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# **VIII. Allegany County**

# **Transportation**

# **Workplan**

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## **VIII. Allegany County Transportation Work Plan**

This work plan is an initial step-by-step guide that describes the technical activities that must be conducted to achieve the overall goal of developing a local Coordinated Transportation Plan; entitled the Allegany County Coordinated Public Transit-Human Services Transportation Plan.

As activities are refined by the Allegany County Transportation Task Force, addendums to this work plan will be updated to better define using SMART Outcome Objectives. SMART objectives are defined as:

- Specific
- Measurable
- Achievable
- Relevant
- Time-specific

A well-defined work plan will allow the Allegany County Transportation Task Force to examine the detailed list of all tasks and sub-tasks necessary to complete the specific scope of work. As the work plan is completed, updates to the Allegany County Coordinated Public Transit-Human Services Transportation Plan will be distributed to the Allegany County Transportation Task Force membership for review and approval.

**Objective: SWOT Analysis**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<p><b>Step 1-</b> Identify and engage community representatives to participate in a SWOT Analysis; including but not limited to ACTTF members.</p>	<p>ACTTF members will be identified and invited to a SWOT Analysis session addressing the Strengths, Weakness, Opportunities and Threats of:</p> <ul style="list-style-type: none"> <li>- current county transportation system</li> <li>- the concept of a local coordinated transportation plan</li> <li>- current ACTTF environment and influences</li> </ul>	5/3/07	AWSRHN ACTTF	<p><b>Completed.</b> 12 Attendees participated in the SWOT Analysis session.</p>
<p><b>Step 2-</b> Sort issues/factors</p>	<p>Ideas generated through the initial brainstorming session will be categorized as Strengths, Weakness, Threats and Opportunities. SWOT Chart will be created to visualize this process.</p>	5/3/07	AWSRHN ACTTF	<p><b>Completed.</b> SWOT Chart developed.</p>
<p><b>Step 3-</b> Sort issues by relevance and reality</p>	<p>Facilitator will work with attendees to determine which statements are relevant and realistic to the current transportation environment, while clearly defining issues/factors that may be ambiguous.</p>	6/18/07	AWSRHN ACTTF	<p><b>Completed.</b> Relevant and realistic statements determined and placed on SWOT Chart.</p>
<p><b>Step 4-</b> Reduce issues/factors to eliminate duplications and set priorities</p>	<p>SWOT Analysis Worksheet will be analyzed to eliminate duplicated statements and set priorities to the most imperative; up to five issues/factors per category.</p>	7/15/07	AWSRHN ACCTF	<p><b>Completed.</b> Priority issues and factors identified in each SWOT category.</p>

**Objective: Concept Mapping**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<p><b>Step 1- Preparation</b>  <b>1a. Selecting the Participants</b></p>	<p>1a. Key Stakeholders will be identified and invited to attend a Transportation Stakeholders' Meeting. Those in attendance represented all sectors of Allegany County including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Allegany County Officials</li> <li>• Legislators</li> <li>• Department Heads</li> <li>• County Administrator</li> <li>• Public Transportation Providers</li> <li>• Private Transportation Providers</li> <li>• Health &amp; Human Service Providers</li> <li>• Mental Health</li> <li>• Public Health</li> <li>• Hospitals</li> <li>• Alcohol &amp; Substance Abuse</li> <li>• Economic Development</li> <li>• Neighboring County Transportation Providers</li> <li>• Adult Education Providers</li> <li>• Town and Village Officials</li> <li>• Faith Leaders</li> <li>• Law Enforcement Officials</li> </ul>	6/18/07	AWSRHN ACTTF	<p><b>Completed.</b> 35 Attendees participated in the Concept Mapping exercise; including 4 County Legislators, NYSDOT and representatives from Yates and Steuben counties.</p>
<p><b>Step 1- Preparation</b>  <b>1c. Rating System</b></p>	<p>A rating system will be implemented at a follow-up meeting to help ACTTF identify priorities for implementation and evaluation.</p>	8/30/07	AWSRHN ACTTF	
<p><b>Step 2- Generation of Statements</b></p>	<p>An unbiased facilitator will conduct the Concept Mapping exercise with familiarity with the process. Statements generated will be recorded in real-time to allow key stakeholders the opportunity to verify quotes/thoughts and visualize statements.</p>	6/18/07	AWSRHN ACTTF Facilitator- Dr. Karen Porter	<p><b>Completed.</b> List of statements are attached</p>

<b>Step 3- Structuring of Statements</b> <b>3a. Sorting of Statements</b>	All statements will be sorted to verify	7/15/07	AWSRHN ACTTF	
<b>Step 3- Structuring of Statements</b> <b>3b. Rating of Statements</b>	The following rating scale will be utilized by ACTTF to rate the statements generated through the concept mapping exercise.  <i>Rate    Definition</i> 1    Unrelated/Unrealistic 2    Related, but not a priority/Unrealistic 3    Neutral 4    Related/Priority/Realistic 5    High Priority/Very Realistic	8/30/07	AWSRHN ACTTF	
<b>Step 4- Representation of Statements</b>	Utilizing outcomes in Step 3b, the following products will be drafted: -Statement Map -Cluster Map -Point Rating Map -Cluster Rating Map	9/15/07	AWSRHN ACTTF	
<b>Step 5- Interpretation of Maps</b> <b>5a. The Statement List</b>	ACTTF will review the original Statement List with the associated rating system.	9/15/07	AWSRHN ACTTF	
<b>Step 5- Interpretation of Maps</b> <b>5b. The Cluster List</b>	ACTTF will review the cluster analysis list with the associated rating system.	9/15/07	AWSRHN ACTTF	
<b>Step 5- Interpretation of Maps</b> <b>5c. Naming the Cluster</b>	ACTTF and AWSRHN will name the clusters according to themes and categories.	9/15/07	AWSRHN ACTTF	
<b>Step 5- Interpretation of Maps</b> <b>5d. The Cluster Map</b>	ACTTF and AWSRHN will identify how statements were grouped by cluster analysis.	9/15/07	AWSRHN ACTTF	
<b>Step 5- Interpretation of Maps</b> <b>5e. The Point Rating Map</b>	ACTTF and AWSRHN will overlay the cluster map with the associated rating system.	9/15/07	AWSRHN ACTTF	

<b>Step 5- Interpretation of Maps</b> <b>5f. The Cluster Rating Map</b>	ACTTF and AWSRHN will overlay the cluster map with average ratings.	9/15/07	AWSRHN ACTTF	
<b>Step 6- Utilization of Maps</b> <b>6a. For Planning</b>	ACTTF and AWSRHN will review concept mapping exercise results to help develop the Allegany County Coordinated Public Transit-Human Services Transportation Plan.	10/1/07	AWSRHN ACTTF	
<b>Step 6- Utilization of Maps</b> <b>6b. For Evaluation</b>	ACTTF and AWSRHN will utilize the concept mapping exercise results to evaluate and monitor activities and progress within the Allegany County Coordinated Public Transit-Human Services Transportation Plan.	Ongoing	AWSRHN ACTTF	

**Objective: Consumer Surveys**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1-</b> Review sample consumer surveys	ACTTF members will review sample survey tools from the United We Ride Tool Kit and amend appropriately for local needs.	10/15/07	AWSRHN ACTTF	
<b>Step 2-</b> Consumer Survey printing and distribution	Consumer survey bids will be conducted for printing costs. Surveys will be distributed at community events and via ACTTF members.	10/15/07- 12/30/07	AWSRHN ACTTF	
<b>Step 3-</b> Data collection and data entering	Consumer surveys will be collected and entered into the SPSS software program for analysis.	1/30/08	AWSRHN ACTTF	
<b>Step 4-</b> Consumer Survey analysis and reporting	Consumer surveys will be analyzed and a draft report will be provided to ACTTF members for review and comment. A final consumer survey report will be presented to ACTTF members and will assist in future planning, implementation and evaluation process.	2/15/08- Ongoing	AWSRHN ACTTF	

**Objective: Focus Groups**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1-</b> Focus Group Design	At least six focus groups, targeting up to twelve attendees/session, will be scheduled across Allegany County; maximizing information from various geographic locations, priority populations, including three “Doers” and three “Non-Doers” sessions.	9/15/07	AWSRHN ACTTF	
<b>Step 2-</b> Development of Questioning Routes	Questioning Routes will be developed by AWSRHN and reviewed by ACTTF members to verify content, clarity, flow and consistency.	9/15/07	AWSRHN ACTTF	
<b>Step 3-</b> Recruitment Strategies	Community representatives will be identified and recruited for Focus Groups through ACTTF members. Incentives will be identified and purchase/gathered. Individuals will be recruited using a three step approach: -Formal Invitation -Follow-up Personal Phone Calls -Confirmation Letters	10/15/07	AWSRHN ACTTF	
<b>Step 4-</b> Focus Groups Facilitation	Focus Groups will be facilitated and digitally recorded at various locations throughout Allegany County. Comprehensive notes will be recorded at each session for group approval. Transcripts will be produced to be utilized for analysis.	10/15/07- 12/15/07	AWSRHN ACTTF	
<b>Step 5-</b> Analysis & Reporting	Focus Group data will be analyzed using the Long-Table Approach, identifying themes and categorizing results. A Focus Group report will be drafted and presented to ACCTF members to be used for planning and evaluation.	2/15/08	AWSRHN ACTTF	



**Objective: Asset Mapping**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1-</b> Identify current transportation service providers and resources	ACTTF members will identify current transportation providers and create a Transportation Services Inventory in three categories: <ul style="list-style-type: none"> <li>- Private Transportation Providers</li> <li>- Public Transportation Providers</li> <li>- Alternative Transportation Resources</li> </ul>	6/18/07	AWSRHN ACTTF	Information collected for: 2 Private 5 Public 4 Alternative Resources
<b>Step 2-</b> Identify additional transportation service providers and resources	ACTTF members will continue to identify transportation providers within the three categories and update/modify the Transportation Services Inventory list as need needed.	Ongoing	AWSRHN ACTTF	
<b>Step 3-</b> Utilize Asset Mapping Exercise information to design, implement and evaluate/monitor the Plan.	ACTTF members will utilize the Transportation Services Inventory data in future analysis (GIS Mapping strategies) to develop, implement and evaluate/monitor the Plan.	Ongoing	AWSRHN ACTTF	

**Objective: Demographic Profile**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1 - Key indicators</b>	ACTTF members will identify key indicators that correlate and impact on transportation services; i.e.: <ul style="list-style-type: none"> <li>• Socio-economic levels</li> <li>• Population</li> <li>• Education status</li> <li>• Employment levels</li> <li>• Vehicles</li> </ul>	7/15/07	AWSRHN ACTTF	Baseline demographic data was identified and gathered for analysis.
<b>Step 2 - Analyze data</b>	ACTTF members will analyze demographic data to establish key areas of impact and priority population centers; including but not limited indicators identified in Step 1, as well as additional data as it is gathered.	9/15/07	AWSRHN ACTTF	
<b>Step 3 - Tracking and Trending data</b>	ACTTF will continue to monitor and track key indicators to monitor and evaluate the Plan, re-establish population priorities, and edit the Plan accordingly.	Ongoing	AWSRHN ACTTF	
<b>Step 4 - Monitoring and Evaluation</b>	ACTTF will utilize demographic data to demonstrate the effectiveness of the Plan through its monitoring and evaluation process; detailed further in this document.	Ongoing	AWSRHN ACTTF	

**Objective: Vehicle Fleet Status and Evaluation**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1-</b> Complete Inventory of Transportation Services	ACTTF members will identify current transportation providers; including: <ul style="list-style-type: none"> <li>• Human Services Transportation Providers</li> <li>• Public Transit/Private Owned</li> <li>• Neighboring Counties Transportation Providers</li> </ul>	7/18/07	AWSRHN ACTTF	Preliminary data collection as shown in the Plan Chapter IV. Research
<b>Step 2-</b> Review Best Practice surveys/evaluation instruments	ACTTF members will research “Fleet Status and Evaluation” survey templates and/or questioning routes via Best Practice Models previously identified	9/15//07	AWSRHN ACTTF	
<b>Step 3-</b> Implement “Fleet Status and Evaluation” Research.	ACTTF members will conduct written and/or personal phone interviews with transportation services providers utilizing the “Fleet Status and Evaluation” template.	12/15/07	AWSRHN ACTTF	
<b>Step 3-</b> Analyze and report “Fleet Status and Evaluation” research findings.	ACTTF members will analyze the research findings of the “Fleet Status and Evaluation” data. Findings will be used when designing, implementing and evaluating the Plan.	Ongoing	AWSRHN ACTTF	

**Objective: Best Practice Models**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1-</b> Identify Best Practice Models for creating a Coordinated Transportation Plan.	ACTTF members will identify at least two Best Practice Models, evidence-based with similar determinants of impact and community resemblances, i.e. demographic profiles and priority populations.	7/18/07	AWSRHN ACTTF	<ul style="list-style-type: none"> <li>• United We Ride-Framework for action</li> <li>• Toolkit for Rural Community Coordinated Transportation Services, TCRP Report 101</li> </ul>
<b>Step 2-</b> Review Best Practice Model theories.	ACTTF members will review Best Practice Models; including the theory of behavioral and systematic changes.	9/15/07	AWSRHN ACTTF	
<b>Step 3-</b> Research Best Practice Models results.	ACTTF members will review Best Practice Model appraisals; i.e. journal articles.	12/15/07	AWSRHN ACTTF	
<b>Step 3-</b> Select Best Practice Model(s) for designing, implementing and evaluating the local Plan.	ACTTF members will choose one select theory or multiple theories from the Best Practice Models to assist in designing, implementing and evaluating the local Plan.	Ongoing	AWSRHN ACTTF	

**Objective: Volunteers**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1-</b> Complete Inventory of Transportation Services	ACTTF members will identify current transportation providers; including: <ul style="list-style-type: none"> <li>• Human Services Transportation Providers</li> <li>• Public Transit/Private Owned</li> <li>• Neighboring Counties Transportation Providers</li> </ul>	6/18//07	AWSRHN ACTTF	Preliminary data collection as shown in the Plan Chapter IV. Research
<b>Step 2-</b> Identify transportation service providers who utilize volunteers	ACTTF members will develop supplementary questions regarding volunteer services to be used while conducting “Fleet Status and Evaluation” research.	9/15/07	AWSRHN ACTTF	
<b>Step 3-</b> Implement “Fleet Status and Evaluation” Research, including questions on volunteers.	ACTTF members will conduct written and/or personal phone interviews with transportation services providers utilizing the “Fleet Status and Evaluation” template, including questions on volunteer services if agencies indicate they utilize volunteer services.	12/15/07	AWSRHN ACTTF	
<b>Step 3-</b> Analyze and report “Fleet Status and Evaluation” research findings, including data obtained from supplemental volunteer questions.	ACTTF members will analyze the research findings of the “Fleet Status and Evaluation” data, including data obtained from the supplemental volunteer questions. Findings will be used when designing, implementing and evaluating the Plan.	Ongoing	AWSRHN ACTTF	

**Objective: GIS Mapping**

Activities	Expected Outcome	Time Frame	Responsible Party	Outcomes/Milestones/Progress
<b>Step 1-</b> Complete Inventory of Transportation Services	ACTTF members will identify current transportation providers; including: <ul style="list-style-type: none"> <li>• Human Services Transportation Providers</li> <li>• Public Transit/Private Owned</li> <li>• Neighboring Counties Transportation Providers</li> </ul>	6/18/07	AWSRHN ACTTF	Preliminary data collection as shown in the Plan Chapter IV. Research
<b>Step 2-</b> Assess current transportation system utilizing the GIS Mapping System	Identify potential data for transportation system analysis utilizing the GIS Mapping System, including but not limited to the following: <ul style="list-style-type: none"> <li>• Overlay transportation route information from fixed route providers to identify gaps, needs, and duplications in service routes.</li> <li>• Overlay transportation route information with utilization data and population centers.</li> </ul>	2/15/08	AWSRHN ACTTF	
<b>Step 3-</b> Analyze data and make recommendations for system changes	ACTTF members will review findings to make recommendations for transportation system changes to improve utilization and access of fixed route transportation services.	2/15/08	AWSRHN ACTTF	
<b>Step 3-</b> Continue to gather data for input into the GIS Mapping System	ACTTF members will analyze the research findings of the GIS Mapping to assist in designing, implementing and evaluating the Plan.	Ongoing	AWSRHN ACTTF	