

Action Plan Worksheet



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

Action Plan Name: Achieve 90th 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 th 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 _____