

RideSource Operations Analysis

LTD Strategic Planning Committee, March 29, 2022





MISSION

CONNECTING OUR COMMUNITY.

VISION

IN ALL THAT WE DO, WE ARE COMMITTED TO
CREATING A MORE CONNECTED, SUSTAINABLE, AND
EQUITABLE COMMUNITY.

VALUES

RESPECT, INTEGRITY, INNOVATION, EQUITY, SAFETY,
AND COLLABORATION.



RideSource Operations Analysis



An upcoming request for proposals will identify a consultant to analyze services housed within the RideSource call center, culminating in a final report intended to provide strategic recommendations.



Public Involvement Plan



A plan for stakeholder engagement that can be adopted by LTD's Board of Directors that addresses opportunities and strategies for involvement to accomplish the tasks and outcomes listed below



Environmental Scan



A detailed baseline analysis of the context, resources, and performance of RideSource operations which establishes a foundation for subsequent tasks



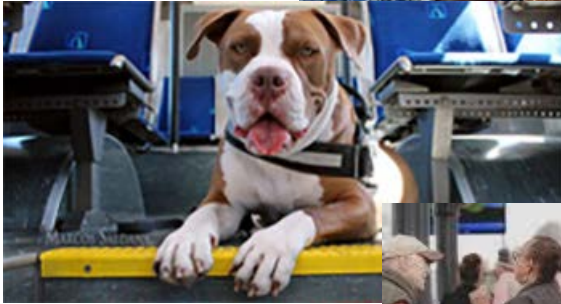
Best Practices Analysis

Challenges and Comparison with Peers/Best Practices: selected RideSource programs, policies, procedures, and practices compared to industry standards, national best and/or emerging practices, and peer agencies. Includes preliminary recommendations based on opportunities identified.





Program Investment Evaluation Tool



LTD seeks a method to evaluate RideSource program performance measures from multiple stakeholder perspectives. A scorecard tool based on agency values, goals, and objectives and the baseline analysis is envisioned to compare the strategic importance of investments made to each program.



Formal Final Report

The Final Report will synthesize work from prior tasks, presenting detailed analysis of strategic questions determined in previous tasks. A fully detailed, publication-quality report including methodologies, substantive assessments, analysis, data visualization and explication, and narrative descriptions.





Strategic Questions and Concepts Explored



Delivered along with the Final Report, (3) or more strategic questions and/or concepts designed to shed light on key-issues identified through technical analysis and stakeholder engagement.

Questions and Answers

