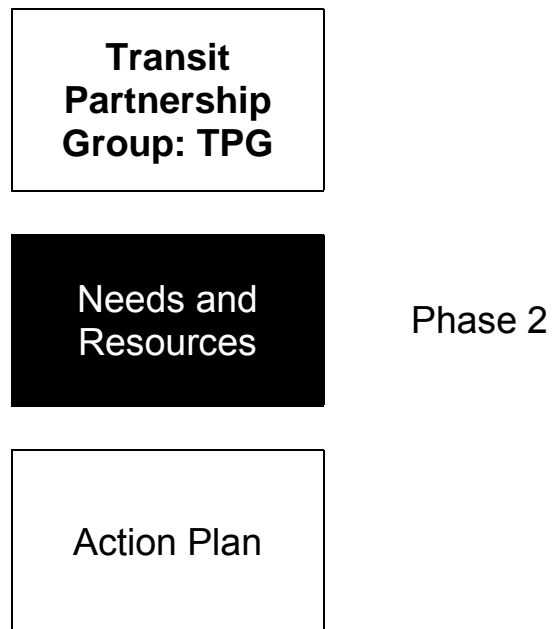


Phase 2

ICCT Clearinghouse Transportation Coordination Primer

A guidebook for creating a countywide public transportation system.



(Transit) Systems should be designed to provide service to everyone. Then by design, they will be sensitive to the needs of older adults, people with disabilities and others regardless of their economic status.

Coordination is an important key to providing that comprehensive service in your community, especially in rural areas.

United We Ride, Logic Model & Measures, January 2007
www.unitedweride.gov/1_1205_ENG_HTML.htm

2007 NADO Award Winner – Excellence in Regional Transportation

Acknowledgements

The contents of this Primer were based on *Improving Transportation Opportunities for People with Disabilities in Illinois*, a September 2001 report commissioned by the Illinois Council on Developmental Disabilities (ICDD). More information about ICDD can be found at: www.state.il.us/agency/icdd/. In addition, this Primer utilizes elements from the Federal Transit Administration's United We Ride – *Framework for Action*: www.unitedweride.gov/. Bill Jung, CEO Rides Mass Transit has provided countless hours of support to help the ICCT Clearinghouse assist counties in developing coordinated transit systems. Other authors and Transit Partnership Groups have graciously provided additional resources, and referenced accordingly.

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We hope this Coordination Primer will help you develop and/or enhance public transportation services in your county.

The intent of this Primer is that it will be completed under the guidance of the ICCT Clearinghouse.

The Clearinghouse has worked through the Primer with more than 30 counties and has gained expertise that will help the process run smoother while maintaining its integrity.

Fourth Edition – July 2010
ICCT Clearinghouse
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Illinois Institute for Rural Affairs
Western Illinois University
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For additional resources and/or to download the Primer, visit us online:

sites.google.com/site/icctclearinghouse/home
icctclearinghouse.blogspot.com/
www.iira.org/outreach/rtac.asp

To reach the ICCT Clearinghouse or the Technical Assistance Oversight Committee, contact:

icctclearinghouse@wiu.edu
Voice: 800-526-9943 Fax: 309-298-2162

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Phase 2: Needs and Resources



The goal of Phase 2 of the Primer Process is to develop a clear picture of your county's current status based on feedback from a variety of stakeholders regarding both needs and resources.

At the end of Phase 2:

1. You will **understand the need to do an assessment** of the needs and resources of your county.
2. You **will evaluate your county needs** through:
 - **Community Transportation Survey** – evaluate needs from perspective of individual community members.
 - **Agency Survey** – assess from perspective of human service agencies, elected officials, churches, and other organizations in the county.
3. You **will determine resources** through an **Inventory of Resources** – assessment of vehicles currently available in the county and could possibly be used—if the agency wanted to be a part of the countywide transit system.

Assessment



Assessment is determining who needs transportation, where are they going, and when are they going? The purpose is to identify the gaps between what is needed and what is provided. Therefore, initial assessments are done with three assumptions:

1. There are unmet needs;
2. There are discrepancies between needs and services; and
3. Improvement is necessary

Snapshot

The needs assessment is not meant to be comprehensive. Instead, view it as a snapshot of the community, which can show you emerging patterns of needs and resources while helping you determine where to focus future planning efforts.

Overview: Community Transportation Survey

Assignment – Survey Community Members



Your TPG's first assignment for Phase 2 is to distribute the community transportation survey and letters explaining the purpose of the surveys to as many different people and entities as possible throughout the county.

The Data Center at the Illinois Institute for Rural Affairs at Western Illinois University has developed an instrument that allows these assessments to be completed via the Internet. The online system makes this process easier for your TPG by providing a standardized format for entering data, reduces data entry time by allowing multiple people to enter information, and will create reports for your county.

To access the survey, go to the ICCT Clearinghouse Blog at:
icctclearinghouse.blogspot.com/



On the right of the page, below the “ICCT Clearinghouse Facebook Fan Box” you will see “Quick Links.”

Scroll down to the appropriate link beneath the “Online Surveys” heading and click on which survey you want.

Quick Links

- [TPG Toolbox](#)
- [Rural Transit Assistance Center](#)
- [Illinois Institute for Rural Affairs](#)
- [Western Illinois University](#)
- [United We Ride](#)
- [IDOT](#)
- [62 Federal Funding Streams](#)
- [RIDES Mass Transit District](#)
- [IPTA - Illinois Public Transportation Association](#)

ICCT Coordination Primer

- [Full Primer - Revised 1-09](#)
- [Primer - Phase 1 \(Revised 1-09\)](#)
- [Primer - Phase 2 \(Revised 1-09\)](#)
- [Primer - Phase 3 \(Revised 1-09\)](#)
- [Appendix](#)

Online Surveys

- [Community Survey](#)
- [Agency Survey](#)
- [Inventory of Resources](#)

Grantee Worksheets

- [5311 Budget Sheet - Excel](#)
- [5311 Budget Sheet - Word](#)

In the top left corner is a link to a text version of the survey, to accommodate individuals with accessibility needs.

Online Survey

text only

- Community Transportation Survey -

The purpose of this survey is to help improve your community's public transportation system by finding out what your transportation needs are. Even if you don't need transportation at this moment, please consider what your future needs might be if you were unable to drive for any reason.

General:

Date: (mm/dd/yy)

County name:

Reset Next >>

Powered by **snap**

Online Survey Text Version

The screenshot shows a web browser window with the URL http://www.wku.edu/users/mira/Transportation/community_t.htm. The page title is "- Community Transportation Survey -". The text on the page reads: "The purpose of this survey is to help improve your community's public transportation system by finding out what your transportation needs are. Even if you don't need transportation at this moment, please consider what your future needs might be if you were unable to drive for any reason." Below this is a section labeled "General:" with two text input fields. The first field is labeled "Date: (mm/dd/yy)" and contains the placeholder text "type text here". The second field is labeled "County name:" and also contains the placeholder text "type text here". Both input fields are circled in red.

To reach different populations some TPGs have translated the surveys into other languages, a Spanish version is available through the Blog and the Toolbox.



Best Practice

It is **imperative that you distribute the paper version** of the survey throughout the county so that stakeholders without Internet access can share their needs with you.

Some counties have volunteers ask the questions either in person, or over the phone and then fill in the responses. To encourage participation, be sure to explain the benefits of public transit for your county.

Sample Letter

The following is a template your TPG can customize to explain to recipients the purpose of the survey and instructions for completing it.

IMPORTANT COMMUNITY SURVEY



BE A PART OF [-----] COUNTY'S NEW OPPORTUNITIES

WE NEED YOUR HELP!!!!

[-----] COUNTY has an opportunity to apply for and receive grants to expand transportation for residents of all ages. To apply for such grants, the county is required to conduct a "needs assessment."

That's where you can help.

Please take a few minutes to complete this survey and return it [collection method you are using], or if you have Internet access, complete it online. Go to the ICCT Clearinghouse Blog: icctClearinghouse.blogspot.com/ and click on the Community Survey link beneath the heading "Online Surveys".

Be sure and consider what your needs might be if in a few years you could not drive. For instance, will you have family available all hours of the day to take you to medical appointments, the grocery store, the drug store, or legal appointments? Also, consider your home's location and transportation service gaps in your area.

If you have any questions concerning this survey, please contact:

[Team Leader]

[Title]

[Email]

[Toll Free and/or local phone number]

We invite you to join our effort. Contact the Team Leader for the date of the next meeting to learn more.

Courtesy La Salle County TPG, 2007

How to Code Surveys

For those collecting hard copy surveys and entering them into the website, coding surveys will help keep the surveys organized in the event that they need to be verified. If you choose to do this, please note the following:

1. The **county code** is the FIPS Code (next page).
2. The **survey number** is the number that the data entry person assigns that hard copy survey. You may want to have the data entry person number the hard copy according to the assigned numbers below. **Please bring all hard copies you have entered to the next Transit Partnership Group meeting.** The Team Leader should keep all hard copies for at least six months in case there is a need to review them.

One way to number surveys is to give each person who is processing them a set of numbers:

Person A: Number from 1000 - 1500 (1000,1001,1002,1003,...)

Person B: Number from 2000 - 2500

Person C: Number from 3000 - 3500

Person D: Number from 4000 - 4500

Person E: Number from 5000 - 5500

Person F: Number from 6000 - 6500

Person G: Number from 7000 - 7500

Person H: Number from 8000 - 8500

Person I: Number from 9000 - 9500

Person J: Number from 10,000 - 10,500 etc.

The cushion of 500 between the numbers will ensure that the numbers stay separated. This way you can have multiple people entering surveys and still keep track.

You do not have to follow this coding procedure, but if you have multiple people entering data, you should follow some strategy to keep it organized.

County Code/FIPS Code

| | |
|-----|------------|
| 001 | Adams |
| 003 | Alexander |
| 005 | Bond |
| 007 | Boone |
| 009 | Brown |
| 011 | Bureau |
| 013 | Calhoun |
| 015 | Carroll |
| 017 | Cass |
| 019 | Champaign |
| 021 | Christian |
| 023 | Clark |
| 025 | Clay |
| 027 | Clinton |
| 029 | Coles |
| 031 | Cook |
| 033 | Crawford |
| 035 | Cumberland |
| 037 | DeKalb |
| 039 | De Witt |
| 041 | Douglas |
| 043 | DuPage |
| 045 | Edgar |
| 047 | Edwards |
| 049 | Effingham |
| 051 | Fayette |
| 053 | Ford |
| 055 | Franklin |
| 057 | Fulton |
| 059 | Gallatin |
| 061 | Greene |
| 063 | Grundy |
| 065 | Hamilton |
| 067 | Hancock |

| | |
|-----|------------|
| 069 | Hardin |
| 071 | Henderson |
| 073 | Henry |
| 075 | Iroquois |
| 077 | Jackson |
| 079 | Jasper |
| 081 | Jefferson |
| 083 | Jersey |
| 085 | Jo Daviess |
| 087 | Johnson |
| 089 | Kane |
| 091 | Kankakee |
| 093 | Kendall |
| 095 | Knox |
| 097 | Lake |
| 099 | La Salle |
| 101 | Lawrence |
| 103 | Lee |
| 105 | Livingston |
| 107 | Logan |
| 109 | McDonough |
| 111 | McHenry |
| 113 | McLean |
| 115 | Macon |
| 117 | Macoupin |
| 119 | Madison |
| 121 | Marion |
| 123 | Marshall |
| 125 | Mason |
| 127 | Massac |
| 129 | Menard |
| 131 | Mercer |
| 133 | Monroe |
| 135 | Montgomery |

| | |
|-----|-------------|
| 137 | Morgan |
| 139 | Moultrie |
| 141 | Ogle |
| 143 | Peoria |
| 145 | Perry |
| 147 | Piatt |
| 149 | Pike |
| 151 | Pope |
| 153 | Pulaski |
| 155 | Putnam |
| 157 | Randolph |
| 159 | Richland |
| 161 | Rock Island |
| 163 | St. Clair |
| 165 | Saline |
| 167 | Sangamon |
| 169 | Schuyler |
| 171 | Scott |
| 173 | Shelby |
| 175 | Stark |
| 177 | Stephenson |
| 179 | Tazewell |
| 181 | Union |
| 183 | Vermilion |
| 185 | Wabash |
| 187 | Warren |
| 189 | Washington |
| 191 | Wayne |
| 193 | White |
| 195 | Whiteside |
| 197 | Will |
| 199 | Williamson |
| 201 | Winnebago |
| 203 | Woodford |

- Community Transportation Survey -

The purpose of this survey is to help improve your community's public transportation system by finding out what your transportation needs are. Even if you don't need transportation at this moment, please consider what your future needs might be if you were unable to drive for any reason.

General:

Date: (mm/dd/yy)

County name:

Transportation Needs:

1. Do you or members of your household have access to (and can afford) a car or other vehicle that is running, licensed, and insured?

Yes

No

2a. Are there trips you or members of your household can't make because of a lack of transportation?

Yes

No

2b. If yes, what kind of trips? (Check all that apply)

Work

Medical appointments

Visiting friends or family

Shopping

Social/entertainment opportunities

School

Kids activities (pool, park, golf, skating rink, etc.)

Senior nutrition or day center

Social service agency appointments

Religious

Other

3. How do you or members of your household travel now? (Check all that apply)

Drive or ride in household member's vehicle

Drive or ride in someone else's vehicle (other than a household member's)

Walk, bike, use wheelchair, etc.

Church or social service agency vehicle

Public transportation

Other

4a. Do you or members of your household currently use public transportation?

Yes

No

4b. If yes, what types of public transportation do you or members of your household use? (Check all that apply)

Bus

Taxi

Van

5. In the last six months, have you or members of your household missed the following due to a lack of transportation?

(Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Work | <input type="checkbox"/> Kids activities (pool, park, golf, skating rink, etc.) |
| <input type="checkbox"/> Medical appointments | <input type="checkbox"/> Senior nutrition or day center |
| <input type="checkbox"/> Visiting friends or family | <input type="checkbox"/> Social service agency appointments |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Social/entertainment opportunities | <input type="checkbox"/> Other |
| <input type="checkbox"/> School | |

6a. Would you or members of your household use public transportation if it was available? **(If no, skip to question 10)**

- Yes No

6b. If available, what types of public transportation would you or members of your household use?**(Check all that apply)**

- Bus Taxi Van Other

6c. If available, how would you or members of your household prefer to get a ride? **(Check all that apply)**

- Catch a bus at a bus stop
 Call ahead for a ride (curb-to-curb demand response service)
 Call ahead for a ride (door-to-door demand response service **for elderly or people with disabilities**)

7a. Please list the locations (city/town names) that you or members of your household would travel to using public transportation? (If there are none, skip to question 8)

7b. Using public transportation, how often would you or members of your household travel to the communities listed above?

- Daily Weekly Monthly

8. What times would you or members of your household need public transportation? **(Check all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Weekdays, before 7:00 AM | <input type="checkbox"/> Weekends, 7:00 AM to 5:00 PM |
| <input type="checkbox"/> Weekdays, 7:00 AM to 5:00 PM | <input type="checkbox"/> Weekends, 5:00 PM to 10:00 PM |
| <input type="checkbox"/> Weekdays, 5:00 PM to 10:00 PM | <input type="checkbox"/> Weekends, after 10:00 PM |
| <input type="checkbox"/> Weekdays, after 10:00 PM | <input type="checkbox"/> Other |
| <input type="checkbox"/> Weekends, before 7:00 AM | |

9. How much would you or members of your household pay for a one-way trip within your county?

- Less than \$1.00 \$2.00 \$4.00 \$6.00 or more
 \$1.00 \$3.00 \$5.00

10. What would you like to change about your household's experience with public transportation and why?

Demographics:

11. What is your zip code?

12. In which age range do you belong?

- Under 20 30-39 50-59 70-79
 20-29 40-49 60-69 80 and over

13. How many people live in your household?

- 1 2 3 4+

14a. Do any of your household members have a disability (physical, mental, etc.) which limits their ability to drive?

- Yes No

14b. If yes, how many people have a disability?

- 1 2 3+

15a. Do any of your household members need transportation to medical appointments outside the county?

- Yes No

15b. If yes, please name the cities/towns where the medical appointments are held.

Optional:

16. Additional public transportation comments:

Thank you for your time and participation!

For office purposes only: (Skip this section unless you are completing data entry for the paper versions of this survey)

County code:

Survey number:

Thinking about Skipping the Needs Assessment?

You may be tempted to rush through your county's needs assessment, thinking you can copy another system's service plan because you feel their county is similar to your own.

However, transportation needs are community-specific and therefore it is impossible to use another county's data to evaluate your need. The use of another county's data would lead to an inaccurate analysis and could lead to duplication of services, higher costs, and a lack of services where they are needed most.

By gathering input from your stakeholders, your TPG will begin the process of educating people about the benefits of public transportation and might locate additional resources that can support your transit system.

You will use this data in Phase 3 to develop your transit system, so be deliberate about gathering information. Be sure to get information from individuals who would use public transportation if it were an option.

Survey Distribution



Your TPG will assess local needs by first planning a comprehensive distribution of the Community Transportation Survey. Keep in mind, the easier you make the process of completing and returning the surveys, the more surveys (and more useful information) you will get back.

Return Rate



Aim for a return rate for your surveys of about 3-5% of your county population. The Clearinghouse will assist you in determining the percentage.

In addition to the online surveys, you will also distribute and collect paper surveys. The following are some examples of other counties' distribution methods:




Unsuccessful

| | |
|--|---|
|   | <p>Use pre-paid return postage and have respondents mail surveys back.</p> <p>Place collection boxes at central locations in your community, such as the health department, city buildings, grocery stores, and other convenient locations.</p> |
|--|---|

Limited success

| | |
|--|---|
|   | <p>Ask schools to send surveys home with students and collect them at school.</p> <p>Interview people who are waiting in line (County Fair)</p> |
|--|---|

Most successful

| | |
|---|---|
|    | <p>Distribute surveys at Resource Fairs, Senior Information Events, Flu Clinics, Back to School Nights, etc</p> <p>Make surveys available at senior nutrition program sites, county health department, or human services agency.</p> <p>Call stakeholders known to need transportation and input data from callers.</p> |
|---|---|

EDUCATION IS KEY!

Have someone who understands benefits of public transit to explain the survey, answer questions, and/or help people fill it out.

Try to reach all interested parties. Work to ensure the survey is accessible for non-English speakers, as well as individuals who need an alternate format (or assistance) due to physical or other challenges.

Be sure to fully utilize the resources and ideas of all TPG members and use a combination of approaches for distribution and collection.

On the next page is a partial list of potential stakeholders. Discuss within your TPG who you should reach out to.

Potential Stakeholders

- People currently using niche or client-based transportation services
- Transportation disadvantaged individuals, including:
 - Senior citizens
 - Individuals with disabilities
 - Low income families
 - Rural or underserved populations
 - Those who need to get to work and/or access educational programs
- People who need regular medical care (dialysis, chemotherapy, etc.)
- Ministerial associations
- Mothers needing prenatal care, services for children, WIC, etc.
- Seniors at YMCA/YWCA day programs and Meals on Wheels recipients
- Businesses/Employers interested in job shuttle programs
- Probation or court-related individuals
- Individuals receiving counseling or mental health services
- Support groups (Alcoholic Anonymous, etc.)
- Service groups (Kiwans, Lodges, etc.)
- Business groups - chambers of commerce members
- County board, city council
- Human service agencies/clients
- Food pantry recipients
- Current transit commissions or groups
- Quality of life groups/clients
- Individuals in or who assist:
 - Domestic violence programs
 - Alcohol and drug abuse programs
 - Children and youth programs
 - Financial assistance groups
- Students in GED & English as a Second Language programs
- Social Security recipients

Best Practice

Ask area newspapers to explain the survey distribution and collection throughout the county and discuss with your media representatives other ways they have had success getting the word out about important events.

Ideas for Stakeholder Outreach

These are potential places for you to survey, provide education, and/or get the message out about public transportation. You can make information available through:

- Guidance counselors at area high schools
- Restaurants, coffee shops, gas stations, bars, etc.
- Inserts in telephone, electric, gas bills, etc.
- Inserts sent home via schools and returned to teacher
- Phone interviews
- Grocery stores, Wal-Mart, Kmart, Dollar Stores, etc.
- Check-cashing businesses
- Food pantries, nutrition programs, housing organizations, shelters
- Health departments, Human service agencies
- Buses, taxis
- Developmental or rehabilitation centers
- Area hospitals, clinics, or medical facilities
- Unemployment offices or job training agencies
- Churches (bulletins, lobbies, pews)
- Assisted living facilities and senior centers
- Public housing facilities
- Salvation Army, St. Vincent DePaul, etc.
- Service groups (Kiwanis, Lodges, etc.), quality of life groups
- Business groups - chambers of commerce
- County board, city council, transit commissions
- High schools, community colleges, universities
- Domestic violence, alcohol, and drug abuse programs
- Children and youth programs
- Literacy programs (adult, technology, children's)
- English as a Second Language programs, GED preparation programs
- Financial assistance groups
- Banks, libraries, salons, post offices, etc.
- Social Security Administration offices
- Courthouse or other places for legal services
- Security checkpoint at county courthouse
- Vacation bible school
- Mobile blood drives
- School registration packets

Education Fact Sheet

Education is important during Phase 2 to raise awareness about the need for coordinated public transportation, to let people know about your surveys, and to get more public feedback.

The top five myths and facts about Rural Public Transportation were discussed in the Phase One Primer. These will also be helpful in educating your stakeholders.

1. MYTH: Public transportation only means big buses.

FACT: Small buses or vans similar to what you might see a senior center use to provide transportation in rural areas. These vehicles are equipped with wheelchair lifts and can accommodate people with special needs as well as the general public.

2. MYTH: Public transportation means that people are picked up at bus stops.

FACT: Most rural systems provide service that is "Demand Response" which means the rider calls in to schedule a ride in advance (usually at least 24 hours before they need a ride). At that time, they also schedule where, and at what time, they will be picked up.

3. MYTH: Rural areas will not have service because big buses won't travel out into the country.

FACT: Since smaller vehicles are used and the system is generally Demand Response, rural residents will also have access to service. Vehicles pick up at people's homes, even if they live in rural areas.

4. MYTH: The county will have to raise taxes to fund the system.

FACT: The county will not have to raise taxes because there are funds already being used throughout the county on transportation for specialized groups, including seniors, individuals with disabilities, workforce development, etc.

5. MYTH: Funding will run out which will make your county worse off than before.

FACT: The federal funding (5311 Grant) that is available to help you create a rural public transportation system for your county is ongoing and generally increases at a rate of 3 percent per year. It reimburses 80 percent of administrative costs of the transit system and 50 percent of operating costs of the system.

Use the information on the next few pages to explain the purpose of the survey to stakeholders.

Benefit of Public Transportation Systems: Transforming Rural Communities

When residents have a public transit system they can call to schedule a ride, everyone in rural counties prosper:

- Older adults can stay independent longer.
- Workers can find better jobs.
- Youth have more access to activities.
- People in rural areas can get to town.
- People can save money on gas.
- People can get to doctors' appointments, the grocery store, and other places and events that enrich their lives and the local economy.

What (specific) benefits do you see for your communities?

Educating about Funding

Local funds:

- Advertising, donations, and fares will not provide sufficient funds to support the system.
- Local service contracts will provide much of the local match needed for the 5311 Grant.
- Service contracts often come from funds already being used for transportation.

5311 Federal funds:

- Offset the costs of the transit system but local match of 30 – 40 percent is necessary.
- Reimburse 80 percent administrative and 50 percent operating costs for the transit system.

Educating Clients of Dedicated Systems

Public transportation is:

- Accessible – accommodations are available
- Available and reliable – but advance planning (calling ahead) is necessary.
- Through “Mobility Management” the transit system will help the rider arrange the ride instead of just providing the ride.

Public transportation is not:

- A personal taxi service or a replacement for the client-dedicated service that drove them to the doctor’s office.

Drivers will be trained to serve all populations and will understand:

- The needs and characteristics of people with disabilities.
- How to communicate effectively with people who have developmental, hearing, or communication disabilities.
- How to assist people with physical or sensory impairments.

Educating Elected Officials

- Public transportation **does not** require additional state or local taxes.
- In Illinois, there are **no rural public transportation systems that tax.**

Educating the General Public

- A coordinated public transportation system is being developed to meet needs of the county.
- It is available for everyone throughout the county and is truly “public” – not client-specific transportation.
- We need input from the public about their needs and desires for the transit system.
- Will not be a taxi but will be available to help them access places and events to enrich their lives.

Discuss the common message you are trying to convey and agree on several brief talking points.

Educational message:

#1.

#2.

#3.

How would you respond if someone asks why they should fill out the survey?

How would you respond if someone says they don't need public transportation?

What are the differences between the Community and Agency surveys? Why are they both important?

What other things do you want to share?

Notes about the Primer Process

Since its inception in 2006, the Primer Process has helped many groups like yours figure out how to build a public transportation system for their county based on their needs and resources.

As of October 7, 2010

| Total # of Counties Completed Process | Total # of Counties in Phase 3 | Total # of Counties in Phase 2 | Total # of Counties in Phase 1 | Total |
|---------------------------------------|--------------------------------|--------------------------------|--------------------------------|-------|
| 12 | 13 | 7 | 1 | 33 |

The Primer Process is based the process used by Rides Mass Transit District (Rides), a public transit system in southern Illinois that has won three national awards for their transportation coordination process. Rides has done this by developing a transit partnership with each of the fifteen counties they serve, putting customers first, staying flexible, developing service around places people already travel, and getting people where they want and need to go.

If your goal is to build a public transportation system for your county based on its unique needs and resources, you can achieve it through following the Primer Process, attending meetings, working as equals, completing assignments, having patience, and keeping an open mind.

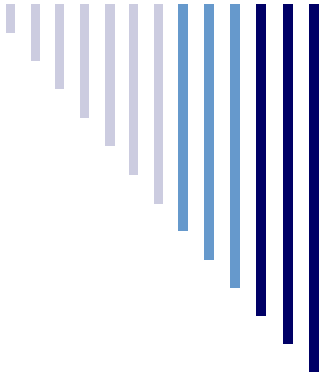
Make sure to invite the people who complete the survey to attend meetings or contact the Team Leader for additional information.

Team Leader and Next Meeting Information

| |
|--|
| |
|--|

Next, consider ways to distribute surveys, e.g., have TPG members distribute them to groups to which they already belong or at their place of work. In addition, you may want to run Public Service Announcements, newspaper ads and/or editorials, and notices in church bulletins and other publications about what you are trying to accomplish.

The following is an excellent example of how the Whiteside County Healthier Communities Partnership used their newsletter to promote coordinated public transportation as well as to share survey results.



A Page From Whiteside County

The Need for Public Transportation

Volume 2, Issue 2

Summer 2007

Transportation not taken for granted

Whiteside County Healthier Communities Partnership:

The mission of the Whiteside County Healthier Communities Partnership is to create a healthier and safer Whiteside County.

The Whiteside County Healthier Communities Partnership has learned to be creative and innovative to meet the urgent and ongoing needs of our area communities.

For more information, contact: Beth Fiorini at (815) 626-2230, ext. 306.

Inside this Issue:

- Whiteside County residents request for public transportation system

Hopping in a car and going wherever is not much of a thought for many residents of Whiteside County.

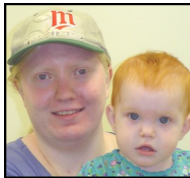
People who do not own their own vehicle are not as lucky. They need to rely on help from others when available, and more often walk here and there, near and far, wherever they need to go.

"It would be safer for me and my kids to have public transportation," said Kelly Bidwell, 25, of Rock Falls.

Crossing U.S. Route 30 and state Route 40 are not so easy for Bidwell, who often has her daughter, Katelynn, 15 months old, in a stroller, as she holds the hand of her son, Jonathan, 5 years old.

Adding to the treacherous situation is the lack of a crosswalk or walk light at the Route 30/40 intersection, which Bidwell crosses to shop at the Rock Falls Wal-Mart. "It's not pedestrian friendly to cross. It makes me nervous trying to cross with two young children,"

said Bidwell.



Kelly Bidwell and her daughter, Katelynn

"I miss public transportation a lot. I am from a bigger city and there was always busses," said Bidwell, who moved to Rock Falls from Rochester, Minn.

"I got to know that bus system very well," she said.

Not having her own transportation has limited Bidwell's employment opportunities. As of this newsletter's printing she was interviewing for a paper route in her neighborhood.

Usually walking 30 minutes to an hour a day, Bidwell said she tries to do several errands in the same area to lessen her trips. When she needs to go outside of Rock Falls, Bidwell said she needs to ask for rides from friends when they are free, and has used

the local cab service, too.

People also need public transportation if they have a car, but cannot access it all the time.

Maricruz and Pedro Vergara, of Sterling, have a car, but he needs it to drive to his job during the day.

With her husband taking the car, she has no access to transportation.

Trips to County Market and Family Dollar are taken by walking with the couple's two children, Alicia, 6, and Luis, 5, close by.

"It is very hard," Maricruz said, speaking with a Spanish-

interpreter. Sometimes mother and children ride their bicycles together, but only on long trips, such as Whiteside County Health Department's Rock Falls Clinic.

Crossing the Avenue G Bridge is tricky, especially with two children, but its easier than taking the First

Avenue Bridge, Maricruz said.

"The little ones are afraid of all the cars," she said.



Maricruz Vergara, with her children Luis, left, and Alicia

Assessment survey shows young people, those with cars want public transportation

Kelly Bidwell and Maricruz Vergara are not alone in their need for public transportation.

A needs assessment survey conducted by Whiteside County Healthier Communities Partnership had 61 percent of respondents state they would use public transportation. Of the 1,000 surveys that were returned, 622 indicated they would use buses to travel on their daily errands, for doctor

appointments and just to visit friends.

Interestingly, 45 percent of the surveys indicated the respondents had a vehicle they could use. Public transportation is not only needed for people without access to cars, but for those who have only one car which someone takes to work during the day, said Betty Steinert, chairwoman of the Part-

nership's Transportation Committee.

A majority of the surveys indicated there was one vehicle (368) or two vehicles (385) in the household, which indicates public transportation is needed by families that have cars and trucks, but don't have enough for everyone to use.

And public transportation is not

only an elderly issue, as the survey disclosed a majority of the respondents were people 36 to 50 years of age (278), 25 to 35 (276), and 16 to 24 (177). The numbers for older adults ages 51 to 62 (80) and people 63 years old and older (76) do not compare.

Other results of the needs assessment survey can be found on Page 2 of this newsletter.

Process for public transportation ongoing

A push to provide a rural public transportation system for people wanting to see their doctor or just socialize will likely happen next year.

Whiteside County Healthier Communities Partnership is behind the wheel and is working with other government and social service agencies to making public transportation in Whiteside County a real deal.

"We are trying to provide a type of public transportation for all communities in Whiteside County," said Betty Steinert, chairwoman of the Partnership's Transportation Committee.

Instead of recreating "the wheel," the Partnership wants to partner with other agencies that already have buses and use them when the agencies aren't. For example, Self Help Enterprises (which is a Public Transportation Committee partner) uses its own buses to pick-up its clients in the morning and take them home in the afternoon, she said. One idea would be to use those buses when they sit idle during the day.

Funds from agencies and grants will be used to pay for the maintenance and drivers of those vehicles when they are used for public transportation, Steinert said. Work continues to form a cohesive group of agencies to pool funds for the project.

Public transportation is not just needed for older adults who no longer drive, Steinert said. It also is needed for younger people who cannot afford their own vehicles and as a result cannot get to a job.

Steinert wants to have each community in Whiteside County partnering with the committee. This would include members of a city's council or mayor, Chambers of Commerce, as well as the local state officials.

The committee is working with Edward Heflin, manager of the Rural Transit Assistance Center (RTAC), a unit of the Illinois Institute for Rural Affairs at Western Illinois University. RTAC delivers the Rural Transit Assistance Program (RTAP) for the State of Illinois, providing training, technical assis-

tance, and research for rural transit providers. RTAC also is the clearinghouse for the Interagency Coordinating Committee on Transportation (ICCT).

According to Heflin, the committee is on the right track.

"We commend the efforts of the Public Transportation Committee and look forward to assisting them as they see this project result in bringing quality of life to transportation-disadvantaged citizens of Whiteside County," he said.

The committee posted a "Wish List" on the Internet (see below) to collect information on what kind of a coordinated public transportation system people want to have and would use, Steinert said. The survey will be posted throughout July, and may continue into August, she said.

"The committee has worked hard to accomplish the basic steps of forming a comprehensive stakeholder group, conduct a community needs assessment and inventory of resources, and begin making decisions which will result in a cohesive public transportation program for Whiteside County," Heflin said.

The committee has closely followed the process outlined by the ICCT Coordination Primer, which has been nationally recognized as a best practice and is being followed by other counties in Illinois, he said.

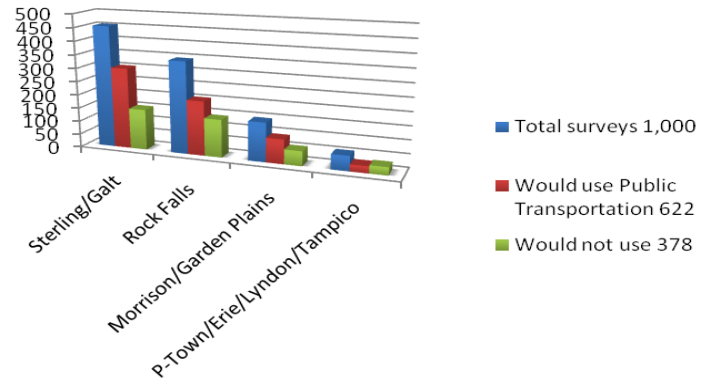
If all goes well, Steinert said funding options will come forward by next spring, with the public transportation program hitting the roads by fall 2008. Buses may not be available on every corner, but Steinert hopes to have bus service in every city, including at least a couple stops each week in smaller communities.

Those hopes may be closer to reality.

"Speaking for the ICCT Clearinghouse, all indications point to Whiteside County having a public transportation system up and running by the fall of 2008, which is a testimony to the committee's 'can do' attitude and its embrace of a proven transit capacity building process," Heflin said.

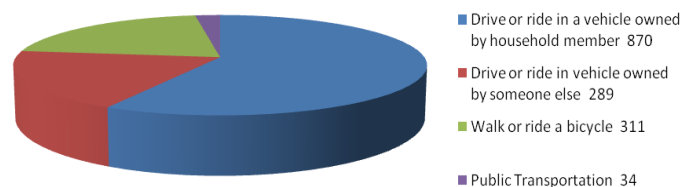
Results from the Whiteside County Public Transportation System Survey, conducted April/May 2006.

Of the 1,000 surveys, 622 respondents (62 percent) indicated they would use public transportation, 378 said no or gave no answer. There were no surveys from Fulton.

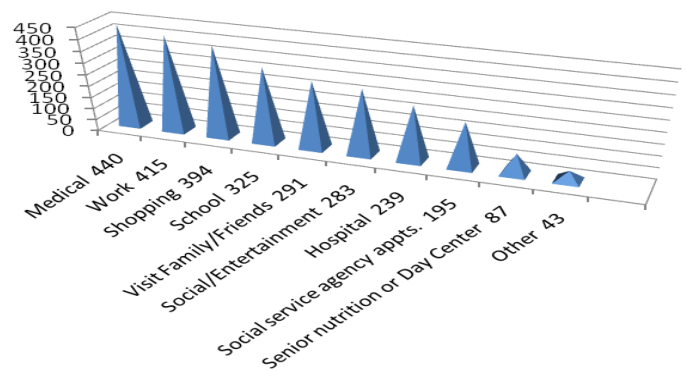


| City | # Surveyed | Would use PT | Where do you live? | |
|----------------------------------|------------|--------------|------------------------|-----|
| | | | Single Family Home | 748 |
| Sterling/Galt | 454 | 302 | Apartment | 178 |
| Rock Falls | 344 | 203 | With Friends or Family | 106 |
| Morrison/Garden Plains | 146 | 91 | Group Facility | 68 |
| Prophetstown/Erie/Lyndon/Tampico | 56 | 26 | Residence Hall | 6 |
| Total | 1,000 | 622 | Other | 11 |

How do you get where you need to go?



What kinds of trips?



To take the Wish List survey online, go to www.whiteside.org and click on News, All News, and then Whiteside County Public Transportation Surveys item about half-way down the page.

Some respondents provided multiple answers to several survey questions to represent different members of their family.

GET INVOLVED with bringing Public Transportation to Whiteside County. For more information, contact Betty J. Steinert, Whiteside County Enterprise Zone and Economic Development Administrator, by calling (815) 772-5175.

Once the surveying timeframe is over and all paper copies of the survey have been collected, it is time to input the data. Recruit volunteers from your TPG and other groups to enter data from the paper surveys online.

After all surveys are entered, the Clearinghouse will issue a report for your county.

Overview: Agency Survey

Next, your TPG should list various agencies and organizations in your community with an interest in public transportation to determine to whom you should send the Agency Surveys (Page 28). Review the TPG Worksheet from Phase 1, pages 43 to 54 to develop a more comprehensive list.



Assignment – Survey Agencies

Your TPG's next assignment is to distribute the agency transportation survey and letters explaining the purpose of the survey to every agency/organization that currently:

1. Provides;
2. Subsidizes; and/or
3. Assists with transportation in any way for their clients/customers

You can find to the online Agency Survey at www.wiu.edu/users/miira/Transportation/agency.htm

As with the Community surveys, you can easily access the agency survey via the ICCT Clearinghouse Blog: icctClearinghouse.blogspot.com/. Scroll down to Online Surveys on the right-hand side of the page, and click on the Agency Survey link.



Best Practice:

Make the paper version of the survey available throughout the county to as many stakeholder agencies/organizations as possible so that those without Internet access can share their needs with you.

Open and honest communication between TPG members and agencies/community members about the process is crucial to getting a high rate of feedback, participation, and accurate responses.

The following is a template your TPG can modify to introduce the Agency Survey to agencies and organizations.

IMPORTANT AGENCY SURVEY



[-----] COUNTY

WE NEED YOUR HELP!!!!

We are part of [-----] county's Transit Partnership Group (TPG). We are a volunteer group who is working to expand transportation options for residents of all ages. In order to apply for necessary grants, we must first perform a "needs assessment."

That's where you can help:

- WE NEED TO KNOW WHAT YOUR CLIENTS' TRANSPORTATION NEEDS ARE -

Please take a few minutes to complete this survey and return it [\[collection method you are using\]](#), or if you have Internet access, complete it online. Go to the ICCT Clearinghouse Blog: icctClearinghouse.blogspot.com/ and click on the Agency Survey link beneath the heading "Online Surveys".

Be sure to consider what your clients' needs would be if in a few years they could not drive: do they have family available all hours of the day to take them to medical appointments, the grocery store, the drug store, or legal appointments?

Also, consider their home's location and transportation service gaps in their area.

If you have any questions concerning this survey, please contact:

[\[Team Leader\]](#)

[\[Title\]](#)

[\[Email and Toll Free and/or local phone number\]](#)

We invite you to join our effort. Just contact the Team Leader for the date of the next meeting to learn more.

Courtesy La Salle County TPG, 2007

Return Rate

Aim for a return rate of 50 percent of the agencies and organizations you have listed. These agencies and organizations will become vital to your success in Phase 3, so try to get as much participation as possible and invite them to join the TPG.

- Agency Survey - Transportation Needs Assessment

Human Service Agencies, Elected Officials,
Churches, and Other Organizations

The purpose of this survey is to help improve your community's public transportation system by finding out what your client's transportation needs are. Even if they don't need transportation at this moment, please consider what their future needs might be if they were unable to drive for any reason.

General:

Date: (mm/dd/yy)

County name:

Zip code:

Your Organization:

1. Please indicate the type(s) of service your organization provides. **(Check all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Senior | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Medical | <input type="checkbox"/> Education |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Recreation/fitness |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Economic development |
| <input type="checkbox"/> Food and/or clothing | <input type="checkbox"/> Community development |
| <input type="checkbox"/> Client transportation | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Government | <input type="checkbox"/> Other |

2. What communities does your organization serve?

3a. Does your organization provide client transportation in any of the following ways? **(Check all that apply)**

- | | |
|---|--|
| <input type="checkbox"/> Operate transportation vehicles directly | <input type="checkbox"/> Staff or volunteers provide client transportation |
| <input type="checkbox"/> Contract with transportation provider to serve clients | <input type="checkbox"/> Purchase or subsidize fares (or passes) for clients with local transportation providers. Please indicate which provider(s) in the box below |

3b. If your organization operates transportation vehicles directly, how many vehicles do you operate?

Service and Needs:

4. Please indicate how current public transportation service could be improved in your community. **(Check all that apply)**

- | | |
|---|--|
| <input type="checkbox"/> Expanded hours of operation | <input type="checkbox"/> Accessibility of service |
| <input type="checkbox"/> Central dispatch/information source (one phone number) | <input type="checkbox"/> Affordability of service |
| <input type="checkbox"/> Better way to call for a ride | <input type="checkbox"/> Better coordination between service providers |
| <input type="checkbox"/> Expanded service outside of town | <input type="checkbox"/> Other, please specify in box below |

5a. Are there unmet public transportation needs in your community?

- Yes No

5b. If yes, what group(s) have unmet transportation needs? **(Check all that apply)**

- | | |
|--|---|
| <input type="checkbox"/> Senior citizens | <input type="checkbox"/> Students |
| <input type="checkbox"/> Persons with disabilities | <input type="checkbox"/> Low income persons |
| <input type="checkbox"/> General public | <input type="checkbox"/> Other |

Transportation Needs:

6. What type(s) of trips do your clients need? **(Check all that apply)**

- | | | |
|---|--|--|
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Family/friends visits | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Medical inside county | <input type="checkbox"/> Employment | <input type="checkbox"/> Entertainment |
| <input type="checkbox"/> Medical outside county | <input type="checkbox"/> Social service appointments | |

7a. Do your clients need medical transportation outside the county?

- Yes No

7b. If yes, where?

7c. How often? **(Check all that apply)**

- Daily Weekly Monthly

8. When do your clients need public transportation? **(Check all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Weekdays, before 7:00 AM. | <input type="checkbox"/> Weekends, 7:00 AM to 5:00 PM |
| <input type="checkbox"/> Weekdays, 7:00 AM to 5:00 PM | <input type="checkbox"/> Weekends, 5:00 PM to 10:00 PM |
| <input type="checkbox"/> Weekdays, 5:00 PM to 10:00 PM | <input type="checkbox"/> Weekends, after 10:00 PM |
| <input type="checkbox"/> Weekdays, after 10:00 PM | <input type="checkbox"/> Other |
| <input type="checkbox"/> Weekends, before 7:00 AM | |

9. Please list the top three towns in your county that need to improve public transportation services to better serve your clients.

| |
|--|
| |
| |
| |

10. What type of public transportation do your patrons need? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Fixed route scheduled bus service (pick-up at designated bus stops) | <input type="checkbox"/> Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities) |
| <input type="checkbox"/> Fixed route, deviated service (bus operates regular routes, can go off routes on request) | <input type="checkbox"/> Other, please specify in box below |
| <input type="checkbox"/> Curb-to-curb demand response service (call ahead for scheduled pick-up) | |

| |
|--|
| |
|--|

11. How much should a one-way trip cost within your community?

- | | | |
|---|---------------------------------|---|
| <input type="checkbox"/> Less than \$1.00 | <input type="checkbox"/> \$3.00 | <input type="checkbox"/> \$6.00 |
| <input type="checkbox"/> \$1.00 | <input type="checkbox"/> \$4.00 | <input type="checkbox"/> Other, please specify in box below |
| <input type="checkbox"/> \$2.00 | <input type="checkbox"/> \$5.00 | |

| |
|--|
| |
|--|

12a. If you could change one thing about public transportation for your clients, what would it be?

| |
|--|
| |
|--|

12b. Why?

| |
|--|
| |
|--|

If you would like to be contacted about upcoming public transportation meetings, please contact your county's transportation coordinator as outlined in the attached letter.

For office purposes only: (Skip this section unless you are completing data entry for the paper versions of this survey)

County code:

| |
|--|
| |
|--|

Survey number:

| |
|--|
| |
|--|

Overview: Inventory of Resources

Assessment is also used to create a picture of what resources are currently available in your county.



To determine the resources your county already has, make a list of all known transportation providers, both public and non-public, and request that they complete the Inventory of Resources (Page ??). This will help you locate partnerships that can be made to better coordinate existing transportation services and will help you identify service gaps. To gather the most accurate data, it may be necessary to contact transportation providers directly.



Assignment – Inventory of Resources

Your TPG's next assignment is to distribute the letter and Inventory of Resources to all transportation providers in your community.

As with the other surveys, you can easily access the Inventory of Resources via the ICCT Clearinghouse Blog: icctClearinghouse.blogspot.com/ by clicking on the link beneath the "Online Surveys" heading.

Transportation providers will be key to developing your coordinated public transportation system as they bring both material assets and experience to the table. You will want to make sure that these providers know that they are welcomed and encouraged to join the TPG. In addition, let them know that you are not in this to take their vehicles away but to see where partnerships can be made that benefit everyone.

Response Rate

Try to get responses from the majority of providers in your county.

There are two levels of transportation systems that exist—Public Transportation and Non-Public Transportation (also referred to as Dedicated Provider, Client-Specific, or Niche Providers).

Public Transportation Systems

People pay a fare to ride.

Fares may be in the form of cash, discounted coupons, tokens, etc.

The fare may be paid directly by the rider, or the rider may have received a bus coupon, token, or multiple-ride pass sponsored by an agency (human services provider, church, independent living center, etc.)

Non-Public Transportation

Dedicated systems are client-based and people do not pay a fare to ride (although a donation may be accepted.)

These client-specific systems were established by agencies out of a necessity to meet specific unmet transportation needs of their clients.

Since different agencies in a community may operate client-specific transportation systems, an individual might use more than one system to meet their different needs. For example, an elderly person might use a hospital van to go to the doctor and a senior bus to go shopping. This can cause an overlap in service and is an inefficient use of resources.

Client-based systems may operate more as private systems and have little, if any, published information such as schedules, route maps, etc.

To obtain the most complete information on available services, the Transit Partnership Group will need to contact all providers in the County. You can modify the following letter and send with the Inventory of Resources.

- Inventory of Resources -

Please help us increase transportation alternatives in our county.

We are part of [-----] county's Transit Partnership Group (TPG). We are a volunteer group who is working to expand transportation options for county residents of all ages. In order to apply for necessary grants, we must first perform an "Inventory of Resources".

To determine the resources we already have, we are asking all known transportation providers, both public and non-public to complete this Inventory of Resources. This will allow us to locate partnerships that can be made right away to better coordinate existing transportation services and it will help us identify service gaps.

Please take a few minutes to complete this survey and return it [collection method you are using], or if you have Internet access, complete it online. Go to the ICCT Clearinghouse Blog: icctclearinghouse.blogspot.com/ and click on the Inventory of Resources link beneath the heading "Online Surveys".

If you have any questions concerning this survey, please contact:



[Team Leader]

[Title]

[Email and toll free and/or local phone number]

We invite you to join our effort. Just contact the Team Leader for the date of the next meeting to learn more.

Courtesy La Salle County TPG, 2007

Inventory of Resources

All Public and Non-Public Transportation Providers

Please complete this Inventory of Resources for all vehicles your agency uses to provide public transportation or human service transportation in the county.

General

Date: (mm/dd/yy)

County Name:

Transportation Provider Information

Company Name:

Contact Person for Transportation:

Phone Number:

Vehicle Information

Automobile Fleet:

1. How many automobiles are used? (If zero, skip to question 5)

- 0 1-5 6-10 11-15 16-20 21+

1.a Of this number, how many are leased?

- 0 1-5 6-10 11-15 16-20 21+

2. What is the average age of this fleet?

- Less than 1 year 4-6 years 10-12 years 16+ years
 1-3 years 7-9 years 13-15 years

3. What is the average mileage for this fleet?

- Less than 10,000 21,000-50,000 76,000-100,000 126,000-150,000 More than 200,000
 10,000-20,000 51,000-75,000 101,000-125,000 151,000-200,000

4. What is the overall condition of this fleet? (What percentage of the fleet needs more than routine maintenance work - brakes, tires, etc.?)
- Excellent - Less than 5%*
 Good - 6-20%
 Fair - 21-30%
 Poor - More than 30%

Minivan Fleet:

5. How many minivans are used? (If zero, skip to question 9)
- 0
 1-5
 6-10
 11-15
 16-20
 21+

- 5.a Of this number, how many are leased?
- 0
 1-5
 6-10
 11-15
 16-20
 21+

6. What is the average age of this fleet?
- Less than 1 year*
 4-6 years
 10-12 years
 16+ years
 1-3 years
 7-9 years
 13-15 years

7. What is the average mileage for this fleet?
- Less than 10,000*
 21,000-50,000
 76,000-100,000
 126,000-150,000
 More than 200,000
 10,000-20,000
 51,000-75,000
 101,000-125,000
 151,000-200,000

8. What is the overall condition of this fleet? (What percentage of the fleet needs more than routine maintenance work - brakes, tires, etc.?)
- Excellent - Less than 5%*
 Good - 6-20%
 Fair - 21-30%
 Poor - More than 30%

Light-Duty Vehicle Fleet (11-15 passengers):

9. How many light-duty vehicles are used? (If zero, skip to question 13)
- 0
 1-5
 6-10
 11-15
 16-20
 21+

- 9.a Of this number, how many are leased?
- 0
 1-5
 6-10
 11-15
 16-20
 21+

10. What is the average age of this fleet?
- Less than 1 year*
 4-6 years
 10-12 years
 16+ years
 1-3 years
 7-9 years
 13-15 years

11. What is the average mileage for this fleet?
- Less than 10,000*
 21,000-50,000
 76,000-100,000
 126,000-150,000
 More than 200,000
 10,000-20,000
 51,000-75,000
 101,000-125,000
 151,000-200,000

12. What is the overall condition of this fleet? (What percentage of the fleet needs more than routine maintenance work - brakes, tires, etc.?)
- Excellent - Less than 5%
 Good - 6-20%
 Fair - 21-30%
 Poor - More than 30%

Bus Fleet (15+ passengers):

13. How many buses are used? (If zero, skip to question 17)
- 0
 1-5
 6-10
 11-15
 16-20
 21+

- 13.a Of this number, how many are leased?
- 1-5
 6-10
 11-15
 16-20
 21+

14. What is the average age of this fleet?
- Less than 1 year
 1-3 years
 4-6 years
 7-9 years
 10-12 years
 13-15 years
 16+ years

15. What is the average mileage for this fleet?
- Less than 10,000
 10,000-20,000
 21,000-50,000
 51,000-75,000
 76,000-100,000
 101,000-125,000
 126,000-150,000
 151,000-200,000
 More than 200,000

16. What is the overall condition of this fleet? (What percentage of the fleet needs more than routine maintenance work - brakes, tires, etc.?)
- Excellent - Less than 5%
 Good - 6-20%
 Fair - 21-30%
 Poor - More than 30%

Service Information

17. What is the annual ridership for your agency?

| | |
|-------------|----------------------|
| Bus | <input type="text"/> |
| Paratransit | <input type="text"/> |
| Vanpool | <input type="text"/> |
| Rail | <input type="text"/> |

18. Who uses your transportation services? (Check all that apply)

- Older Adults
 Lower income persons
 Employees
 Individuals with Disabilities
 Youth
 Other

19. For what purposes do they use your services? (Check all that apply)

- Transportation to and from your programs/services
 Medical outside county
 Social service appointments
 Shopping
 Family/friends visits
 Religious
 Medical inside county
 Employment or job training
 Entertainment

20. What are the pick up/drop off locations? **(Check all that apply)**

Home

Hospital

Bus Stop

Work

Shopping Center

Other

21. Do employees and/or volunteers use personal vehicles to transport clients? (If no, skip to question 23)

Yes

No

22. Does your agency reimburse employees for the use of their personal vehicles for client transportation?

Yes

No

If yes, what is the rate of reimbursement?

23. Are company vehicles used for purposes other than human services transportation?

Yes

No

24. How many people do you transport each year?

0-50

101-200

501-750

1,001-2,000

5,000+

51-100

201-500

751-1,000

2,001-5,000

25. What is the estimated number of one-way trips annually?

0-50

101-200

501-750

1,001-2,000

5,000+

51-100

201-500

751-1,000

2,001-5,000

26. What are the total costs of your transportation program?

Driver's wages and benefits

Administration wages and benefits

Support staff

Fuel

Insurance

Vehicle maintenance

Dispatch costs

Administrative costs other than wages

Facility costs

Other costs (please list)

27. How is service funded?

- IDOT: 5311 Grant
- Downstate Operating Assistance Program (DOAP) funds
- HFS
- Medicaid
- DHS
- City or county contribution
- Area Agency on Aging
- Fares
- Donations
- Other (Please list)

28. What days are services provided? **(Check all that apply)**

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

29. What hours are services provided? **(Check all that apply)**

- Weekdays, before 7:00AM
- Weekdays, 7:00 AM to 5:00PM
- Weekdays, 5:00 PM to 10:00PM
- Weekdays after 10:00PM
- Weekends, before 7:00AM
- Weekends, 7:00 AM to 5:00PM
- Weekends, 5:00 PM to 10:00PM
- Weekends after 10:00PM

30. As an agency, why do you provide transportation?

- Mission of agency is to provide transportation
- No other option for clients to get where they need to go

31. If another agency could offer coordinated public transportation with service equal to or better than what you provide, would you continue to provide transportation?

- Yes
- No

Why or why not?

Additional comments:

If you would like to be contacted about upcoming public transportation meetings, please contact your county's transportation coordinator as outlined in the attached letter.

Thank you for your time and participation!

Results



After you have collected all the information from the Community and Agency Surveys and the Inventory of Resources, you will be ready to analyze the results. The information you gather will help to discover gaps between what is needed and what is available, and will help you identify obstacles to resolving unmet needs.

Be sure to finish any remaining TPG assignments and then complete the *Phase 2 Scorecard* on the following page, it will help you track your activities as well as help you make your case for public transportation—providing a succinct record of the results of your county’s needs assessment.

After all Phase 2 assignments have been completed, contact ICCT Clearinghouse staff to set up a meeting to review the data and explain the steps for Phase 3.



Scorecard - Phase Two

| PHASE TWO – Needs and Resources | Check appropriate response: | | Number returned | % of population |
|--|-----------------------------|-----------------------|---------------------------|------------------------|
| | Yes | No | | |
| Completed Community Surveys? | <input type="radio"/> | <input type="radio"/> | | |
| Completed Agency Surveys? | <input type="radio"/> | <input type="radio"/> | | n/a |
| Completed Inventory of Resources? | <input type="radio"/> | <input type="radio"/> | | n/a |
| Results compiled? | <input type="radio"/> | <input type="radio"/> | | |
| Follow up meeting with Clearinghouse Staff? | <input type="radio"/> | <input type="radio"/> | | |
| Based on survey results: | Yes | No | Community Survey % | Agency Survey % |
| Do people lack transportation? (Comm#2a - Agency #5a) | <input type="radio"/> | <input type="radio"/> | | |
| Will people use public transit? (Comm#6a) | <input type="radio"/> | <input type="radio"/> | | n/a |
| Need medical transportation inside county? (Agency #6) | <input type="radio"/> | <input type="radio"/> | n/a | |
| Need medical transportation outside county? (Comm#15a - Agency #6) | <input type="radio"/> | <input type="radio"/> | | |

Continued on next page

What are the:

| Top trip needs? Work Medical appt. Visiting family/friends Shopping Social/entertainment School Kids Senior Social Service appt. Religious | | Community Survey (#2b) | % | Agency Survey (#6) | % |
|--|----|------------------------|---|--------------------|---|
| | #1 | | | | |
| | #2 | | | | |
| | #3 | | | | |
| | #4 | | | | |
| | #5 | | | | |

| Top destinations people would travel to using public transportation? | | Community Survey (#7a) | % | (Agency n/a) |
|--|----|------------------------|---|--------------|
| | #1 | | | |
| | #2 | | | |
| | #3 | | | |
| | #4 | | | |
| | #5 | | | |

| Top destinations (outside county) for medical appointments? | | Community Survey (#15b) | % | Agency Survey (#7c) | % |
|---|----|-------------------------|---|---------------------|---|
| | #1 | | | | |
| | #2 | | | | |
| | #3 | | | | |
| | #4 | | | | |
| | #5 | | | | |

| | |
|---|-------|
| Clearinghouse approval to move to Phase 3 | Date: |
|---|-------|