Ohio Dept. of Transportation – Office of Transit

Locally Developed, Coordinated Public Transit-Human Services Transportation Planning Guidance

[Document subtitle]

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Contents

Purpose of Planning

The purpose of a locally developed, coordinated public transit-human services transportation plan (coordinated plan) is to identify community resources for transportation and mobility, understand the gaps and unmet needs within those resources, and to determine the approach to addressing those gaps and needs.

ODOT does not require any entity to produce a coordinated plan, but for small urban and rural areas of Ohio, ODOT makes project selections for under the Specialized (Section 5310) Transportation Program. Federal transit law requires projects selected for funding under the Specialized (Section 5310) Transportation Program to be included in such plans. Therefore, ODOT must use the coordinated plan to ensure that requested projects address identified unmet needs and are in compliance with Federal transit law and guidance.

Federal law requires these plans to be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public. ODOT encourages coordinated plans that go beyond the requirements of Section 5310 funding to include analysis of needs and development of projects to address the mobility needs of the general public.

The following information, which clarifies and amplifies areas of FTA's and ODOT's guidance for developing coordinated plans, applies to current and potential sub recipients of ODOT's Specialized (Section 5310) funding. This information must be read in conjunction with FTA's official guidance related to coordinated plans, which is contained in Chapter V of Circular FTA C 9070.1G, "Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions," available at https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/enhanced-mobility-seniors-and-individuals-disabilities and included as an attachment.

To assist the Lead Agency with development of the Coordinated Plan, ODOT has created the Coordinated Plan Toolbox, which is available on the ODOT website. The Toolbox contains sample resources to facilitate the creation of outreach materials and analysis of data required for the plan. The Toolbox is also intended to encourage creativity in the planning process by exposing Lead Agencies to a variety of successful methods and materials that other agencies in Ohio and nationwide have used to develop a Coordinated Plan. Examples of the tools provided in the Toolbox include the following:

- Brief history of FTA legislation
- Instructions for how to gather U.S. Census Data
- Instructions for how to create maps with Census Data
- Draft agenda for community planning sessions
- Draft focus group questions
- Draft survey for older adults
- Draft survey for people with disabilities
- Draft survey for general public
- Draft survey for stakeholder agencies (inventory)
- Draft survey for rural areas
- Draft survey for urban areas

- Guidance on how to ensure participation of older adults and people with disabilities
- Guidance on how to plan for community inclusion

To accompany this guidance and the Toolbox, ODOT has created a Coordinated Plan Template which can be found on the ODOT website and is included as an attachment. The Template format is required by ODOT for all Coordinated Plans and Plan Updates submitted to ODOT after April 1, 2017. It is also strongly encouraged that Metropolitan Planning Organizations, as direct recipients of Section 5310 program funding, use the ODOT Template as a minimum standard for their Coordinated Plan efforts. Local Lead Agencies may go beyond the minimum requirements of the Template but the chapter and exhibit information in the Template must be included as it is presented.

Role of Lead Agency and Planning Committee

Each coordinated plan is required to have a Lead Agency and a Panning Committee.

Lead Agency

The Lead Agency is the organization that takes leadership responsibility for the coordinated plan and planning process. Selection of a Lead Agency is a local decision. At minimum, a Lead Agency shall be responsible for the following activities.

- Convening Planning Committee members.
- Providing Planning Committee members opportunity to participate in the planning process.
- Ensuring that the coordinated plan is complete and in compliance with FTA and ODOT standards.
- Recording and keep documentation associated with the coordinated plan.
- Providing documentation to ODOT or members of the general public upon request.
- Providing a contact person that will be available to answer questions about the plan from both ODOT and the general public.
- Conducting annual reviews of the plan.

Coordinated Plan Stakeholders

In addition to having representation of older adults and people with disabilities, the Lead Agency must ensure that each of the **Coordinated Plan Stakeholders** are *invited and provided with appropriate opportunity to participate* in the coordinated planning process. The Lead Agency must be able to provide, upon request, documentation of invitations and provision of appropriate opportunity to participate in the planning process.

The following are coordinated plan stakeholders that if an appropriate entity agencies are required to invite and provide with an appropriate opportunity to participate in the coordinated planning process. If no such stakeholder exists in the planning area, the Lead Agency is not required to invite them to participate.

- Public Transit Agencies
- Private Transit operators, including local and intercity operators
- Area Agency on Aging
- Local County and/or City government
- County Board of Developmental Disabilities

- County Alcohol, Drug, and Mental Health Boards
- Metropolitan Planning Organization, Regional Planning Organization, and Regional Transportation Planning Organization
- County Department of Job and Family Services
- Economic Development Office
- Chamber of Commerce and/or local business organization
- Independent Living Centers
- Low-income housing developments
- Public Health Departments (county or city)
- Family and Children First Councils

The following are coordinated plan stakeholders that Lead Agencies are highly encouraged, but not required, to invite and provide appropriate opportunity to participate in the coordinated planning process.

- Major Employers
- Hospitals
- Senior Center or other organization(s) serving older adults
- Programs that serve individuals with disabilities
- Bicycle and pedestrian advocacy organization
- Faith-based organizations that have an interest in transportation
- Schools (including students with disabilities and adult education programs)
- 2-1-1 entities
- United Way
- Veterans Services Organizations

The Planning Committee

The Planning Committee is a group of stakeholders that actively participates in the coordinated planning process and execution of the coordinated plan. The Planning Committee may be comprised of existing consumer advocacy groups, stakeholder groups, or advisory groups that currently exist in the community. The Lead Agency is a voting member of the Planning Committee. The Planning Committee must have representation of older adults and people with disabilities. Organizations representing older adults and people with disabilities is not sufficient.

It is best practice that this committee continue to meet regularly after the development of the coordinated plan to ensure the implementation of the plan goals and strategies. To reinforce the commitment made by the Planning Committee members, a sample Memorandum of Understanding (MOU) that outlines the responsibilities of the Planning Committee member is provided in the Toolbox. The MOU may be edited and used by the Planning Committee members as a tool to formalize, clarify, and commit to their individual roles in the planning process. The following list includes minimum responsibilities of the Planning Committee members. Additional responsibilities may be locally developed.

- Participating in the planning process.
- Assisting the Lead Agency with collection of data, including surveys of consumers.

- Identifying areas where other committee members or organizations can assist the Lead Agency.
- Providing the Lead Agency with required information needed for planning, including information on individuals served by their agency and transportation resources used by the agency (eg. vehicles, funding, staffing, technology).
- Assist the Lead Agency in gathering input from stakeholders, including older adults and people with disabilities.

The Planning Committee is required to vote on the following actions for the Coordinated Plan:

- Plan Adoption
- Plan Amendments

The Planning Committee may be made of multiple organizations, and multiple representatives from the same organization may participate in planning meetings. However, for official decisions of the Planning Committee, such as decisions to adopt a plan or adopt a plan amendment, each organization may only cast a single vote. These processes are described later in this guidance document.

Participation of Older Adults and People with Disabilities

ODOT requires that there be participation of older adults and people with disabilities on the planning committee. Understanding that there are often significant barriers to participation for older adults and people with disabilities, ODOT will allow an organization to alternatively demonstrate that there is adequate participation of older adults and people with disabilities. If a lead agency believes that they will not be able to have participation of older adults and/or people with disabilities on the planning committee the agency may provide a stakeholder engagement proposal to ODOT for approval. The proposal must state

- The reasons why older adults and people with disabilities are not on the planning committee
- A description of outreach efforts that attempted to gain participation on the planning committee
- The lead agency's proposal to ensure that there is genuine participation of these stakeholders in the planning process. The proposal must include how older adults and people with disabilities will be included in
    - Identifying needs
    - Prioritizing Needs
    - Identifying Goals and Strategies
    - Prioritizing Goals and Strategies
    - Final Plan Approval

Proposals should be submitted to ODOT prior to conducting the annual review meeting or beginning the stakeholder engagement process.

Proposals will be reviewed on a case by case basis. ODOT's goal is ensure that there is genuine participation of older adults and people with disabilities in all aspects of plan development and adoption.

What it Means to be Included in the Coordinated Plan

The Coordinated Plan is a tool for local transportation planning, and Lead Agencies are encouraged to go beyond requirements for the Section 5310 program when conducting their Coordinated Plans.

The FTA requires that all Specialized Transportation (Section 5310) projects be "included" in the Coordinated Plan. To be considered as "included in the coordinated plan," the following must occur:

- The agency must actively participate in stakeholder activities, such as completing surveys, providing data, and providing information about programs and services.
- The project that the agency is requesting funding for must be listed as a strategy in the Goals and Priorities section. The strategy must list Section 5310 as a potential funding source.

The Ohio Department of Transportation reviews applications for Section 5310 funding for agencies located in small urban or rural areas. The Ohio Department of Transportation will not provide funding for any projects that do not meet the above requirements.

What it means for a plan to be current.

The Coordinated Plan should be a living document. It is best practice for the lead agency to have frequent meetings with other agency partners to examine goals and strategies and determine what progress is being made.

To be considered current a plan must

- Contain data and research that is not more than 4 years old at the start of the project
- Reference stakeholder outreach and engagement strategies that have occurred not more than 4 years prior to the start of the project
- Has completed the annual review process within the past year from the application deadline

More details on the requirements of an annual review are included in a later section.

Required Documentation

Each time a Coordinated Plan is completed, the Lead Agency is required to demonstrate that the planning process had sufficient public involvement, including participation from older adults and people with disabilities. Participation from organizations that represent the interests of older adults and people with disabilities is not sufficient. Individuals must identify as being an older adult or a person with a disability. A Documentation Checklist is provided in the Coordinated Plan Toolbox. Suggestions for surveys, flyers, meeting invitation letters, and newspaper announcements are provided in the Coordinated Plan Toolbox.

The Lead Agency is not required to include in the Coordinated Plan documentation of outreach efforts. The Lead Agency is required to keep documentation and make this documentation available upon request to ODOT or the general public. The Lead Agency may remove any personally identifiable information from this documentation before sharing with a member of the general public.

Document Retention

Any entity that receives funding through the Specialized Transportation Program (Section 5310) must follow all corresponding documentation requirements for the Section 5310 Program. As the Coordinated Plan is a requirement of the Section 5310 program application, the entity will be required to keep documentation of the plan for as long as they are required to retain documentation related to the Section 5310 program.

Lead Agencies are also required to keep documentation concerning the coordinated planning process, including documentation of stakeholder involvement, annual reviews, and plan amendments. Any documentation relating to this requirement must be retained by the lead agency for a period of five years past the expiration date of the coordinated plan.

Template

The following sections provide guidance on how to use the ODOT Template that is available on the ODOT web-site.

Cover page

The cover page should:

- Clearly list the title of the Coordinated Plan as well as the years that the Plan covers.
- Identify the Lead Agency.
- Include the name and contact information of a person at the Lead Agency that can answer questions about the Coordinated Plan.

Executive Summary

The Executive Summary should be a brief overview of the plan and provide an overview of the community resources available, identified transportation needs, primary goals established to address the identified needs and a summary of the plan for achieving the stated goals. Additionally, a brief summary of how stakeholders were involved in the planning process may be included in this section.

Sample language for the executive summary section is provided in the Template. The writer of the Plan may choose to keep the sample language and make edits to personalize it to a particular county, counties or region. Or, the writer may choose to rewrite this section.

I. Geographic Area

This section should provide a brief narrative about the geographic area being served by the plan. Any relevant information concerning the geographic area should be provided. This includes if the county (or counties) are considered urban, small urban, or rural. It also identifies if the area is part of a Metropolitan Planning Organization or Rural Transportation Planning Organization.

This section should also provide a basic map of the area, and major trip generators.

There is more information on resources for how to identify and map local trip generators in the ODOT Coordinated plan Toolbox. The following are examples trip generators:

- Hospitals

- Dialysis clinics
- Drug treatment programs
- Government buildings
- Schools
- Major employers
- Entertainment
- Shopping centers
- Adult day programs
- Human service agencies/ non-profits
- Parks and recreation sites

If relevant to the planning area, make note of major resources that are outside of the county or region but are commonly visited by local residents. Examples of resources that might be out of the local area should include, but are not limited to, offices of medical specialists and large employers.

II. Demographics

This section should provide information about the demographics of the residents of the geographic area defined in the previous section.

In the Coordinated Planning Toolbox, ODOT has provided a step-by-step description of how to use U.S. Census Data and Ohio Department of Development County Profiles to identify the demographic and socio-economic conditions of the local area. Identification of the local conditions is the first step in needs assessment. At minimum, the Coordinated Plan must use the U.S. Census or other approved State or local resources to describe the following topics:

- Total population and population projections for at least five (5) years;
- Total population by age group;
- Total population by race;
- Number and percentage of people with disabilities;
- Number and percentage of people or households that have incomes below the Federal poverty level; and,
- Percent of population that speak English “less than very well.”

III. Assessment of Available Services

In this section of the Coordinated Plan, describe the current transportation resources that exist in the community. Sample introductory language to this section is provided in the template. The Lead Agency may change this language as appropriate for its needs and preferences.

This section will include detailed information on the transportation services provided by the public, private, human service agency, and volunteer transportation providers in the area. The ODOT Coordinated Plan Toolbox includes a transportation provider interview tool that can be used and modified as needed to collect the basic provider information.

In order to complete this section, you will need to contact transportation providers to gather information about their programs and services. You will also need to contact transportation providers and organizations that support, but do not directly operate transportation. Examples of organizations that support but do not directly operate transportation might be an agency that subsidizes public transit trips for its clients, or one that works with a transportation provider to schedule trips on behalf of clients.

The Coordinated Plan Template provides summary tables that outline the basic minimum information to be collected from each of the transportation providers and about the resources available (technology, training, etc.). The format and information requested in the Template summary tables is required and may not be changed with the exception of adding additional lines to each table by inserting rows. Please review the content of those tables in preparation for interviewing each of the transportation provider agencies.

This section begins with a list of all of the participating agencies, including

- Agency Name
- Type of Service – including fixed route, paratransit, purchasing service from another provider, providing vouchers, volunteer driver programs, etc.
- Other Services Provided: Include other related transportation services provided, including any training programs,
- Contact information – provide a number where a consumer can call for service
- Hours – what are the hours of service
- Service area
- Eligibility requirements – include information if an agency provides Medicaid services, if the service is only available for agency clients.

It is important to explain each agency's policy for passenger eligibility because it demonstrates the level of service availability for various geographic and demographic areas.

This section also includes detailed tables about the services that the agencies listed provide.

Content for the tables is as follows:

1. Organizational Characteristics
    a. Name of Agency
    b. Does the agency directly operate transportation?
    c. Does the agency purchase transportation from another agency?
    d. Under what legal authority does the agency operate (private non-profit, private for-profit, public non-profit, etc.)
    e. Number of passenger trips (one-way) per year
        - A one-way trip is taking a person from Point A (e.g., home) to Point B (e.g., grocery store). Under this definition, a passenger is counted each time he or she boards a vehicle.
    f. Average number of trip denials per week
        - A trip denial is a request for transportation that cannot be accommodated because no seats or vehicles are available to provide it, even when the request is for a trip during normal business hours and within the service area.
            - The number of trip denials is one of many factors that help to demonstrate gaps in available transportation services. If trip denials are

high, it may be an indication that more transportation options are needed.

g.
h. If vehicles are only available for the agency's clients
a.

2. Transportation Service Characteristics (For this table the agency should have one row per mode of service.)
    a. What mode of transportation is provided (i.e., demand response, immediate response, fixed route, deviated route, etc.)?
    b. What are the days and hours of the day when transportation is operated?
    c. Does the agency provide transportation that is Medicaid-eligible?
    d. What level of passenger assistance is provided by the drivers/aids (i.e., drivers assist passengers with bags, drivers assist passengers on/off vehicles, drivers assist passengers to the door of their destination)?
    e. What training courses are required for the agency's drivers?
    f. What are the typical driver training resources and instructors used by the agency?
3. Transportation-Related Expenses and Revenues
    a. What fare does the passenger pay to ride the vehicle? What is the fare structure?
    b. Are donations accepted in lieu of passenger fares? What is the recommended donation amount (if any)?
    c. How many full-time and part-time driver positions at the agency?
    d. How many full-time and part-time scheduler/dispatcher positions at the agency?
    e. What are the current sources for revenue that support transportation provided by the agency?
    f. What are the annual transportation operating expenses?
4. Technology
    a. Name of transportation scheduling software used by the agency (if applicable)?
    b. Does the agency have an app for passengers to use when scheduling, verifying a trip, cancelling, or locating vehicles?
    c. Name of transportation dispatching software used by the agency (if applicable)?
    d. Does the agency have an Automatic Vehicle Location (AVL) system?
5. Transportation Options
    a. What are the transportation options other than traditional public and human services transportation (i.e., bike share, ride share, intercity, or taxi)?
    b. What is the availability of those options?
    c. How much does it cost the user/passenger?
    d. How much usage or ridership does it have per year?
    e. What is the geographic area where the services are offered?

Non-Traditional Transportation Services

The following sections describe some resources for information that should be documented about non-traditional transportation resources in the community such as bike share programs, volunteer drivers, shared-ride programs, and more. It is recommended that planners consider these transportation options as potential programs that could help reduce the gaps that are not served, or are under served, by traditional transit.

Even if these non-traditional programs are not eligible for funding through ODOT, there are other available Federal and local funding resources that could make them a reality. Planners are strongly encouraged to consider all programs and projects in the planning process and not just those eligible for Department of Transportation funding programs.

Intercity Bus and Rail Service

For communities with access to intercity bus service and/or rail (Amtrak), these resources play a major role in transportation to and from the local area. Intercity bus operators and Amtrak should be invited to participate in the planning process through meeting participation and stakeholder interviews or surveys. Describe the information provided by these programs in a paragraph or table format. If the detailed information is sufficient to include in the provider descriptions above, it may be incorporated into those sections. More likely, the information about the private providers will be less detailed and can therefore be included here, in a paragraph format. Be sure to include, at minimum, the schedules and website information pertaining to each provider.

Researching and Documenting Bike Share, Shared Ride, Taxis, Volunteer Driver Programs, and More

Details of non-traditional public transit and human services transportation are valuable to understanding the entire picture of mobility in the county, counties, or region. Bike and pedestrian programs and groups, shared-ride programs such as carpools/vanpools, taxi services, and formal volunteer programs all provide valuable transportation resources. In Ohio, the degree of activity from any of these programs varies by community. Some areas may have vibrant bike and pedestrian involvement. Other areas may be sparsely populated and lack the density to make some of these programs a success. In this section, please describe the network of services beyond traditional public and human services transportation. Include a description of the available resources, locations, accessibility, and how to get more information. Helpful tips on how to research this topic are provided in the Toolbox, Researching and Documenting Bike Share, Shared-Ride, Taxis, Volunteer Programs, and More.

There are several resources to search as the first step in gathering this data. Some of the most common resources include, but are not limited to, the following:

- Active Community Plans often involve analysis of conditions that promote or prohibit bicycling and pedestrian accessibility to community resources.
- Websites for cycling clubs or groups often include resources and maps to describe bike trails and trail conditions.
- City, County, and/or Planning Organization websites often have maps and other data pertaining to pedestrian and bicycle amenities and conditions throughout the community.
- Colleges and Universities often have programs for students that could be coordinated with public transit options or could be replicated as successful public programs.

Bike Share Programs

Cincinnati, Dayton, Columbus, Sandusky, and Cleveland (to name a few) have established bike share programs. Several colleges and universities in Ohio also have bike share programs that can be easily researched online. Important information about bike share programs include the following topics:

- Locations of bike share stations
- Cost and payment options for renting a bike
- Accessibility of trails, dedicated lanes, bike racks on transit vehicles, etc.
- Bike routes
- Estimates of how many people currently use the program (annually or monthly)

Shared-Ride Programs

Shared-ride programs including formal carpools and vanpools. Carpools and vanpools are often organized through Planning Organizations. They are most common in areas with moderate to high population density, significant traffic congestion, limited or expensive parking, and/or significant distance between the major employers and residential areas. This type of service is a good option for coordinated services if the conditions and needs exist in your community. If carpool/vanpool programs exist in the area, document the following information, at minimum:

- Locations, accessibility of services
- How to sign-up and/or get information
- Estimates of how many people use the option (annually or monthly)
- Any formal agreements that exist between organizations

Taxi Services

Private taxi service is capable of filling a major transportation need in any community. Furthermore, partnerships, including contracts, between public transit, human service agencies, and private taxis can be an affordable and effective means of providing early morning or late night transportation. Every effort to include taxi programs in the coordinated transportation structure should be incorporated into the Coordinated Plan. Relevant information includes, but is not limited to the following:

- Number of vehicles and % of the fleet that is wheelchair accessible
- Rate structure for passengers
- Including discounts for special populations
- Days and hours of operation
- Service area (geographic)
- Eligibility requirements (if any)
- List of agencies with which the taxi company has contracts/voucher agreements
- Estimates of how many people use the option and why: employment, job training, health care, human services, entertainment, etc.

Uber/Lyft-like Transportation Services

The convenience of app-based transportation services like Uber, Lyft and other similar companies is growing in popularity and demand. If those services exist in your community, they can be valuable resources for identifying major trip generators and other factors that contribute to demand for transportation. These services often fill a gap that public and human services are unable to fill, such as weekend transportation. The activities of these companies in your community can also be an indication of the acceptance-level for new technology and new modes of service.

Volunteer Driver Programs

Veteran's Administration, non-profit agencies, and faith-based organizations sometimes organize volunteer driver programs to fill a need or gap in the transportation network. There are occasions when volunteer programs can be coordinated, or even provide a foundation for coordinated transportation, with other agency programs. Other times, volunteer programs are important and functional operating independently from others. No matter the situation in your community, it is important to document the existence of volunteer driver programs because they illustrate potential areas of unmet need and gaps in transportation services.

A good resource for volunteer driver program information is local faith-based organization groups or foundations and human service agencies. Relevant documentation of the programs should include the following aspects of service:

- Days and hours of operations;
- Eligibility;
- Service area (geographic service area);
- Number of volunteer drivers (and number of vacancies);
- Type of vehicle(s) used (owned by an agency or the volunteer);
- Insurance requirements for drivers;
- Number of one-way rides per day;
- Top destinations served and/or trip purposes;
- Trip reservation and scheduling process;
- Estimates of how many use the service and for what purpose; and,
- Passenger fare or donation structure.

Indirect Transportation Programs

In addition to identifying transportation services in the community, there are often other programs and services that help individual's access transportation, which are not direct providers of services. Use this section to describe any of these types of programs that exist in your community. Examples include:

- Regional driver training programs;
- One-call or one-click service coordination;
- Accessibility of services, (TTY lines, website accessibility, services for individuals with limited English proficiency)
- Joint fare programs;
- Shared funding agreements/programs; and,
- Information resources offered to educate the public about transportation options.
    - If information is available in other languages and formats

Technology

Describe the advanced technology – if any – that is being used in the area (for example, scheduling software, GIS/AVL for transit vehicles, traffic congestion apps)?

- Information about regional traffic congestion
- Any coordination with regards to technology with other local/state agencies

Assessment of Community Support for Transit

If available, describe any sort of information on community perception/ support of transit, including any ongoing efforts to educate and inform the public about benefits of transit.

Also, as appropriate, describe any type of information on the awareness of transit coordination services to the wider community. This section is optional. If there is not any information to place here, delete this header.

Safety

Describe the role transportation resources play in local, regional, and state safety and security plans.

- Information on safety measures;
- Note if there is/are emergency preparedness plan(s), or if there are standard safety and security standards; and,
- Minimum requirements for drivers and driver training.

This section is optional. If there is not any information to place here, delete this header.

Vehicles

It is important to document the inventory and utilization of vehicles operated for public and human service agency programs to serve older adults, individuals with disabilities and the general public. The Vehicle Utilization Table is a quick reference table to reveal gaps and duplications (necessary and unnecessary) in transportation resources by time of day. For example, the table may illustrate that that there are 50 vehicles in service on weekdays between 8:00 AM and 4:00 PM, but no vehicles operating on weekends. This gap can be referenced if stakeholders indicate that weekend transportation is a high priority unmet need.

The Vehicle Utilization Table is provided as an exhibit in the Coordinated Plan Template. The format of the table must not be changed except for the addition or deletion of rows in the table as needed to accurately reflect local resources.

The Vehicle Utilization Table should not include agency owned or personal vehicles driven by case managers, home health care professionals, or other similar programs.

Furthermore, the vehicle utilization table reveals the percentage of wheelchair accessible vehicles compared to vehicles that are not accessible. This information is important to measure the amount of resources available to serve individuals with disabilities who need wheelchair accessible vehicles, and when and where those vehicles are utilized.

Finally, by listing the vehicle condition in the table, stakeholders can work to develop a coordinated and proactive approach to replacing vehicles as they exceed useful life and begin to become more expensive to maintain.

Summary of Existing Resources

At the conclusion of this chapter, summarize the network of existing transportation resources and the gaps (by time of day/day of the week and geography) in services for older adults, individuals with disabilities, people with low incomes, and the general public. Include non-motorized transportation resources. The summary will be useful when developing strategies to address the unmet needs and gaps identified by stakeholders.

IV. Assessment of Transportation Needs and Gaps

This section provides information on the identified needs of the county, counties and/or region. There is sample language at the beginning of this section of the Template. A summary of demographic information relative to needs should be provided, including the maps listed in the template:

- Map of population density of individuals aged 65 and older
- Map of Density of Zero vehicle households
- Map of major trip generators

If the Lead Agency or a local planning organization has the resources available to prepare maps, it is recommended that maps to depict the population densities of individuals age 65 and older and zero vehicle households are included in this chapter. The ODOT Coordinated Plan Toolbox outlines the steps and resources for creating a map. Metropolitan Planning Organizations (MPOs) and County Planning Departments may have the ability to make maps and it is encouraged that the Lead Agency contact these organizations for assistance if they are unable to produce the maps themselves.

Use the demographic information above along with any other data or research when identifying needs. The demographic data, for example, may reveal the spatial distance between the high density zero vehicle households and the major employers. This gap represents a potential gap in services or unmet need that could be served by coordinated transportation. Other sources of data and research that will add to the depth of the needs assessment can include the following:

- Community health needs assessments
- Community workforce development plans
- Education transportation plans

If other sources of data are used, a summary of these sources should be provided in this section.

Analysis of Demographic Data

Provide a brief description of what needs can be identified by the analysis of the demographic data and research that was described in this section.

General Public Stakeholder Meetings/ Focus Groups

If the Lead Agency conducted any general public stakeholder meetings, information about those meetings are to be included in this section. Sample language is provided. At minimum, the plan should include information concerning:

- The number of meetings held;
- Attendance at the meetings (including how many people were older adults or people with disabilities); and,
- A summary of what happened during the meeting.

Analysis of Stakeholder Meetings

Provide a brief analysis of the stakeholder meetings, and what the needs were that were identified.

Surveys

If the Lead Agency performs surveys to gather information about transportation needs, a summary of the survey should be included in this section. The summary should include the following

- The number of surveys performed and their target audience;
    - General public, older adults, people with disabilities, low income, limited English proficiency
- The number of participants in the survey; and,
- What needs were identified.

Examples of the surveys should be included in the appendix.

Prioritized Unmet Mobility Needs

Use the information collected in the plan development/update process in order to identify transportation needs. It is also appropriate to include needs that have been identified by other local or regional planning efforts, other data and reports, or even the professional experience of your organization or other stakeholders. It is important to document all transportation- and mobility-related unmet needs, even those that do not directly relate to the FTA Section 5310 program. The assessment of needs should reflect the mobility needs of the community, including, but not limited to, the needs of older adults and individuals with disabilities.

Transportation needs should be listed by their level of priority to each participating county as well as importance to the region. Again, information from the stakeholder outreach process should be considered, but data, information, reports, other planning efforts, as well as professional experience can also be used by the Lead Agency to prioritize needs.

Needs Assessment in Multi-County Regions

The approach to needs assessment in a multi-county region is at the discretion of the local stakeholders involved in the study. However, in a multi-county region with representation from both rural and urban areas it is recommended the Lead Agency conduct separate stakeholder and public outreach activities. The separate outreach processes would allow for a more accurate depiction of the needs and goals for rural and urban counties within the same region and avoid the result of rural county needs being overshadowed by input from the urban area. The Lead Agency could conduct the following planning activities based on the area of the region:

- individual focus group and stakeholder meetings;
- public surveys; and,
- separate public meetings.

Tools to assist with development of separate rural and urban outreach are provided in the ODOT Coordinated Plan Toolbox.

If a single Coordinated Plan will address the needs of multiple counties, the Assessment of Needs Chapter of the Plan may be written with separate tables and descriptions for each county. As described in the next section of the Guidance, the Goals and Strategies Chapter of the Plan will include reference to all of the identified needs and will be prioritized based on how the Strategies benefit single counties or regions.

Challenges to Coordinated Transportation

In the process of documenting needs, it may also become clear that some needs are difficult to address due to challenges such as fear of coordinating resources, lack of understanding about the benefits of coordination, lack of available local funding, lack of available resources to be coordinated. Challenges, real and perceived, should be documented in this section of the plan.

Exhibit on Prioritized and Unmet needs

The template contains a chart that should detail a ranked list of unmet needs.

The first column should rank the identified need. The second column is a brief description of the need. In the third column, list the method used to identify the need and rank the need. The method used to identify the need and rank the need must be included in the list of methods used to assess transportation needs and gaps in Section IV. An example is below.

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	*More funding to expand driver workforce for all transportation providers*	*Survey of agencies* *Stakeholder Focus groups*

V. Goals and Strategies

It is important that the goals, strategies and priorities include projects and action items that may or may not be eligible for funding through the Federal Transit Administration or ODOT. Keep in mind that there are more than 60 Federal funding programs that contribute to transportation and mobility efforts at the local level. The Coordinated Plan should be a tool to constructively establish goals and then create projects that could be funded by any combination of Federal, State, local, or non-profit resources, as well as projects that can be implemented with no additional funds.

How to Develop Goals and Strategies

During the focus groups and stakeholder meeting(s), the Lead Agency will discuss the potential strategies and projects that should be pursued to address the identified unmet needs. The stakeholders should discuss, at the meeting, the various projects that could effectively address the needs. For example, if a stakeholder identifies a gap in services for dialysis trips. The group of stakeholders should also discuss potential strategies and challenges to addressing that need. If time is limited at the meeting, a second stakeholder meeting, or a meeting with the Planning Committee may be appropriate for developing goals and strategies.

How to Document Goals and Strategies

The Coordinated Plan Template outlines the format for documenting goals and strategies. It is important to describe the goals of the Coordinated Plan in enough detail for the stakeholders and public to understand. Each goal must be directly tied to a specifically identified unmet transportation need or gap in services.

Each goal may have several strategies identified that could meet the need of the goal. Strategies must be listed in order of priority in the coordinated plan. An example of a goal and strategies is provided in the Coordinated Plan Toolbox.

Goal Description:

Provide a brief description of the goal.

Needs Being Addressed:

Provide a list of the previously identified needs being addressed. List the specific need(s) as defined in the Prioritized Unmet Mobility Needs exhibit. Then, provide a brief narrative on how those needs are being addressed under the goal. Indicate which number the need is from the list in the Exhibit on the Prioritized unmet needs.

Strategy Description

Define each strategy being used to implement the goal. Strategies must be arranged from highest to lowest priority, so that the highest priority strategy/project under each goal is the first one listed. There is no limit to the number of strategies included per goal.

Timeline for Implementation

Define the timeline for implementation of the strategy. It is up to the Lead Agency and Planning Committee to define the timeline.

Action Steps

Provide specific action steps. For each action step list who will be taking the step and when the step should be taken

Parties Responsible for Leading/ Supporting Implementation

Provide the name of a person or an organization who is responsible for taking the lead on ensuring that the action steps are completed. Supporting organizations agree to assist the responsible agency in implementation.

Resources Needed:

List any resources needed for the strategy. Resources may include but are not limited to the following:

- Funding
- Staff time (such as for a mobility manager)
- Contract services
- Building space
- Vehicles
- Volunteer support
- Publications or printing
- Local cash
- Technology
- Capital needs

Potential Cost Range

Provide an estimate of the cost of the strategy.

Potential Funding Sources:

Provide a list of potential funding sources, this could include the Section 5310 program as well as other Federal non-U.S. Department of Transportation grant programs, State and local resources.

Performance Measures and Targets

List at least three performance measures that will be applied to monitor the progress of each strategy. Each performance measure should have a target result. More information on how to set performance measures and targets is included in the Toolbox.

Prioritizing Projects and Strategies

The Planning Committee and Lead Agency will assign priorities to each of the strategies/projects designed to address the goals. The priority rating scale approved by ODOT is provided below. Additional factors may be added by the Lead Agency, if necessary.

In addition to the basic priority rating scale, projects will receive bonus points for their impact on a multi-county or regional level. Projects that mainly benefit only a single county receive zero (0) bonus points. Projects that benefit multiple counties, but not the entire region, receive five (5) bonus points. Projects that benefit the entire region receive ten (10) bonus points.

Priority Rating Scale

Criteria	1= Unknown or Not Applicable	2= No	3= Moderately	4= Yes	5= Strongly Agree	Bonus 5= Multi-County 10= Regional Project 0= Single County Project
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for a single county?						
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for multiple counties or the region?						
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for transit disadvantaged target populations e.g., seniors, individuals with disabilities, low income individuals?						
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for the region?						
Does the strategy/project leverage existing resources?						
Does the strategy/project leverage new resources?						
Does the strategy/project reduce duplication of service?						

Does the strategy/project eliminate duplication of service?						
Does this strategy/project promote innovative practices or technology?						
Does this strategy/project involve coordination or cooperation between two or more agencies?						
Does this strategy/project expand transportation services to an unserved area or population?						
If this is a Section 5310 funded strategy/project, are there any other current or planned public transportation options for the proposed service area that would also serve the needs of older adults and individuals with disabilities in the same way that this project would serve those needs?						
Is the strategy/project sustainable (i.e., is funding secure or is there a plan in place to secure funding, etc.)?						
Does the strategy/project demonstrate efficient use of resources (i.e., staffing, vehicles, funding, or the coordination of any of these resources)?						
Does the strategy/project involve partnerships, either now or in the future, that include for-profit transportation providers?						
Does the strategy/project involve partnerships, either now or in the future, that promote coordination between transit and bike/pedestrian networks?						
Does the strategy/project improve the continuity of the local						

transportation network in a single county?						
Does the strategy/project improve the continuity of the local transportation network in multiple counties or the region?						
TOTAL						

VI. Plan Adoption

In this section of the Coordinated Plan, describe the process for plan adoption. The Fast Act requires that the plan development process must include older adults, individuals with disabilities, members of the general public, and representatives from public, private and non-profit transportation and human services providers but does not mandate the body or organization that must adopt the plan. However, the Section 5310 program specifies that individuals who adopt the plan must include individuals who were involved in the planning process. Therefore, ODOT has taken the step of requiring that the local Planning Committee that was developed at the onset of the planning process will have the responsibility of plan adoption and approving future amendments of the plan. The following steps are required for the plan adoption process.

Step 1: Comment Period

A copy of the draft plan must be made available upon request for stakeholders and the general public to review prior to the community meeting. Dates and locations of specific outreach to older adults, individuals with disabilities, and representatives from public, private and non-profit transportation and human services providers to participate in the public comment period must be documented. Documentation should be maintained by the Lead Agency and made available upon request.

Step 2: The Lead Agency will document all feedback into the final Coordinated Plan.

The Lead Agency will document all comments received, including a summary of any requested changes, and a summary of any actions taken in response to the comments. The Lead Agency will make any changes needed to the draft plan. Sample documentation formats are provided in the Toolbox.

Step 3: The Lead Agency will share a final draft of the plan with the Planning Committee

The final plan, including documentation of feedback, may be distributed to the Planning Committee via email or a link. Paper copies may be made available, upon request. If the Planning Committee has significant edits, which is unlikely at this point in the process, those edits must be incorporated and a second opportunity for stakeholder feedback (Steps 1 and 2) must be repeated. In the more likely event that the Planning Committee has no significant edits for the final plan, the process will move forward to Step 4.

Step 4: The Planning Committee will convene to adopt the Plan.

The Plan Adoption meeting should be open to the public, but does not require a formal public notice to be posted in the local paper. Rather, the meeting can be announced through the same media used for public outreach throughout the planning period. The meeting must take place at an accessible location. Every effort should be made to hold the meeting when public transportation is available to those who may want to attend. The Planning Committee will vote to adopt the plan. The plan is adopted by a majority vote. An organization may have more than one representative participate in meetings and during the planning process. When voting, each organization will only receive one vote.

Step 5: Documentation of Plan Adoption will be verified by the signature of each Planning Committee member on the Plan Adoption Page.

The Plan Adoption Page must be submitted to ODOT along with a copy of the Final Coordinated Plan. The Lead Agency will provide each member of the planning committee a final copy of the coordinated plan. This many be done electronically.

Appendix A: List of Planning Committee Participants

In Appendix A list all of the planning committee participants. Participants who are representing an agency may list their name, and the agency that they are representing. The Lead Agency is required to have documentation concerning committee participation of older adults, individuals with disabilities, and members of the general public. However, this documentation is not required to be included in the Coordinated Plan as it may contain personally identifiable information of older adults and people with disabilities. Agencies must allow individuals to self-identify as an older adult or as a person with a disability.

The Lead Agency is responsible for keeping appropriate documentation on stakeholder involvement. All of the documentation required to be on file by the Lead Agency is included in the documentation checklist that is in the Coordinated Plan Toolbox. The Lead Agency may remove any personally identifiable information from the documentation before providing the documentation to a member of the general public.

Include in this section the name and contact information of an individual at the Lead Agency where someone may contact for more information on stakeholder involvement.

Appendix B: List of Annual Reviews and Amendments

Included in this section is some template language about annual reviews and plan amendments. The Lead Agency may change this language to suit their needs. At minimum, this section must contain information on when the last annual review process occurred (if applicable) and contact information if an individual or agency would like to be involved in future annual reviews.

Annual Reviews

This section should contain a summary of each annual review meeting that has occurred, including a summary of the changes that were made as a result of the meeting.

Amendments

This section must contain a summary of any amendments that have been included in the plan. The summary must include the rationale as to why the amendment was needed and a summary of the changes to the plan that the amendment made.

Requirements for Annual Reviews

The Lead Agency and the Planning Committee members are required to review the plan annually. In the Coordinated Plan Toolbox is a checklist that is required for annual reviews. The review process should involve at least one meeting of the Planning Committee to be facilitated by the lead agency.

PRIOR TO THE MEETING

Prior to the meeting, the Lead Agency should provide an invitation to all planning committee members, and to any others who have requested or have been suggested to be included in the planning committee. Notice of opportunities to participate in the annual review can be made electronically. The lead agency should hold the planning update meeting at a time and location that is accessible to members of the committee. The meeting should be open to the general public – but the Lead Agency is not required to post an announcement to the meeting.

AT THE MEETING

At this meeting, the lead agency and the planning committee will review each chapter of the coordinated plan and take note of any changes that are needed for the plan to be as accurate as possible. At minimum, the planning committee should address

1. Geographic Data and Population Demographics
    a. Determine if the data is still accurate or if updates are needed
2. Available Services
    a. If current services have changes (hours, locations, etc.)
    b. If there are new services available
    c. If there are new resources in the community
3. Assessment of Transportation needs and gaps
    a. Determine if the data is still accurate of if updates are needed
    b. Include any new research if available
    c. Determine if the needs are still appropriate
    d. Determine if the prioritization of needs is still appropriate
4. Goals and Strategies
    a. Review each goal and see if the planning committee is on track
    b. If goals and strategies are delayed, the planning committee should discuss why, and determine strategies for continuing to meet the goal or objective
    c. If goals have been accomplished and need to be removed

DETERMINING IF A FORMAL AMENDMENT IS NEEDED

If the planning committee needs to make any changes to the plan that may have an impact on funding determinations, the Lead Agency and Planning Committee need to follow the plan amendment process. If the changes needed to plan change any of the following, the formal plan amendment process needs to be followed

- Identified Needs
- Prioritization of needs
- Goals, strategies to address goals
- Prioritization of goals or strategies to address goals

If the Planning Committee needs to make changes that do not have an impact on funding determinations the Lead Agency and planning committee may make the updates to the coordinated plan without conducting a formal plan amendment process. Examples of these types of changes include

- Updates to Geographic Data
- Adding additional providers or services
- Adjustments to descriptions of services
- Updates to timelines on goals and strategies
- Removal of successfully completed goals and strategies
- Minor changes such as fixing spelling or grammar

MAKING UPDATES IF A FORMAL AMENDMENT IS NOT NEEDED

If the Lead Agency and Planning Committee determine that a formal amendment is not needed, the Lead Agency will make the appropriate changes to the Coordinated Plan. In Appendix B of the Coordinated Plan the Lead Agency will summarize what was discussed at the meeting, and provide a brief summary of the changes that were made to the plan. A corrected copy of the plan, will be sent to all Planning Committee members. This may be done electronically.

Lead Agencies will provide a copy of the updated plan, and a completed copy of the **Appendix Checklist for Annual Reviews Form** (available in the Coordinated Plan Toolbox) to ODOT. This Appendix checklist does not have to be included in the Coordinated Plan as an attachment, but must be submitted to ODOT.

The actual documentation of stakeholder involvement and data collection verified in the Checklist must be maintained by the Lead Agency and made available to ODOT upon request. The documentation to be maintained by the Lead Agency should include:

- Any notices sent to stakeholders that an annual review of the plan is occurring, with documentation of the date when the notices were distributed.
- Meeting minutes or notes, including attendance, of any meetings where the annual review took place.
- Documentation of date, location, meeting format, and attendance of any public hearing or comment period for the plan for the purposes of an annual review as well as any amendments that were proposed in response to the public hearing and comment period.
- Documentation of the stakeholders that were invited to participate in the review process.
- Evidence of the stakeholders' approval of the annual review.

REQUIREMENTS FOR PLAN AMENDMENTS

If the planning committee determines that a formal plan amendment is needed, all of the following steps must be accomplished. The amendment process must include an opportunity for input from plan participants, but does not require general public outreach or engagement.

1. The Lead Agency will provide to all Planning Committee members, not just those present at the planning meeting a summary of the proposed amendment. This many be done electronically. This summary must include:
    a. A summary of the changes requested
    b. Rationale of why the changes are needed

c. Potential impact of the changes

2. The Lead Agency will allow 30 days for comments. The Lead Agency may also submit comments. The lead agency is required to ensure that all comments received are shared with the other members of the planning committee.
3. The Lead Agency will request approvals or rejections of the plan amendment from the planning committee. Even though the planning committee may consist of more than one individual per agency, each agency will get a single vote for a plan amendment. If a majority of the responses received are to approve the amendment, the Lead Agency will consider the amendment approved.
4. Once the amendment is approved the Lead Agency will add an amendment to the plan, including:
    a. A summary of the amendment.
    b. Rationale for why the amendment was needed.
    c. Potential Impact of the amendment.
    d. Date Amendment was adopted and coordinated plan updated.

Copies of the updated Coordinated Plan will be provided to all members of the Planning Committee and to ODOT. The Lead Agency will also provide ODOT a copy of the plan amendment checklist with the updated copy of the Coordinated Plan. The Lead Agency is not required to submit documentation of items on the checklist- but is required to keep this documentation on file and provide it as requested.

Requirements for changes to the plan outside the annual review process

It may be necessary to make changes to the Coordinated Plan outside of the annual review process. If the changes do not require a formal plan amendment, the Lead Agency may work with any directly impacted organizations to make the appropriate changes to the plan. After the appropriate changes are made, the Lead Agency must share a copy of the coordinated plan with the rest of the planning committee. This may be done electronically. Examples of changes that may be updated in this fashion include:

If the plan change requires a formal plan amendment. The Lead Agency must follow the formal plan amendment process listed above.

Appendix C: Definitions

This section details definitions of terms used throughout the Coordinated Plan. The Lead Agency may adjust these appendix as appropriate, adding or deleting terms as needed.