies work together to leverage their resources. As participants become more comfortable with the process, collaboration can be expanded to include additional participants.

Financial Resources and Other Assets

Sharing financing resources is another key component of a coordination plan. It makes the most efficient use of limited funding, vehicles, and services. Many sources of federal, state, and local funding can be used to support the development and implementation of a coordination plan. The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) requires the development of a coordination plan as a condition for receiving funding for programs serving older adults, people with disabilities, and individuals with lower incomes. SAFETEA-LU requires that plan development include input from public, private, and non-profit transportation and human service providers and the public.

Intelligent Transportation Systems (ITS) Technologies

ITS and other technologies can facilitate coordination by enhancing information sharing; streamlining reservations, scheduling, and dispatching; and improving reporting and billing processes. In addition to facilitating coordination, ITS technologies help transportation service providers respond more effectively to customer needs during major transportation incidents and community emergencies, such as hurricanes, tornadoes, and flooding. Many of these technologies are now employed by transportation service providers to increase accessibility, mobility, and safety.

- Vehicle arrival notification systems inform customers by phone or email when to expect the arrival of their vehicles.
- Wayfinding navigational systems assist those with visual and cognitive disabilities in locating bus stops, navigating facilities, identifying the correct vehicle, and boarding and alighting vehicles.
- Automated routing and scheduling systems make it possible to schedule trips with multiple destinations on relatively short notice.
- Real-time vehicle tracking makes it possible for transit agencies and drivers to pinpoint a vehicle's location and make changes to its schedule to meet passenger needs.
- Cost sharing, billing, and reporting software allows human service and transportation providers to calculate shared costs and automate billing and reporting functions.



Need Help Getting Started?

There are many approaches to developing a coordination plan. Availability of staff, funding, and other resources are important considerations for selecting the best approach for meeting a community's needs. Regardless of the approach used, it is important that a wide range of stakeholders and consumers are included in the process. The Interagency Transportation Coordinating Council on Access and Mobility (CCAM) supports the use of federal dollars for coordination planning and resource sharing. Communities can begin their efforts by cataloging available state and federal resources. Various organizations are also available to assist communities in developing and facilitating a coordination plan. A link to these technical assistance resources is available on the UWR Web site.

Another important resource for getting started is the National Resource Center for Human Service Transportation Coordination. The goal of the Center is to provide communities with the support they need to coordinate transportation services for older adults, people with disabilities, and individuals with lower incomes. The Center's technical assistance functions include:

- Expanding the availability of UWR Ambassadors who provide hands-on technical assistance to States and territories in developing and implementing coordinated human service transportation plans;
- Maintaining an information clearinghouse on UWR activities;
- Coordinating activities of federal and non-federal technical assistance centers; and
- Delivering training and education classes.

The Center also provides technical assistance to CCAM and its member agencies. The Center is administered by the Community Transportation Association of America through a cooperative agreement with the Federal Transit Administration.

Resources

Technical assistance: National Resource Center for Human Service Transportation Coordination, 1-800-527-8279, www.unitedweride.gov

Framework for Action tool: www.unitedweride.gov/1_81_ENG_HTML.htm

UWR Logic Model: www.unitedweride.gov/FINALUWRlogicmodel_perfmeasure.doc

Federal Program Funds: [www.unitedweride.gov/FEDERAL_TRANSPORTATION_SERVICES_MATRIX_\(6\)MB.doc](http://www.unitedweride.gov/FEDERAL_TRANSPORTATION_SERVICES_MATRIX_(6)MB.doc)

How to Involve Stakeholders and Customers

Putting customers first requires input from a wide range of stakeholders and customers. Communities should consider addressing barriers to participation and using multiple strategies to and involve customers.

Address Barriers to Participation

Eliminating barriers to participation is the most effective strategy for involving customers. This requires a clear understanding of why and how customer involvement is wanted, attention to customers who show an interest in participating, and listening to and acting on what customers have to say. It also involves paying attention to planning and logistics that encourage customer involvement, such as:

- Holding meetings at convenient times for customers.
- Holding meetings in accessible and “neutral” locations.
- Ensuring that materials are available in advance and in alternative formats for customers who have hearing or vision disabilities.
- Ensuring that materials are available in languages other than English.
- Providing transportation assistance, child care, and food.
- Providing stipends.

Provide Multiple Avenues for Involvement

Decision making is strengthened when a variety of methods are used to gain customers’ input. Because some customers may not be able to attend meetings, it is essential to explore options that offer them access to information and the ability to provide input into decision making, including:

- *Planning sessions* that focus on identifying needs, developing strategies to address needs, and setting priorities. Participants typically include a diverse group of stakeholders from the community. A facilitator is helpful in leading the process that may take one or more sessions to complete.
- *Focus groups* that provide an opportunity to include a larger number of stakeholders in the planning process and to begin an ongoing dialogue on key community issues, strategies for addressing issues, and plans for implementation. Focus group input can be included in a community needs analysis.
- *Surveys* that collect information through interviews and/or questionnaires sent by mail and email. Surveys can be designed to reach a wide audience in a variety of formats to accommodate individuals with disabilities.
- *Detailed study and analysis* that rely on inventories, research, interviews, maps, and reports. Communities should consider the availability of resources before undertaking this complex approach.

Seek Advice from Customer Groups

Customers gain numerous advantages when they have an opportunity to meet together and build relationships. Using existing groups reduces access barriers and affirms the importance of customer organizations.

A five-step plan for coordination

Five steps have been identified to assist with the creation of the coordinated plan. Steps 1 and 2 must be completed prior to holding a coordinated planning meeting; while Steps 3 and 4 are completed during the meeting. Step 5 is the plan-implementation phase.

- 1. Inventory.** The first step is to conduct an inventory of the district's transportation resources and needs. The Coordinated Transit District (CTD) must gather county data from transportation providers and human service organizations. The Toolkit contains inventory worksheets to assist with this task. After county data has been gathered, the CTD manager must contact WyDOT for assistance in calculating demand, based on the inventory data.
- 2. Needs Assessment.** The second step is to assess the district's transportation needs. This step requires the CTD members to analyze the inventory data from Step 1 and determine where there are gaps or duplications in service. The Toolkit contains a map of each CTD that can be used by the members as a tool to illustrate where there are gaps and duplications, in addition to any narrative description.

Also, in preparation for the first coordinated planning meeting, the CTD members should determine who will be involved in the development of the coordinated plan. SAFETEA-LU requires that "the plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human service providers and participation by the public." These stakeholders can act as catalysts by providing and assisting with the creation of coordinated systems, which improve access and mobility to the transportation-dependent. The Toolkit contains a "Stakeholders" section with many of the human service organizations that should be invited to participate in the coordinated planning meetings. Examples are the Area Agencies on Aging, Centers for Independent Living, community mental health centers, and community developmental disability organizations.

- 3. Stakeholders' meeting.** During the first meeting, the CTD leadership will present the results of the transportation assessment. A map of

the district identifying areas of duplication and gaps in service is the best method to explain the data to stakeholders. Sharing information about the current system and future transportation will give stakeholders that opportunity to brainstorm about strategies to meet gaps in service. To assist with this process, each stakeholder may complete the *Framework for Action: Self-Assessment Tool for Communities*, from the Toolkit. After completing the self-assessment, the group should identify areas where the district needs to improve its transportation services. Or the stakeholder may want to use the form provided from the Platte County Senior Center . . . we like that one a lot!

4. **Develop coordination actions.** The next step is to develop coordination actions. The Toolkit contains a template that the planning group can use to create its coordinated plan. This template contains the required elements included in the FTA interim guidance. The coordinated plan will also contain the following: all of the major strategies to be pursued; timelines; resources needed; persons and agencies responsible for carrying out the tasks; and a communication strategy.
5. **Implementing the coordinated plan.** The final step will be the implementation phase. To monitor progress, CTDs will be asked to report on progress toward meeting the strategies in their plans.

Building an
Individual
Transportation Plan
for Wyoming
Communities



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Introduction

President George W. Bush released an Executive Order on Human Service Transportation Coordination in February 2004 to improve human service transportation coordination for individuals with disabilities, older adults, and people with lower incomes. The Executive Order established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM), representing 11 Federal departments. A broad range of Federal funding provides for transportation services—in fact, there are 62 different Federal Programs that support human service transportation (General Accounting Office, June 2003). The CCAM has launched *United We Ride*, a national initiative to implement the requirements of the Executive Order, which requires Federal Departments to simplify access, reduce duplication of Federal rules and regulations, and increase cost efficiencies using existing resources.

Wyoming Governor, Dave Freudenthal, has appointed the Wyoming Department of Transportation's (WYDOT) Local Government Coordination Office as the state's "Leading Agency" in the Wyoming United We Ride initiative.

To initiate the process of "Coordinated Transportation" WYDOT has developed this document to assist local transit providers, social service agencies, other community leaders and interested citizens in the establishment of a locally developed, coordinated public transit-human services transportation plan.

WYDOT recommends a five (5) step procedure to this local planning process:

- Step 1) Review this document and share it with other local groups and individuals.
- Step 2) Hold a Coordinated Transportation Workshop, inviting locally identified interest groups and individuals. Publish a public notice of the meeting.
- Step 3) During the meeting, complete pages 9-24 of this document.
- Step 4) Using the completed pages of this packet, prepare a coordinated plan. Contact WYDOT with any questions you may have in preparing the plan.
- Step 5) Adopt the plan.

The Role of Transportation in Education, Employment, Health and Human Services

Individuals (and/or families) receiving services from your agency may have difficulty getting around their community. For many people receiving transportation services—taxis, vans, buses or other options—it is not a choice but rather a necessity. Due to age, temporary or permanent disability, or low income—individuals may not have access to private automobiles. Without ready access to transportation, simple daily activities become all but impossible to accomplish. For example, a medical appointment may be beyond the reach of a young mother with several toddlers without a vehicle.

Education, employment, social and health services agencies often identify missed appointments as a frustrating and costly issue in service provision. Yet, it is rare for a health or social service agency to include questions related to transportation during the eligibility screening process and at intake. Uncovering how individuals and families can navigate their community helps service providers better understand the reasons for late arrivals, missed appointments, resistance to following through with referrals, or the inability to maintain employment on a long-term basis. Assistance with transportation may open the door to a new, more independent life for individuals and their families.

Obtaining information about an individuals' or family's mobility options during the intake and screening process can assist agency personnel in efforts to support independence. If agency personnel are familiar with transportation options, it enhances the dialogue with the consumer and their families. Here are examples of the types of questions associated with probing mobility issues and options that staff may want to explore:

- Do staff members know how to travel across town using the community transportation system?
- Can staff arrange for daily transportation to and from work for someone with a significant disability (e.g., person who uses a wheelchair or scooter; has a cognitive impairment, or sensory limitation)?
- Does staff know what types of transportation services are available in the community?
- Are staff and customers familiar with the transportation services that operate during business and non-business hours?

This document is designed to help transition specialists, employment counselors, social workers and other human service agency personnel understand how the availability, or lack of transportation services, impacts individuals receiving services. By becoming familiar with transportation services and routinely including transportation as a point of discussion during intake and service provision, individuals receiving services will have a better chance of using agency resources to meet their goal of independence and community inclusion.

Policies That Impact Local Transportation in your Community

Let's begin with the information required from your agency.

Does your agency offer transportation services to assist individuals in access to agency services?

Providing transportation services is determined by rules or regulations of the funding agency. Whether these are Federal, State or local public sources, private sources or third party payments such as health insurance, potential transportation services are governed by these rules. Transportation is an allowable service (often called a support service) in some education, employment, rehabilitation, and health and social services programs but not in all of them.

Does your agency have the ability to pay for transportation? How is the trip cost covered?

Payment for transportation services can take the form of cash payments to the individual or the transportation provider. Vouchers, tokens, and/or transit passes are sometimes used in place of a cash payment. Reimbursement is sometimes available for an escort. In addition, the total or partial cost of a trip may be reimbursed to the individual after the trip has been taken. In some instances, the agency can negotiate a certain number of trips under a contractual arrangement. Some agencies provide transportation with in-house vehicles or have volunteers available to provide rides. Paying for the cost of a trip can take many forms. Agency supervisors, directors or administrators should be able to provide additional information.

Does your agency have a preference or a rule that determines the type of transportation that can be provided or purchased?

Education, employment, health and human service agencies are guided by rules and regulations originated from numerous sources such as a parent organization, a municipality, or a funding or regulatory agency at the local, State or Federal level.

Does your agency offer consumer education and/or travel training to help individuals learn how to safely navigate within and around the community using public transportation?

Often, individuals can have access to public transportation; however, the system can sometimes be confusing and/or difficult to use. Many programs have the ability to either conduct travel training or pay for this type of service.

There are often different rules and requirements for each program that can often be confusing. For example, some of these rules focus on the rights of individuals receiving

services. Other rules focus on issues such as driver qualifications, mixing groups of people receiving different types of services, and serving people who do not receive services from the agency. There may be a circumstance when individuals are required to accept rides from friends or family members as a first resort. Understanding and communicating what rules apply to arranging and paying for transportation services provides great value to individuals and their families.

Points to Consider

Individual, Family Information and Concerns

To further the collaboration process between agency staff, program participants, and family members when selecting the best types of transportation, the service provider should review the following questions with the program participants.

Community Mobility

When attempting to match the individual and the available transportation options the consideration of mobility aids can be very useful. This assessment gathers information on the person's mobility skills and limitations. The assessment may include but may not be limited to:

- Use of a mobility device such as a wheelchair, scooter, walker, cane or other assistance.
- Ability to walk or climb stairs.
- Ability to read and understand printed maps or schedules.
- Ability to communicate with transportation providers, (e.g., hearing, understanding or processing verbal information).
- Ability to use turnstiles, card readers or other devices for riders entering and exiting transportation stations.
- Ability to understand or speaking English.
- Ability to get around independently and safely

Transportation Needs

Adequate trip planning requires specific understanding of each portion of the trip—when, where, how often, and who.

- What is the origin and destination of the trip?
- How many trips will be taken in a day?
- Will the trip be interrupted by intermediate stops, such as taking children to a child development center or grocery shopping?
- Who will be transported?

In addition to the specific details of the trips, there are a number of more intangible concerns that the individual may have about using certain transportation options in the community.

Convenience

The ease with which individuals are able to initially and successfully plan a trip, pay the fare, board, ride, exit the vehicle, and navigate the environment to their final destination will help to better determine a person's ability to use the service on a regular basis. Therefore, early support for individuals who need assistance allows the consumer to build confidence and prepare the groundwork for independence and autonomy. Agency personnel can also benefit when they are aware of proximity of the person's departure point and the transportation route, the vehicle timetable and the individual's comfort level.

Reliability

As with individuals using private vehicles on the highway system, every traveler experiences late arrivals to their destinations. Transportation services can have unique challenges such as off-peak timetables, vehicles malfunction, or delays when waiting for passengers sharing a ride. The reliability of transportation services can be an issue when traveling to an appointment or employment, where being on time is important. Agency personnel are encouraged to engage in discussions regarding what steps to follow when challenges arise.

Cost

The cost of the service will most certainly be an issue if the individual or family is responsible for all or part of the fare. It is important to look at an individual's monthly fare costs compared to his/her monthly income.

Safety

People routinely assess their own level of vulnerability when traveling, including when they are using a taxi, van service, a bus or other types of transportation options. Travelers are concerned about their skill level, their environment, the time of day and other issues. On the other hand, there are individuals who may appear to be unable to understand safety issues that you may perceive as posing a risk of injury to themselves and/or others. Agency personnel should be able to set aside possible assumptions about the capacity of the person to comprehend and address any potential safety issues by discussing the matter with the involved individual in a supportive and serious manner.

Comfort and Confidence

This is an extremely important question – as it addresses intangible issues often overlooked. If an individual lacks experience in using the selected transportation mode,

if an individual is anxious, lacks confidence, gets confused, or appears to be easily side-tracked, agency personnel can work in partnership with the person to determine what supports can be put into place. It is recommended that the discussions include information about travel training, transit system familiarization, and other methods to teach and support independent travel.

Actions to Support Community Transportation

As agency staff develops expertise in community transportation services, they may find opportunities to support the improvement and coordination of these services. Concerns regarding the need for transportation alternatives in the community can be shared with colleagues, family, friends and community leaders. Many opportunities for advocacy are available for individuals interested in furthering transportation options and services in the local community. For further information on how to strengthen the transportation services in your area, please see the website of the Coordinating Council on Access and Mobility at www.unitedweride.gov. Information in alternative format is available upon request.

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Individual Transportation Plan

The following includes a series of discussion questions when given considering the development of an individual transportation plan. Questions include but are not limited to destination, types of available services, and accessing those services and can be included (as part of the discussion) when developing plans for any individual that requires assistance with accessing employment, healthcare, counseling, rehabilitation, or other types of community activities.

Scheduling Travel within the Community

1. When do your riders need transportation (times and days)?

2. Will riders be traveling with family members or friends?

3. Where will they be going?

4. How close or far are the destinations from the public transportation route?

5. Do riders need to make stops during the trip—e.g. grocery, childcare, etc.?

Information for Individual Transportation Planning:

1. Do riders usually drive themselves to where they need to go?
If yes, are there times of day, locations, or weather conditions where they restrict their driving?

-
-
2. Do riders have experience with public transportation?
If yes, what is their experience in using public transportation?

-
-
3. If riders do not have experience, is there a reason(s) why they do not use public transportation?

-
-
4. Do they use any equipment or support to help them move around either at home or when they go out?
- | | |
|----------------------|------------------------------|
| a. Manual wheelchair | d. Cane or walker |
| b. Power Chair | e. Service or comfort animal |
| c. Scooter | f. Other _____ |

5. Do riders travel with a paid staff person? Do they travel with a family member or friend? What supports do these companions provide for them?

-
-
6. Do riders have a preference as to which kind of transportation service they use?

What are other types of transportation services they might consider for future use?

7. Are riders comfortable reading and understanding transportation schedules, signs and instructions? What type(s) of assistance would be helpful for them?

8. What barriers exist in your community? Is extra consideration given to a rider with disabilities? Is cost a barrier?

9. How can your organization remove any stigma of appearing to be client specific? What is done in terms of marketing and advertising to attract new riders?

10. Do geographical barriers such as county and/or state lines exist in your transportation area? Are there any governmental barriers?

11. What level of cooperation with the state governmental agencies such as, welfare and health and human services exists in your agency? Are state agencies involved in helping make the transportation plan work? Are Social Security and other federal government agencies involved?

12. Does there appear to be a need for growth and expansion in transportation in your

community? How do you plan to address these needs?

NOTES:

Determine Transportation Needs/Resources for Individuals

(The attached template has been provided for your convenience)

1. When will riders need transportation?

2. Can a family member or friend provide all or some of the rides requested? If so, when?

3. Are riders eligible for any programs that reimburse for transportation expenses (e.g., gas, mileage, vouchers, bus pass, etc.)?

4. What are the transportation services available in your community? (Below are services to consider)

- | | |
|--|------------------------------|
| a. Public Bus | e. Volunteer Service |
| b. ADA Complementary Para-Transit Services | f. Taxi |
| c. Specialized Transportation | g. Faith based organizations |
| d. Agency vehicle | h. Other |

5. What is the process for scheduling a trip for each service listed above? (Please see attached template)

6. What is the policy on trip cancellations and no-shows?

7. Is the individual eligible for financial transportation assistance?

- a. Full assistance
- b. Partial assistance
- c. No assistance

8. Please list the specific types of eligibility.

9. Is an escort eligible for transportation assistance?

- a. Full assistance
- b. Partial assistance
- c. No assistance

NOTES:

**Individual Transportation Plan
(TEMPLATE)**

The following template has been provided to assist with researching options for the development of individual transportation plans. The template is for your use when exploring the transportation options in each community.

Pages 16-20

- List all available transportation options (add more rows if needed)

Pages 21-23

- What are the hours of operation for each transportation option
- Identify travel routes
- Who is Eligible to use this service? (e.g., Low Income, Minorities, Elderly, Disabled, General Public)
- How is information given out?
- Determine cost of travel, each direction
- Decide when to use which service
- What are the unmet transportation needs in our community?
- Who are other potential riders? – (e.g., shopping malls or work locations)

Page 24

- Who came to the meeting? Insert names, mailing addresses, e-mail addresses, and organizations/businesses represented by each attendee.

Subsequent Pages

- Attach a map of the area in which transportation is provided. This map should be sized at 8.5” x 11”. The map could be a Wyoming State Highway map with lines or any other map showing the complete service area.

Template

Local Transportation Provider Summary

Identify all possible transportation providers in your area.

Provider Type	Organization Name	Contact Person	Phone Number	Address
Elderly Groups				
Senior Citizen Centers				
Nursing Homes				
Retirement Homes				
Nutrition Centers				
Vocational Rehab				
Mental Health				
Group Homes				
⇒	⇒	⇒	⇒	Continued on next pg ⇒

Template

Provider Type	Organization Name	Contact Person	Phone Number	Address
Day Programs				
Head Start				
United Way				
Boy's & Girl's Clubs				
Church/Faith Based Groups				
Veterans Administration				
Taxi Company				
Fixed Route Service				
Demand Responsive Services				
⇒	⇒	⇒	⇒	Continued on next pg ⇒

Template

Provider Type	Organization Name	Contact Person	Phone Number	Address
Private for Profit Company				
University/College Transportation				
Doctor Offices				
Diagnostic Services				
Rehab Centers				
Hospital				
Therapy Facility				
Independent Living Centers				
Low Income Housing				
⇒	⇒	⇒	⇒	Continued on next pg ⇒

Template

Provider Type	Organization Name	Contact Person	Phone Number	Address
Labor/Employment Programs				
Major Work Centers				
Chamber of Commerce				
Local Governments				
Endowments/ Benefactors				
Community Members				
Transportation Providers				
Ethnic Organizations				
Private Sector Employers				
⇒	⇒	⇒	⇒	Continued on next pg ⇒

Template

Provider Type	Organization Name	Contact Person	Phone Number	Address

Template

Provider Name	Hours of Operation	Where does it go?	Who is eligible for service?	How to get info/make reservations	Fare/What is the cost to the “rider”?	When would this be a good choice?	When would this be a poor choice?	Unmet Needs/Potential Riders
⇒	⇒	⇒	⇒	⇒	⇒	⇒	Continued	⇒

Template

Provider Name	Hours of Operation	Where does it go?	Who is eligible for service?	How to get info/make reservations	Fare/What is the cost to the “rider”?	When would this be a good choice?	When would this be a poor choice?	Unmet Needs/Potential Riders
⇒	⇒	⇒	⇒	⇒	⇒	⇒	Continued	⇒

Template

Provider Name	Hours of Operation	Where does it go?	Who is eligible for service?	How to get info/make reservations	Fare/What is the cost to the “rider”?	When would this be a good choice?	When would this be a poor choice?	Unmet Needs/ Potential Riders

Template

Name of Attendee	Mailing Address	E-Mail Address	Entity Represented

Coordinated Transportation Plan



(Name of County)

Date: *(mm/yr)*

A. Existing Transportation Providers

List existing Transportation Providers (Private, Private Non-Profit, & Public operating within the County – those who serve the general public and those that serve individuals with special transportation needs.

For example: Hospitals, VA, City Transit System, Taxicab, Easter Seals, etc.

B. Existing Transportation Recipients/Clients/Customers, by Type

List current Transportation recipients/clients/customers, not by name, but by Type or Agency served. For example: Disabled, Elderly, Pre-School, General Public, etc. Should include: name of operator, location, ownership type; type of operation (demand response, fixed route, etc.); service area; hrs. of operation, and level of service; routes & schedules (if applic.); operating budgets & funding sources; operator's equipment & facilities; system management structure; maintenance arrangements; and marketing efforts.

Also consider the discussion points of pages 8 – 10 and 14 – 18 of the Template for Discussion – discussion points of the Coordinated Transportation group meeting.

C. Existing Service Agencies assisting with Transportation Costs or Services

List the various social service agencies (private, private non-profit, public) which provide transportation within the County. Ex: Senior Center, EasterSeals, Red Cross, HHS, Soc. Security Admin., VA, etc.

D. Goals & Objectives

List any goals and objectives discussed during the roundtable discussion and upon which a consensus was reached. Goals should be realistic and achievable. Goals should reflect how the Transportation services within the County might better provide service to those in need of transportation and avoid duplication of service.

E. Organizational Structure

To achieve the goals and objectives set forth above, what would be the optimal organizational structure? For example: is the current structure used in the County the best approach or should either a City/Town or County oversee the Transportation services. Another approach might be the formation of a County-wide or Regional-wide Transportation Authority.

F. Service Options

Provide a summary or narrative of items discussed of pages 12 – 13 of the Template for Discussion – discussion points of the Coordinated Transportation group meeting.

G. Proposed Schedule

Include a Schedule or Time Line depicting major decisions and actions that should occur to accomplish the Goals and Objectives of this Plan.

H. Map of County

Include a Map of the County showing Service Areas, Major Arrival & Destination Points and other information relating to the Plan.