

IMCAL



IMPERIAL CALCASIEU REGIONAL PLANNING & DEVELOPMENT
COMMISSION

Coordination In Human Services Transportation Plan

Prepared by the

**Imperial Calcasieu Regional Planning & Development Commission
(IMCAL)**

In Cooperation
with the

Louisiana Department of Transportation and Development
Federal Transit Administration
Federal Highway Administration
And The
Technical Advisory Committee

Adopted by the

LAKE CHARLES URBANIZED AREA METROPOLITAN PLANNING ORGANIZATION
TRANSPORTATION POLICY COMMITTEE

Approved June 29, 2007

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ACKNOWLEDGMENTS

The Imperial Calcasieu Regional Planning and Development Commission (IMCAL) initiated this “Coordination In Human Services Transportation Plan” in the interest of exploring ways in which better and more cost effective services could be provided for transportation to the dependent residents of Southwest Louisiana. This “Coordination In Human Services Transportation Plan” was formed not only for the Lake Charles Metropolitan Planning Area but the entire Imperial Calcasieu region with the assistance from representatives of Social Services, Private, Non-Profit, and Public Agencies including the Louisiana Department of Transportation and Development. They met to advise and assist in the conduct of the feasibility assessment. The entire project team offers thanks and acknowledgment to the dedicated participants in the creation of this plan.

SUMMARY

Some of the stakeholders are public, private, and non-profit local agencies in the IMCAL region and are currently providing a mix of transit and social services. This document lays out an action plan for implementation of a coordinated human services transportation plan for the Southwest Louisiana Imperial Calcasieu Region.

This plan was developed so that a core group of agencies could begin testing the waters in incremental steps toward full coordination. This *Implementation Plan* offers a specific schedule of activities and recommends lead agency assignments to carry out the activities. As an implementation plan, it is critical that activities be followed through by the named agencies or their designees, if actual implementation is to occur. There is an existing sense of urgency to move forward with coordinated efforts and a recommendation is made to pursue coordinated human service transportation immediately.

I. INTRODUCTION

Beginning in FY 2007, the Federal Transit Administration (FTA) under the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFTEA-LU) requires that projects selected under the New Freedom (5317), Elderly Individuals and Individuals with Disabilities (5310), and Job Access Reverse Commute (JARC) (5316) programs be “derived from a locally developed, coordinated public transit-human services transportation plan.” In addition, FTA regulations on the Rural Transportation Program (5311) require that these projects also be selected from a coordinated plan. According to these new regulations, the coordinated plan should be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

To fulfill this requirement, IMCAL held two public meetings on February 9, and 28, 2007, to solicit the public for evaluations of the local human services transit service. The service providers were also invited to attend to provide their input. In addition, the providers were asked to offer an assessment of their current services and procedures for providing service. The information was condensed into this plan.

What is Human Services Transportation?

Human service transportation programs generally are defined as “high touch” services targeting special-needs individuals. Most often, human service transportation programs grow out of social service programs such as senior services, training and assistance programs for the developmentally disabled, youth programs, home health care, congregate meals or recreation programs, etc. Program administrators become faced with transportation issues associated with getting their clients either to a central facility, or to a variety of appointments, training, recreational, and meal activities. Throughout the United States, small social service agencies are obtaining grant and foundation funding to acquire small vehicles to transport their clients to services.

Advantages of Human Services Transportation Coordination

Providers of human service transportation across the country have increasingly been embracing the practice of service coordination. Local agencies are facing tightening budgets and service demand that is growing at an alarming, but not-so-surprising pace. As our general



population ages and we recognize the needs of individuals in our communities, demand for specialized services becomes highly visible. State and local agencies throughout the country are implementing varying forms of coordinated transportation services. There are several models and levels of coordination being selected based on local circumstances and funding arrangements, but there are common themes relative to the advantages of pursuing coordination. These common themes include:

- Improved efficiencies in providing geographically-sensible trip clusters;
- Opportunities for providing more trips for more people within available financial resources;
- Streamlining administrative tasks and economizing within offices;
- Potential for creating the ability to lengthen hours or days of operation through increased dispatching efficiencies; and
- Direct cost savings through shared purchases of fuel, maintenance, parts, vehicles, and other elements necessary for operations.

The *Coordinating Council on Access and Mobility*, whose membership consists of the US Department of Health and Human Services and the US Department of Transportation, defines coordination as “a process through which representatives of different agencies and client groups work together to achieve any one or all of the following goals: more cost-effective service delivery; increased capacity to serve unmet needs; improved quality of service; and, services which are more easily understood and accessed by riders.” Therefore, a *Coordinated Plan* that meets the federal mandate should:

- Be a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, lays out strategies for meeting these needs, and prioritizes services for funding and implementation.
- Maximize the programs’ collective coverage by minimizing duplications of services.
- Incorporate activities offered under other programs sponsored by Federal, State and local agencies to greatly strengthen its impact.

In order to help facilitate the planning process, the *Coordinating Council on Access and Mobility* prepared a self-assessment tool for both communities and States. The *Framework for Action for Communities* and the accompanying *Facilitator's Guide* was used as a key part of the planning process that created this Coordinated Plan for the IMCAL area. The results of the self-assessment are contained in Appendix 1.

II. FUNDING PROGRAMS FOR HUMAN SERVICE TRANSIT PROVIDERS

The Section 5310 program grants funding for non-profit agencies to purchase buses, vans, radios, wheelchair lifts, computers and other equipment for the provision of transporting elderly citizens and people with disabilities for whom mass transportation services are unavailable or insufficient. It also allows for meal delivery service for homebound individuals, if the service does not conflict with providing public transportation service or reduce service to passengers.

The Section 5316 program has a work component, which means it must be used for projects that have the purpose of transporting eligible low income individuals and welfare recipients to and from places of employment or employment related activities.

The Section 5317 is a new program, a combination of the Sections 5310 and 5316; it funds programs for the disabled in underserved locations, but for the purpose of providing reliable transportation that is necessary for employment.

These three major groups that are identified in the legislation as being the beneficiaries of the funding programs:

- Individuals with Disabilities
- Older Adults
- Persons with Limited Income

Redundant Service

There are several possible cases in which services may be being overlapped for low-income elderly individuals, low income disabled individuals, elderly disabled individuals, and low income disabled individuals. To a large extent, all of the participating agencies provide quality service, but some redundant services are due to populations that don't fit neatly into one category.

Service Gaps

There is currently three local service providers funded under the 5310 program. This shows a gap in the provision of employment related transit for disabled individuals. There is a strong likelihood that these individuals are currently serviced by ARC agencies. However, the 5311 program has a provision to go outside of the service area to reach the rural disabled population.

Another service gap is the lack of available transit on weekends. Currently, the only service provider that operates on Saturday is the Calcasieu Parish Community Service (Calcasieu Parish Transit). The program is limited to providing service for employment related activities. If more federal funding is given to the service providers, it could be used to expand service on weekends.

III. NEW LEGISLATION

As a condition for receiving formula funding under the following 3 FTA programs, proposed projects must be derived from a locally developed public transit-human services transportation plan for: (1) Special Needs of Elderly Individuals and Individuals with Disabilities; (2) Job Access and Reverse Commute and; (3) New Freedom. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers, as well as the public. This new requirement reinforces the broadened list of entities to be involved in the MPO's Participation Plan. In preparing the local public transit-human service transportation plan, service providers seeking assistance under these programs should ensure full coordination with the applicable metropolitan and statewide planning process.

IV. PURPOSE OF PLAN AND AREA TO BE SERVED

The purpose of this plan is to establish a coordinated human services transportation plan for the IMCAL area. The plan was developed by representatives of public, private, and nonprofit transportation and human services providers and members of the public working together to create not only a one time plan for improved coordination of human services transportation in the region, but also to establish an on-going process for continual coordination and improvement.

This plan includes the following key elements:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of available services that identifies areas of redundant service and gaps in service and identifies current providers (public, private, and nonprofit);
- Strategies and/or activities to address the identified gaps in service and achieve efficiencies in service delivery;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources;
- A discussion of priorities to be met by the plan and a process for establishing future priorities; and
- A process for continued coordination planning.

The plan will include 1) a short-range plan for implementation in FY 2007 and 2) an on-going planning process that will be used to both evaluate the FY 2007 plan and create future plans.

V. PARTICIPANTS IN THE PLANNING PROCESS

The following persons/agencies were invited to participate in the planning process (see Appendix 2 for a complete list of those invited):

- Area transportation planning agencies;
- Public transportation providers, including school districts;
- Private transportation providers;
- Non-profit transportation providers;
- Human service agencies funding and/or supporting access for transportation services;
- Other government agencies that administer health, employment, or other support programs for targeted populations, e.g. Voc Rehab, Medicaid, Independent Living Centers, Councils on Aging, etc.;
- Non-profit organizations that serve the targeted populations intended for transportation services;
- Advocacy organizations working with or on behalf of targeted populations;
- Security and emergency management agencies;
- Any other appropriate local or state officials;

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- Representatives of the business community (e.g. employers);
 - Community-based organizations;
 - Job training and placement agencies; and
 - Elected officials.

AND TO THE SECOND MEETING:

- Transit riders and potential riders – including both general and targeted populations.

It is important that the public participate in the planning and coordination process and, in fact, FTA requires that the public be involved in the planning process, however, the materials for the Framework for Action Self-Assessment indicate that the public would not have the technical knowledge to participate in the self assessment and should be included later in the process. Therefore, it was decided that the public would be invited to comment on the results of the initial meetings assessment process and to be involved in the final decision-making process.

Because participants were advised that participation in the planning process would NOT bar them from bidding to provide services, the following people and agencies participated in the development of the plan (see Appendix 2):

VI. PLANNING PROCESS

The planning process that was used to create this implementation plan was constrained by time due to the combination of extra resources used to handle Katrina and Rita related emergencies and the timing of the promulgation of new guidelines by FTA. Due to this time constraint, the focus of this plan has been to evaluate our existing coordination efforts and to identify possible areas which these efforts could be expanded; (i.e. Calcasieu Parish Council On Aging (COA) recently entered into agreements with Calcasieu Parish Transit to acquire and service its rural transportation services allowing the COA to retain more funding for other service areas. The stakeholders identified during this plan were invited to participate in the planning process with an intended outcome that they would agree to continue the process over the next year as we work together to build the foundation that will allow for the implementation of more coordination activities in the future. In the creation of the FY 2007 Coordinated Plan for this region, the following list of activities were undertaken:

NOTE: The following is a timeline of events that took place during the creation of the "Coordination In Human Services Transportation Plan".

1. Plan's Timeline

Activity	Completed	Not Applicable At This Time	Include in Future Planning
Selection of Coordinating Agency by Statewide Stakeholders Committee	1-22-2007		
Select facilitator for initial meeting & give facilitator copy of <i>Facilitator's Guide to Framework for Action</i>	IMCAL		
Select venue and date for planning meeting	Central Library		
Send invitations to participants, including a copy of the <i>Framework for Action Self-Assessment</i> tool	2-1-2007		
Conduct follow-up phone calls to ensure participation and answer questions about Self-Assessment Tool	1-29-2007		
Hold Initial Planning Meeting using <i>Framework for Action</i> Tools – including review of survey data	2-9-2007		
Form working groups, where necessary	N/A		X
Identify Goals, Objectives	2-9-07		X
Identify Challenges and Constraints	2-9-07		X
Identify Needs of Populations Served	2-28-07		X
Identify Transportation Resources	2-9-07		X
Identify and evaluate existing transportation coordination activities	2-9-07		X
Identify options for consideration	2-9-07		X
Form steering committee	2-15-07		X
Advertise 2 nd Meeting	2-16-07		
Hold 2 nd meeting and invite public input to the decision-making process	2-28-07		
Select Option for implementation			x
If Option selected necessitates it, create agreements and MOUs		N/A	
If necessary, obtain police jury or other parish government's approval		N/A	
If MOUs have been written, Sign documents		N/A	
Submit plan to the State	Pending		

2. INITIAL MEETING

At the initial meeting of the participating partners it was established that, given the limited time available for planning this year, the goals and objectives of the planning process should be limited. The primary expected outcome for this year's planning process is the commitment of the transportation and human service agencies in the region to an on-going process of communication, data collection, identification of common objectives, and development of a shared knowledge base.

At the initial meeting the following were approved by the participants:

- A Set of Goals, Objectives and Constraints to circulate for comment at a second meeting to which the public would be invited;
- A Timeline for this year's planning process;
- Persons responsible for the activities listed in the timeline;
- Agreement that IMCAL will continue to lead the planning process; and
- The formation of a steering committee for the continuation of this planning process.

Prior to the initial meeting an invitation was sent to as many stakeholders as possible. Included with the invitation was a copy of the *Self Assessment Tool for Communities* from the *Framework for Action* materials. The invitation requested that all participants bring a completed *Self Assessment Tool for Communities* to the meeting. At the initial meeting, the group collaboratively completed one self-assessment tool for the region. [A copy of the tool can be found in Appendix 1.]

3. GOALS OF THE PLAN

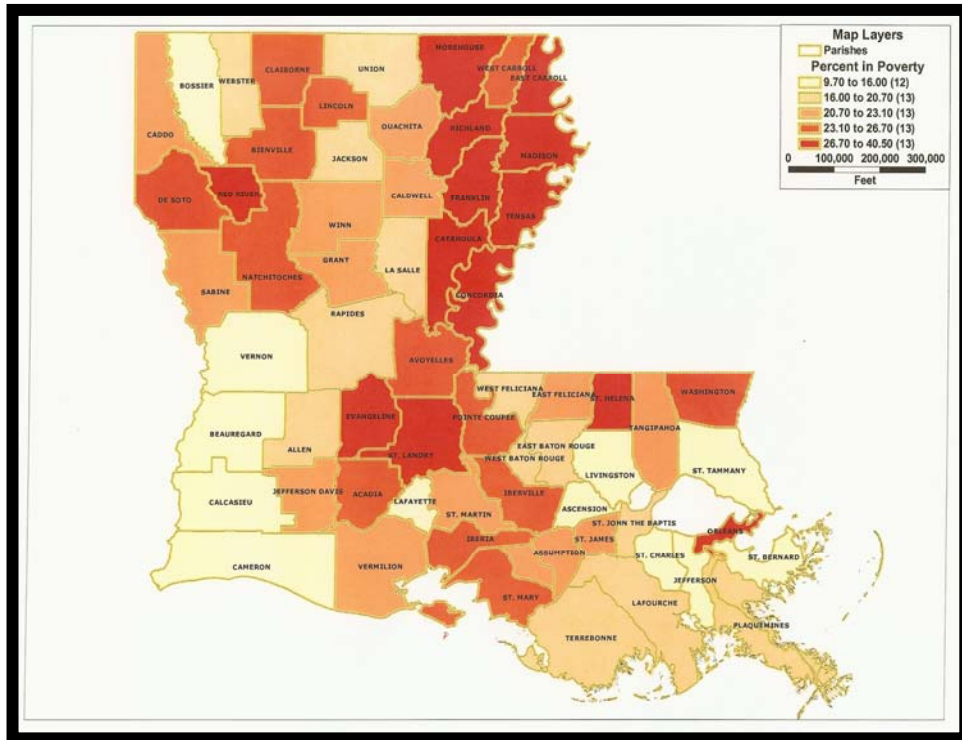
The goals of this implementation plan for "Coordination In Human Services Transportation " are as follows:

- To create a more cost-effective service delivery system;
- To increase capacity to serve unmet needs;
- To improve the quality of service provided;
- To make services more easily understood and accessible by riders; and
- To ensure that the coordination process is comprehensive and sustainable.

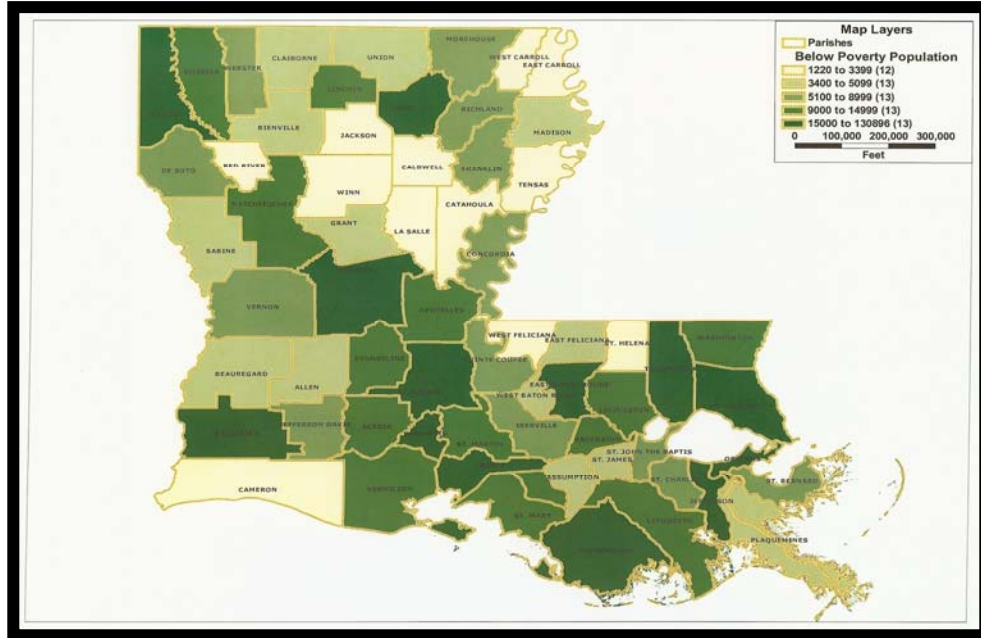
4. NEEDS OF POPULATIONS TO BE SERVED

The following maps indicate the density of the populations to be served by this plan and the location of existing services:

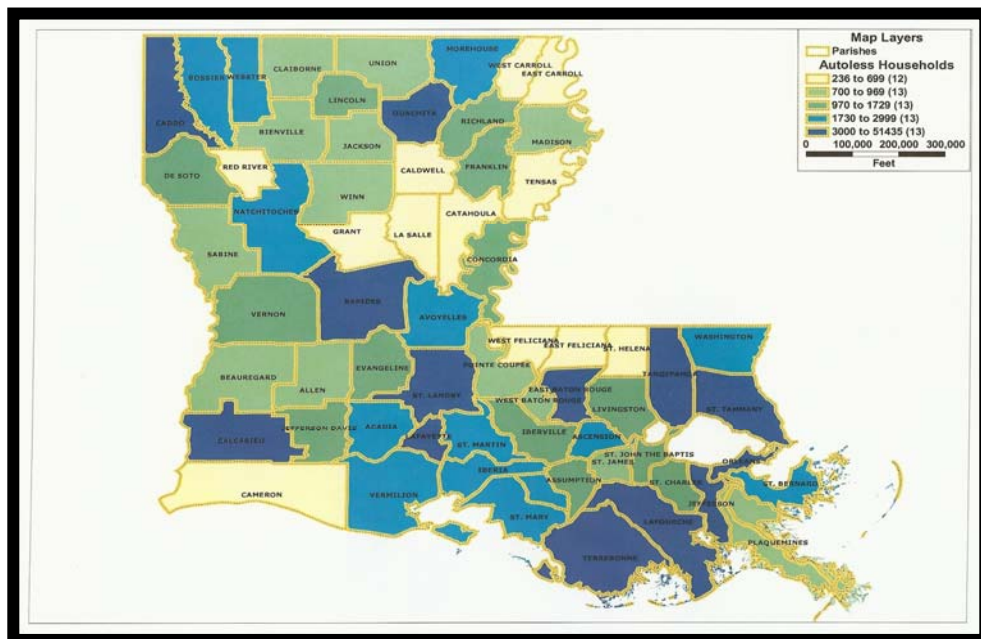
PERCENT OF POPULATION BELOW THE POVERTY LINE BY PARISH



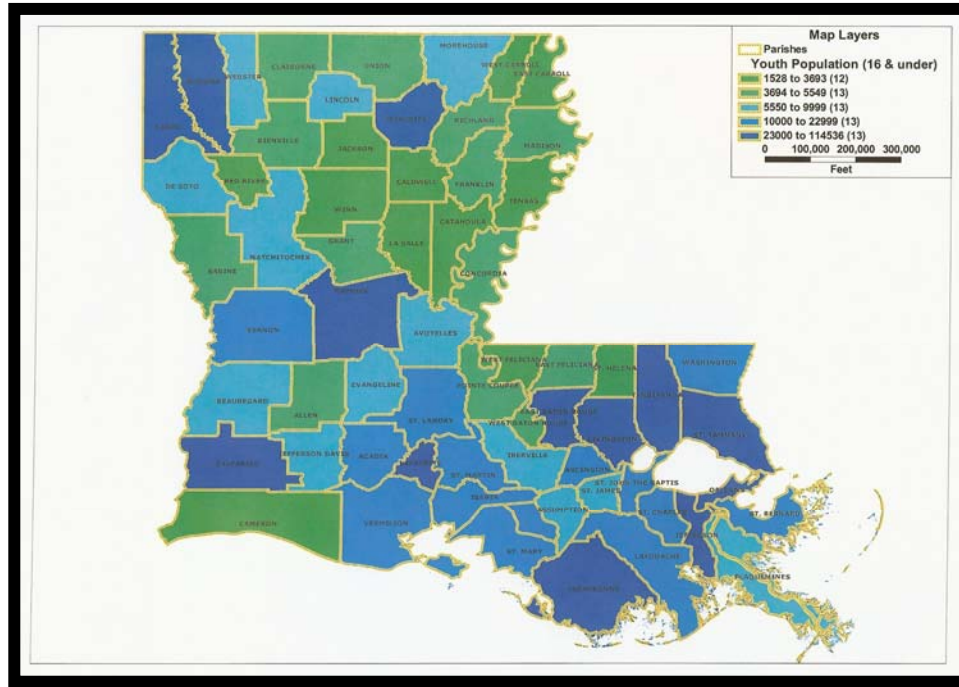
TOTAL NUMBER OF PEOPLE BELOW THE POVERTY LINE BY PARISH



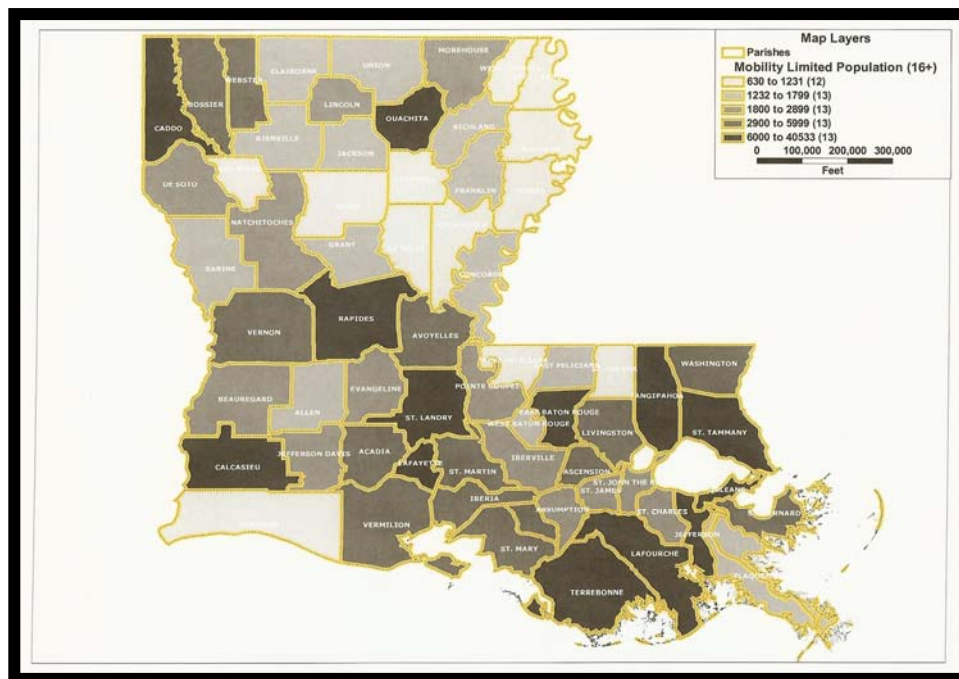
HOUSEHOLDS WITHOUT ACCESS TO A RELIABLE AUTOMOBILE BY PARISH



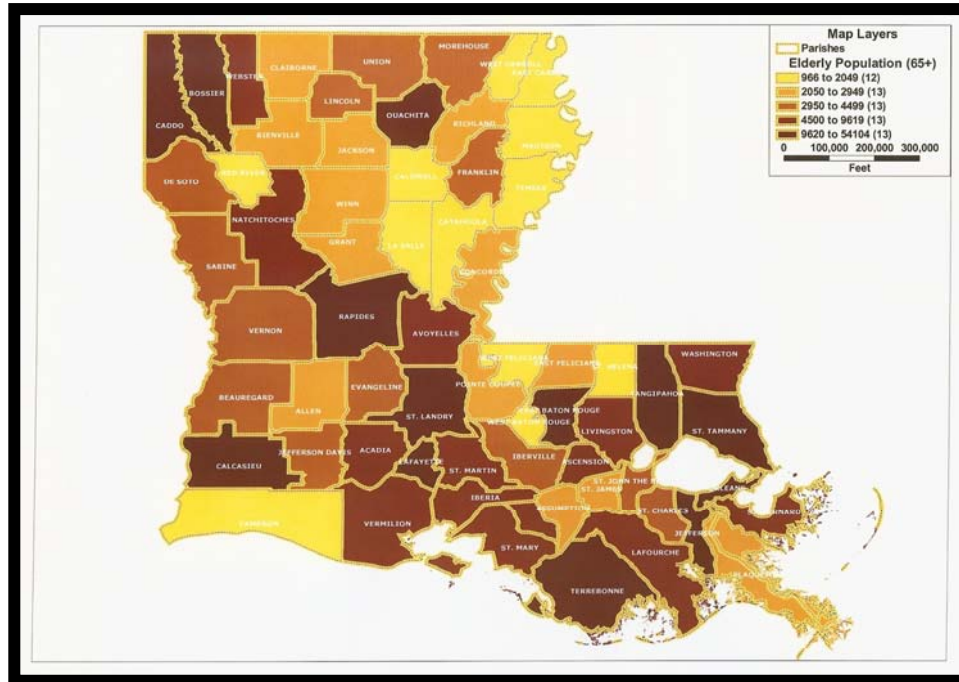
YOUTH POPULATION (Under age 16) BY PARISH



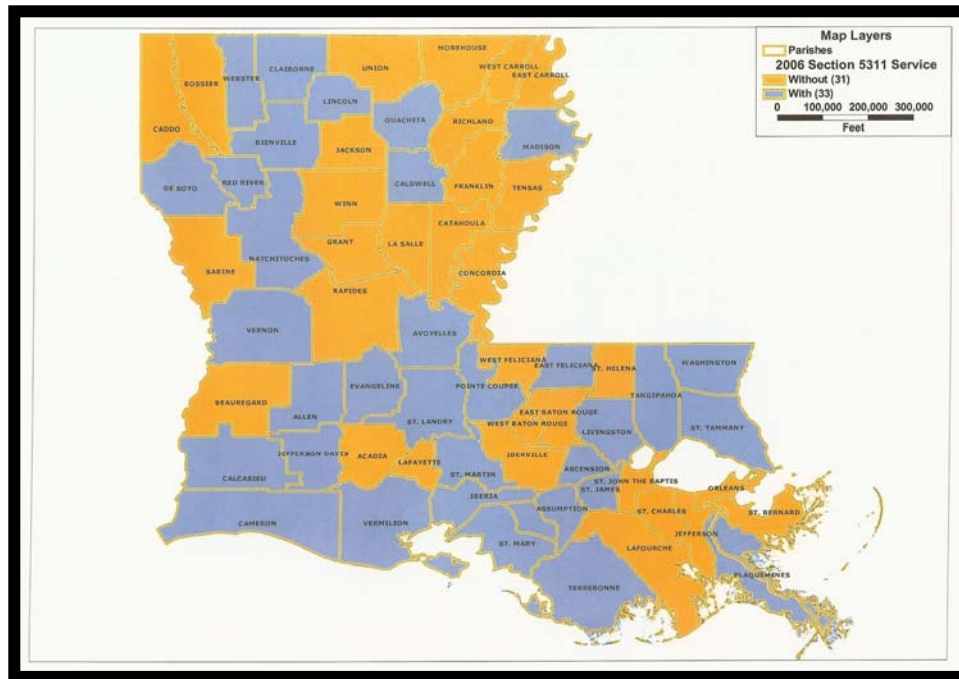
POPULATION WITH MOBILITY LIMITATIONS (Over age 16) BY PARISH



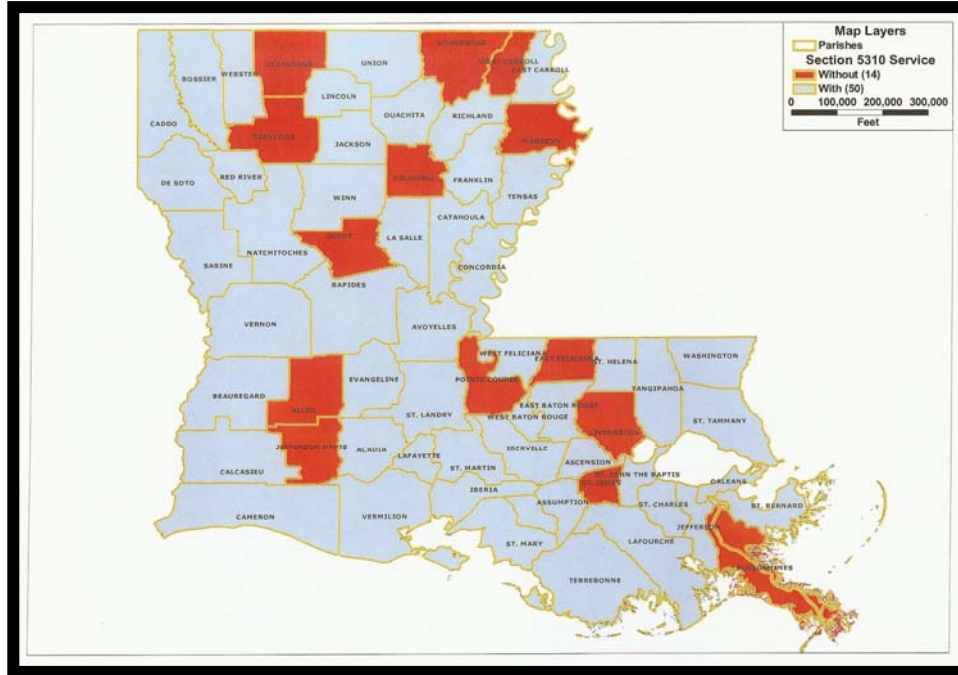
POPULATION OVER AGE 65 BY PARISH



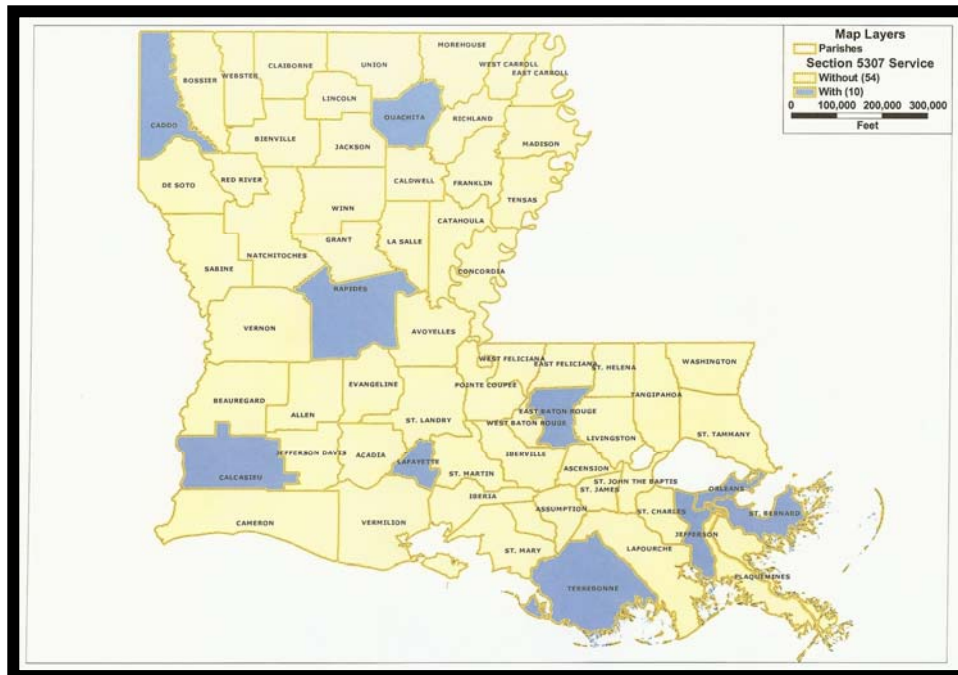
PARISHES WITH RURAL TRANSIT PROVIDERS (5311)



PARISHES WITH ELDERLY AND HANDICAPPED SERVICE PROVIDERS (5310)



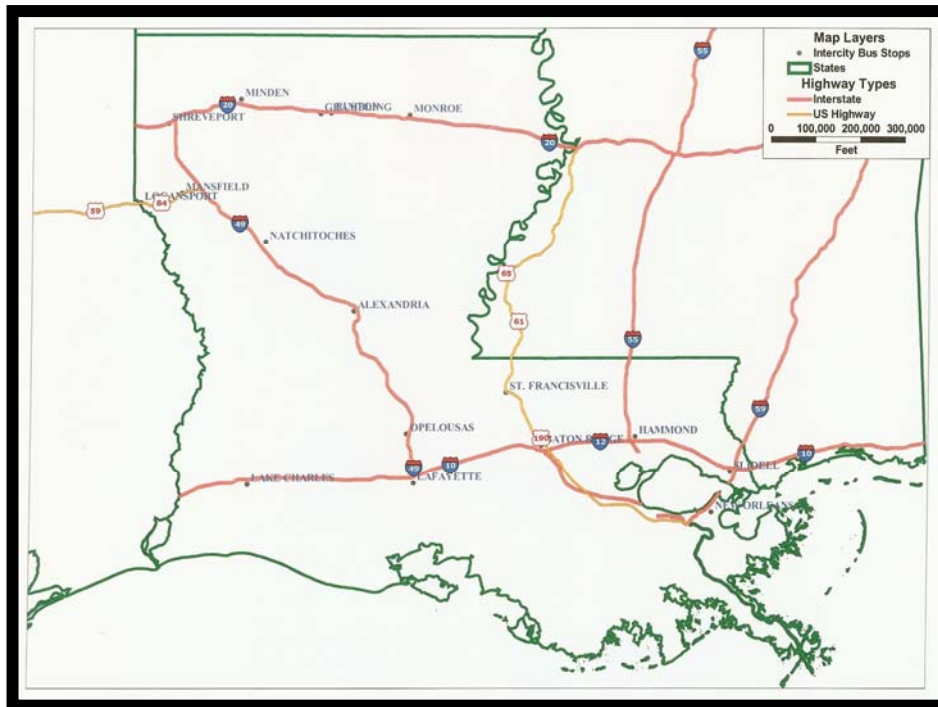
PARISHES WITH URBAN TRANSIT PROVIDERS (5307)



TRANSIT PROVIDERS FUNDED BY DOTD



ALL INTERCITY BUS STOPS IN 2006



ALL INTERCITY BUS STOPS IN 1999



Map from Louisiana Statewide Coordination
Opportunity Plan, June 1999

5. PARTICIPANTS SPECIFIC NEEDS

The participants in the planning process identified the following specific needs:

1. From the groups point of view, the most significant gap in transportation for low-income workers and/or persons with disabilities is communication between the service provider and the rider as to the service providers jurisdictional service boundary;
2. The barriers to people getting to where they need to go, if they did not have access to a car was limited fixed routes in the rural areas;
3. People need to go usually to either a doctor's office, bank, grocery store, local government offices, or job site. Secondly, those riders without vehicles needed transportation to dinner or shopping that maybe staying in area motels;
4. The current transportation options in the area are meeting a lot of the needs of the people associated with 5310, 5311, 5316, and 5317; but improvements could be made (i.e. new vehicles for fixed routes, para-transit, and even trolley cars for a City of Lake Charles downtown/uptown fixed route);
5. The ideas for improving transportation in the area are ongoing and should be more addressed within the following years action planning;
6. The implementation of a regional transit authority administered by (e.g. IMCAL) and participated in by Calcasieu Parish Transit, City of Lake Charles Transit, and non-profit service providers who could be the catalyst to utilizing a unified dispatching system. All agreements would be by a population-formulated membership; and
7. Calcasieu Parish Transit and the City of Lake Charles Transit should continue to coordinate their efforts together and work together during times of evacuation demands. Calcasieu Parish has demonstrated coordination by providing the transit service for the Calcasieu Parish Council on Aging.

VII. INVENTORY OF AVAILABLE SERVICES

TRANSPORTATION RESOURCES

The importance of having accurate data on which to base transportation coordination decisions cannot be over emphasized. At the time that this planning process began, there was no comprehensive list of transportation providers in this region. A list of the providers that receive funding through the federal Department of Transportation are available, but according to a recent U.S. Government Accountability Office (GAO) report, there are 62 separate federal funding streams that fund transportation and even the GAO could not determine to which agencies all of those funds went. Therefore, one of the steps in this planning process was to gather as much data on transportation resources in the region as possible.

Statewide Survey

In November of 2006 a statewide survey was conducted of the providers funded by the Louisiana DOTD Public Transportation Section. The survey questions were sent to all current Section 5307, 5310, 5311, and 5317 (JARC) providers in the State. Of the 143 surveys distributed, 90 responses were received. The survey questions were open questions that solicited the opinion of the respondents. A summary of the responses received by Dec 31, 2006 can be found in Appendix 4.

It should be noted that this survey was taken one year after hurricanes Katrina and Rita caused extensive damage to many of the lower tier parishes in the state. Of the providers that did not respond to the survey, 23 were from the flooded portions of the New Orleans area, and 17 from other parishes receiving storm damage. Therefore, issues related to hurricane damage may not be adequately represented in the survey.

The survey indicates that the majority of providers in our region believe that additional transit services are needed in our region and that the need for those services will increase over the next five years.

Other data collected

Other data collected by the participants in this planning process are listed in tables in the Appendices of this document. (See Appendix 5) This data includes a vehicle inventory and an inventory of providers in the IMCAL region according to the records of the Louisiana DOTD Public Transportation Section,

but the planning group has not yet collected all of the same data from other providers in the group. This will be part of our coordination process over the next year.

Challenges to Coordination

One of the biggest challenges to coordination is the distribution of benefits. Often the benefits are not incurred by the agencies that expend the time and resources to implement the coordination effort. The primary benefit of coordination should be improved service to consumers, however this may not always translate into increased funding for the agencies providing that service. As the Transportation Research Board has noted: "The primary benefits to the transit agency are reduced costs. The primary benefits to the other transportation providers are increased revenues." However, most nonprofit agencies that provide transportation services do so as an ancillary or support service to their primary service goals. Many times these agencies want to use the funds that are saved on transportation services to provide other services to their clients or to expand the number of clients that they can serve with their primary services. If the savings from transportation coordination are used to meet unmet transportation needs in the community, this does not necessarily help the nonprofit service agency partners better meet their agency goals and objectives. Overcoming this barrier will mean finding a win/win coordination process for all of the stakeholders individually as well as the community as a whole.

Another potential barrier to coordination that was identified is the difficulty in obtaining large enough numbers to actually realize benefits. This is especially true in very rural areas, where the number of providers is very small, or in areas where the number of providers willing to participate in the coordination process is small. If a certain critical mass of consolidation is met, the necessary economies of scale are not present and do not create significant benefits. Therefore, building the number of agencies committed to participating in this process will be a focus of our planning process.

In addition, studies we reviewed indicated there are many other possible challenges to coordination that should be taken into consideration as our local coordination plan is developed:

- Initially, the institution of a new program can be more expensive and/or more difficult;
- The initial planning process necessary for coordination may be perceived as more time consuming compared to the status quo;
- The planning and coordination process may take time from managers whose time requirements are already stretched, especially in small non-profits or small private providers;
- The federal government needs to reconcile the regulations and funding requirements among various government programs that support transportation – according to a recent GAO report there are at least 62 separate federal transportation funding streams that could be included in this process unfamiliarity of individual stakeholders with the organizational mission, terminology and regulations of stakeholders from different agencies;
- Lack of perceived benefit to the stakeholder in spending the time and resources necessary for coordination;
- Perceived loss of control by stakeholders – loss of ability to control when and where transportation assets will be used;
- Communication both at the human level and the technical level can be problem – communication technology (radios, software, etc.) may not be compatible, and organizational communication cultures may not be compatible;
- Conflicting regulations between funding agencies – different eligible recipients, eligible activities, requirements for matching federal funds, funding cycles, planning procedures, and reporting requirements;
- Different data collection requirements and processes;
- Different levels of priority for the provision of transportation services – e.g. transit agencies provide transportation services as their primary mission, while human service agencies provide transportation services as a

secondary service that supports their primary mission of providing human services;

- Although increased efficiencies can result in a decrease in unmet needs, individual agencies do not necessarily see an increase in funds available to meet their primary missions;
- The coordination process can be difficult when there are agencies and/or individuals involved who are antagonistic to the process;
- Coordination requires an ongoing commitment that can be hard to maintain as leadership and regulations change;
- Turf issues;
- Unable to predict next year's funding from programs when the State or Federal government has control over fund allocation;
- Finding local funds to cover expenses and/or match that is not covered by State and Federal funds; and
- Coordinating multiple jurisdictions and programs funded by multiple federal and/or state agencies.

Options Considered

- Central dispatch.
- Central maintenance.
- Connecting existing rural transit service to intercity bus stops or to other rural transit providers.
- Coordinating marketing efforts.
- Eliminate duplicated services through coordination.
- Coordinate so that vehicles can be rotated out of service for maintenance without reduction of service.
- Coordinate with Workforce Investment Boards (WIBs) to provide better transportation services for those people moving from Welfare to Work.
- Implementation of a regional transit authority administered by (e.g. IMCAL) and participated in by Calcasieu Parish Transit, City of Lake Charles Transit, and non-profit service providers, which could utilize a unified dispatching system. All agreements would be by a population-formulated membership.

In addition to the options listed above, it is clear that the successful implementation of a coordinated human services transportation plan in this region will require support from the State. Therefore, the following recommendations to the State are included in this plan:

Fully enact, fund and support the recommendations of the United We Ride report;
Use the goals and objectives established in this plan as criteria for selection of 5310, 5311, 5316, and 5317 providers;
Coordinate and support the development of an insurance pool for small providers in the state in order to reduce insurance costs

Selection Criteria

From the information gathered including the self-assessment tool, the following were determined to be the criteria by which we will evaluate coordination options for FY 2007:

- Improved utilization of resources;
- Increased readiness to respond to emergency situations such as those presented by Hurricane Rita;
- Reduction or elimination of duplicative services;
- Simplified access for users;
- Enhanced quality of service;
- Expanded level and availability of day-to-day and emergency response service;
- Reduction in operating costs, or minimization of operating cost increases;
- Reduction in capital expenses;
- Diversification of revenue base and better sustainability of services;
- Expanded economic development opportunities;
- Increased service levels;
- Increased mobility for all consumers;
- Upgraded maintenance programs;
- Better reporting and record keeping;
- More equitable cost sharing between participating agencies and individuals;
- More professional delivery of transportation services; and
- Safer transportation service.

Option Selected

By making service more easily understood, more accessible for riders, and by increasing service availability, the service providers in the IMCAL region can work to ensure that the planning and coordination process will be continuous and iterative, and will also continue to be open to the addition of new stakeholders. With local coordination, service levels may be increased and utilization of resources improved.

VIII. ACTION PLAN

The following action plan was derived from the consideration of the self-assessment tool and other data collected during this planning process.

The “Framework For Action-Self Assessment Tool” was a tremendous help as a questionnaire and it was well designed to help the group to see the big picture of the community’s overall progress, while accessing areas in need of reevaluation. The average consensus from all whom participating in the questionnaire depicted great strides in participating efforts and service driven accountability. Although it was present that after looking at an average of each questionnaire’s “at a glance summary” of the Assessment Tool of all five sections, the need for substantial action is present for more coordinated efforts and should move forward. The area service providers have demonstrated good efforts to putting customers first, but agree there is a need to make things happen more efficient by working together better. A steering committee will be formed to address the concerns that have been identified during the process of this implementation plan. The steering committee will meet quarterly to discuss plans of action to coordinate service provider’s efforts to better serve the community through some of the options considered. (See page 23 for Options Considered.)

No action plan is outlined explicitly in this implementation plan at this time, but have been agreed upon to continue efforts to explore possibilities in the upcoming year through the process of quarterly meetings by the steering committee.

IX. CONTINUING PLANNING PROCESS

The participants in the development of the Coordinated Plan have agreed to meet quarterly for the next year in order to:

- Monitor and evaluate on-going coordination activities;
- Collect data on both needs and services;
- Take advantage of any opportunities for coordination that become available;
- Continue the coordination planning for next year; and
- Keep the planning process open to inclusion of additional stakeholders.

X. CONCLUSION

The Lake Charles and Calcasieu Parish Transit departments in conjunction with all other non-profit service providers within the Imperial Calcasieu Regional Planning area may need to prepare for the eventuality in which human services transportation providers may consider going to a centralized dispatch system as the end goal of the plan. The implementation of a regional transit authority administered by (e.g. IMCAL) and participated in by non-profit service providers, the Calcasieu Parish Transit Department, City of Lake Charles Transit Department, and any other towns or cities wishing to be included may desire utilizing a unified dispatching system controlled at a single location (e.g. the proposed downtown Transit Terminal for the City of Lake Charles) and coordinated as to rider and service provider under a regional authority. All agreements could be by a population-formulated membership, similar to the current IMCAL dues contribution system.

Ultimately, a funding document calculating a percentage by population formula according to locality would have to be studied. The forth coming new City of Lake Charles Transit Terminal to be located in downtown Lake Charles may prove to be the logical location for a central system to share resources and serve the entire riding public. Building consensus for this project would take time and may require increased funding from federal sources, so this coordination would be inefficient to implement immediately. However, with this document in place and a human services transportation planning committee created, transit in the Imperial Calcasieu Region can prepare to move towards similar planning strategies.

APPENDICES

- #1 Self Assessment Tool for Communities & Results thereof:
- #2 List of Participants in meetings and a list of Invitees to the First Coordination and Planning Meeting
- #3 Overview of Federal Regulations
- #4 Louisiana Coordination Plan For FY 2007 Summary Survey Data
- #5 Other Data Collected on Transit Providers in the Region
- #6 Steering Committee Ground Rules

**Self Assessment Tool
Section**

**Please look at the other attachment, it is in PDF format and
plug it into these blank pages after print out.**







































Coordination In Human Service Transportation Implementation Planning

**Stakeholders Meeting for
(Coordination In Human Services Transportation Planning)
February 9, 2007**

Service Providers and Stakeholder Invitees

Matthew 25, Nepenthe House
1414 Martha St.
Lake Charles, LA 70602

Ms. Patrica Jones
Allen Council on Aging
602 East Fifth Avenue
PO Drawer EL
Oakdale, LA 71463

Ms. Connie Granger
BEAUREGARD COUNCIL ON AGING
104 Port Street
PO Box 534
DeRidder, LA 70634

Ms. Dinah Landry
CAMERON COUNCIL ON AGING
Hwy 384
PO Box 8801
Grand Lake LA 70606

Ms. Helen Langley
JEFF DAVIS COUNCIL ON AGING
210 State St.
PO Box 734
Jennings LA 70546

Calcasieu Community Clinic
P.O. Box 91775
550 Sale Road, Suite 217
Lake Charles, LA 70609

Ms. Jackie L. Hickman, Director
Beauregard ARC, Inc.
1209 W. Shirley St./P. O. Box 13
DeRidder, LA 70634
337-462-2513

Mr. Howard Stroud
Calcasieu Association for Retarded Citizens
4100 Senator J. Bennett Johnston Avenue
Lake Charles, LA 70615

Ms. Connie Faul
Preferred Living, Inc.
P.O. Box 370
Welsh, LA 70591

Mr. Anthony Guidry
Help Call
2505 13th Street
Lake Charles, LA 70601-8029

Gil Banta
Access Vans of Louisiana - Lake Charles, LLC
1325 East Prien Lake Road
Lake Charles, LA 70601

Ms. Julie Montague
Careers in Progress (Normal Life Day Services)
3316 Creole Street
Lake Charles, LA 70601

Ms. Hilda Rothschild
LA Workforce Center
4250 5th Avenue
Lake Charles, La. 70607

Ms. Beverly S. McCormick, Executive Director
Louisiana Associations of Volunteer Centers
1023 Common St
Lake Charles, LA 70601-5207

SWLA Area Health Edu. Center
Louisiana Rural Health Access Program (LRHAP)
103 Independence Blvd
Lafayette, LA 70506

SWLA Independence Center
1202 Kirkman, St.
Lake Charles, LA 70601

Ms. Margarette McCloskey
PDI of the South
710 West Prien Lake Road
Lake Charles, LA 70601

Ms. Annette Tritico
City of Lake Charles
Community Development
P.O. Box 900
Lake Charles, LA 70602

Mr. Randy Vincent
Calcasieu Parish Police Jury
Community Services
2424 3rd Street
P.O. Box 3171
Lake Charles, LA 70602

Mr. Todd Sherman
Ms. Rene Nelson
City of Lake Charles Transit
4331 East Broad Street
Lake Charles, LA 70602

Ms. Mary Martin
Safe Haven, Inc.
1619 Ace Street
Lake Charles, LA 70601

Mr. Chris Landry, President
Calcasieu Parish Police Jury
P.O. Drawer 3287
Lake Charles, LA 70602

Mr. David Perry, Council President
City of Lake Charles
1634 Ryan Street
Lake Charles, LA 70601

Mr. John Nash, President
Workforce Investment Board
Nash Enterprises, Inc.
2821 Walden Drive
Lake Charles, LA 70607

Ms. Geraldine Harrell, President CEO
Advanced Personal Care, LLC
2827 4th Avenue, Suite 100
Lake Charles, LA 70601

Mr. Benard Chatters
Alternative Avenues, LLC
2501 Luke Street
Lake Charles, Louisiana 70605

Phaehra Raney-Semien
Behavioral Health Center of Oakdale
117 North 13th Street
Oakdale, Louisiana 71463

Ms. Yolanda Cook, Assistant Director
Blessed Care, Incorporated
122 Arlington Drive
Lake Charles, LA 70605

Ms. Sharon Gomez
Evergreen Supervised Independent Living Program
1146 Hodges St.
Lake Charles, LA 70601

Ms. Dionne Brown, Administrative Assistant
Gulf Coast Teaching Family Services
825 Ryan Street Suite 300
Lake Charles, LA 70601

Ms. Hilda J. Guillory, Director
Heaven-On-Earth Network, Inc.
122 Arlington Drive
Lake Charles, LA. 70605

Mr. Lenie T Doucet
L & D Community Care, Inc.
300 McNeese St.-Ste. 2A
Lake Charles LA 70605

Mr. Jay Grooms
Leading Health Care of Louisiana
1202 Common Street
Lake Charles, Louisiana 70601

Ms. Gerldene Sharp, Director
Life @ Home, LLC
736 North Pine Street
DeRidder, LA 70634

Mr. Randy Johnson
Normal Life Family Services, Inc.
3310 Creole St.
Lake Charles, LA 70601

Meals on Wheels
Calcasieu Parish Council on Aging
3950 Highway 14
Lake Charles, LA 70606

Overview of Federal Regulations

On March 15, 2006, the Federal Transit Administration first promulgated guidelines for FY06 Implementation and Proposed Strategies for FY07 relative to the requirement for “Coordinated Public Transit-Human Service Transportation Plans” required by SAFETEA-LU for the following programs: Elderly Individuals and Individuals with Disabilities (5310), Job Access and Reverse Commute (JARC), New Freedom.

Then on September 6, 2006, FTA promulgated additional guidelines and clarifications, which amended the March guidelines. In addition to the programs listed above, FTA *has indicated that the Rural Transit Program (5311) should be included in the Coordinated Public Transit-Human Service Transportation Plans.*

The following is a summary of the guidelines, as amended.

The basic provisions of the legislation are:

- SAFETEA-LU requires that projects selected be “derived from a locally developed, coordinated public transit-human services transportation plan” beginning in FY 2007 – the use of a coordinated plan is recommended but not required for FY 2006 projects, except for JARC which already had the requirement for a coordinated plan in place
- The plan must be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

The FY 2007 plans should include:

- An assessment of available services
- An assessment of needs
- Strategies to address gaps for target populations
- (in 2008 a method for prioritizing strategies will have to be included)

NOTE: FTA says that it recognizes that the first year of the planning process might not be as rigorous as it will be in following years, so it is acceptable to just add an addendum to existing plans for FY 2007.

Plans must be created in “good faith in coordination with appropriate planning partners and with opportunities for public participation”

Coordination with existing TIP and STIP planning processes:

FTA encourages consistency between the various planning activities, including public outreach and participation (TIP and STIP planning processes).

JARC exception:

- FY 2005 requirements will suffice for FY 2006
- FY 2007 should be part of the full planning process listed above
- Full implementation of the coordinated planning requirement will take effect for projects funded in FY 2008
-

The following questions were posed and answered by FTA:

1. What are the elements of a coordinated public transit-human services transportation plan?

Definition of coordinated plan: identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, lays out strategies for meeting these needs, and prioritizes services for funding and implementation (*but prioritization not required this year*)

Key elements of a plan:

1. An assessment of available services that identifies current providers (public, private and nonprofit)
2. An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes. [*This assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.*]
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery
4. Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

Local plans can be developed on a local, regional or statewide basis.

FTA suggests that the ***United We Ride Framework for Action*** (and *Facilitator's Guide*) be used when developing the coordinated plan.

Definition of "local" in the phrase "locally developed plan": FTA says this is a decision that can be made at the state, regional or local level.

2. How do we ensure participation in the coordinated public transit-human services transportation planning process?

FTA recommends that the following groups be included in the planning process:

- Area transportation planning agencies (MPOs)
- Transit riders and potential riders – including both general and targeted populations
- Public transportation providers
- Private transportation providers – including transportation brokers, ADA paratransit providers, taxi services, and intercity bus providers
- Non-profit transportation providers
- Human service agencies funding and/or supporting access for transportation services
- Other government agencies that administer health, employment, or other support programs for targeted populations, e.g. TANF, WIA, CAP, COA, etc.
- Non-profit organizations that serve the targeted populations intended for transportation services
- Advocacy organizations working with or on behalf of targeted populations
- Security and emergency management agencies
- Any other appropriate local or state officials
- **Tribes and tribal governments**
- Representatives of the business community (e.g. employers)
- Community-based organizations
- Economic development agencies
- Job training and placement agencies
- Elected officials

NOTE: FTA says that this list is not intended to limit participation or require that everyone on the list participate.

FTA recognizes the difficulty in getting participation of people who have no legislative requirement or perceived vested interest in participation, therefore the plan **MUST SHOW “EVIDENCE OF OUTREACH” TO STAKEHOLDERS, INCLUDING CUSTOMERS OF TRANSPORTATION SERVICES.**

Participation in the planning process will NOT bar a provider from bidding to provide services.

3. **What is the relationship of the coordinated planning process to the metropolitan and statewide transportation processes?**

“The process for preparing coordinated plans should be consistent with metropolitan and statewide transportation planning processes.”

The coordinated plan can either be developed separately from the metropolitan and statewide planning processes and then incorporated into the broader plans, or be developed as a part of the metropolitan and statewide transportation processes,

All projects developed for funding must be incorporated in the TIP and STIP. But may, or may not, be part of the TIP and STIP planning processes.

FTA proposes that communities and States may update the coordinated plan to align with the competitive selection process based on needs identified at the local level. This allows communities and States to set up a cycle that is conducive to their own planning and competitive selection processes.

In large urbanized areas (over 200,000 pop) the MPO is the designated recipient and the State is the designated recipient for all other areas. HOWEVER, the designated recipient is not directly responsible for developing the coordinated plan, but is responsible for certifying that the projects funded are derived from a coordinated plan, developed in accordance with statutory requirements.

FTA proposes that the designated recipient for JARC and New Freedom be the same as the designated recipient for 5307 funds in large urbanized areas, but does not require it. The decision is made by the Governor.

Since 5310 projects are managed and selected at the state level, clarification was needed integrating the needs for the Section 5310 program into the coordinate plan in urbanized areas. FTA says that Section 5310 funding from the State will have to demonstrate that the proposed activities are derived from a coordinated plan.

FTA will not formally review and approve plans. However, the designated recipient's grant application will require documentation of the plan from which each project listed was derived, including the lead agency, the date of adoption of the plan, or other appropriate identifying information.

Funding for the planning process in future years:

SAFETEA-LU permits the use of up to 10% of the Section 5310 funding for expenses related to program administration, planning and technical assistance.

FTA suggests that administrative funds for the coordination process can be supplemented with Sections 5303 and 5304 Metropolitan Planning and Statewide Planning funds, and administrative funds available under Section 5311.

FTA is proposing that Section 5310 funds be available for obligation for the year of apportionment plus two years (rather than just the year of apportionment) – no local match required.

Flexible highway program funds transferred to 5310 will also be available for the year of transfer plus two years.

New Freedom funds cannot be transferred from one population area (such as rural) to another population area (such as small urbanized) within a State.

SAFETEA-LU apportions funds for JARC and New Freedom based on a formula that accounts for the number of eligible low-income and welfare recipients (JARC) or individuals with disabilities (New Freedom) in a particular area.

Funds cannot be transferred between JARC and New Freedom.

JARC and New Freedom funds can be transferred to 5307 or 5311(c) to ease program administration, as long as funds are used for JARC and New Freedom projects, respectively.

The designated recipient may award grants to local areas to support the development of the coordinated plan.

Designated recipients may apply for the administrative funds allowed under the program in advance of selecting projects in order to support the planning and selection processes.

JARC funds are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment.

New Freedom funds are those that are “new public transportation services that are beyond the ADA” and “new public transportation alternatives that are beyond the ADA.”

Expansion of “fixed route” service, even in rural areas, is not beyond the ADA, and is not an eligible New Freedom activity

Appendix 4

Louisiana Coordination Plan For 2007 Summary Survey Data

In November of 2006 the following survey questions were sent to all of the current 5307, 5310, and 5311 providers in the State. Of the 143 surveys distributed, 90 responses were received. The survey questions were open questions that solicited the opinion of the respondents. The following is a summary of the responses received by Dec. 31, 2006.

It should be noted that this survey was taken one year after hurricanes Katrina and Rita caused extensive damage to many of the lower tier of parishes in the state. Of the providers that did not respond to the survey, 23 were from the flooded portions of the New Orleans area, and 17 from other parishes receiving storm damage. Therefore, the following results probably do not adequately reflect the needs of the providers in those areas.

1. Do you feel that additional transportation services beyond those now available are needed in your parish?

	Yes	No	Unsure	No Answer
More Service Needed	57	23	1	9

2. Which people, groups or areas are most affected by limited availability of public transportation services in your parish?

Response	# of Responses
Elderly people	42
Disabled people	27
People with low or moderate income	25
People living in Rural areas	22
Everyone	8
People with no cars	5
Medical	4
Minorities	4
People Traveling Out of the Parish	3
Commuters	3

People with hurricane related transportation problems	3
People living outside of city limits	3
No one – Public Transit not limited in our Parish	2
Areas with no public transit	1
People within the city limits	1
Job seekers	1
People leaving parish to shop	1
People not living on fixed transit routes	1
Medicaid under 60	1
Dialysis patients under 60	1
City of Mamou (Evangeline Parish)	1

3. In what ways do you find out who in your community needs transit?

Response	# of Responses
They call us	45
Referrals	12
Word of Mouth	9
Surveys (it was unclear who was being surveyed)	7
Advertising	5
Health fairs and other outreach activities	4
Clients of our organization	4
Work with multiple agencies & Resource Book	4
We only serve people from our organization	3
Community needs assessment	2
Agency Survey	1
We don't seek out people with transportation needs	1
Advocacy groups	1
Governing Board and Advisory Board let us know	1
Annual meeting	1
Medical Dispatch	1
Information gathered from constituents of council members	1
On board survey	1
Family contacts	1
Public meetings	1
We DON'T find out	1

4. Compared to today, how do you think transit needs will change over the next five years?

Response	# of Responses
Greater need	45
Will lessen	1
Little change	1
More need for elderly people	6
More need for rural areas	4
More need for low income people	4
More need for zero-car households	3
More need for disabled people	2
More need for late night transit service	2
More need between 2 sides of parish (river divides)	1
More need for those on fixed incomes	1
More need for fixed route service	1
More need for service for commuters	1
More need for those who cannot travel alone	1
Need for an agency to assume control over the program	1
There will be less \$\$ available	1
More need for comprehensive service inside city limits	1
More need as a result of future hurricanes	1
More need as population of the parish returns (Katrina depopulated parish)	1

5. In looking ahead over the next five years, who are the people that will need transit service?

Response	# of Responses
Elderly	55
Disabled	29
Poor	21
Everybody	5
Commuters	5
New immigrants/migrants	3
Households with zero cars	3
Unemployed in job training	3
Rural areas	2

Shift workers (night shift)	2
NO change	1
Temporary Employees	1
People between 55 and 65	1
Dialysis patients	1
Children	1
Young people who need transportation to jobs	1
Lack of funding for operations	1
Lack of funding for capital purchases	1
Special medical needs	1
Education	1

6. What, if anything, will prevent them from getting transit service?

Response	# of Responses
Financial limitations	25
Lack of transportation services	21
Can't afford fare	8
Nothing	8
Lack of vehicles	7
Lack of provider	2
Lack of drivers	1
Entity to administer service	1
Not qualifying for JARC	1
Willingness to use transit	1
No general rural transit	1
Knowing what is available	1
Access	1
Not enough staff	1
Not identifying need	1
Not working together	1
Hours of operation	1
Fixed route system	1
Larger capacity	1
Lack of communication	1
Bad roads	1
Lack of outreach to outlying areas	1
Safety issues	1
Cost to reach isolated areas	1

-
7. What are the major obstacles or concerns you think need to be addressed in order for transit services to be improved in your parish, both now and in the future?

Response	# of Responses
Financial problems	26
Cost of service	12
Lack/amount of transportation service	10
None	8
Lack of Vehicles	6
Better communication	4
Lack of drivers	3
Rural areas	3
Consolidation of city and parish	2
Better roads	2
Knowing who is assessing transportation need	2
Need more advertising	2
Safety needs	2
Political concerns (federal, state and local)	2
Political decision-makers don't know needs	2
\$\$ for maintenance	2
Cooperation between city and parish	1
Need better maintained vehicles	1
Poverty	1
Better and bigger wheelchair spaces	1
Differing needs on different sides of the parish (divided by river)	1
Regional authority	1
Vehicles with rear entrances for fire safety	1
Hurricane areas and service	1
Equal service for elderly and disabled as general population	1
Centralized dispatching needed	1

8. Additional Comments:

- Funds need to be doubled
- We have Title 19, III-B, Project Independence, Public Cash fare, JARC
- It will be difficult for a rural parish, I think

-
- More collaborative efforts between existing transportation operations supported by a consistent financial source will drastically improve transportation in this region
 - Provide readouts for hearing impaired and most recent technical tools for visually impaired
 - Transportation is such a needed service and is very appreciated by people
 - Reimbursement for each client who rides the van (like Katrina clients) would be beneficial
 - Even if the existing services were more dependable, that would increase rideability and increase usage
 - Need more funding
 - Need more funding and better vehicles to be able to reach the full length of the parish as people return (parish is over 70 miles long on west bank and 35 on the east bank with no connecting bridges)

Appendix 5

Other Data Collected on Transit Providers in the Region

1. LA Federal Transit Administration Allocation By Program 5307 Sec. 9 for the IMCAL Region

Calcasieu Parish - \$128,281 Total Appropriated (FY06)
Earmarked - \$990,000 (Lake Charles Bus Terminal)

2. Ridership Performance Data –November and December FY06

Calcasieu Parish – 5,698 passenger trips; 21,156 vehicle miles
Beauregard Parish – 1,574 passenger trips; 14,234 vehicle miles
Jefferson Davis Parish – 3120 passenger trips; 9709 vehicle miles

3. Section 5311 Transit Agencies

Calcasieu Parish Community Services (Transit)– Funded \$190,048; Total Vehicle Inventory 13; Ridership between July 06 – September 06 (6162)

Allen Parish Council on Aging – Funded \$184,357; Total Vehicle Inventory 10; Ridership between July 06 – September 06 (3457)

Cameron Parish Council on Aging - Funded \$126,749; Total Vehicle Inventory 6; Ridership between July 06 – September 06 (1598)

Jefferson Davis Parish Council on Aging - Funded \$295,632; Total Vehicle Inventory 9; Ridership between July 06 – September 06 (5894)

4. Section 5310 Transit Agencies

Beauregard Parish Association of Retarded Citizens
Calcasieu Parish Association of Retarded Citizens
In Calcasieu Parish (Matthew 25:40 Corp.)

Perormance Data For Section 5310 – Oct. 06

Beauregard Parish Council on Aging – 864 riders (7,608 miles)
Calcasieu Parish Assocation of Retarded Citizens – 2,901 (10,681 miles)

5. JARC Program Agencies Funded

Calcasieu Parish - \$350,000 (9/05-8/07)
Allen Parish Council on Aging - \$114,000 (7/05-6/08)
Jefferson Davis Parish - \$108,810 (12/05-6/08)
Kids Kampus Child Care (Cal/Cam) - \$330,000 (12/05-11/07)
Vernon Parish Council on Aging (Beauregard Parish) - \$234,000 (7/05-6/08)

6. Number of Vehicles By Agency

Allen Parish Council on Aging – 5
Beauregard Parish Council on Aging – 3
Calcasieu Parish Association of Retarded Citizens– 8
Calcasieu Parish Police Jury Transit– 13
Cameron Parish Council on Aging – 4
Jefferson Davis Parish Council on Aging – 9
City of Lake Charles Transit – 8 buses and 2 para-transit

7. Individuals with Disabilities

According to the Federal Subcommittee on Highways, Transit and Pipelines, 70 percent of people with disabilities do not work because they do not have a dependable way to get to work. In Calcasieu Parish alone, there are 48,419 non-institutionalized individuals with disabilities over the age of 5.

8. Older Adults

Elderly individuals are also afflicted by barriers to self-guided motorized transport. There are 21,759 adults that are ages 65 and over in Calcasieu Parish alone.

9. Persons with Limited Income

The Job Access Reverse Commute Program specifically identifies welfare recipients as a potential target group to service. Approximately 640 individuals in Lake Charles are currently receiving public assistance in the form of transportation. In addition, 44,434 individuals were classified as having income that was below the poverty level; 4,996 were aged 65 and over.

10. Subsidy Calculation Using Section 5335 Report Data

City of Lake Charles - \$84,771

**Appendix 6
Steering Committee and Ground Rules**

**COORDINATION IN HUMAN SERVICES
TRANSPORTATION PLANNING STEERING COMMITTEE**

**IMPLEMENTATION PLAN
MARCH 2007**

STEERING COMMITTEE GROUND RULES

PURPOSE

As the title suggests, the role of the Steering Committee (SC) is to guide IMCAL, Service Providers, Stakeholders, and those affected riders receiving transit services under FTA grant funding (5310), (5311), (5316), and (5317). The implementation and continuation of a Coordination In Human Services Transportation Plan for the five parish area of Southwest Louisiana will be accomplished and maintained through this process that will result in a plan that can be embraced both politically and by the riding public within the planning area. The SC will provide guidance and leadership, oversee the planning process, and act as the point of contact for all partners and the various interest groups in the planning area. The makeup of this committee was selected to provide the best possible cross section of views to enhance the planning effort and to help build support for hazard mitigation.

CHAIRPERSON

The Steering Committee. The role of a chair is to: 1) lead meetings so that agendas are followed and meetings adjourn on-time, 2) allow all members to be heard during discussions, 3) moderate discussions between members with differing points of view, and 4) be a sounding board for staff in the preparation of agendas and how to best involve the full Committee in work plan tasks.

ATTENDANCE

Participation of all Committee members in meetings is important and members should make every effort to attend each meeting. If Committee members cannot attend, they should inform staff before the meeting is conducted. If a member misses two consecutive meetings without an explanation, the Committee may choose to write a letter to the member to confirm interest and may ultimately seek to replace the member.

QUORUM

A minimum attendance at each meeting often is needed to ensure that the different viewpoints of Committee members are adequately represented. A quorum for this committee will be met with fifty percent (50%) of the Committee membership and the chair or vice chairperson must be present.

ALTERNATES

A specific list of Committee members was selected for the Steering Committee (see attached list). These members have made a commitment to attend the meetings and gain the understanding of the issues and each other's viewpoints needed to reach an agreement on plan recommendations. However, there may be circumstances when regular members cannot attend. To address these circumstances, alternate members have been identified to represent active committee members (see attached list). The Committee decided the role of designated alternates is fully interchangeable with that of regular Committee members. Alternates will be able to voice opinions and vote, in the place of the absent committee member they represent.

DECISION-MAKING

As the Committee provides advice and guidance on the Plan, it will reach its recommendations through 1) consensus, or 2) voting. Consensus is defined as a recommendation that may not be ideal for each Committee member, but every member can live with it (using the consensus continuum as a gage). Voting is defined as "majority rules". The Committee decided that consensus will be their preferred method of decision making. However, if consensus cannot be reached on a given issue, then voting will be used to reach a ruling. In either case, minority dissent will be recorded in the meeting summaries and the Committee chose to note such opinions in their final recommendations.

RECOMMENDATIONS

The Committee's recommendations will be recorded in the meeting summaries and reflected in the plan as appropriate. The Committee may also assist in any presentation of the Plan to the elected bodies of participating organizations.

SPOKESPERSONS

Ideally the Committee will present a united recommendation after considering the different viewpoints of its members, recognizing that each member might have made a somewhat different recommendation as an individual. To consistently represent the Committee's united recommendations to participating organizations, the public, and the media, the Committee spokesperson will be the same as the Committee Chairperson. In addition, each member should have a responsibility to represent the Committee's recommendation when speaking on Plan-related issues as a Committee member. Any differing personal or organizational viewpoints should be clearly distinguished from the Committee's work. Finally, Committee members will need to help with presentations given to governing bodies, especially the governing body that a Committee member is affiliated with.

STAFFING

The Planning Team for this project includes appropriate personnel from the Imperial Calcasieu Regional Planning and Development Commission (IMCAL) serving as the Lake Area Metropolitan Planning Organization. Assisting the staff in conjunction are representatives from the Calcasieu Parish Community Services, Cameron Parish Council on Aging, Allen Parish Council on Aging, and the City of Lake Charles Public Works Department-Transit. The Planning Team will schedule meetings, distribute agendas, prepare information/presentations for Committee meetings, write meeting summaries, and generally seek to facilitate the Committee's activities.

PUBLIC INVOLVEMENT

As they conduct Committee work, members will seek to keep the public and the groups to which they are affiliated informed about the Plan. Committee meetings will be open to the public and agendas and minutes will be available at the IMCAL office. However, the acceptable method of public input will be via written or emailed documents to staff or Committee members and there will be no public comment during meetings, unless authorized by the Chair. Development of a public involvement strategy will be one of the first tasks undertaken by the Committee.

COURTESY

Committee members should treat each other with respect, listen to each other, work cooperatively, and allow all members to voice their opinions.

MEETINGS

Meetings generally will be conducted on the first Tuesday of each month from 2:00 P.M. to 4:00 P.M. at a location to be determined. Committee members will be notified in advanced as to where the meeting will be held.

COORDINATION IN HUMAN SERVICES TRANSPORTATION PLANNING STEERING COMMITTEE

IMPLEMENTATION PLAN MARCH 2007

Steering Committee Members and Alternates

- 1) **Dinah Landry**, Cameron Parish Council on Aging; phone: 337-905-6000
- 2) **Patricia Jones**, Allen Parish Council on Aging; phone: 318-335-3195
- 3) **Todd Sherman**, Chief Assistant Director of Public Works, City of Lake Charles; phone: 337-491-1551
- 4) **Randy Vincent**, Director of Community Services, Calcasieu Parish; Parish Transit; phone: 337-721-4020
- 5) **Beverly McCormick, 211**, Five Parish Area; phone: 337-439-6109
- 6) **Annette Tritico**, President of the Mayors Commission on Disability; phone: 337-479-1118

Alternates:

William Denny; Mayor's Commission on Disability; phone: 337-478-8114

Rene Nelson; City of Lake Charles Transit; phone: 337-491-1551

Helen Langley, Ex. Dir., Jefferson Davis Council on Aging: 337-824-5504

ADDENDUM

LCMPO

Coordination In Human Services Transportation Plan

As a condition for receiving formula funding under the following 3 FTA programs, proposed projects by public, private or non-profit transit agencies must be derived from a locally developed public transit-human services transportation plan for: (1) Special Needs of Elderly Individuals and Individuals with Disabilities; (2) Job Access and Reverse Commute and; (3) New Freedom.

- SAFETEA-LU requires that projects selected be “derived from a locally developed, coordinated public transit-human services transportation plan” beginning in FY 2007 – the use of a coordinated plan is recommended but not required for FY 2006 projects, except for JARC which already had the requirement for a coordinated plan in place.

NOTE: FTA says that it recognizes that the first year of the planning process might not be as rigorous as it will be in following years, so it is acceptable to just add an addendum to existing plans for FY 2007. *(Page 53 of the LCMPO Coordination in Human Services Transportation Plan according to the Federal Regulations.)*

Agency	Program	Yr & Program #	Equipment Requested	Date of Submission
Jefferson Davis Parish Police Jury	Operating Assistance Grant	'08 & 5311		December 1, 2007
Jefferson Davis COA	Capital Assistance Grant	'08 & 5310	Bus, Type 16-2, Interior Lift	December 3, 2007
Allen Parish	Capital Assistance Grant	'08 & 5310	Mini Van, Type 6-1MV; 6 passengers, 1 driver, 1 wheelchair w/ lockdowns and ramp, 1-2 passenger flip seats	December 3, 2007
CARC (MPO Recipient)	Capital Assistance Grant	'08 & 5310	(1) 16 pass mod bus, 2 w/c spaces, 16-2B HD, (\$66,817); and (1) 12 pass mod bus, 2 w/c space, 12-2B, (\$55,000)	Funding thru 2008 #16-X003; S.P. #741-99-0212 (80%/20%) Approved May 14, 2008

Beau ARC	Capital Assistance Grant	'08 & 5310	(1) 12 pass mod bus, 12-M (\$36,177)	Funding thru 2008 #16-X003; S.P. #741-99-0212 (80%/20%) Approved May 14, 2008
Calcasieu Parish Transit (MPO Recipient)	Operating Assistance Grant	'08 & 5311		Submitted January 2008; Pending approval
Calcasieu Parish Transit (MPO Recipient)	Operating Assistance Grant	'08 & 5316		Submitted January 2008; Pending approval
Allen Parish	Capital Assistance Grant	'09 & 5310	Maxi Van, Raised Roof, Type 12-M, 12 passengers, 1 driver	February 2, 2009
Beauregard Parish DeRidder/Vernon COA	Operating Assistance Grant	'09 & 5311	To provide transportation to the rural area of Beau/Vern	February 2, 2009
Cameron Council on Aging	Operating Assistance Grant	'09 & 5311	To provide transportation to the rural area of Cameron	February 2, 2009
Jefferson Davis Parish	Operating Assistance Grant	'09 & 5311	To provide transportation to the rural area of Jefferson Davis Parish	February 2, 2009
Allen Council on Aging	Operating Assistance Grant	'09 & 5311	To provide transportation to the rural area of Cameron	February 2, 2009
Calcasieu Parish Transit (MPO Recipient)	Operating Assistance Grant	'09-10 & 5311	(2) 8 Pass; 12-2 Bus	Submitted December 2008; Pending approval
Calcasieu Parish Transit (MPO Recipient)	Operating Assistance Grant	'09-10 & 5316	Operations	Submitted December 2008; Pending approval

■ Note: Signifies request made in the urbanized area.