

## Action Plan Worksheet



**Action Plan Owner (contact information):** John Kowalchik – [jkowalchik@coralgables.com](mailto:jkowalchik@coralgables.com)

**Action Plan Name:** Achieve 90<sup>th</sup> Percentile on Trolley/Freebee transactional passenger survey by 2025

**Strategic plan alignment** (Supports which Objectives and Goals)

- 1.3.2, 1.3.1, 1.1.2
  - Goal

**KEY tasks that must be accomplished, deliverables, and measures of success (Plan of Actions/Milestones)**

What must be done	By When	How will it be evident
Develop questionnaire (transactional survey)	09/30/22	Approved by CM Office
Establish baseline ranking (Survey Riders)	12/31/22	Results compiled and compared
Analyze survey results - create improvement plan	03/31/23	Plan Approved by Parking Director
Implement Improvement Plan	06/30/23	
Survey Ridership and evaluate progress	09/30/23	Results compiled and ranked
Adjust improvement plan	11/30/23	Adjustments Approved by Parking Dir.
Survey Ridership and evaluate progress	06/30/24	Results compiled and ranked

**Resource requirements (what do we need to succeed?)**

- Time (of the project team members and others as appropriate – examples below):
  - Informatics Person –
  - Program / Subject Matter Experts –
- Finances (detailed listing of expected costs):

\$ Amount	Purpose
\$ 20,000	Baseline ridership survey
\$ 20,000	2023 Survey
\$ 20,000	2024 Survey
\$ 140,000	Implementation costs (addition trolleys, freebee units, increased service hours, etc.)
\$ 200,000	Total

- Technology:
  - Electronic survey forms (QR codes, Apps, etc.)
- Knowledge/Training:
  - Driver and Dispatcher – 8 hours of training annually
- Other
  - Survey materials, (QR code, paper surveys).

**Short- & Longer-term measures of success, targets and / or time horizons**

Measure	Target	Date
satisfied or highly satisfied with service	95%	12/31/23
Top Decile ranking	90 <sup>th</sup> percentile	12/31/25

**Frequency & venue of review**

- Weekly project team meeting.
- Quarterly report and review with Parking Director.
- Annual report to CM Office

**Who are the stakeholders / what is the anticipated impact on them?**

Stakeholder Group	Potential positive impact	Potential negative impact
Workforce	•	•
Program / Subject Matter Experts	•	•
Informatics	•	•
Sr. Leadership	• Reduced Traffic Congestion	• Need for additional operational funds
Commissioners	• Traffic Calming	• Need for additional operational fund
Customers	• Increased ridership	•
Regulators	•	•
Other: CITT	• Justification of resources (1/2 penny sales tax)	•

**What are the positive and negative financial impacts (costs / benefits and return on investment)?**

- Money:
  - Costs: \$200,000
  - Benefits: \$00
  - Time to see return on investment are related to quality of life.
- Other benefits:
  - Traffic Calming – Sustainability - Efficiency

Signature of Action Plan Owner \_\_\_\_\_

Date \_\_\_\_\_

Signature of Resource Provider \_\_\_\_\_

Date \_\_\_\_\_