Individual action plan development worksheet

This worksheet will guide you through the steps necessary to develop your individual action plan, including an overall goal, key tasks and associated timelines, and measures of success.

Although you create and own your action plan, in many cases you will work together to complete your project. As you develop your plan, it may be helpful to think of yourself as the project manager. Among other tasks, project managers typically create a scope of work, identify funding requirements, determine staffing needs, and collect project-related data and information.

The seven-week academy will include scheduled action plan check-ins, but it's likely that the weekly presentations will also help you shape your overall goal, as well as the other aspects you will document. It is important to reflect on your idea weekly. This will allow you to document your plan elements more succinctly and succeed in implementing your plan.

Please keep in mind that Denver Regional Council of Governments staff is a resource. As questions or issues come up, do not hesitate to ask for help. Be prepared to present your action plan in class on the final day. You must email your completed individual action plan (this document) to Angie Shelbourn at ashelbourn@drcog.org two days before the final class.

Project description

Name: Kathryn Jonas

What overarching problem are you hoping to address (for example, housing affordability, income inequality, access to opportunity)?

Access to public transit via bus stop accessibility, safety, and quality.

In one paragraph, describe your plan to address the issue.

Bus stops on my commute are wrecked or neglected. Getting a stop fixed is hard because ownership is unclear, the request process is confusing, and there's no dedicated funding. First, I'll report both damaged stops and push for repairs. Second, I'll ask RTD, the city, and my council representative to follow through on RTD's own action plan. Third, I'll adopt a stop myself and use what I learn to build a guide with Greater Denver Transit, so any rider can do the same.

If you need digital accessibility assistance, submit a request at drcog.org/access or call 303-455-1000. Please expect a response within 72 hours (three business days).

Overall action plan goal:

Fix 2 damaged bus stops and develop shared guidance so others can advocate for improving their stops.

Tasks and timeline

Tasks: List the major tasks that must be performed to implement your plan.	**Timeline: List milestone dates or timing for completing the task (for example, a specific date or “in the third month”).**
Confirm who owns the West Yale and South Federal stops and file repair reports; start a report log.	By November 30, 2026
Apply to RTD's Adopt-a-Stop program and begin regular upkeep of my stop.	Apply in November 2026; upkeep starts December 2026 and runs for one year
Contact my RTD Board director, Denver DOTI, and my District 2 council rep about repairs and RTD's action plan.	December 2026 to January 2027
Meet with Greater Denver Transit to agree on a partnership and the guide's scope.	December 2026
Draft the guide and test it with Civic Academy classmates and neighbors on their own stops.	Draft by March 2027; test March to April 2027
Publish the guide with GDT, share it widely, and send a progress update to DRCOG.	May 2027 (six months after the academy)

Objectives and success measures

Objectives are results that you expect to achieve within a specific time frame. In general, objectives are more specific and easier to measure than goals.

Objectives: List the measurable objectives you will need to accomplish to reach the overall action plan goal.	**Success measure or measures: Describe each measure and your target for each measure.**
Identify who owns and maintains each of my two damaged stops.	Owner confirmed for both stops by December 2026.
Get both damaged stops repaired or scheduled for repair.	Response from each owner within 30 days; West Yale repair and a Federal interim fix scheduled by May 2027.
Adopt a stop and keep it maintained.	Adoption approved by December 2026; stop cleaned at least weekly for six months.
Get responses from decision makers on RTD's action plan commitments.	Responses from RTD Board, DOTI, and my council rep by February 2027; at least one meeting.
Publish a rider guide with Greater Denver Transit.	Guide published by May 2027, covering who to contact, where to report, what to include, and adopting.
Help other riders use the guide.	At least 10 stop reports filed using the guide within three months of launch.

What will success look like?

Target: How will you know you have met the success measures for each of your objectives?

Success means both damaged stops have a repair or interim fix scheduled, my adopted stop is kept clean every week, RTD and city decision makers have responded about RTD's action plan commitments, and the guide is published with GDT and used by other riders to file at least 10 reports.

Data: How will you collect data for the success measures you established?

I'll keep a simple log of every report (date, channel, reference number, response, days to resolve), track adopted-stop visits with before/after photos, record outreach responses, and add a short form to the guide where riders can log the reports they file.

Project implementation details

Consider the funding, expertise or guidance, labor and information you need to implement your plan.

Funding

Estimate the financial cost to implement your plan. What costs will you incur, and how do you plan to obtain funding?

Cost estimate: About $100

Description:

Most of the plan is volunteer time. RTD provides trash cans, liners, and an adoption sign for Adopt-a-Stop. My costs are small cleanup supplies such as gloves, a litter grabber, and bags (about $50), plus optional printing of guide flyers (about $50). I'll pay for these myself. The repairs themselves are paid for by the stop's owner (RTD, the city, or another party), not by me; part of my outreach is confirming who pays.

Expertise or guidance

What expertise are you lacking to implement your plan? Do you need business or financial decision-making help? Do you need the help of a mentor? Have you identified potential external partners or supporters?

Description:

I need help understanding who owns stops, how RTD and the city handle repair requests, and who pays to repair a stop after a crash. Potential partners and supporters: Greater Denver Transit (co-authoring and sharing the guide), DRCOG Civic Academy advisors (introductions to RTD and DOTI staff), my RTD Board director, my District 2 City Council office, Denver Streets Partnership, and my registered neighborhood organization. A mentor with transit advocacy experience would also be helpful.

Labor

Can you implement your action plan by yourself, or do you need help? How much time will be required? If you need help, where and how will you find partners or volunteers?

Time estimate: 2 to 3 hours per week for six months (about 60 hours)

Description:

I can handle reporting, outreach, and my stop adoption myself: about 1 hour per week for upkeep and 1 to 2 hours per week for outreach and writing. For the guide, I'll partner with Greater Denver Transit for review and distribution, and recruit Civic Academy classmates and neighbors to test it on their own stops.

Information

What information or data will you need that you don’t currently have? Do you know where or how to obtain it? Is there a cost associated with obtaining it? Do you need help obtaining it, and have you identified who can help you?

Description:

I still need: the confirmed owner of each of my stops (from RTD's bus stop inventory dashboard, GDT's stop list, or RTD and DOTI directly); who pays for crash repairs and routine maintenance; the status of RTD action plan tactics 1.3, 1.5, and 1.14; the current repair request process for RTD, Denver, and nearby cities; and Adopt-a-Stop requirements. All of this is free to obtain. I'll ask RTD, DOTI, GDT, and DRCOG advisors for help.