

Agency Interview Survey

TUSCARAWAS COUNTY is updating its Coordinated Public Transit- Human Services Transportation Plan, which seeks to develop strategies to address local unmet transportation needs. Please help us determine what the transportation needs are in by completing this survey.

Name of Organization: _____

Respondents Name: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Organization Website Address: _____

1. What are the major functions/services of your organization?
2. Under what legal authority does your organization operate?
3. What is the geographic area that your agency serves?
4. Which mode of transit best describes your methods of service delivery?
 - a. Human service agency fixed route (fixed path, fixed schedule, with designated stops)
 - b. Demand response (includes one-time and standing order appointments and group trips for agency consumers attending program activities)
 - c. On-demand (similar to taxi service, no advance notice required)
 - d. We do not directly operate transportation but we do buy bus passes or purchase transportation on behalf of our consumers.
 - e. We do not directly operate transportation but we do refer passengers to other providers.
5. In what manner does your organization directly provide or operate transportation?

- a. Personal vehicles of agency staff.
 - b. Agency employees who are not 'drivers' using agency owned fleet vehicles.
 - c. Purchase tickets, tokens, passes from other modes of paratransit/transit services.
 - d. Reimbursement of mileage or auto expenses paid to employees, clients, families.
 - e. Volunteers.
 - f. Information and referral about other community and public transportation services.
 - g. Organized program with vehicles and staff designated specifically for transportation.
 - h. None of the above.
 - i. Other
6. Define the level of passenger assistance provided with your transportation program.
- a. Curb-to-curb
 - b. Door-to-door
 - c. Door-through-door
 - d. We provide personal care attendants or escorts, as needed.
 - e. Passengers are permitted to travel with their own personal care attendant or escort.
7. What are the hours and days of operation for your transportation services?
8. What training courses/topics are required for your drivers (or staff with transportation-related duties)?
9. What organization(s) instruct the training courses for your drivers (or staff with transportation-related duties)?
10. Are there eligibility requirements for transportation services you provide (or purchase)?
If yes, what are the eligibility/qualification standards or requirements?
11. Please provide your agency's annual statistics below (for the most recently completed 12-month period).
12. How many consumers are enrolled in each of the programs offered?
13. How many one-way passenger trips were provided in the most recent 12-month period, by program?

14. Does your agency charge a fare or fee for providing transportation?
If yes, what is the fare structure?
15. Does your agency accept any donations from passengers for providing transportation services? If yes, what is the suggested donation amount?
16. Does your organization purchase transportation from another transportation provider?
If yes, what are the names of the providers and what are the payment amounts?
17. Does your agency make payments to third parties to pay for transportation for consumers of your agency? If yes, what are the payment (or contract) terms?
18. What are your agency's annual transportation operating revenues?
19. What are your transportation operating and capital expenses?
20. Do you receive any capital revenues (i.e., for vehicles, technology, facilities)?
If yes, what are the sources?
21. What do you see, or what would you like to see in the future of coordinated public and human service agency transportation?
22. Is there positive momentum toward coordinated transportation in the area?
Is there growing interest?
23. How well are we doing at making coordinated transportation happen in the area?
24. What are the most significant unmet transportation needs or gaps in services for your consumers?
25. What strategies do you believe would be most successful in overcoming the transportation needs and gaps?
26. What are the challenges to implementing coordinated transportation?