Measuring Success

- What did the project plan to do?

- What did they do? What activities were undertaken?

- What happened as a result?
Theory of Change: Demonstration Program

- Environmental scan of current conditions
  ▼ ...

- Expand activities that include people with disabilities and older adults in coordinated transportation programs
  ▼ ...

- Monitor and record activities and results
  ▼ ...

- Share information via Knowledge Sharing Network
  ▲ Feedback to all activities
Theory of Change: Individuals & Programs

Expand activities of target groups in coordinated transp planning:

**Individuals**
- Enhanced satisfaction with the planning process
- Increased tripmaking for the target population
- Improved quality of life for the target population

**Organizations**
- Improved operation of coordinated planning
- Improved coordinated transp systems operations
- Sustainable improvements and systems change
Program Outcome Model

Resources dedicated to or consumed by the program
- Money
- # of staff
- Staff time
- # of volunteers
- Volunteer time
- Facilities
- Equipment
- Supplies
- Other

What the program does with the inputs to fulfill its mission
- Increased opportunities to be involved
- Increased number of persons
- Enhanced I&R services

The direct products of program activities
- More rides
- More riders
- Additional volunteers
- Greater service span
- Quicker I & R
- Shorter wait time

Benefits for participants during and after program activities
- Improved access
- Greater sense of independence
- Increased customer satisfaction and QOL
- Increased planning involvement
- Improved coordination among providers
Conceptual Framework Hypothesis: More Involvement —► Better Results

- **Inputs:** Resources from the demo program and grantee
- **Activities:** Increased involvement in coordinated transportation programs
- **Outputs:** Outputs measured by Attitudes and Perceptions
- **Outcomes**
  - For persons involved in transportation planning
  - For transportation users
  - For transportation planners and other stakeholders

- **Mitigating factors**
Grantees’ Descriptions of Outcomes

- Establish structures for more inclusive transportation planning processes 12
- Document needed transportation services, especially as articulated by target groups 10
- Improve transportation services 10
- Evaluate planning efforts to produce more responsive future planning processes 8
- Implement more inclusive transportation plans 6
Grantees’ Descriptions of Outcomes [2]

- Develop procedures to promote better plans  5
- Enhance ridership among targeted populations  4
- Disseminate info about transportation options  4
- Initiate or improve mobility management activities  3
- Develop and disseminate planning information  3
- Make better use of financial resources  3
- Increase consumer satisfaction  2
Data Collection Strategies

- Work with grantees to create performance measures to monitor activities and outcomes (results) based on each grantee’s goals and program activities

- Performance measure objectives
  - Document increases in numbers of consumers involved in transportation planning, delivery, and use
  - Document increases in the level of consumer involvement in coordinated transportation decision-making
  - Use this information to provide continuous improvement feedback to grantees and project partners about progress towards project objectives
Successful Demonstration Programs

- The programs accomplished their goals
- They increased the participation of persons with disabilities and older adults in transportation planning
- Local transportation services improved as a result of the participation of persons in target groups
- The programs improved the mobility and quality of life of persons with disabilities and older adults
- The programs developed sustainable methods of increased involvement which can be maintained after the grant period
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