



## **Table Breakout Summary**

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From Boldly Go: The Five-Year Planning Mission

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# Table Breakout Session

During the afternoon session, lead agencies were assigned to different tables (1-5) and asked to describe successes and challenges regarding putting together a coordination plan and carrying out coordination strategies. The following is a summary of the breakout session by table.

**Table 1**

Planning Process		Coordination Strategies
<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Connect with peers to exchange info and best practices.</li> <li>-Have an action plan matrix.</li> <li>-Jeopardized funding forced collaboration.</li> <li>-Engage stakeholders, be transparent in reporting.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>-Difficult partnerships.</li> <li>-Getting public input.</li> <li>-Funding not sufficient to hire consultant in previous plan.</li> </ul>		<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Set goals, plan for integration, joint procurement.</li> <li>-One call/one click and mobility management.</li> <li>-Utilizing purchase of service agreements.</li> <li>-Utilizing Title 3 B funding from Older Adults Act in addition to Section 5310 revenue.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>-IT/Technology investments not being utilized (such as software).</li> <li>-Missing points of contact.</li> </ul>

**Table 2**

Planning Process		Coordination Strategies
<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Find the “champion.”</li> <li>-Partnership + added funds (ex: Veterans programs).</li> <li>-PTN (TTSP) funding.</li> <li>-Continue to review barriers and needs with stakeholders.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>-Lack of participation (no forum). Staff turnover, time constraint.</li> <li>-Inaccurate survey results (agencies submitted/not riders).</li> </ul>		<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Interlocal agreements.</li> <li>-Sharing data.</li> <li>-Vehicle/tech sharing</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>-Funding</li> <li>-Insurance: risk pool/limitations.</li> <li>-Politics.</li> </ul> <p><b>Lessons Learned:</b></p> <ul style="list-style-type: none"> <li>-Coordination</li> </ul>

Planning Process		Coordination Strategies
<p>-Lack of support from regional agencies.</p> <p><b>Lessons Learned:</b></p> <p>-Distribute surveys and deal with riders directly.</p> <p>-With consultants: agency should still provide guidance, assure consultant accommodates goals.</p>		<p>-Relationship building.</p>

**Table 3**

Planning Process		Coordination Strategies
<p><b>Successes:</b></p> <p>-Using local colleges (once).</p> <p>-Very good communications with RCC.</p> <p>-Established relationships.</p> <p>-Infrastructure improvements (bus stops).</p> <p>-Relationships with schools in the region.</p> <p>-Consultants (good vs. bad).</p> <p><b>Challenges:</b></p> <p>-Cost/budget – consultant will know TxDOT allocation and spend to the limit.</p> <p>-Having right people at the table.</p> <p>-Stakeholder meetings separate from existing meetings/don't want to waste their time.</p> <p>-Urban vs. Rural engagement – easier to get the urban responses/prioritize – needs change.</p> <p><b>Lessons Learned:</b></p> <p>-Use a consultant not a college.</p> <p>-Partner with MPO.</p> <p>-Division of duties helps – consultant does some or most and other stakeholders help.</p> <p>-Establish/maintain lasting relationships with partners.</p>		<p><b>Successes:</b></p> <p>-MOU's lasting partnerships with AAA, Boys &amp; Girls Club, NEMT Brokers.</p> <p>-More time with subcontractors helps to make program stronger.</p> <p>-Voucher program.</p> <p><b>Challenges:</b></p> <p>-Separate meetings can be redundant.</p> <p>-Subs getting told to make corrections to their programs and getting pushback.</p> <p>-Getting the agencies to learn what opportunities are there for their clients.</p> <p>-Vouchers are a problem with small providers.</p> <p>-Limited scope of “pilot” programs.</p> <p>-Reporting data.</p> <p><b>Lessons Learned:</b></p> <p>-Meaningful meetings and leveraging other agency meetings.</p> <p>-Don't leave the plan on the shelf!</p>

Planning Process	Coordination Strategies
-Use social worker program w/ college (nursing).	

**Table 4**

Planning Process	Coordination Strategies
<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Boots on the ground – use local consultant.</li> <li>-Conduct workshops.</li> <li>-Having a report card of tasks.</li> <li>-Partnerships with other agencies to encourage engagement.</li> <li>-Feedback from TxDOT.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>-Politics.</li> <li>-Planning agency driving consultant.</li> <li>-Plan not being implemented.</li> <li>-Territorial challenges – whose control?</li> <li>-Some agencies not attending coordination meetings.</li> </ul>	<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Involvement of RCC members.</li> <li>-Being vocal and showing value.</li> <li>-Promoting transit ideas.</li> </ul> <p><b>Lessons Learned:</b></p> <ul style="list-style-type: none"> <li>-Leverage funding using goals established.</li> <li>-Quarterly meetings.</li> <li>-Information sharing.</li> <li>-Having proper stakeholders at the table.</li> </ul>

**Table 5**

Planning Process	Coordination Strategies
<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Marketing: Going to senior centers, engaging case workers at workforce centers, tracking outreach impact.</li> <li>-Newspaper ads and social media ads (where applicable).</li> <li>-Holding regular meetings, developing and maintaining partnerships</li> </ul> <p><b>Challenges:</b></p>	<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>-Better communication with human services agencies such as the local Area Agency on Aging and engaging with local veterans affairs officers.</li> <li>-Use continuation funds to hire interns to assist with outreach.</li> </ul> <p><b>Challenges:</b></p>

Planning Process		Coordination Strategies
-Getting stakeholders to the table		-Local match or investment (buy-in) from communities. -Vehicle inventory data is a challenge -Misconceptions of transit service