



Coordination in Planning

Lessons Learned

Introduction

Given the emphasis placed on coordination from the January 2020 report from the Government Accountability Office (GAO), "[Enhanced Federal Information Sharing on Coordination](#)," and continued guidance from the Coordinating Council on Access and Mobility (CCAM), the National Aging and Disability Transportation Center (NADTC) has led efforts to focus on this important topic through its Coordination Initiative. NADTC has developed new resources, hosted webinars that focus on best practices, and in 2021, formed a [National Coordination Advisory Committee](#) (CAC) to guide its efforts in this area. Work resulting directly from the CAC includes the development of a [Coordination Committee Toolkit](#), four coordination case studies, coordination webinars and guidance on [Coordination Coalitions Teams](#). More information about these efforts may be found at [NADTC.org](#).

As part of the Coordination Initiative, NADTC selected one community to convene a meeting with state and local transportation and non-transportation community stakeholders who play a role in addressing the transportation needs of older adults and people with disabilities in their community to share knowledge of transportation issues, encourage cross-sector partnerships and identify existing plans and how they may intersect. This coordination effort could include aging plans as required by the Administration for Community Living (ACL), Community Health Needs Assessments as required by Health and



Human Services, or local transportation planning efforts, to name a few. This meeting was to inspire the invited CCAM stakeholders to identify ways their planning and plans can reflect transportation-related issues and include the voices of older adults and people with disabilities throughout.

Maricopa Association of Governments (Phoenix, AZ)

[Maricopa Association of Governments](#) (MAG) in Phoenix, Arizona, was selected for this opportunity through a national survey process. MAG staff invited federal, state, and local organizations to participate in a two-day summit, which focused on community transportation needs, sharing current and future transportation projects and coordination best practices. NADTC plans to conduct ongoing technical assistance following the event to encourage ongoing collaborative planning efforts.

Maricopa Association of Governments (MAG) provides a forum for local governments working together on issues that affect the lives of residents in the greater Phoenix region. MAG is a regional agency that conducts planning and makes policy decisions in several core areas. These include safe and smart travel, the economy and growth, environment, sustainability and improving quality of life, all with a focus on efficient and effective operations.

Community Partnership Coordination Checklist

This checklist can be used as a way to connect new partners, or those already collaborating, to assemble in a common setting similar to the MAG convening. For an extensive coordination toolkit, it is recommended using the [NADTC Coordination Committee Toolkit](#).

Goals and Outcomes

- Determine how to connect with new partners, setting goals and objectives accordingly.
- Set goals and objectives for current work plans, community programs, projects and the overall needs of the community.

Existing Plans

- Various stakeholders are required to develop planning documents to receive funding. Take an inventory and review existing plans

throughout the community, making connections with the organization who writes and owns the plan. For example:

- Economic Development Plans
- Coordinated Public Transit Human Services Transportation Plan
- Department of Transportation Plans
- Aging Plans
- Local Comprehensive Plans
- Community Health Needs Assessment
- Community Health Improvement Plans
- Identify areas of potential coordination in planning activities.
- Review of existing human services and community plans that may have a transportation component.
- Identify areas where organizations can align services, programs, and initiatives to coordinate transportation providing better access for similar populations within the community.

How can these areas be integrated into an existing plan or a *new* joint plan according to the agreed upon goals, objectives and expected outcome?

Key or Joint Initiatives

- Research and identify stakeholders or sustainable partnerships that have goals or a vision that aligns with your organization or specific project related work.
- Identify and review lists of existing partnerships, stakeholders, and potential partners for collaborative efforts.
- Consider both transportation and non-transportation stakeholders.

Stakeholder Participation

Define the levels of stakeholder engagement or participation in the community partnership. For example:

- *Informing*: Keep stakeholders informed through email, newsletters, or social media posts.
- *Involving*: Invite stakeholders to meetings, participate in events, or ask to provide feedback through a survey.
- *Decision-Making*: Invite stakeholders to serve on advisory committees, conduct reviews or participate in activities, allowing them to provide input or play a role in the decision-making process on projects or services delivered.

- *Collaborating*: Provide the opportunity for stakeholders to work together to integrate community and organizational initiatives for projects that best impact the community.

Community Resources & Tools

Identify the availability of helpful resources from each potential partner:

- *Staff Capacity* or the amount of support needed for the project or service for planning and implementation.
- *Organizational structure* as it relates to their role as a stakeholder.
- *Equipment or tools* available to conduct paper surveys to high tech scan code survey systems to collect data.
- *Community connections* and relationships of existing partners to enhance the stakeholder group.
- *Association affiliations and memberships* related to services provided that could support the project's initiative, goals and objectives.
- *Funding* currently available to each stakeholder, and how it is being used or could be obtained.

Methods of Engagement

Evaluate and define the best methods for successful engagement:

- In-Person
- Virtual or Hybrid
- Surveys
- Email/Group Newsletters
- Breakout Rooms or Workshops can increase attendee interaction or provide a small group focus on topics.

Action Plan & Sustainable Coordination

- Create objectives and detailed steps to guide the process.
- Develop an action plan with short- and long-term goals and actionable steps for implementation.
- Develop a funding plan to sustain the project, services, or program using available stakeholder funding, such as federal, state or local organizations, private partnerships, sales tax, etc.

- Establish a Memorandum of Understanding as a commitment of resources to encourage sustainability.
- Assign tasks within the action plan for stakeholders or [Coordinating Council on Access and Mobility](#) (CCAM) partners to play a vital role in implementation and plan coordination.

Conclusion

Transportation is often overlooked when developing community and organizational plans. The presentations during the summit provided thought-invoking information for stakeholders to consider how transportation could intersect with their own required planning efforts, and how that can help to ensure success in their goals and objectives. Bringing together both transportation and non-transportation stakeholders through the planning process can encourage funding coordination that provides a focus on initiatives to support older adults, people with disabilities and individuals of low-income. Organizations can work together to improve coordination of transportation resources and address transportation barriers faced by communities.

A special thanks to Maricopa Association of Governments for their hard work and dedication to bring together a diverse group of human services and transportation professionals throughout Arizona to discuss initiatives and strategies supporting the enhancement of transportation services by coordinating the existing planning processes.



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