

Framework for Action:
BUILDING THE FULLY COORDINATED TRANSPORTATION SYSTEM
A Self Assessment Tool for Communities

Survey Summary
Northeast Kansas - CTD 3

February 13, 2007

Area 1: Making Things Happen by Working Together in Northeast Kansas:					
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
My overall evaluation of how well Northeast Kansas is doing in the area of "Making Things Happen by Working Together":	4 29%	6 43%	1 7%	2 14%	1 7%
Area 2: "Taking Stock of Community Needs and Moving Forward in Northeast Kansas" Overall Evaluation:					
My overall evaluation of how well we are doing in the area of "Taking Stock of Community Needs and Moving Forward in Northeast Kansas":	3 21%	3 21%	6 43%	1 7%	1 7%
Area 3: "Putting Customers First" Overall Evaluation					
My overall evaluation of how well we are doing in the area of "Putting Customers First":	6 46%	3 23%	3 23%	1 8%	0 0%
Area 4: Adapting Funding for Greater Mobility in Northeast Kansas					
My overall assessment of how well we are doing in Adapting Funding for Greater Mobility in Northeast Kansas:	4 29%	3 21%	2 14%	3 21%	2 14%
Moving People Efficiently in Northeast Kansas Overall Assessment					
My overall assessment of "Moving People Efficiently" in Northeast Kansas:	7 50%	2 14%	3 21%	2 14%	0 0%

BUILDING FULLY COORDINATED TRANSPORTATION SERVICES IN NORTHEAST KANSAS

The purpose of this survey is to provide a self-assessment of how we are doing in the mobility for citizens in Atchison, Brown, Doniphan, Jackson, Jefferson and Nemaha Counties. We are interested in rating five categories: 1. Making things happen by working together, 2. Taking stock of needs and moving forward, 3. Putting customers first, 4. Adapting funding for greater mobility, 5. Moving people efficiently.

There are a few questions within each of these five major categories and one question that asks for an overall assessment for each one. Please answer these questions to the best of your knowledge.

Area 1: Making Things Happen by Working Together in Northeast Kansas

The key factor for "making things happen in Northeast Kansas" is that individuals and organizations in our communities help envision, organize, and sustain a coordinated system that provides mobility and access to transportation for all.

Please provide a rating of these components of working together from your perspective.

Making Things Happen by Working Together in Northeast Kansas

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
Have community leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?	2 14%	5 36%	1 7%	5 36%	1 7%
Is a governing framework in place that brings together providers, agencies, and consumers? With clear guidelines that all embrace?	3 21%	5 36%	4 29%	1 7%	1 7%
Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?	4 29%	2 14%	3 21%	2 14%	3 21%
Is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?	4 29%	2 14%	2 14%	4 29%	2 14%
Is there positive momentum? Is there growing interest in and commitment to coordinate human service transportation trips and maximize resources?	3 21%	4 29%	1 7%	6 43%	0 0%

Making Things Happen by Working Together in Northeast Kansas:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
My overall evaluation of how well Northeast Kansas is doing in the area of "Making Things Happen by Working Together":	4 29%	6 43%	1 7%	2 14%	1 7%

Comments about "Making Things Happen by Working Together" in Northeast Kansas:

Area 2: Taking Stock of Community Needs and Moving Forward in Northeast Kansas

The driving force for this area is the availability of a completed and regularly updated community transportation assessment process identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the various target populations, and opportunities for improvement. It assesses the capacity of human service agencies to coordinate transportation services. The assessment is used for planning and action.

Taking Stock of Community Needs and Moving Forward in Northeast Kansas

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
Is there an inventory of community transportation resources and programs that fund transportation services?	2 14%	4 29%	3 21%	2 14%	3 21%
Is there a process for identifying duplication of services, underused assets, and service gaps?	1 7%	5 36%	2 14%	4 29%	2 14%
Are the specific transportation needs of various target populations well documented?	3 21%	2 14%	4 29%	2 14%	3 21%
Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?	2 14%	2 14%	3 21%	5 36%	2 14%
Are transportation line items included in the annual budgets for all human service programs that provide transportation services?	2 14%	4 29%	1 7%	2 14%	5 36%
Have transportation users and other stakeholders participated in the community transportation assessment process?	3 21%	5 36%	3 21%	1 7%	2 14%
Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?	3 21%	2 14%	5 36%	3 21%	1 7%
Is clear data systematically gathered on core performance issues such as cost per delivered trip, ridership, and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?	3 21%	4 29%	3 21%	4 29%	0 0%
Is the plan for human services transportation coordination linked to and supported by other plans such as the Regional Transportation Plan, State Transportation Improvement Plan, human service program plans, and other state and local plans?	2 14%	2 14%	4 29%	1 7%	5 36%
Is data being collected on the benefits of coordination? Are the results communicated strategically?	2 14%	2 14%	3 21%	3 21%	4 29%

"Taking Stock of Community Needs and Moving Forward in Northeast Kansas" Overall Evaluation:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
My overall evaluation of how well we are doing in the area of "Taking Stock of Community Needs and Moving Forward in Northeast Kansas":	3 21%	3 21%	6 43%	1 7%	1 7%

Comments about "Taking Stock of Community Needs and Moving Forward" in Northeast Kansas:

Area 3: Putting Customers First

The driving force for this area is that customers including people with disabilities, older adults, and low-income riders have a convenient and accessible means of accessing information about transportation services. They are regularly engaged in the evaluation of services and identification of needs.

Putting Customers First in Northeast Kansas

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
Does the transportation system have an array of user-friendly and accessible information sources? Are efforts being made to inform the transportation users about available programs and services?	4 29%	4 29%	4 29%	1 7%	1 7%
Are travel training and consumer education programs available on an ongoing basis?	2 14%	5 36%	4 29%	1 7%	2 14%
Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?	6 43%	3 21%	4 29%	1 7%	0 0%
Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?	3 21%	3 21%	4 29%	2 14%	2 14%
Are marketing and communications programs used to build awareness and encourage greater use of the services?	5 36%	5 36%	1 7%	2 14%	1 7%

"Putting Customers First" Overall Evaluation

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
My overall evaluation of how well we are doing in the area of "Putting Customers First":	6 46%	3 23%	3 23%	1 8%	0 0%

Comments about Putting Customers First in Northeast Kansas:

Area 4: Adapting Funding for Greater Mobility in Northeast Kansas.

The driving factor in this area is that "innovative accounting procedures are often employed to support transportation services by combining various state, federal, and local funds. This strategy creates customer-friendly payment systems while maintaining consistent reporting and accounting procedures across programs."

Adapting Funding for Greater Mobility in Northeast Kansas

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
Is there a strategy for systematic tracking of financial data across programs? Are local funding allocations based on demonstrated evidence of coordinated activities?	5 36%	2 14%	1 7%	3 21%	3 21%
Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?	3 21%	2 14%	1 7%	4 29%	4 29%

Adapting Funding for Greater Mobility in Northeast Kansas

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
My overall assessment of how well we are doing in Adapting Funding for Greater Mobility in Northeast Kansas:	4 29%	3 21%	2 14%	3 21%	2 14%

Comments about "Adapting Funding for Greater Mobility in Northeast Kansas":

Area 5: Moving People Efficiently in Northeast Kansas

The driving factor for this area is that multi-modal and multi-provider transportation networks are being created that are seamless for the customer but operationally and organizationally sound for the providers.

Moving People Efficiently in Northeast Kansas

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?	4 29%	1 7%	3 21%	4 29%	2 14%
Are support services coordinated to lower costs and ease management burdens?	4 29%	2 14%	1 7%	6 43%	1 7%
Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?	6 43%	1 7%	3 21%	3 21%	1 7%
Have facilities been located to promote safe, seamless, and cost-effective transportation services?	5 36%	3 21%	0 0%	5 36%	1 7%

Moving People Efficiently in Northeast Kansas Overall Assessment

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
My overall assessment of "Moving People Efficiently" in Northeast Kansas:	7 50%	2 14%	3 21%	2 14%	0 0%

Comments about "Moving People Efficiently in Northeast Kansas:"

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