Appendix F:

Stakeholder Discussion Tool
Purpose

Options for transportation providers in Planning Region 6 to function and serve the public more efficiently

Tasks

- Identify various strategies for transportation providers to serve the public more efficiently
- Document cost and benefits of the strategies
- Document opportunities and risks of the strategies

Scope

- Build on previous studies
- Engage stakeholders, ensure a collaborative process
- Create webpage to post materials, transparent
- Research case studies as examples of coordination
- Identify strategies for East Texas with benefit/cost and opportunity/risk
- Conduct a workshop
- Prepare a draft and final report

East Texas Regional Transportation Coordination Plan (2011)

Four cornerstone objectives:

- Improve delivery of transportation services
- Generate efficiencies in operation that can lead to increased levels of service
- Enhance customer service/satisfaction
- Encourage cooperation and coordination

EasTexConnects

Mission

To create and connect a comprehensive, flexible, and sustainable public transportation service throughout and beyond the 14 counties in East Texas (Planning Region 6)"

Priorities

- People first, barrier free
- Multi-modal interconnectivity
- Aggressive outreach and education
- Increased and flexible funding
- Increased and expanded service
- Emergency planning and homeland security
Stakeholder Discussion

Stakeholder ________________________
Agency/Role ________________________
Date and Time ________________________
TTI Staff ____________________________

Explain purpose to get individual stakeholder insight. TTI will report all discussions in general context. TTI will not report or attribute any specific comment to one individual or agency.

How long have you been on EasTexConnects Committee?

What is your role on the Committee or what particular constituency do you represent on the Committee?

Do you have specific objectives for what you want to contribute/achieve in your participation on the committee?

The assignment for TTI is to identify different strategies, or options, for transportation providers to serve the public more efficiently. This requires something we refer to generally as “regional coordination”. We find stakeholders define regional coordination in different ways. I would like to understand how you define (or “envision”) regional coordination...

How do you envision/define transportation coordination for the region?

Possible Probe:

Can you describe for me what you see as a successful regional transportation system?

How will you define it 10 years from now?
What do you think are the primary goals for transportation coordination for the region? Or
What do you think are the primary goals for a successful regional transportation system?

1. Goal

Probe:

Can you define that more specifically?

What would that look like to the user?

How would you measure progress toward that goal?

   a. Objective

   b. Objective

2. Goal

Probe:

Can you define that more specifically?

What would that look like to the user?

How would you measure progress toward that goal?

   a. Objective

   b. Objective

3. Goal

Probe:

Can you define that more specifically?

What would that look like to the user?

How would you measure progress toward that goal?

   a. Objective

   b. Objective
What are the benefits of transportation coordination for the region? Or
What are the benefits of a successful regional transportation system?

Probe:

What are the benefits to your agency? To your constituents?
What are the benefits to the user [of the regional transportation system]? What are the benefits to the region? To the general public?

1. ________________________________________________________________________
2. ________________________________________________________________________
3. ________________________________________________________________________
4. ________________________________________________________________________

In your opinion, what are the impediments to coordination?

1. ________________________________________________________________________
2. ________________________________________________________________________
3. ________________________________________________________________________
4. ________________________________________________________________________

Please describe the needed changes to deliver highly coordinated transportation in East Texas.

_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

What are your expectations for this project?

_______________________________________________________________________________
Appendix F-4
The following questions are all adapted from United We Ride’s “A Framework for Action, Building the Fully Coordinated Transportation System: A Self-Assessment Tool for Communities”.

**How would you rate the governing framework that brings together providers, agencies, and users?**

<table>
<thead>
<tr>
<th>1 Poor</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 Excellent</th>
</tr>
</thead>
</table>

Please Describe ______________________________________________________

**Are there clear opportunities/roles that all support?**

<table>
<thead>
<tr>
<th>1 No</th>
<th>2 Yes</th>
</tr>
</thead>
</table>

Please Describe ______________________________________________________

**How would you rate the sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?**

<table>
<thead>
<tr>
<th>1 Poor</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 Excellent</th>
</tr>
</thead>
</table>

Please Describe ______________________________________________________

**Is there positive momentum in the region? OR Is there growing interest and commitment to coordinated public transit and human service transportation to maximize resources?**

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>No Opinion</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
</table>

Please Describe ______________________________________________________

Please describe your overall evaluation of how well the region is doing in the area of making things happen by working together:

<table>
<thead>
<tr>
<th>1 Poor</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 Excellent</th>
</tr>
</thead>
</table>

Please Describe ______________________________________________________

Appendix F-5
Are there adequate resources and programs that fund transportation services?

1 No 2 Yes

Please Describe _______________________________________________________

How would you describe the region’s process to identify duplication of services, underused assets, and service gaps?

1 Poor 2 3 4 5 Excellent

Please Describe _______________________________________________________

Have community outreach and previous planning processes adequately involved the full complement of potential stakeholders?

1 No 2 Yes

Please Describe _______________________________________________________

Please rate how much you agree with the following statements:

“The region should pursue a seamless payment system that promotes customer choice.”

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>No Opinion</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
</table>

“The region should pursue a single call center/dispatch for all providers to book demand-response trips.”

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>No Opinion</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
</table>