Dwight D. Eisenhower State Office Building
700 S.W. Harrison Street
Topeka, KS 66603-3745

Kansas
Department of Transportation
Bureau of Transportation Planning

Phone: 785-296-3841
Fax: 785-296-0963
Hearing Impaired - 711
publicinfo@ksdot.org
http://www.ksdot.org

Barb Rankin, Interim Acting Secretary
Dennis R Slimmer, P.E., Chief

Sam Brownback, Governor

February 2012

Dear 5311Transit Providers,

As it was mentioned at the Regional Summit 2012 meetings, the Office of Public Transportation is placing a "frequently asked questions" (FAQ) page on our website for the **TRACK** (**T**ransportation for **R**egionally **A**ccessible **C**ommunities in **K**ansas) Scorecard program.

Also, the TRACK Calculations workbook (MS Excel spreadsheet) that was demonstrated at Regional Summit meetings is almost complete and as soon as it is, we'll let you know. It too will be on our website for downloading during the "testing" period, April and May 2012.

We will attempt to update this page as questions/concerns come up!

Thank you again for providing great public transit service in the communities you serve! Keep up the excellent service!

Regards,

Jim Perez
State Public Transit Manager
japerez@ksdot.org

TRACK FAQ's

1) *Who do we give feedback to about TRACK as we start working with our data and have input?*
   The Office of Public Transportation has set up a TRACK Scorecard Feedback section on the Transit website:
   http://www.ksdot.org/burTransPlan/pubtrans/index.asp
   The Office of Public Transit will review the submitted information on a regular basis and pass it on to the TRACK Design Team as we work together to finalize TRACK during 2012, the year of Learning Together.

2) *Who do I contact when I have data questions like what to include/exclude, etc.?*
   The TRACK Workbook has been designed as the first place to go to for questions about data definitions and calculations. As we work to finalize TRACK and get ready for the April and May "test" data periods, the TRACK spreadsheet shown in the workbook will be sent out to all providers to utilize. When you input your data into the spreadsheet, the formulas will calculate

automatically (like when you use tax software to do your taxes). Additionally, by 3/31/2012 the Office of Public Transportation will determine the contact person(s) for you to call with questions.

3) *Does the "test" data include customer satisfaction survey data?*
   No. The "test" data period of April – May 2012 will be for the other 15 data points. Your feedback during the test data period will be very important in order to discover what is clear and unclear in the definitions and data calculations. As the implementation plan indicates, the TRACK Design Team will utilize the April – August 2012 time period to finalize the customer satisfaction survey and process. CTD meetings and written correspondence will both be utilized to keep everyone informed and to keep the channels for feedback open.

4) *How do I submit data? When does that "training" or communication take place?*
   KDOT will have this process developed and communicated to providers by 3/31/2012.

5) *Does anyone besides KDOT leadership get to see the results?*
   Each provider will see their results during 2012 (Year 1: Learning Together).
   During 2013 (Year 2: Goal Setting), we envision each provider receiving their results as well as the aggregated results of their benchmarking group.

6) *When will this data be ready to be utilized to influence grant awards?*
   The current implementation plan has this planned for the grant application process in December 2013 for FY2015 funds.