Coordinated Human Services
Transportation Plan
Update

Fall 2017 – Spring 2018
Mid-America Regional Council
Designated Recipient of FTA § 5310 funds for the Kansas City Metropolitan Area

Handles the competitive selection process for FTA § 5310 funds
5310 Process Reminder

1. MARC Releases 5310 Call for Projects
2. Competitive Selection Process is undertaken by MARC & MAC (Including scoring and ranking)
3. Program of Projects is approved by RTCC, TTPC, and the MARC and KCATA Boards
4. KCATA submits Program of Projects to FTA*

* Must certify that the POP was developed in accordance with a Coordinated Plan
Current State of MARC’s CHSTP

• According to FTA circular 9070.1G, the CHSTP should be created in close coordination with the Metropolitan Transportation Plan (MTP)

  • MARC’s MTP = Transportation Outlook 2040

• MARC had embedded the KC Metro CHSTP within Chapter 5 of the MTP
  • We asserted that Chapter 5 fulfilled the requirements of FTA circular 9070.1G
Coordinated Plan Requirements

Four-Pronged Test:

1. An assessment of available services (public, private, and nonprofit)
2. An assessment of transportation needs for individuals with disabilities and seniors (outreach and data)
3. Strategies, activities, and/or projects to address the identified gaps
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility
Why this matters...

- A 5310 Program of Projects must be developed based on the recommendations contained within a CHSTP.

- If a CHSTP is not compliant with the Circular regulations, our Program of Projects will not be approved.
Coordinated Human Services Transportation Plan Update
Goals

1. Update data analysis
2. Incorporate new/old engagement into plan body
3. Revise strategies to reflect new goals
# Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs Analysis</td>
<td></td>
</tr>
<tr>
<td>• Data Analysis</td>
<td>MARC staff</td>
</tr>
<tr>
<td>• Outreach</td>
<td>MARC, MAC Partners (surveying)</td>
</tr>
<tr>
<td>Strategy Development</td>
<td>MARC / KCATA Staff, MAC</td>
</tr>
<tr>
<td>Plan Writing</td>
<td></td>
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<tr>
<td>• Revise Old Content</td>
<td>MARC staff</td>
</tr>
<tr>
<td>• Create/Incorporate New Content</td>
<td>MARC staff</td>
</tr>
<tr>
<td>Committee Approval</td>
<td>MAC, RTCC, TTPC, MARC/KCATA Boards</td>
</tr>
</tbody>
</table>
Project Timeline

Outreach / Engagement / Surveying

Data Analysis

<table>
<thead>
<tr>
<th>October Deliverables</th>
<th>December Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Timeline</td>
<td>Outreach Results</td>
</tr>
<tr>
<td>Public Participation Plan</td>
<td>Data Analysis Results</td>
</tr>
</tbody>
</table>
### Project Timeline

#### December Meeting Outcomes
- New Strategy Development
- Strategy Prioritization

#### December Meeting Outcomes

#### February Deliverables
- Final Draft of CHSTP
  (MAC will need to recommend adoption by RTCC)
Project Timeline

- Feb 14: MAC Meeting
- March 6: RTCC
- March 20: TTPC
- March 27/28: MARC Board, KCATA Board
- April 5: 5310 Call For Projects
- April 18: Pre-App Workshop

Phases:
- Committee Approval
- Feedback / Revision
- Plan Finalization
Boiling it Down:
What are Our Needs, and What Will We Do About Them?

Data Analysis
Best Practices & Innovations
Stories

Strategies / Priorities

5310 Program of Projects
CHSTP: Engagement
Overarching Engagement Questions

• What can the public tell us that would be helpful in coordinating, maintaining, and deploying new services?

• What can we learn from service providers about how to move forward?
Public Participation Plan

Public Engagement, Phase I

Fall 2017
Four on-site tabling events
Online Surveying

Public Engagement, Phase II

Spring 2018
Public Meeting
“Did we get it right?”

Committee Engagement

Three touch-points with MAC
Three touch-points with RTCC
Two touch-points with TTPC
MARC and KCATA Boards engaged once each
Public Engagement, Phase 1 (Fall 2017)

• Public Survey
  • Online QuestionPro survey and paper forms
  • Spanish-language
  • Call-ins for visually-impaired?

• Stakeholder Survey
  • Online Survey

• MAC Action:
  • Feedback on prospective survey questions
Public Survey Questions
Draft Public Survey Questions

• Demographics:
  • City
  • Zip Code
  • Veteran Status
  • Annual Household Income
  • Age
  • “Do you have a documented disability that restricts your transportation options”
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are your top three most-visited destinations?</td>
<td></td>
</tr>
<tr>
<td>Row 2</td>
<td></td>
</tr>
<tr>
<td>Row 3</td>
<td></td>
</tr>
</tbody>
</table>
What transportation options do you regularly use? (open ended or self-report instead?)

- The Bus (RideKC, IndeBus, UG Transit)
- RideKC Freedom (formerly RideKC Access)
- Taxis
- Volunteer services (JET Express, etc.)
- Uber / Lyft
- Personal Vehicle (whether you drive yourself, or a personal acquaintance drives you)
- Biking / Walking
- Other (please list)

Answer text

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Draft Public Survey Questions

Are there places in the Kansas City region where specialized transportation should be expanded? (Please be as specific as possible!)

Multiple Row Answer text

---------------------------------------------------------------------------------
Please rank the following improvements in order of how important they are to you.

1. Service to more places, even if it means longer wait times, more transfers, or higher costs

2. More reliable on-time performance, even if it means smaller service areas

3. Cheaper service, even if it means that service quality may be compromised

4. More technology integration, e.g. smart phone apps
Draft Public Survey Questions

Please rate the following value statements based on how much (or how little) you agree with them.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;I can get where I need to go at any time of the day.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>&quot;I can get where I need to go any day of the week.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>&quot;I can get where I need to go on time, reliably.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>&quot;I can get where I need to go, no matter where it is.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>&quot;My driver helps me getting in and out of the vehicle.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>&quot;I know and trust my driver.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>&quot;I always know about changes to my transportation service before they happen.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>&quot;My transportation is an affordable part of my budget.&quot;</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
What else would you like to tell us about transportation services in the Kansas City region, and how to improve them?
Stakeholder Questions
Draft Stakeholder Questions

• Demographics:
  • Name
  • Organization name
  • Does your organization provide Medicaid-funded transportation?
  • LinkForCare listing
  • 5310
    • Have you applied before?
    • Have you received funding before?
    • Are you planning on applying in 2018?
Draft Stakeholder Questions

What is your organization's interests / capacity for service expansion?

Multiple Row Answer text
Draft Stakeholder Questions

What are the primary barriers to service expansion for your organization?

Multiple Row Answer text
Draft Stakeholder Questions

Are there places and/or instances where better coordination between providers/services would result in better service deployment for end-users?

Multiple Row Answer text
Draft Stakeholder Questions

What is your organization's biggest operational challenge?

Multiple Row Answer text
### Draft Stakeholder Questions

**What are your users' most significant needs?**

<table>
<thead>
<tr>
<th>1</th>
<th>Transportation to medical appointments / pharmacy services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Transportation to shopping</td>
</tr>
<tr>
<td>3</td>
<td>Transportation to human services</td>
</tr>
<tr>
<td>4</td>
<td>Transportation to seek / maintain employment</td>
</tr>
<tr>
<td>5</td>
<td>Transportation to spend time with friends and/or family</td>
</tr>
</tbody>
</table>
Draft Stakeholder Questions

What is needed to improve transportation services in the Kansas City Metro?

Multiple Row Answer text
Feedback?

Any thoughts / questions, feel free to reach out to Drew Stiehl

dstiehl@marc.org
816-701-8247