



New Freedom Program

**FY 2009 Service Profiles**

**Region V**

**Illinois, Indiana, Michigan, Minnesota,**

**Ohio, and Wisconsin**

**October 2010**

**FTA-08-0162**

New Freedom FY 2009 Service Profiles: Region V

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# INTRODUCTION

This appendix presents the profiles that New Freedom grantees submitted as part of the FY 2009 reporting process. For convenience, the findings are presented in ten separate documents, corresponding to the ten FTA regions, as follows:

* Region I – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
* Region II – New York and New Jersey
* Region III - Delaware, Maryland, Pennsylvania, Virginia, West Virginia, and the District of Columbia
* Region IV - Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee, The Commonwealth of Puerto Rico, and the United States Virgin Islands
* Region V - Illinois, Ohio, Minnesota, Wisconsin, Indiana, and Michigan
* Region VI - Texas, Oklahoma, Arkansas, Louisiana, and New Mexico
* Region VII - Missouri, Iowa, Nebraska, and Kansas
* Region VIII - Colorado, Utah, Montana, Wyoming, South Dakota, and North Dakota
* Region IX - Arizona, California, Hawaii and Nevada
* Region X - Washington, Oregon, Idaho, and Alaska

The main report is available from FTA at http://www.fta.dot.gov/funding/grants/grants\_financing\_7188.html

## Document structure

Each volume is organized into two main sections based on the status of the grant recipient:

* **Large Urban Projects**, which includes New Freedom-supported projects reported by grantees in large urbanized areas. These are generally urban transit agencies, metropolitan planning organizations, and cities.
* **Small Urban/Rural Projects**, which includes projects in small urbanized areas and non-urbanized/rural areas that received New Freedom funding through a state department of transportation.

This structure reflects the Federal funding process for the New Freedom program, which allocates funds as follows:

* 60% of funds go to designated recipients in large urban areas with populations 200,000 and more
* 20% of funds go to states for small urban areas under 200,000
* 20% of funds go to states for non-urbanized/rural areas

For each grant recipient, projects are categorized alphabetically by recipient, sub-recipient, and project name.

Recipients, subrecipients, and services are uniquely identified with numbers shown in parentheses after the name of the agency or service, e.g. "Metropolitan Washington Council of Governments (1473)" or "Door-through-Door Service (1227).”

These identifiers allow analysts to track profile information back to the underlying database record, even in the case of duplicate service names. For instance, there are numerous services, provided by different subrecipients, named "Mobility manager." This identifying number provides a way to link to a unique database record.

Recipient identification numbers are an FTA designation and equivalent to the 4-digit TEAM identification number. Subrecipeient and service identification numbers pertain only to the

FY 2009 JARC/New Freedom evaluation database and do not map to any FTA designation.

## Profile content

Each profile includes the following information:

* **Location**  – Service area
* **Project categor**y – Grant recipients were asked to categorize each project as trip-based, information-based, or capital investment project
* **Project type** – Within each category, recipients further defined each project (e.g., demand response, mobility manager, or car-sharing)
* **Project goal** – Recipients were asked to select the primary goal for each project from a list

In addition, recipients were asked to provide a general description of service, performance indicators, and a descriptive summary or profile of the service, within each of the categories summarized below:

* **Service Description** - Provide a detailed description (1-2 paragraphs) of the New Freedom-funded service provided during FY 2009. Please indicate the route name and/or number, if available, and describe the route or service area.
* **Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.
* **Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.
* **Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you would had known when you started the service?

While the goal was to present the information as reported by the recipients, some editorial decisions were made for brevity and clarity. Blank responses or those marked “N/A,” are represented in this document by the word “None,” and those profiles that were left entirely blank were deleted. In addition, some profiles were removed because they were ineligible (e.g., route was not in service during FY 2009) or the records were duplicative.

# LARGE URBAN PROJECTS

## Illinois

### Pace (5118)

#### Pace (751)

##### Regional Mobility Management Call Center (1508)

**Location**: DuPage and Kane County (IL)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: The Regional Mobility Management Call Center provides trip planning, reservations, dispatching, scheduling management, and daily provider performance for Kane and DuPage County.

**Evaluation**: We evaluated our project by comparing the costs from the call centers that operated Kane and DuPage separately to the current centralized call center costs. Other performance measures are hold times, talk times, provider productivity (as an indirect performance measure), and calls per hour. 95% of all call hold times need to be under 150 seconds. Talk time should be within two minutes. On-time performance needs to be 95% or higher. Productivity for bus should be in the area of 2.0.

**Accomplishments**: The call center has an innovative staffing plan where the expertise of the staff is maximized by using the same people in different roles where the demand is needed. The supervisors are excellent dispatchers and can trouble shoot any scheduling problems or on-the-street service issues. They are also excellent travel planners. They can supervise staff and create and manage travel plans for riders who travel through several counties. There are call takers who have a lot of knowledge in managing a riders' subscription and the client profiles in our Trapeze system. In addition, some of the call center's dispatchers are excellent call takers and step in to take reservations when calls spike.

**Lessons learned**: Be mindful of the call center's layout. The dispatchers and call takers need to be separate because of the noise, but they also need to be able to easily communicate with one another. The call center supervisors need to be on the floor at all times. If one supervisor sits down to act as a dispatcher or a call taker, the lead manager needs to walk the floor. The dispatchers and call takers must always be supervised. (When I say dispatchers I really mean facilitators. Our facilitators communicate with provider dispatchers)

### Regional Transportation Authority (1888)

#### Ray Graham Association for People with Disabilities (550)

##### Safety Transportation Training Program (1006)

**Location**: DuPage County (IL)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: Ray Graham Association, through funding made available by the Regional Transportation Authority, has developed and is in process of implementing a Safe Transportation Assessment and Training tools. The following organizations collaborated and partnered with RGA to develop the tool: DuPage Center for Independent Living, DuPage County Department of Human Services, DuPage County Senior Citizen Services, Lisle Township, PACE, Parents Alliance Employment Project, SASED, Supported Employment Associates, and the Village of Glen Ellyn Senior Services.
 The evaluation tool is designed to gather information relevant to the ability of the person to maintain his/her personal safety while accessing public transportation. The training tool is designed to complement the Transportation Safety Assessment. The Assessment and Training are directly linked so that training, information, and resources can be offered following the completion of the Transportation Safety Assessment. The tools are designed for the use of people with physical or intellectual disabilities, sensory impairments, elders, and others who may have compromised ability to safely access public transportation. Completion of this assessment and training is not a guarantee that a person can safely use various forms of public transportation. Further, it is not a guarantee that the person will not be the subject to abuse or exploitation by another party. Rather, this assessment is intended to serve as one instrument that is used to promote the safety and well-being of a person.

**Evaluation**: The following performance measures have been established:
- Increase number of individuals moving to a more “independent” mode of transportation (e.g. door-to-door service to fixed route or Ride DuPage to the Metra)
- Increase percentage of individuals increasing their community safety skills pertaining to public transportation usage
- Increase percentage of individuals increasing their competency pertaining to public transportation
- Increase number of individuals now able to use public transportation to access their community, as a result of the program

**Accomplishments**: Ray Graham Association has created an original Safe Transportation Assessment Tool and an original Safe Transportation Training Curriculum.
 Partnerships - The following partners assisted in the development of the tools and serve on the project advisory committee: DuPage Center for Independent Living, DuPage County Department of Human Services, DuPage County Senior Citizen Services, Lisle Township, PACE, Parents Alliance Employment Project, SASED, Supported Employment Associates, and the Village of Glen Ellyn Senior Services.
 Established four solid connections with area high schools to provide evaluations and training. These connections are with Districts 88 and 99, NEDSEC Transition Program, and Glenbard South.

**Lessons learned**: Better consider logistics of the hands-on utilization of public transportation components in the evaluation and training programs. Although it is functional and worthwhile, logistically it can be complicated.

#### Washington Township (584)

##### Operation to Enhance Disabled, Senior, and Regular Transportation in Rural Community (1011)

**Location**: Washington Township (IL)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: A door-to-door Dial-a-Ride service that provides general purpose transportation within Washington Township and medical trips beyond the Township. In additions to providing increased service for the disabled and senior populations, eligible participants will also be able to obtain same day service.

**Evaluation**: Service quality is measured through on-time performance and service effectiveness is measured through the number of trips and the creation of access to residents who didn't have mobility options in the past.

**Accomplishments**: The greatest accomplishment of our service is to reach those of need and teach them how to make reservations and ride the bus to get them out of the house.

**Lessons learned**: Everyone needs to look at the big picture of starting a transportation service. It is difficult to come up with the funding but not impossible. Biggest advice is to go for it and never get discouraged

## Indiana

### Bloomington Public Transportation Corporation (1909)

#### Bloomington Public Transportation Corporation (32)

##### Expanded Geographic Coverage for BT Access Service (7)

**Location**: City of Bloomington (IN)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: The Bloomington Public Transportation Corporation expanded the paratransit service areas boundaries from the normal 3/4 of a mile from existing late weeknight bus routes to include all trip destinations and/or origins within the City of Bloomington boundaries after 9:30 PM each weeknight.
 Previously, ADA paratransit service area after 9:30 PM on weeknights was limited to trips whose origin and destination were within 3/4 of a mile from the two existing late night fixed routes.

**Evaluation**: We simply review and evaluate the demand for service after 9:30 PM on weeknights beyond 3/4 of a mile from the previous late weeknight fixed routes. It was thought that this would provide paratransit users with greater transportation opportunities to access jobs, education, and recreation late at night.

**Accomplishments**: While ridership was relatively low (about 0.2% of total paratransit ridership for the year), it did provide a few individuals with enhanced mobility late on weeknights.

**Lessons learned**: Estimating paratransit demand for off-hours is a challenging task and we were surprised to find how few people were really seeking such service late on weeknights.

### Fort Wayne Public Transportation Corporation (1191)

#### Community Transportation Network (CTN) (835)

##### Specialized medical transportation (1163)

**Location**: Fort Wayne (IN)

**Type**: Trip-Based Services/Door-to-door or door through-door

**Goal**: Improved access/connections

S**ervice description**: CTN provides service intensive demand response transportation to those seeking medical help in Allen County, Indiana. The New Freedom funds allowed CTN to provide additional transportation services beyond those required by the ADA that were targeted toward individuals with disabilities and that removed barriers to transportation, particularly for those seeking medical help.

**Evaluation**: The goal of this project was for CTN to provide an additional 4,000 door-to-door trips over the two year period of 2008 and 2009 to improve mobility of people with disabilities within Allen County, Indiana.

**Accomplishments**: For FFY 2009, CTN provided an additional 1,857 medical trips to people with disabilities in Allen County, Indiana.

**Lessons learned**: The New Freedom program is a cost effective way to extend service to people who need a higher level of transportation assistance.

### Greater Lafayette Public Transportation Corporation (1194)

#### Greater Lafayette Public Transportation Corporation (848)

##### Feeder Service to Community Corrections Center (1498)

**Location**: Lafayette (IN)

**Type**: Trip-Based Services/Shuttle/feeder services

**Goal**: Improved access/connections

S**ervice description**: Route number/name - #10 North 9th Street. The route operates Monday through Friday, during morning and afternoon peak travel times, with trips at 6:15 and 7:15 AM, and 4:15 and 5:15 PM. This extended service provides reliable transportation from the corrections facility to the participants’ jobs.
 The feeder service runs along North 9th Street, which has a mixture of land uses including light industry and general business. But the biggest benefit comes from the connection to the Depot. With this connection, participants have access to all 23 fixed routes which finger throughout Lafayette and West Lafayette giving providing access to the majority of employers throughout the community. The type of jobs currently held by participants range from fast food, factory, retail, to construction.

**Evaluation**: The additional service fills a missing and needed transportation gap that was not only identified during forum meetings but also by our Citizens Participation Committee Hot Spot lists. Due to the facility location, participants experience extreme difficulty in getting to and from the facility. Many of the participants do not have any viable means of transportation and are forced to walk. The road the facility accesses is a rural design with only small shoulders. No sidewalks exist. Vehicles are generally traveling at least 45 to 55 miles/hour along North 9th. Due to the facility location and type of road it is located on, participants put themselves in danger when going to and from the facility.
 All employers currently served by GLPTC benefit. Very few employers are located immediately adjacent to the correction facility. The number of persons in the corrections program who work varies. Those that do work continually struggle in getting to their jobs. The feeder service provides dependable and safe transportation to their work. It provides them better access. Nearly all of the persons in the corrections program who do work can utilize the service.

**Accomplishments**: Based on the new access to jobs for Correction Center participants, and that a barrier to safe transportation was overcome for participating riders, the program was successful.

**Lessons learned**: Initial research is critical to the program's success. Ridership was lower than anticipated. Additional community input other than the organizations identified above would have been helpful.

##### Security Cameras - Feeder Service (1453)

**Location**: Lafayette (IN)

**Type**: Capital Investment Projects/Other infrastructure improvements

**Goal**: Improved access/connections

S**ervice description**: Route number/name - #10 North 9th Street. The route operates Monday through Friday, during morning and afternoon peak travel times, with trips at 6:15 and 7:15 AM, and 4:15 and 5:15 PM. This extended service provides reliable transportation from the corrections facility to the participants’ jobs.
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### Indianapolis Public Transportation Corporation (1202)

#### BOSMA Industries (508)

##### BOSMA Industries Accessible Van Acquisition (457)

**Location**: Marion (IN)

**Type**: Capital Investment Projects/Vehicle for other agency

**Goal**: Improved system capacity

S**ervice description**: Bosma Industries for the blind purchased two accessible vans to provide same day transportation for vision impaired individuals receiving services and employment in the Bosma Rehabilitation Center. The goal of the Bosma program is to enable these individuals to lead richer, more independent lives through gainful employment. Transportation support is provided for scheduled and unscheduled requests providing access to services and training to include: Orientation and mobility, Communications, Adaptive technology, Computer assembly, Personal and Household Management, Health Maintenance, and Counseling.

**Evaluation**: Bosma has evaluated and measured the success of this program by successfully acquiring two wheelchair accessible flex fuel Chevrolet vans within three months of grant award. As a result, Bosma was able to begin providing transportation support in April 2009.

**Accomplishments**: As a result of acquiring these new vehicles, Bosma has been able to transport over 1,700 blind or visually impaired individuals to services, employment, and training provided through Bosma and other community partners. The addition of these vehicles has provided Bosma's clients and Orientation and Mobility instructors with increased access to city areas for training. Prior to acquiring these vehicles, O & M training was limited to a smaller radius around the Bosma facility. Now trainers and clients are able to access more challenging and "real world" experiences which provides for more comprehensive training.

**Lessons learned**: Bosma offers that grantees consider thoroughly researching the vehicles before making purchases to insure specifications and equipment meet the needs of the program and services to be provided. This is something that Bosma did and a better outcome was achieved as a result.

#### Indianapolis Public Transportation Corporation (687)

##### IPTC ITS Improvement Project (904)

**Location**: Marion (IN)

**Type**: Capital Investment Projects/ITS-related hardware/software investments

**Goal**: Improved access/connections

S**ervice description**: As a result of a 2005 technology improvement plan, IPTC researched and procured software and hardware that would result in the most effective and efficient use of transit resources in providing better access and improved capacity to meet the transportation demands of the riding public (particularly individuals with disabilities).
 IPTC utilized New Freedom funding to help support the acquisition and installation of new software and hardware for our paratransit and fixed route fleet operations. IPTC has been able to acquire new paratransit scheduling and dispatching software; Computer Aided Dispatch and Automatic Vehicle Locator (CAD/AVL), technology which includes mobile data terminals for all fleet vehicles; and Automated Voice Enunciator technology for all fixed route fleet vehicles.

**Evaluation**: IPTC is able to evaluate the impact of the ITS improvements made as a result of this project by monitoring service delivery daily (tracking ridership and mileage numbers and performance data to include on-time performance). Benefits and concerns regarding the ITS improvements are shared reviewed by management staff. ITS information along with correlating service data is also reported monthly to the Mobility Advisory Committee (community stakeholders and consumers) and the IPTC board.

**Accomplishments**: As a result of this project, IPTC has seen tremendous improvement in overall service delivery to our ridership. Paratransit is seeing increases in on-time performance to record levels. Paratransit on-time is up over ten points as a result of the new ITS upgrades.
 IPTC has seen improved voice and data communication between vehicle operators and dispatch. There is improved safety and reliability with the capability now to identify (in real time) specific fleet vehicle locations.
 The electronic (vs. paper) manifest capability through the MDTs has resulted in more effective and efficient service delivery.
 Automated voice enunciators providing stop and arrival announcements on all fixed route vehicles has significantly improved service to all customers, especially our visually impaired customers.

**Lessons learned**: Clearly polling/interviewing other transit providers who have gone through this experience is critical to a successful transition. One of the lessons we learned in the process of installing the CAD/AVL system was that you need to speak in specific detail to the other systems to learn of any issues that may occur before, during and after the installation, in order to prevent any delays in installation of the service or upgrades that you may need or request later.

##### IPTC Taxi Voucher Program (900)

**Location**: Marion (IN)

**Type**: Trip-Based Services/User-side subsidies/vouchers

**Goal**: Improved access/connections

S**ervice description**: To meet the growing demand for transportation support from the disabled community of Indianapolis, IPTC (IndyGo) introduced a Taxi Voucher Program on July 1, 2008. The taxi voucher program allows eligible paratransit customers the option to purchase ten vouchers per month. The vouchers can be used for taxi fare for same day service anywhere in Marion County with taxi providers who are registered with the City of Indianapolis and who participate in the program.
 The taxi voucher program provides transportation options and a means to address same-day service demands. The program currently allots 680 vouchers per month to eligible customers. Vouchers are available to paratransit customers for same cost as a single trip fare on the regular IPTC paratransit service.

**Evaluation**: This project was evaluated through the customer use and demand for the service. IPTC is able to track the number of vouchers sold and vouchers utilized. IPTC staff reviews service data daily and provides monthly reports to the Mobility Advisory Committee (consumers and community stakeholders) and the IPTC board. IPTC also has in place measures to track service ridership and service demands (including monthly request that exceed the number of available vouchers).

**Accomplishments**: Within three months the demand for vouchers exceeded the monthly allotment which speaks to the success of the program. In September of 2009, IPTC received a $10,000 community based grant for support of service to the elderly. As a result, IPTC combined that grant along with additional New Freedom funding to support providing additional vouchers for our customers with disabilities.

**Lessons learned**: In the process of implementing the Taxi Voucher Program it would have been beneficial to have the tools available for an automated system as we currently use a paper system to track the taxi trips. This would also be useful in using a credit card system for passengers requesting the vouchers instead of accepting payment in the form of checks only.

### Muncie Public Transportation Corporation (2053)

#### Muncie Public Transportation Corporation (425)

##### Wheelchair Accessible Transportation (403)

**Location**: Delaware County (IN)

**Type**: Capital Investment Projects/Vehicle for transit agency

**Goal**: Extended hours/ days of service

S**ervice description**: Transit agency purchased two accessible vans and contracted with local medical transport company to provide 24/7/365 service to people who use wheelchairs. Service is available without a reservation, like a taxi, for any trip beginning and ending inside Delaware County. No reservation or precertification required to obtain service.

**Evaluation**: A subcommittee of the group who prepared the coordination plan meets quarterly to review the ridership numbers and discuss any issues with service.

**Accomplishments**: Though the numbers don't appear in this time period, they have been increasing steadily. There was especially good use during the holidays which immediately followed this reporting period from many individuals who would not otherwise have been able to join family and friends for holiday activities. This simple solution has gone a long way to filling the gap not served by the city and county public transit systems.

**Lessons learned**: We involved the potential service contractors in the planning process. This was helpful during the implementation period because the chosen contractor had a very good understanding of the goals of the service and the needs of the customers.

## Minnesota

### Metropolitan Council (1305)

#### City of Minneapolis (625)

##### Accessible Pedestrian Signals (679)

**Location**: City of Minneapolis (MN)

**Type**: Capital Investment Projects/Other infrastructure improvements

**Goal**: Improved access/connections

S**ervice description**: Accessible pedestrian signals (APS) were installed at several signalized intersections located along several bus routes in the City of Minneapolis. The APS equipment is specifically designed to assist the visually impaired and deaf in crossing signalized intersections and allowing an easier and safer access to bus stops in urbanized areas. It is expected that these improvements will encourage more people with disabilities to use regular bus service.
 The APS system uses lights, sounds, and other vibro-tactile improvements to notify visually impaired or deaf individuals when it is safe to cross the street and guides them to pedestrian push buttons at the intersection. The intersections that were chosen have high volume and activity in both vehicles and pedestrians.

**Evaluation**: In the evaluation, we looked at safety, ease of use, cost to install and maintain, impact on surrounding property in regards to noise, and surrounding environment impact on APS. We monitored the accident reports at each intersection to see if there were any unusual pedestrian accidents or a change in pattern compared to the accident history.
 We talked to many different visually impaired and deaf individuals about the ease of use of the APS. We went to a training facility that specializes in training visually impaired individuals to navigate intersections and taught them how to use the APS.
 The manufacturer that we purchased the APS from has two different types of models (two wire push button and four wire push button). Both models look the same and operate the same for the most part. The main difference is the two wire push button is connected to a device located in the traffic signal controller cabinet. This device powers the push button and synchronizes the messages that are played at the push button with the other buttons at the intersection. The two wire push button also allows the name of the street the person is crossing to be programmed into the device and played in the message. The four wire push button operate independently of the other buttons at the intersection; therefore the messages that are played are not synchronized to the other buttons at the intersection and they do not have the street name programmed into the message. We wanted to test out both models to see what would work the best, both in maintaining and from a user standpoint. Typically, the four wire push button was easier and cheaper to install than the two wire push button.
 We used our 311 call center to monitor any complaints we received in regards to noise created by the APS. There are adjustments that can be made to the sound levels and types of sounds played from the APS. We also looked for requests from the users of the APS asking for changes in the level of sounds or types of sounds being played.

**Accomplishments**: The installation of the APS did get a lot of use after it was installed. We received several compliments from individuals on the installation and operation of the APS.

**Lessons learned**: So far, the two wire push buttons have been more reliable, easier to maintain, and preferred by most users. We learned that uniformity among the APS devices is needed. Many users get trained on using one type of APS and expect to hear a certain type of message and sound. When they come to an intersection that has APS they are not familiar with, then they tend not to use it and rely on their training to cross the street.
 We learned that the location of APS at an intersection in regards to the crosswalk and pedestrian curb ramps is crucial. We tried to follow the ADA guidelines when installing the APS, but there were a few older intersections that didn't have the proper ramps or they were not installed in the preferred location. We learned from several users that they have a difficult time pushing the button and then trying to align themselves with the curb ramp to cross the street. Ideally we would like to rebuild the curb ramps when installing the APS so they are up to current standards. Unfortunately, we didn't have enough funding to do so.
 We also learned that vandalism can be a problem. We had one APS stolen and another damaged. We believe the vandalism was done by individuals who did not like the noise. It is important to keep a good supply of spare parts or APS on hand in case of any type of vandalism or failure of a APS.

#### City of St. Paul (623)

##### Accessible Pedestrian Signals (677)

**Location**: City of Saint Paul, Ramsey County (MN)

**Type**: Capital Investment Projects/Other infrastructure improvements

**Goal**: Improved access/connections

S**ervice description**: Accessible Pedestrian Signals (APS) are pushbuttons located on traffic signals that provide verbal information to visually impaired pedestrians to assist them in crossing streets. APS buttons function 24 hours a day, seven days a week, 365 days a year.
 Buttons emit locator tone to direct visually impaired pedestrians to the buttons when not playing one of the following messages.
When the traffic signal is in the "Don't Walk" phase the buttons play the following message:
- "Wait, Wait to cross "Street X" at "Y Avenue"
When the traffic signal changes to the "Walk" phase the buttons play the following message:
- "Street X" Walk sign is on to cross "Street X" at "Y Avenue"
When the traffic signal changes to the "Flashing Don't Walk" phase the buttons verbally count down the time remaining in the "Flashing Don't Walk" phase .

**Evaluation**: Since buttons have been installed, the City has received a small increase in requests for additional installations of these devices.
 The City has received a few complaints/concerns regarding the operation of the APS buttons from visually impaired residents regarding the volume levels of the button, some stated that the volume levels are too low, and others requesting the volume be increased. Overall, the response from residents has been positive. A list of locations where the APS buttons have been installed has been provided to several different advisory groups and organizations.

**Accomplishments**: At a couple of intersections, alternative and innovative measures had to be used to add additional pushbutton stations and to run wire to these stations. The end result was an intersection with the APS buttons located in the proper locations.

**Lessons learned**: When in the design process or installation process be aware that installation may require additional push button stations may have to be added and concrete removed and replaced for a proper installation. Be prepared to revisit each location a couple times and adjust programming of the buttons as requests and complaint are received.

#### Greater Twin Cities United Way (624)

##### United Way 2-1-1(6830) (678)

**Location**: Hennepin County (MN)

**Type**: Information-Based Services/One-stop center/referral

**Goal**: Improved customer knowledge

S**ervice description**: United Way 2-1-1 is a 24/7 multi-lingual statewide information and referral service for community resources, by dialing the three digit number, 211. The 2-1-1 service made over 407,000 referrals in calendar year 2008, and anticipation over 415,000 referrals by year-end 2009. About 3% of those referrals were for transportation options, an overall increase of 14% over the two years.
 United Way 2-1-1 added just over 800 services to the statewide database related to transportation options, with 20% of those resources specifically for special populations and people with disabilities.
 12,000 referrals for transportation made for the project period.

**Evaluation**:

- An overall 14% increase in transportation referrals at about 12,000 annual referrals
- 835 new transportation options added to the statewide database, with 20% of those options targeting low-income and persons with disabilities
- Over 1,742 transportation resources updated with new contact information
- In random follow-up surveys, 76% of callers followed up and received transportation service (24% were either not eligible for the service requested or the service was unavailable)

**Accomplishments**: The overall 14% increase in transportation referrals was significant. We also improved our transportation information significantly and are now one the most comprehensive single sources of transportation options in the state, especially in the Twin Cities Metro area.
 2-1-1 posters and billboard advertising was designed and produced for calling United Way 2-1-1 for transportation information and options. The posters are at transit stops throughout the Metro Area.

**Lessons learned**: Over the two years, transportation services remained the third highest unmet need, after rental assistance and food. Eligibility requirements for transportation options are complicated and present the most barriers for people seeking transportation. There are large gaps in service for low/no cost public transportation for non-medical needs.

#### HSI Transportation North County Expansion (626)

##### HSI North County Expansion (672)

**Location**: North Washington County (MN)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: The North County Expansion project continued to serve the northern part of Washington County, and area that historically had very little transit service. The area continues to grow and is in need of further transit support and education. This project has been developed to hopefully demonstrate the level of that need for future services.

**Evaluation**: The primary measures for this project was the ridership data. We saw a very steady monthly ridership maintained throughout the FY 2008 and FY 2009. The extended hours of service may have been a factor in the overall increase in rides ending FY 2009.

**Accomplishments**: HSI will continue to provide the expansion service. We have funding support through a foundation and local funding which will sustain service into 2010. The ability to provide this service for the residents of these communities has been the goal we were striving to achieve.

**Lessons learned**: Communication is key. We continue to develop connections with others about the growing need for transit in Northern Washington County.

#### Scott and Carver Counties (627)

##### Carver/Scott Transit (1558)

**Location**: Carver and Scott counties (MN)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: Through this grant Carver and Scott counties were able to combine their two previously independent organizations and move to a combined service. We used such technologies as Trapeze scheduling software, Mobil data computers, and 800 MHz radio systems to add more customer service for each County and provide more rides for all residents. This process has been interesting to say the least, as far as taking two entities and changing their ways of thinking to work for greater cooperation and coordination. We bought 30 mobile data computers and put them in all routes enabling seamless communications between booking and drivers, thus enabling more efficiencies.
 The routes added were routes 50 and 51, and at times 52 and 53 depending on the needs of the clients. At a time when most of our colleagues in the area were dropping in numbers because of the economy, we were able to maintain and actually slightly increase our passenger counts. Total counts for the year 2009 for the added service were over 5,000. Naturally we are looking at the numbers increasing in 2010, because it takes time to establish routes and their availabilities.

**Evaluation**: We measure our services by a multitude of things but the main ones we were looking to gain here were the passengers per hour on the system. We hover on these new routes and in our total system between 3-6 passengers per hour in our services. We try to look at routes continuously to improve or tweak routes to make them more efficient. We gained an average of two customer service hours per day by combining our two offices into one. We have won numerous awards from both county and state agencies in our efforts to combine and collaborate.
We feel like Dial-A-Ride transportation should be a true warehouse mentality, bringing all the possible funding and possible passengers to the same table to eliminate the multiple buses at one building picking up different clients. That is why we work with local government agencies, local cities, social service agencies, workforce agencies, housing, hospitals, and numerous other agencies that work with a multitude of clients.

**Accomplishments**: 1) Combined two transportation databases and scheduling softwares into one. We had a few months of difficulties, but by May of 2009 we were confident to move on to our next step- MDC. 2) Mobil Data Computers-(MDC)- We installed 30 MDCs in buses and trained 40 some people including the office to the finer workings and abilities of MDCs. These have been wonderful. Most drivers will be hesitant of change but the way that our drivers and staff have embraced these changes has been wonderful. Now if the MDC is down for any reason the drivers are disappointed. We have also seen a great method of last minute changes and updates that before took more negotiations. 3) 800 MHz radios- We installed these in all the buses for communication between the 2 counties. This allows all the drivers and staff the ability to help each other out and has been a great safety issue. 4) Dial-A-Ride changes. As we were going through our changes Met Council decided to become consistent in the way DAR is delivered in our region. Our innovative maneuvers allowed us to be prepared for these changes and actually be looked at as the way things could be done. MNDOT has also looked at us as a leader in collaboration. 5) A simple Memo of Understanding-I think the key to our success was the ability of our two counties to look at how we can make this arrangement work, not only see the negatives. We had great cooperation from both County Boards, Management, staff, personnel, even our Employee Relations Departments that saw this as an opportunity. We needed to not mess with the details but find a way to get the job done and I think we have the best of both worlds at this time. I am not saying it is perfect but they have enabled us to think outside the box and be innovative.

**Lessons learned**: Never underestimate what it will take to combine two database and scheduling systems. Our biggest struggle came from us not being able to move quickly with that hurdle and then all our plans kept snow balling from there. One of the biggest things we forgot about was communication. When you are in the trenches working on solutions to the next days problems, you do not think about the folks that are affected by that. We had some huge communication problems that if we had taken the time to let all those involved know of our problems, we could have been in much better shape. In hind sight, I think if we had set up a communication network of all the people we needed to let know of anything we had come up, I think this would have been wonderful.

##### Carver/Scott Transit (1591)

**Location**: Carver and Scott Counties (MN)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: Carver and Scott counties combined their services for 2009 to encompass both geographic areas of service. We use the same buses and staff to book and transport many types of service including: fixed route, Dial-a-ride, medical assistance rides, and volunteer drivers. We use the efficiencies gained by combining these services to give the residents of Scott and Carver counties more service and at times that they need it. We also use the additional funding sources gained with medical assistance to help keep our passengers per hour between 3-6. This gives us availability and also great performance. We used the grant to also add additional DAR service in Carver County and some additional bus hours for ADA service in Scott County.

**Evaluation**: By combining our two counties, we have added the availability of customers to call in to book rides by two hours per day. This has also in turn given us more trips on existing routes and made those routes more productive. We kept track of phone logs and have seen a steady increase since 2009, we have seen an increase from 800-900 calls come in a week to 1300-1500 calls in a week. We have adjusted our phone system and staff several times to keep up with the added demand, but have not added additional customer service hours. This in itself is a mighty task, but with us taking Medical Assistance on in 2010, it has become a monumental task because of the additional time that MA rides require to book.
 By the added coordination we have also looked at the way we travel between our two counties geographically and our ability to cross between because of a river that divides us. We became aware of the way we travel and fixed some of the doubled efforts that even we thought were needed.

**Accomplishments**: We received innovation awards from Carver County, Scott County, Minnesota Public Transit Association. Metropolitan Council and MNDOT are watching us to see how our coordination efforts can be copied to show other areas how it can be accomplished.
Keys to the effort:
1) Grant for software and mobile data computers
2) County Board and fellow workers all helping us make this process come to fruition
3) Simple MOU to accomplish tasks, not keep us "in a box"
4) Management innovation- finding ways to make things happen, not concentrate on why they should not happen

**Lessons learned**: Keep things simple, cover the safety and liability issues but do not get caught in the management styles. Again the people that allowed us to get the job done and supported us with whatever we needed, to it was the most rewarding part. I think everyone was excited about how this could look that it really took on a mind of its own.

## Ohio

### Butler County Regional Transit Authority (5774)

#### Bcrta (885)

##### BCRTA Medical Shuttle (1209)

**Location**: Butler County (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: A medical shuttle targeted to person with disabilities. This service provides trips to doctors, hospitals, pharmacy, and other medical related stops for residents of Butler County, Ohio.

**Evaluation**: Ridership and customer comments. Both are positive for 2009.

**Accomplishments**: Getting residents to medically necessary appointments (including dialysis) and hearing from them how important the service is to them.

**Lessons learned**: None at this time..

### Central Ohio Transit Authority (1228)

#### LifeCare Alliance (738)

##### LifeCare Alliance Carrie's Cafe' Shuttle (929)

**Location**: Franklin County (OH)

**Type**: Trip-Based Services/Shuttle/feeder services

**Goal**: Improved access/connections

S**ervice description**: LifeCare Alliance and Heritage Day Health Centers (HDHC) partnered in 2009 to provide a shuttle service for Franklin County residents aged 60 plus and individuals with a disability under 60 years of age. Service runs from the client's home to LifeCare Alliance's newest dining center, Carrie's Cafe'. Throughout the week, the cafe' offers:
1. Senior Meal Deals-Meals are available free of charge to individuals 60 plus, a suggested contribution of $1.50 is requested but not required
2. Physical Activity & Educational Programming-including health and wellness seminars, social events and a variety of exercise classes. All programming is free of charge.
3. Wellness Center Services-Clients have access to a nurse, a dietitian and a visiting pharmacist. Wellness services are provided free of charge; should a client wish to make a donation they have the opportunity.
 A vast majority of those who come to the cafe' via the shuttle service are at severe risk of social isolation and/or malnutrition because of transportation and income limitations. Monday through Friday three HDHC buses pickup clients from nine different senior apartment buildings at the main entrance and bring them to the cafe' for lunch and socialization. (The days on which people are picked up varies by building). Each bus is equipped with a lift and two wheelchair accessible seats. When the service began, the HDHC buses picked up from three locations; there are now nine different pickup locations. This growth is due to increased interest from the senior community to visit Carrie's Cafe' and available space on each bus. In addition to its scheduled routes, the HDHC shuttle buses also provide transportation for Project OpenHand-Columbus'(POHC)monthly luncheon at Carrie's Cafe'. POHC serves individuals and their families living with and affected by HIV/AIDS.

**Evaluation**: 1. The effectiveness of the program will be measured by general ridership. If each of the three buses are each at least 50% full, the program will be considered a success.
2. LifeCare Alliance measures participants satisfaction at one month, six months, and twelve months of participation using a survey created by the Nutrition Programs Director and Assistant Nutrition Programs Director.
3. In addition to the satisfaction scale, LifeCare Alliance has administered the Geriatric Depression Scale (Brink/Yesavage) and the Healthy Habit Test(Cavendish) to a sampling of riders one month into their participation in cafe'activities(pretest); the same tools will be administered at twelve months(post test). Due to tracking and confidentiality issues, each rider has been given a confidential code known only to the Assistant Nutrition Programs Director.
4. At six months, the Assistant Nutrition Programs Director recruited ten riders to participate in a focus group to measure their satisfaction with the program and to gather feedback for any improvements six months into the grant. a second focus group will be conducted twelve months into the grant to measure improvement from the previous group and to receive feedback on areas of improvement. An outside consultant was used for the initial focus group, and this will be the case for the 12-month focus group as well.
5. If the goals of the project are not being met in terms of ridership, we will increase our community outreach to attract new riders. (Our community outreach will be to area churches, social and community groups and housing facilities).
6. If the goals of the project are not being met in terms of satisfaction, the Nutrition Programs Director and Assistant Nutrition Programs Director will work with Heritage Day Health Centers to make the necessary adjustments.

**Accomplishments**: LifeCare Alliance and HDHC are helping an ever growing population of low-income older adults and individuals with a disability out of their homes for socialization, nutritious meals and wellness opportunities. Between the period of June and September 2009, there were 1,618 one way trips, and to date, we have provided transportation to 296 unduplicated riders. For the months of June-September, the buses were consistently 60% full. Without access to this transportation, none of the shuttle riders would be able to come to Carrie's Cafe' on a regular basis. Additionally, client access is high due to the fact that the meal and transportation is contribution-based and the programming is free, each rider is able to come as often as he/she desires. Therefore, access to this service is helping to lower the risk of malnutrition and social isolation in the senior apartment buildings the shuttle currently serves.
 As the program has evolved, we have adjusted the buildings we serve and the frequency, so that we maximize the usage of the buses. Buildings receiving shuttle service include the following: Alvin Zebbs Apartments, Bollinger Tower, Cherry Blossom Apartments, Chestnut House, Fieldstone Court, Marion Square, Stratford Place, Village Place, and Worley Terrace. While the ridership stats show we are serving increasing numbers of clients, it is the direct feedback from participants and building service coordinators that help to drive home the positive impact customers are experiencing as a result of having transportation to Carrie's Cafe'.
1. "I am a senior who has given up driving because of health. Without the shuttle, there is no way I would be able to go. Period. Bob, our driver, makes the trip fun and he gives us the help we need to board and un-board the shuttle bus. Without this service, I would not have a hot meal five times a week and the pure fun it is to be with people." -Village Place Resident.
2. "Your organization has filled a gap that was sorely needed. Your planning of future programs will prove to be a delight to all."-Cherry Blossom Resident
3. "Before this service, in the past two years, Jodee has only left her apartment to go to doctor's appointments. She asked me, "Do you have any idea what this means to me?" And by the smile on her face, it was obvious. I responded, "I think I can tell." -Chestnut House Building Service Coordinator
4. "The transportation provided by LifeCare Alliance is a Godsend. We have many residents who do not drive and are thriving on the ability to 'go out to eat' and socialize with others. Their participation in 'normal' activities has done them a world of good." -Cherry Blossom Apartments Building Service Coordinator

**Lessons learned**: 1. Leverage Relationship Building - At the time the shuttle service started, LifeCare had consolidated two congregate dining sites into Carrie's Cafe'. The standard carry over rate was 50% of participants from the original dining sites would come utilize the shuttle and meals to Carrie's Cafe'. In 2009, one-third of the participants utilized the transportation and dining center option at Carrie's Cafe.
 Due to this variance we added shuttle stops to increase the number of bus riders. Therefore, we began developing relationships with senior apartment buildings and community groups to identify additional shuttle stops. To date, we are continuing to build these relationships to maximize bus and route usage. Having had the experience of the past ten months, we would recommend to organizations starting a similar service, that they leverage relationship-building as a proactive step rather than an reactive one.
2. Offer Various Programming Options-When Carrie's Cafe' first opened, the program was focused on having small classes, such as line dancing, tai chi, and nutrition talks. These activities would draw between five and ten attendees on average per day. The program has developed to recognize the success and impact large events have on clients. Large events offer a unique outing and fresh social experience that clients will also be attracted to, which utilizes bus capacity 100%. Today, in addition to the smaller programming, we have BINGO once or twice a month; there are dinner dances every other month; and they are at least two large special events per month. In May 2010, we are hosting a fashion show, an ice cream social, BINGO and others. The fashion show is projected to bring in 200 attendees, the ice cream social will likely get approximately 100 attendees and BINGO regularly gets between 50 and 70 players.
3. Program Outreach-Initially the transportation program was designed as an efficient way to transport groups of older adults over one round of shuttle service to Carrie's Cafe'. The process of picking groups up at senior housing facilities eliminates the ability to reach those who live in single family homes or non-senior-specific apartment buildings and those who do not have available transportation. Beginning in Fall 2010, LifeCare Alliance will provide door-to-door transportation for those who do not live near a shuttle stop.

### Greene County Transit Board (6281)

#### Greene County Transit Board (686)

##### Outings for sheltered workshop consumers (803)

**Location**: Greene County (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: This service consists of one bus (operating as a regular demand responsive service) that will transport a small group from the sheltered workshop and take the individuals on outings in the community. The purpose is to provide a controlled and safe opportunity for low functioning persons with disabilities to get out to see and experience interesting aspect of community life, and to expose the community to the potential and humanity of low functioning persons. There is no fare charge to the workshop individuals. The outings occur during the weekday, between 9 AM and noon, approximately.

**Evaluation**: Ridership data will be collected for each outing and monitored monthly. It is clear from the professionals in the field, and from family members, caregivers, friends, etc., as well as the increased level of energy and excitement in the riders, that these outings are a very good thing in their lives.

**Accomplishments**: From July 2009 through September 30, 2009 we have been able to provide 15 outings to those individuals within the shelter workshop. These individuals are so excited to be out in the community and we feel a great source of pride in being able to bring happiness to so many individuals.

**Lessons learned**: It is important to have a transportation request form and request process in place. This form needs to be available to the professionals at the sheltered workshop when requesting outings for their clients. The form needs to include all the information necessary for the schedulers to schedule a successful trip.

### Laketran (3039)

#### Laketran (672)

##### Direct-to-Home Dialysis Transportation Program (730)

**Location**: Lake and Cuyahoga counties (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: The "Direct-to-Home Dialysis Transportation Program" is dedicated to providing new service above and beyond the ADA minimum standard of 90 minutes maximum ride length by dedicating buses to sole return trips after the dialysis patient completes the four hour treatment.

**Evaluation**: Laketran's Direct-to-Home Dialysis Transportation Program calls for Laketran customers that undergo dialysis treatment to be provided direct rides home because of health conditions. Laketran designates drivers and paratransit bus routes to these customers, through real time dispatching. This process has accounted for a 99% on time pick up rating and an average ride time home of less than 24 minutes.

**Accomplishments**: Laketran's dialysis customers have given this program rave reviews, and so have the dialysis center's social workers and directors. This program is so successful, Laketran expanded it to all dialysis centers serviced in and out of the county. In FY 2009, 7,321 dialysis customers receive direct, one way rides home after treatment saving them from long, stressful, and painful longer rides with the general public trips.

**Lessons learned**: Initially, Laketran attempted to schedule these direct home trips ahead of time on specific buses and routes. Laketran discovered that due to medical complications after dialysis customers come off dialysis, that it was easier, quicker, and better for the customer to real time dispatch these trips.

##### New Horizon's Travel Training Program - Groups (732)

**Location**: Lake County (OH)

**Type**: Information-Based Services/Transportation resource training

**Goal**: Improved customer knowledge

S**ervice description**: Laketran's New Horizon's Travel Training Program was established with New Freedom funding in October 2008. The program is based on a research-tested curriculum geared primarily toward transitioning young adults with disabilities and seniors with disabilities from demand response to fixed routes. The program included an individual assessment for self-perceptions of ability. Travel Training is introduced in small group settings over a period of one to six weeks, depending on the time allotment and abilities of the individual group members.
Typically, small group sessions cover concepts of navigation, landmarks, preparedness, barrier assessment and personal behavior; and practice map reading and trip planning skills. Small group training culminates in a group trip to a destination determined by consensus. Upon arrival at the destination, a brief informal assessment of the experience and skills is completed. This is repeated upon return to the destination. Follow up is conducted at 6 and 12 months.

**Evaluation**: Initially, the program included a pre-test and post-test as a measure of change in knowledge and confidence. However, given the broad range of cognitive ability of participants, these did not provide the reliability and validity that typically accompany the use of these measures and issues of halo effect mitigated the effectiveness of this tool. The program is using a self-assessment tool that is completed jointly by the travel trainer and the individual. This has provided a more accurate assessment of which skills are present and which need development.

 As the program has evolved during this first year, we are only beginning to complete the six-month follow up assessments. Due to the severity of Northeast Ohio winter weather, six months was selected as the first benchmark date to allow for the reality in lack of access to some bus stops and routes during harsh winter storms. Additionally, the program is planning a qualitative case study to explore the richness of the experience that is not captured in quantitative data.

**Accomplishments**: The New Horizons program was very successful especially among high school students with disabilities at the transition to work phase of their education. The most frequent requests for small group training comes from workforce development programs, life-skills instructors and transition coordinators. One of the primary advantages of this small group training is the development of both individual and collective efficacy; this accomplishment is followed by their increased social confidence that results from the enhanced mobility and freedom of choice the training provides.

**Lessons learned**: When the curriculum was initially tested, the class included 15 students with a wide range of physical, cognitive, and behavioral disabilities. This group was too large to effectively cover any one concept in an hour of time. This initial group was also trained during the Spring school semester and several school days were canceled due to severe weather, making retention more challenging as students had to catch up on all other studies as well. The program has been adjusted to take into consideration the most difficult times of year - more planning and program adjustments are made from December through February; active training is strongest from March-May and September-November for school groups. Senior groups prefer training in the summer months when access and daylight are greatest.
 Having staff attend Easter Seals Project Action training is a strong starting point for a program. Additionally, the formation of a regional group of travel trainers is critical to ensure inter-county travel and to develop standards and benchmarks within a region. As a suburban system, it is critical that citizens can navigate not only in their community, but in a more urban setting as well to facilitate job access and recreational travel.

##### New Horizon's Travel Training Program - Individual (731)

**Location**: Lake County (OH)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: Laketran's New Horizon's Travel Training program was established with New Freedom funding in October 2008. The program is based on a research-tested curriculum geared primarily toward transitioning young adults with disabilities and seniors with disabilities from demand response to fixed routes. The program included an individual assessment for self-perceptions of ability. One-to-one travel training is most often a self-referral or agency referral.
Typically, sessions cover concepts of navigation, landmarks, preparedness, barrier assessment and personal behavior; and practice map reading and trip planning skills. Upon arrival at the destination, a brief informal assessment of the experience and skills is completed. This is repeated upon return to the destination. Follow up is conducted at 6 and 12 months.

**Evaluation**: Initially, the program included a pre-test and post-test as a measure of change in knowledge and confidence. However, given the broad range of cognitive ability of participants, these did not provide the reliability and validity that typically accompany the use of these measures and issues of halo effect mitigated the effectiveness of this tool. The program is using a self-assessment tool that is completed jointly by the travel trainer and the individual. This has provided a more accurate assessment of which skills are present and which need development. As the program has evolved during this first year, we are only beginning to complete the six-month follow up assessments. Due to the severity of Northeast Ohio winter weather, six months was selected as the first benchmark date to allow for the reality in lack of access to some bus stops and routes during harsh winter storms. Additionally, the program is planning a qualitative case study to explore the richness of the experience that is not captured in quantitative data.

**Accomplishments**: One vignette: Tom was transitioning to a local community college. Due to a mild gait disability, his parents were prepared to have him use demand response to get to and from the college as his home was not along a fixed route. This would require closely scheduled trips, no flexibility, and cost him $5 each day of classes. Therefore his first two semesters would have cost him $600 for fares; the cost to provide the service would have been $7,200. He decided to try on-on-one travel training as a result of a class experience. His parents could give him a ride to the local sandwich shop directly in front of a bus stop. By using the fixed routes, Tom paid $0 for fares as the fixed routes service was included in a U-pass program; and the agency incurred $0 in additional costs. Most importantly, without the restriction on trip times that accompany demand response, Tom was free to stay on campus and engage in student activities spontaneously - and take the bus with his new friends. You cannot put a value on that level of freedom and self-worth.

**Lessons learned**: The program has been adjusted to take into consideration the most difficult times of year - more planning and program adjustments are made from December through February. Individuals prefer training in the summer months when access and daylight are greatest.
 Having staff attend Easter Seals Project Action training is a strong starting point for a program. Additionally, the formation of a regional group of travel trainers is critical to ensure inter-county travel and to develop standards and benchmarks within a region. As a suburban system, it is critical that citizens can navigate not only in their community, but in a more urban setting as well to facilitate job access and recreational travel.

### Northeast Ohio Areawide Coordinating Agency (1309)

#### Jewish Family Service Association of Cleveland (954)

##### JFSA - accessible vehicle acquisition for group home (1489)

**Location**: University Heights and vicinity (OH)

**Type**: Capital Investment Projects/Vehicle for other agency

**Goal**: Expanded geographic coverage

S**ervice description**: JFSA was granted funding for 80% of the purchase price for one modified minivan which was placed in service on 9/25/2009. Because the vehicle was only in service for a few days of FFY 2009, trip numbers are not being reported. The purposes of the trips range from social gatherings/events, medical appointments, grocery stores, etc. in the neighborhood and throughout the Cleveland area. The vehicle is also available to other JFSA homes as needed and available for special trips and for service for their disabled clients and residents.

**Evaluation**: The number of trips and mileage will be tracked and compared with estimates provided in the New Freedom application. Because the van was only in service for a few days, an evaluation would be premature.

**Accomplishments**: The biggest accomplishment is being able to provide service to the home's residents, all of whom have cognitive disabilities and one who is in a wheelchair. These individuals, due to their disabilities, are unable to ride Paratransit and otherwise would not have transportation to medical appointments and for activities that engage them in the community.

**Lessons learned**: None

#### Senior Transportation Connection (953)

##### Senior Transportation Center - Coordination Outreach and Mobility Management (1485)

**Location**: Cuyahoga County (OH)

**Type**: Information-Based Services/One-stop center/referral

**Goal**: Improved customer knowledge

S**ervice description**: New Freedom dollars are used to support mobility management activities for Senior Transportation Connection (STC). The funds are used to raise awareness in non-member communities and among non-profit organizations about the benefits of service coordination, and successfully transition these groups into STC scheduling, dispatch, and provider operations. Specifically, STC is able to benefit communities and organizations through cost savings from standardizing driver training, organizing vehicle maintenance and acquisition processes, standardizing service cost structures, rider registration requirements, and expanding service days and hours. This allows the STC to provide more persons with disabilities and seniors to access transportation services through a coordinated call center.
 During the first five months of New Freedom support STC facilitated 47 eligible activities. These included raising awareness/outreach with approximately 11,900 consumers; there were 13 meetings with local community and non-profit representatives to negotiate service contracts and discuss service parameters. Late in June, we hired and trained ten new drivers to fulfill new contractual obligations on the east side. Drivers participated in 80 hours of standardized training prior to driving independently.
 During the third quarter STC worked with three east side communities to expand service hours and days. The results of these outreach efforts were that weekend service was added with two routes on Saturday and one route on Sunday. Most of these trips are for personal errands and for worship (temples and churches).

**Evaluation**: STC uses a monthly organizational dashboard to evaluate project related benchmarks and other activities. Relevant measures include tracking the number of outreach activities and consumer reached; the number of project related training activities conducted with drivers and call center staff; and operational indicators (gallons of fuel, service hours, accidents and incidents, etc) that monitor the efficiency and effectiveness of operations as a whole, not just for New Freedom related activities. The STC has a continuous quality improvement philosophy and is committed to providing high quality customer service.

**Accomplishments**: STC made a significant shift in the business model. Rather than “selling” the benefits of a coordinated scheduling and dispatch center, we begin to assume complete transportation activities for communities and non-profit organizations. This is consistent with the scope of services outlined in our New Freedom proposal. By managing the entire delivery of services we can maintain high standards and quality services. In 2008, more than 50% of revenue came from fee for service contracts, and in 2009, it grew to 79%.
 The STC has developed expertise in the effective use of technology to schedule and dispatch trips. Locally, no other agency employs such a system except for GCRTA. We are also a direct provider of services, so we know firsthand all the variables that contribute to an efficient operation.

**Lessons learned**: If we were to do the project over again, the STC would move more quickly and aggressively in the direction of assuming all transportation services for providers. While cities and non-profits are usually positive about the concept of coordinated services, they are hesitant to change only part of the service they provide (scheduling). We can more easily sell the idea by relieving providers of the entire transit operation, while maintaining a high level of customer service. Fully allocated cost models also assist us in presenting positive price options to cities and non-profits. Implementation of coordinated senior transportation services at the local level is a dynamic process, using a variety of strategies to meet the unique needs of the different communities in the County.
 The STC model is based on creating systemic change in how senior transportation services, including services to individuals with disabilities, are delivered. While the opportunity is great to provide more efficient and effect services, the STC is challenged by convincing communities and organizations that the model is working. Becoming a direct provider of services has allowed us to establish credibility among riders, service providers and the community at large.

### Portage Area Regional Transportation Authority (2113)

#### Portage Area Regional Transportation Authority (379)

##### Mobility Management (360)

**Location**: Portage County (OH)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: This project involves the development and implementation of a technology-driven human services transportation coordination system. The system as designed will do a number of things, including:
- Provide a real-time, distributable, desktop transportation reservation system that can be used by anyone, including individual consumers as well as employees in social services agencies on behalf of clients, essentially a “Travelocity” or “Expedia”-like model for local travel
- Invite any and all owners of vehicles to participate by accepting additional riders. These could include a wide variety of entities, including but not limited to community social services agencies, Veterans’ Services, Head Start, Emergency Services, and cab companies – to name a few. Participation would be completely voluntary – any entity with the capacity to transport passengers either may or may not have interest in participating, including any of the above listed parties.
- Provide an incentive to participate via the opportunity to generate revenue via selling otherwise empty seats their vehicles
- Supply vehicle operators with audit-ready reports on riders to enable them to capture available reimbursement from all of the various funding sources (Medicaid; Department of Aging, etc.) as appropriate

- At the end of the day, provide more transportation to more people who need it

**Evaluation**: The portion of the project that is supported by United We Ride (UWR) Project funds via the DOT/FTA/UWR includes the publication of a final report on the project, including a full description of the development of the Traveler Management Coordination Center (TMCC) and the TMCC Interface with other external systems. That report will be produced by Kotting Consultants, a consulting company retained by PARTA. Similarly, Kotting serves as lead in the evaluation process for this segment of the project.
 In addition to that, there are several externally-mandated periodic reporting requirements related to the project, including DOT/FTA/UWR (monthly; quarterly) and Ohio Coordination Program (semi-annually). The project director reports monthly to the PARTA Board of Trustees also.

**Accomplishments**: To date, PARTA (staff) and project partners (Trapeze Software; Kotting Consultants; Geauga County Transit) have completed a high-level project design according to project engineering standards. This document provides the blueprint for software engineers to develop the application inclusive of the features mutually agreed upon. Trapeze Software has begun the programming work on this application.
 PARTA has identified community partners to participate in the demonstration of this project, inclusive of both community transit providers and social services agencies to host the distributed desktop reservation application.
 PARTA has been requested to make presentations to a number of different audiences, including the National Rural Intelligent Transportation Systems Conference(s) (NRITS), American Public Transportation Association National Conference (APTA), the Ohio Public Transportation Association (OPTA), and the Transportation Partnership of Ohio.

**Lessons learned**: PARTA, in concert with its partners, made a conscious decision to employ a deliberate, systems engineering approach to the project, defining all of the project elements. Although the process of arriving at this consensus was tedious and sometimes contentious, it was without question the best method of proceeding with the project.
 Also, we learned that there are a number of ways that this process of developing an automated solution delivering so-called transportation “coordination” can be approached. This is evidenced by the variety of approaches taken by the organizations and their respective software partners in tackling this challenging task. Most, if not all, of these other organizations have approached this from a perspective of “consolidation” of resources (vehicles; personnel; software) versus a model true of true coordination. We have pursued the path of true coordination. We are developing an interface that will communicate with a wide array of providers and – more importantly – their existing software applications. This approach has the greatest potential for national deployment, which we believe should be a primary objective of a research & demonstration project such as this one.

##### Travel Training (359)

**Location**: Portage County (OH)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: PARTA engaged in an intensive program of Travel Training. These activities were undertaken on both a group and an individual basis. PARTA staff sponsored a number of Travel Training sessions for groups at targeted locations, such as congregate housing locations for seniors and persons with disabilities. The bulk of PARTA's activities were spent delivering direct travel training services to consumers.

**Evaluation**: The Travel Training activities are the direct responsibility of the Training & Safety Manager at PARTA. She reports directly to the Director of Human Resources, who reports to the General Manager. Information on all of the T&S Manager’s activities are reported monthly to the HR Director, who reports to the PARTA Board of Trustees via the General Manager.
 The activities of the Travel Training effort have been successful. Increased ridership has been observed as a result of this investment of effort in Travel Training. Individuals who have gone through this process have marked increases in ridership within the system as well.

**Accomplishments**: PARTA staff have conducted 27 group sessions on Travel Training. These sessions resulted in a number of one-on-one services provided to individuals. The final result has been an increase in ridership.

**Lessons learned**: The T&S Manager believes that targeted marketing solutions would have expanded the reach and the impact of Travel Training at PARTA. In addition, a more aggressive effort at follow up with the personnel at sites where training has been performed would be valuable due to the high incidence of employee turnover at those facilities.

### Stark Area Regional Transit Authority (1226)

#### Koala Kruizers (512)

##### Personalized Assistance and Specialized Service (555)

**Location**: Stark (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: Call responsive door-to-door transportation for qualified individuals to medical facilities, social security office, Job and Family Services, food bank, job interview and training, as well as transportation requests from established social agencies. Individuals must meet qualification criteria including 75% poverty level.

**Evaluation**: Transportation service log maintained for each individual. Information includes name, date, time of pick-up and drop off, location of pick-up and drop off, and miles to/from each point.

**Accomplishments**: Safe, dependable, door-to-door transportation. One page qualification form. Call response personalized transportation with assistance as necessary for qualified individuals.

**Lessons learned**: Acquire better knowledge of direct and indirect operating costs, training requirements and grant writing. Would like to have had more training and assistance with applying for funding and specific procedures for allocating expenses for services provided.

### Toledo Area Regional Transit Authority (1243)

#### Toledo Area Regional Transit Authority (725)

##### Paratransit Software Improvements (896)

**Location**: Lucas and Wood counties (OH)

**Type**: Capital Investment Projects/ITS-related hardware/software investments

**Goal**: Improved system capacity

S**ervice description**: TARTA completed the implementation of Trapeze PASS, and PASS-MON and began working on an Intelligent Voice Response (IVR) system during FFY 2009. Trapeze PASS is an updated paratransit scheduling software package that coexisted with our fixed route scheduling software package in the same operating environment. PASS-MON interfaces between our Trapeze PASS software package and the Mentor Mobile Data Computers on-board our paratransit vehicles. This package will allow our dispatchers to change routes on the fly, based on driver availability, and to send canned text messages to the drivers, reducing the amount of radio chatter. The IVR will handle paratransit customer cancellations and will also provide previous day reminders of trips, as well as imminent arrival phone calls.

**Evaluation**: TARTA evaluated these projects by the quality of paratransit service that we are able to provide to the community. The best way to benchmark the implementation of products such as these is through the number of trips performed in a day, the number of unique passengers transported in a month, and other metrics such as these. We plan on evaluating the IVR based on the number of calls that the system handles, as well as by the number of late cancels or no-shows that we perform.

**Accomplishments**: TARTA is very proud of the work that we have done within our paratransit operation. Customer satisfaction is very high within the community, and we are much more responsive to their concerns, partially through the use of the implemented systems. In the month of October 2008, when PASS was first implemented, TARPS carried ridership of 13,217. Conversely, in November of 2009, we carried 15,298 passengers. This marked change in ridership can be attributed to a new operational environment within the organization, and to added efficiencies due to the software implementations.

**Lessons learned**: The changeover from one scheduling package to another can be very harrowing, and that the most important thing is to have a concise implementation strategy. We worked hand-in-hand with Trapeze and the TARPS operational staff to create a realistic schedule of installation, and we held them accountable to the calendar. A tricky problem that we ran into during the PASS-MON installation was that our MDC units were rapidly falling into disrepair. The MDC units were on board the vehicle before the PASS-MON was implemented, so we did not have the ability to check their status until after we had begun implementation.

### Western Reserve Transit Authority (1234)

#### Western Reserve Transit Authority (332)

##### Boardman Loop (837)

**Location**: Youngstown (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: This service is a collaboration between the WRTA, the Mahoning County Department of Job and Family Service, Burdman Group, Goodwill Industries, and the Ohio Rehabilitation Services Commission to provide access to jobs in suburban and rural areas beyond WRTA's fixed route service area in Mahoning County. The service is a paratransit (door-to-door) service that mirrors WRTA's existing service hours on weekdays and Saturdays.

**Evaluation**: This service is evaluated by the number of jobs accessed beyond the WRTA's service area boundaries, cost per ride, and cost per vehicle mile and hour. The project began on September 14, 2009 and has not been evaluated as of the end of the report period September 30, 2009.

**Accomplishments**: The fact that the service is available and that in a two week period it has been utilized by 65 riders is encouraging.

**Lessons learned**: The service has not been operating long enough to determine the lessons learned.

##### Saturday Service (300)

**Location**: Youngstown (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: This service is a collaboration between WRTA and the Mahoning County Department of Job and Family Services for door-to-door/feeder service. The service is a paratransit service that exceeds ADA complimentary paratransit service by going beyond the 3/4 mile limit on Saturdays. This service also acts as a feeder service to WRTA's Saturday fixed route service. The service operates from 7 AM to 7 PM on Saturday and provides transportation access to jobs, job training, medical services, and other places people need to reach within Mahoning County, Ohio.

**Evaluation**: This project is evaluated by the number of jobs accessed, estimated annual rides (one way trips), and vehicle miles and hours of service. Although this service has not run a full year at 9/30/10, it is not generating the number of rides anticipated. The highest monthly average one way trips was 12.

**Accomplishments**: We have accomplished making this service available; however it is not generating the interest we anticipated.

**Lessons learned**: It's an expensive service to provide for a small number of people.

# SMALL URBAN/RURAL PROJECTS

## Illinois

### Illinois Department of Transportation (1177)

#### City of Macomb (1039)

##### Out of County Services (1752)

**Location**: McDonough County (IL)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: Out of county demand response service for non-emergency medical transportation

**Evaluation**: Evaluated the number of rides provided for trips within a two-hour radius of McDonough County

**Accomplishments**: Provided 195 one way trips in the 4th quarter

**Lessons learned**: High volume requests created a need to schedule trips far in advance

#### YWCA of McLean County (1044)

##### Medivan Lift Service (1757)

**Location**: McLean County (IL)

**Type**: Trip-Based Services/Door-to-door or door through-door

**Goal**: Improved access/connections

S**ervice description**: Non-emergency medical transportation for individuals requiring door-to-door and lift equipped vehicles

**Evaluation**: Ridership, cost per trip

**Accomplishments**: Increased ridership for persons with disabilities requiring lift-equipped vehicles

**Lessons learned**: Longer trip times for persons requiring door-to-door and lift equipped services.

## Indiana

### Indiana Department of Transportation (1189)

#### Catch-A-Ride (709)

##### Catch-A-Ride Extra (1254)

**Location**: Dearborn, Decatur, Jefferson, Jennings, Ohio, Ripley, and Switzerland counties (IN)

**Type**: Capital Investment Projects/Vehicle for transit agency

**Goal**: Improved system capacity

S**ervice description**: Catch-A-Ride Extra was developed to meet the needs of the frail older adults and persons with disabilities. The service is designed to allow these individuals to utilize public transportation thereby assisting them to maintain independence.
 Catch-A-Ride Extra provides riders with minimal assistance such as door-through-door service, ambulation stability assistance, and carrying packages. Riders can use the service for any transportation need and have service available Monday through Friday, from 6 AM to 6 PM. Trips may be scheduled up to seven days in advance.

**Evaluation**: Evaluation has been based on increase in number of individuals requesting Catch-A-Ride Extra and increase in monthly trips. During the first month of implementation (4/09) 21 individuals requested the service by the end of 9/09 there were 61 registered riders. In April of 2009, trips per month were 451 and by September, they were 1,896.

**Accomplishments**: The greatest accomplishment was implementing a needed service. If Catch-A-Ride Extra was not available these individuals would have to arrange for an escort or attendant to accompany them which restricts their travel flexibility and independence.

**Lessons learned**: Carefully evaluate the time needed to provide the additional assistance – door- through-door service requires considerable more time than curb-to-curb or door-to-door service.

##### Catch-A-Ride Extra - Door through door service (1219)

**Location**: Dearborn, Decatur, Jefferson, Jennings, Ohio, Ripley and Switzerland Counties (IN)

**Type**: Trip-Based Services/Door-to-door or door through-door

**Goal**: Improved access/connections

S**ervice description**: Catch-A-Ride Extra was developed to meet the needs of the frail older adults and persons with disabilities. The service is designed to allow these individuals to utilize public transportation thereby assisting them to maintain independence.
 Catch-A-Ride Extra provides riders with minimal assistance such as door-through-door service, ambulation stability assistance, and carrying packages. Riders can use the service for any transportation need and have service available Monday through Friday, from 6 AM to 6 PM. Trips may be scheduled up to seven days in advance.

**Evaluation**: Evaluation has been based on increase in number of individuals requesting Catch-A-Ride Extra and increase in monthly trips. During the first month of implementation (4/09) 21 individuals requested the service by the end of 9/09 there were 61 registered riders. In April of 2009, trips per month were 451 and by September, they were 1,896.

**Accomplishments**: The greatest accomplishment was implementing a needed service. If Catch-A-Ride Extra was not available these individuals would have to arrange for an escort or attendant to accompany them which restricts their travel flexibility and independence.

**Lessons learned**: Carefully evaluate the time needed to provide the additional assistance – door- through-door service requires considerable more time than curb-to-curb or door-to-door service.

#### Johnson County Access (705)

##### Access Johnson County New Freedom Sat. and evening expansion (1500)

**Location**: Johnson County (IN)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: Provided additional driver hours during 3:30 PM - 10 PM, Monday - Friday (Trip # 4) and 9 AM - 5 PM, Saturday (Trip # 21) to address growing need of employment-related transportation for persons with disabilities.

**Evaluation**: Decrease number of turn downs, customer surveys, miles per hour, trips per mile, and gallons per mile

**Accomplishments**: Increase number employment-related transportation for persons with disabilities.

**Lessons learned**: Nothing I can think of. If anything would like to extend to meet third shift employment at 11 PM.

##### Access Johnson County New Freedom Employment Connector (1503)

**Location**: Greenwood (IN)

**Type**: Trip-Based Services/Flexible routing

**Goal**: Extended hours/ days of service

S**ervice description**: Expanded another flexible fixed route (Greenwood East Connector, trips 500 and 501) to address issues with being on time and frequent enough for someone needing to get and keep a job. Immediately increased total subscription capacity, increased number of destinations, and frequency of service.

**Evaluation**: Decrease in turn downs, customer satisfaction, miles per hour, trips per hour, gallons per mile, etc.

**Accomplishments**: Revised all of our brochures in color with maps so that it would be easier for people not familiar with service to understand how it works.

**Lessons learned**: Manufacturers have gone to 12 hour shifts, need to extend hours to meet this demand or some kind of co op transport for existing employees working 12 hour shifts.

##### Access Johnson County New Freedom Same day service (1317)

**Location**: Johnson County (IN)

**Type**: Trip-Based Services/Same-day ADA paratransit service

**Goal**: Improved access/connections

S**ervice description**: Provided same day demand response service county wide "Taxi". This addressed waiting lists for those persons with disabilities to get and accept employment on the short term until a subscription slot opened or time to arrange an alternate transportation. This also addressed capacity and scheduling constraints as well as time constraints on our flexible fixed routes (Connectors) when there are multiple wheelchair users loading or when multiple wheelchair users are already on the vehicle but there is another passenger with a chair that needs to board. The "Taxi" (same day service) were dispatched to transport.

**Evaluation**: Less turn downs, customer surveys, miles per gallon, trips per hour, etc.

**Accomplishments**: Customer satisfaction. People are really getting the idea of what public transit looks like in the rural setting.

**Lessons learned**: Be sure to address the increase in phone calls into your dispatch scheduling department. Be sure to have a good communication equipment so that drivers and office can communicate effectively uninterrupted.

##### Access Johnson County New Freedom Vouchers (1504)

**Location**: Johnson (IN)

**Type**: Trip-Based Services/User-side subsidies/vouchers

**Goal**: Improved access/connections

S**ervice description**: Created a voucher system in coordination with local Senior Services.

**Evaluation**: Less turndowns, customer satisfaction, miles per hour, trips per hour, miles per gallon, etc.

**Accomplishments**: Finally after 14 years have coordination with local senior services

**Lessons learned**: Never give up. Coordination is worth it!

#### LINK Hendricks Co. (704)

##### Link (1329)

**Location**: Hendricks County (IN)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: Attendant to ride with passengers needing extra assistance (blind, confused/elderly, etc.)

**Evaluation**: Evaluated by transportation manager, dispatcher, and executive manager who reviewed usage. No benchmarks because this was a new service.

**Accomplishments**: It was very helpful to the riders but not used enough to justify time spent on the grant writing and other requirements.

**Lessons learned**: If need is great enough, it is a wonderful thing to do.

#### Marshall County Public Transit (708)

##### Marshall County public transit (1140)

**Location**: Marshall County (IN)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: We offered service to entire work experience programs throughout Marshall County. After school kids went to jobs training. We also transported from sheltered work shop.

**Evaluation**: We added clients and some who graduated or during summer use service for work etc.

**Accomplishments**: Clients using service independently

**Lessons learned**: The amount of time to chart routes etc. To be able to maximize number of trips. The ability to offer discount cards, per pay will be very helpful.

#### Van-Go (706)

##### Knox County Commissioner's dba Van Go (1354)

**Location**: Knox County (IN)

**Type**: Trip-Based Services/Aide/escort assistance

**Goal**: Improved access/connections

S**ervice description**: NF allowed us to enhance our current service by providing a bus aide to assist older adults and persons with disabilities. The need for this service had been triggered on several survey and needs assessments throughout the years. There have been many persons with disabilities, older adults, and low-income individuals unable to navigate the public transit system. Many of these have been homebound for some time. The bus aide was put in place to accommodate their individual needs such as escort to and from the doctor, medical appointments, personal business, shopping and entertainment. This service is done as a demand response system, accommodating door-to-door help. The aide is totally responsible for making the outing pleasant and safe and must build a report with each client.

 Aides arrive at the door, escort them to the van, appointments, sign in for appointments, and assist with making advance van reservation, Medicaid paperwork, unloading groceries and laundry to assist the person to be able to use the public transit system. Since many of these individuals have been inside for some time, education is a big part of the program. Aides are available to stay with a client from start to finish, or they may leave a person at the destination and return to take them home. Most of the clients have the aide stay during the first few trips until they become more and more comfortable with public transit and how it works. The bus aides are a key element for families who are attempting long distance care giving. The aide is peace of mind for these families. They are secure that their loved one is receiving services and in some cases rejoining and getting out in the community again.

**Evaluation**: The most common evaluation is our annual survey. Other ways are to evaluate the number of phone calls coming in for service. Word of mouth is a way of evaluating the quality of service. Many times, a new client will be referred by another. We feel this service has done well in the first year. A benchmark, which identified success, was the need for a second aide. Currently, our aide is out 2-3 times per day (by end of Dec). This meant we could not accommodate all the needs. Requests are now coming in for weekend service; which we are opening on July 1. Other evaluation comes in the form of comments from the medical community. Many of the doctors, labs, dialysis, cancer, pharmacy, legal councilors, and the Knox County Court system have all praised the new program. Of course, the biggest reward is seeing individuals rejoin the community, enjoy getting out and regain some sense of independence.

**Accomplishments**: To provide much needed service, which has enabled previously homebound individuals to re-establish a life in the community. Having enough need to utilize the driver and the aide to capacity by the end of the first grant year. I would also like to mention three of the consumers, which we feel we have helped the most. One is blind. He had all but given up on life. With the assistance of an aide, he is now attending the local senior center, going to physical therapy at the hospital, and even out to eat on occasion. He was very frightened to ride the bus and too unsteady to disembark the steps and broken sidewalk in front of his home. For him it was easier to stay inside. The aide has made a tremendous change in his life.

 Another accomplishment came through helping a man with cerebral palsy learn to ride Van Go. This man is non verbal and had tremendous difficulty making reservations and getting people to understand his needs when out in public. The aide has helped him in so many ways. This man is so comfortable that he now rides the van alone to routine places that he has become familiar with. He now goes to Ponderosa, the movie theater, and shopping.

 Another person helped tremendously is a man who uses a mobility device, who previously had been unable to get outside his house without people lifting him out the back door, pushed down and alley to meet the van at the end of the street. This person got out only for doctor's appointments and even then it was such a trial for him and his wife. After hearing about the service, they called Van Go (New Freedom). Through the association with Van Go a ramp was donated to this man from the widow of a veteran who had passed away. It seems that when the V.A. places a ramp; if that person dies they would like the ramp to be given to a fellow veteran. In this case, his wife contacted our program to see if any of the clients had need of this ramp. The program has been two fold in that it provides an aide and also a network that can assist people to find ways to meet the needs that will enable them to re-enter day to day living.

**Lessons learned**: There will be way more individuals needing the service than you will anticipate. Marketing is key. You will be asked to provide care beyond the scope of what you first envisioned. Be prepared for the unexpected; then decide what you can and cannot accommodate. Hire the right staff person. They will have to be patient and kind. They will have to have the ability make people feel comfortable and put them at ease. After all, many of these people have not been out or done things for themselves in some time. Be prepared to arrive at homes that pose a challenge to get client's out of. Your first attempt may not be successful. Try, try again. Don't be overwhelmed by 40 bags of groceries the first time they shop. This outing will be like a breath of fresh air, they may go a bit overboard. Be sure to give them your riders guide when you first meet. This will outline the things you and cannot do. It will also address the issues of how many bags you can carry, service animals, portable oxygen, ramps, etc. Last, but not least, remember, you are key to their being able to get out, become more independent. Pat yourself on the back. You are a special person.

## Michigan

### Michigan Department of Transportation (1207)

#### Blue Water Area Transportation Commission (350)

##### New Freedom Bus Shelter Project (486)

**Location**: Port Huron (MI)

**Type**: Capital Investment Projects/Other infrastructure improvements

**Goal**: Improved access/connections

S**ervice description**: BWATC's new bus shelter sites will be equipped with new shelters that have larger wheelchair access and can accommodate more wheelchairs than our traditional ADA approved shelters. These new shelters will also have wider approach and departure angles than our current shelters. The addition of a large number of new sites and shelters in our service area will greatly improve the access of people with disabilities to utilize public transportation as boarding and alighting will be much safer at these additional highly accessible sites.

**Evaluation**: Review of counts of passengers with disabilities, anecdotal evidence, and onboard surveys.

**Accomplishments**: Over 30 new sites have been identified as candidates for new, accessible shelters.

**Lessons learned**: It can take much longer than anticipated to site a large number of bus shelters at one time.

##### New Freedom Voucher Program (484)

**Location**: Port Huron (MI)

**Type**: Trip-Based Services/User-side subsidies/vouchers

**Goal**: Improved access/connections

S**ervice description**: BWATC’s New Freedom voucher program was created to provide special community based alternatives for individuals with disabilities facing transportation access challenges relating to job training, healthcare, senior centers, rehabilitation programs, and general community inclusion. Qualifying criteria and funding limitations were determined in order to serve the greater community of persons with disabilities in the most effective manner. Individuals could not qualify for the voucher program if their transportation needs could be met with the existing public transportation available. BWATC partnered with four non-profit agencies to determine eligible participants and to create appropriate travel plans. Clients were reviewed and approved for travel vouchers and were reimbursed for approved travel at the IRS mileage rates.

**Evaluation**: BWATC maintains detailed records for voucher program eligibility of participants as well as number of participants, number of trips, and number of miles and purpose of trips. Transportation needs of each client were reviewed and reapproved monthly.

**Accomplishments**: BWATC was able to help 129 qualified disabled people attain a higher level of community inclusion because of this transportation program.

**Lessons learned**: Voucher programs may begin slow but be prepared for demand to increase dramatically after the initial implementation.

#### Caro Transit Authority (352)

##### Thumbody Express Transit (332)

**Location**: Vassar (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: Transportation was offered in village of Vassar, Michigan for senior citizens and persons with disabilities. Transportation opportunities to medical services, shopping, social activities, and education facilities are offered to the population least likely to be able to take advantage of them. A lift equipped bus offered mobility opportunities to persons with disabilities who would otherwise have no other transportation resources available to them.

**Evaluation**: The project started very slowly and it took extensive marketing efforts to make the City of Vassar aware of public transportation and to gain trust in the service. There is no other public transportation resources available in Vassar. When the Thumbody Express public transit was offered, there was skepticism about it.

**Accomplishments**: Our greatest achievement was being able to transport frail senior citizens to an Adult Care Service program, twenty miles away from Vassar.

**Lessons learned**: Use local stakeholders to help plan and develop a New Freedom service and
include them in a marketing strategy. Satisfied passengers help spread the word of the system better and more effectively than most other media strategies. They should be included in the marketing plan and evaluation process of New Freedom.

#### City of Jackson Transportation Authority (354)

##### City of Jackson Transportation Authority (348)

**Location**: Jackson (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: To provide service above and beyond ADA that wasn't in place before August 2005. Primarily for work trips and some ancillary trips. The service is delivered in demand response mode of service throughout the County of Jackson in the State of Michigan for a premium fare.

**Evaluation**: Trips performed unique rider, hours, and agency referrals.

**Accomplishments**: Providing trips to jobs sites for person that really enjoy working and appreciate the ride.

**Lessons learned**: I would advise other agencies not to offer this program; unless you have sustainable funding because when the funding runs out you will have to break the heart of people that have no other transportation choice.

#### Disability Connection (358)

##### New Freedom Transportation Voucher Program (330)

**Location**: Newaygo County (MI)

**Type**: Trip-Based Services/User-side subsidies/vouchers

**Goal**: Improved access/connections

S**ervice description**: New Freedom funds provided a transportation voucher mileage reimbursement program for persons with disabilities in Newaygo County, a rural community reporting over 20% of its population having significant disabilities, twice the national average.
The voucher program provided 1,828 one way trips for youth transitioning from school to work, continuing education, or independent living. The youth ridership is providing service for disabled children attending special education classes. New Freedom funding also provided mileage reimbursement for the supported self-employment program participants for business start up and operations as well as short term/temporary and non life-threatening emergency purposes for persons with disabilities.

**Evaluation**: The original grant was to serve 40-50 participants with disabilities. Participants began submitting vouchers in December 2008. The program served 41 participants during the 2009 fiscal year. Satisfaction surveys were mailed. Returned surveys showed a 100% program satisfaction rating. Monthly reports on program status are provided at the Newaygo County Regional Interagency Consumer Committee (RICC) meetings. An Excel data base was created to calculate number and code of riders, miles authorized, miles used, date of reimbursement, driver's name, and purpose for program use, and number of one way trips.

**Accomplishments**: Our greatest accomplishment is the countywide collaboration between Disability Connection and other Newaygo County service agencies and organizations.
The transportation voucher program receives referrals from Newaygo County Community Mental Health, Department of Human Services, the Regional Education Service Area, Commission on Aging, Probate Court, and the County Guardian's Office as well as other local non-profits such as Love INC, Car Ministries and the Empowerment Network, Drop IN Center.
Disability Connection has been invited to present the transportation voucher program to local officials and is providing information and individual stories for a county wide transportation needs study.

**Lessons learned**: The voucher system is the most economical, flexible and user friendly type of public transportation for persons with disabilities. However, the program requires an abundance of administrative time for tracking, monitoring, reporting and data processing. Adequate funding for administrative time should be included when applying for transportation voucher funding.

#### Isabella County Transportation Commission (360)

##### Isabella County Transportation Commission (368)

**Location**: Isabella County, Mt. Pleasant (MI)

**Type**: Capital Investment Projects/Vehicle for transit agency

**Goal**: Improved system capacity

S**ervice description**: Not applicable

**Evaluation**: Members of the disabilities community made requests for mobility device transport which on occasion has not been able to be performed by ICTC due to the extreme width or length and/or the weight of the mobility device and its occupant.

**Accomplishments**: Providing a vehicle that can accommodate wider and longer mobility devices

**Lessons learned**: Meet with members of the disabilities community as well as Human Service agencies.

#### Key Opportunities (361)

##### Key Opportunities, Inc New Freedom Transportation (561)

**Location**: Hillsdale County (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: New Freedom provides rides to persons with disabilities and low-income to nonemergency medical, counseling appointments. We have also provided transportation to the same population to court appointments, social security, drug/alcohol meetings, and adult education. Transportation has also been provided to persons to a local Project Connect - connecting people with human services grouped at one event, in one location.
 Transportation is demand response and generally serves one person or one plus an attendant, but can provide rides to more than one person if necessary. Many of these rides are for persons who use mobility devices and who have no other options for transport.
 Trips for medical in-county are generally in the 2-3 hour range as the driver usually waits since the appointment times are planned to be less than an hour and it would not be cost effective to have them go on and off the clock. Vehicle cleaning is generally done while waiting, if possible. Trips to out of county appointments are always on a wait basis due to distance and time/expense to drive back and forth so those trips are in the 5-6 hour time frame. These trips do not occur daily nor even weekly, but can be several in close succession.

**Evaluation**: One goal is to make transportation to appointments available with no more than 24 hours notice. This has been met. Another goal is provide access to the community for services and events that people with disabilities and low-income have not had in the past. This has also been accomplished as noted above.

**Accomplishments**: Many severely disabled persons have been able to receive proper medical treatment for their conditions because of this service without paying fees for ambulance and taking an ambulance away from its primary responsibility for many hours at a time.

**Lessons learned**: Scheduling is very cumbersome and time consuming. Appointments are frequently changed at the last minute, requiring a change of the schedule for the transit. Since it is a part time service and drivers also are scheduled for other responsibilities, this complicates things if we have scheduled them for other responsibilities when the "new" appointments are scheduled.

#### Macatawa Area Transit Authority (363)

##### Night Owl Service (354)

**Location**: City of Holland, City of Zeeland, Holland Charter Township (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: Provide demand response service Monday through Saturday, from 7 PM - midnight with one bus.

**Evaluation**: Provide at least two trips per hour. To be on time 95%. To have a ride time of less than 30 minutes.

**Accomplishments**: Provide access to evening activities that did not exist

**Lessons learned**: The demand is much greater than the supply

#### Muskegon Area Transit System (365)

##### Muskegon Area Transit System Travel Training Program (569)

**Location**: Muskegon County (MI)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: The New Freedom program supported the Muskegon Area Transit System Travel Training Program, providing opportunity for transit system staff to host workshops at the transit offices, and in the field, for small groups and individuals. The travel training provided potential transit users a forum to learn navigation of the system and to ask questions.

**Evaluation**: The travel training program is evaluated by the number of persons that have attended, and by ridership growth of the system. Anecdotal feedback of how the training help individuals to become more independent is also used to evaluate its continued effect.

**Accomplishments**: Greatest accomplishments are seeing an individual gain independence through a simple training that overcomes their individual barriers to using public transportation.

**Lessons learned**: This is one of the most valuable tools that has been used to bring new patrons into regular use of the system.

#### Peoples Express (366)

##### People's Express Freedom Rides (345)

**Location**: Washtenaw (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: Expand service for people with disabilities beyond ADA requirements. Expanded hours of service. Added volunteer drivers. Added four hours on Saturdays for people with disabilities. Ride-Sharing for accessible vehicles: PEX meets with the Livingston County specialized service buses for transfer of people with special needs enabling them to cross county lines and break barriers otherwise not possible. Expanded collaboration with Human Service agencies, AATA, A-Ride, RideConnect, Taxi's, NOTA, and stakeholders in the Coordinated Plan to provide rides for people with disabilities.

**Evaluation**: We evaluated our project by surveys from our customers, data collected from the mobility manager, and the manifest data which is collected on a daily basis. We can tell by the number of persons with disabilities and older adult rides that we now have compared with the number of rides we had before expansion and additional hours that the project is working. The times that the persons with disabilities travel are not so limited now as they have more time to plan their daily trip and meet elongated appointments which so often happen for those with special needs.

**Accomplishments**: One of our greatest accomplishments was to eliminate duplication of services, while providing rides for people with disabilities. By expansion of hours and transfers to other specialized service transit more persons with disabilities are really getting to where they need to go, when they need to go and with a sense of independence.

**Lessons learned**: If you have an idea that would enhance the freedom of transit and independence for people with disabilities just start the new program, even if slowly at first. After it begins the ideas for improvement will flow in from the customers themselves on ways to make it better. When we started we had only one bus and a few expanded stops. Within two months we had to add another bus and driver. The need is out there. Once people try the service and gain the trust of a reliable and safe ride they will tell their friends, medical professionals, and employers. Before saying no to a ride because it crosses jurisdictional lines contact transit services in the other city or township or even county. Collaboration with transfers and overlapping time scheduling. Work within your Coordination Plan and with the stakeholders of that plan. This is a very important tool for success.

##### People's Express Mobility Mgt, for Freedom (395)

**Location**: Washtenaw County and parts of Livingston & Oakland (MI)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: To coordinate travel training programs and services between the bordering counties of Washtenaw, Oakland, and Livingston for the ADA community to increase awareness, knowledge and skills of transit dependent individuals and human service agencies.
 How to use supplements with a riders guide (a how to ride) brochure. To set up monthly travel training meetings with stakeholders in the coordinated plan and expand hours of service and pick-up points for the ADA community and beyond.

**Evaluation**: Program effectiveness is measured both quantitatively and qualitatively. This includes the number of calls that come in each quarter then meeting with the collaborative to see which goals have been met or where we need to change the service for people with disabilities to access an easier way to use public transit.

**Accomplishments**: The greatest NF mobility management success this fiscal year was the set-up of our volunteer/voucher system with Livingston County Community Mental Health. Although not all rides will use vouchers we are coordinating the calls for rides with RideConnect and other stakeholders in the Human Services Coordinated Plan to steer the persons with disabilities to the best mode of travel for their needs. The door-to-door service is still the biggest demand for the but we have now set up transfer points with Livingston and Human Service agencies to expand the area of service to cross traditional lines and highlight the program by extended hours.

**Lessons learned**: Work with mobility managers in your surrounding jurisdictions. This will help close the gap between counties that until now the ADA disabled passenger encounters. Expand your hours even if only one extra hour at the end of the day. ADA rides take longer and most of them have further to go. Trip share whenever possible and establish a qualifying list of volunteer drivers. This will give more freedom of transit to the disabled person who may not require a lift equipped vehicle but cannot take a trip by themselves. The volunteer driver program is especially useful for people who are declared legally blind and would like to attend meetings or have personal activities enabling them to remain an independent lifestyle.

#### Pioneer Resources (367)

##### Pioneer Resources New Freedom transportation (571)

**Location**: Ottawa County (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: Pioneer Resources formed a partnership with Evergreen Commons, a large Senior Center with many supportive senior programs to provide transportation service. We are transporting seniors with disabilities and dementia, who are still living at home, to programs within the community. We will go into their home and assist them out the door, into the bus, and into their destination. Our primary destination is the Evergreen Commons Senior Service program which provides nursing, social work, nutrition, recreation, and other needed services. Often our passengers are living at home with a spouse who is also a Senior and might be frail. So they rely on the transportation program to get their loved one safely to the bus. This is especially important in Michigan where winter's snow and ice might keep them house bound, isolated, and without needed services, if someone could not help them out the door and down the sidewalk to the bus. And the programs they attend give the caregivers a needed break and allow them to continue keeping their spouse or loved one at home.

**Evaluation**: Some of the tools used to evaluate this program include customer satisfaction surveys, passenger trips, service miles, accident and safety data, and feedback from social service agencies that provide referrals for the transportation. We often hear from grateful spouses how important the service is for them and how our drivers are very warm and caring with the passengers. It is VERY important to note that this was a new program in 2009 so the passenger numbers are lower. The program has grown as we began receiving more referrals and is now more than triple in size. And the demographics show that as the baby boomers age this will become very important transportation. Seniors want to stay living in their own homes, but due to disability or age related issues, are unable to continue to drive. So having a program that provides the little extra support to get them to the bus is so important for quality of life and access to service.

**Accomplishments**: One of the greatest accomplishments of this program was the collaboration between agencies to create and support this program. Some of the agencies making referral to the Pioneer Resources New Freedom program include: Evergreen Commons, Ottawa County Community Mental Health, Lakeshore Disability Network, Georgetown Seniors, and others. And we are proud of the fact that we have created a system that keeps Seniors living in their own homes and supports a healthy community. The New Freedom funding has been vital to making this program a success!

**Lessons learned**: We have referrals coming in from many different agencies, and it is important to understand the needs of each passenger. This is highly personalized transportation since we are going beyond ADA requirements. We place notes on the drivers dispatch sheets with important details such as "knock on side door", or "needs help down steps" so that we can make sure everyone is transported safely. And this program has grown every month since we started. The families are so grateful for the service we provide. They want to care for their loved one at home but need transportation to give them that little extra support so they can participate in the community and access medical services. Thank you for the New Freedom funding! We have hundreds of families that appreciate your support!

#### Shiawassee Area Transportation Agency (369)

##### Accessible taxi operations (344)

**Location**: Shiawassee County (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: This program, administered by our Mobility Manager, enables persons with disabilities and senior citizens of Shiawassee County to access transportation and, if necessary, aide/escort service, if/when our demand response service cannot due to the hours/days of service and/or service needed outside our jurisdiction. This service is utilized only for those requiring wheelchair accessibility and their aides. First priorities are for medical appointments, second for employment/training/education, and third for other purposes.

**Evaluation**: We evaluate the number of trips, origin and destination, trip purpose, whether for older adults and persons with disabilities. Since this was the first year of operation, we do not yet have accurate benchmarks.

**Accomplishments**: We receive very high marks from our customers who are grateful for this low-cost transportation option. We charge the same amount that it would cost them if our demand response service were able to provide the trip. This helps create a sense of sharing of cost with those customers.

**Lessons learned**: Request funding for one more vehicle than you will need at peak times so that when one is unavailable due to preventative maintenance or other needs, service will not be interrupted.

##### Accessible taxi vehicle (349)

**Location**: Shiawassee County (MI)

**Type**: Capital Investment Projects/Vehicle for transit agency

**Goal**: Expanded geographic coverage

S**ervice description**: This vehicle is a Chevy Uplander with seating for six passengers or two passengers and two wheelchair locations.

**Evaluation**: We evaluate the MPG & service costs. Since this was the first year of operation, we do not yet have accurate benchmarks.

**Accomplishments**: This vehicle purchase has made it possible for citizens of the county who have accessibility issues to be able to travel to medical & employment/training opportunities outside the county.

**Lessons learned**: Request funding for one more vehicle than you will need at peak times so that when one is unavailable due to preventative maintenance or other needs, service will not be interrupted. Although this vehicle is advertised as having two wheelchair positions, it is much too small to accommodate more than one.

##### Volunteer driver (343)

**Location**: Shiawassee County (MI)

**Type**: Trip-Based Services/Volunteer driver program

**Goal**: Improved access/connections

S**ervice description**: This program, administered by our Mobility Manager, enables older adults and persons with disabilities of Shiawassee County to access transportation and, if necessary, aide/escort service, if/when our demand-response service cannot due to the hours/days of service and/or service needed outside our jurisdiction. First priorities are for medical appointments, second for employment/training/education and third for other purposes. Our volunteer drivers receive training, an additional liability policy and reimbursement based on mileage at 75% of the IRS rate in effect.

**Evaluation**: We evaluate the number of trips, origin and destination, trip purpose, whether for senior or disabled. Since this was the first year of operation, we do not yet have accurate benchmarks. We also evaluate the number of volunteer drivers and how much service they provide collectively and individually.

**Accomplishments**: We receive very high marks from our customers who are grateful for this low-cost transportation option. We charge the same amount that it would cost them if our demand-response service were able to provide the trip. This helps create a sense of sharing of cost with those customers.

**Lessons learned**: The difficulty of recruiting volunteer drivers. Even with the reimbursement of mileage, it is difficult to find volunteers that will donate time to provide personal assistance. I would advise anyone starting a similar program to allow for more recruitment time and be very aggressive in marketing the volunteer opportunity utilizing a broad spectrum of sources such as craigslist, newspaper, websites, Facebook, as well as work with the businesses in your community.

#### SMART (370)

##### New Freedom (596)

**Location**: Oakland County (MI)

**Type**: Trip-Based Services/Demand response service

**Goal**: Extended hours/ days of service

S**ervice description**: The New Freedom grant was used to provide rides to persons with disabilities of the non-urban areas of Oxford and Addison townships. NOTA provides rides to older adults on a demand response basis for no charge to residents within these communities. NOTA took the riders to doctors appointments, grocery shopping, church, meal programs, community events, and Training and Treatment Innovations. NOTA has partnered with Training and Treatment Innovations to help persons with disabilities in our area by meeting their needs of service. The area of service is within the Oxford, Addison, and Orion Township boundaries plus a fifteen mile radius unless it is for a hospital visit which will exceed that limit. The hospitals that NOTA travels to include Beaumont Hospital in Royal Oak, Crittenton Hospital in Rochester, Lapeer Hospital in Lapeer, St. Joe Hospital in Pontiac, and Divita for dialysis patients in Waterford.

**Evaluation**: NOTA evaluated the rides given by using the approved cost allocation plan formula as its basis. All rides were broken down by rider category, community and purpose. The rides were then summarized on a quarterly basis and compared with the year prior to determine if the program was successful. The number of disabled work rides was netted against the total disabled rides to not double count the disabled in two areas. All of the work rides, either disabled or not, are recorded under work for JARC Grant purposes. The net number of disabled are billed and evaluated on a quarterly basis and compared to the prior year.

**Accomplishments**: NOTA gave 16,587 rides to persons with disabilities, which was up from 13,544 from the same period of the previous year. This increase of 3,043 rides equaled a 22% increase in rides. This increase is due primarily to the extra five buses that were on the road as a result of the New Freedom funds as well as the start of the weekend service from 8 AM to 4 PM on Saturday and 8 AM to 2 PM on Sunday.

**Lessons learned**: It would have been helpful to have the cost allocation plan done prior to starting the program to help with the evaluation as the year went on. Also, the waiting period for the available grant funds that year was difficult to pre fund the weekend service until the federal funds were available.

## Minnesota

### Minnesota Department of Transportation (2039)

#### Moorhead Metropolitan Area Transit (749)

##### MAT Mobility Manager (1009)

**Location**: Moorhead (MN)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: The primary purpose of the project is to obtain accurate information on the community transportation resources available and the transportation issues/needs of people with disabilities in our community. This information will be used for the program implementation in 2010. The project goal is to promote the development and maintenance of a network of transportation services and alternatives beyond requirements of ADA for persons with disabilities.

**Evaluation**: Evaluation results are in the 2010 Mobility Plan. Evaluation results include focus group and survey results that identify community transportation needs. Priorities identified from the plan include travel training, outreach and raising awareness of specialized transportation options through distribution on Fargo/Moorhead Rides Source Directories.

**Accomplishments**: The greatest accomplishments of this project include the development of the transportation network and the outreach done to identify community transportation needs of people with disabilities in the community. Knowing what the needs are and the resources in the community to address those needs are essential for a successful program in 2010. Key need areas identified through the survey are the need to increase awareness of services available and how to use those services. Community education and travel training will be a big component for the 2010 plan. The biggest accomplishment in 2009 was the development of www.fmridesource.com and printing Fargo/Moorhead Ride Source Directory.

**Lessons learned**: One of the biggest surprises is the effectiveness of using Survey Monkey for distributing the survey to human service program providers. The survey link was e-mailed to approximately 100 key human service providers with the request to pass the survey on at 10:30 AM by 2 PM that day; 100 surveys were completed. Within two days, 300 surveys were completed. It is difficult to get community transportation providers together for meetings. Most private transportation providers are also drivers who need to cover shifts during meeting times. The development of the Transportation Network is a way to identify the transportation providers and human service providers and connect them informally rather than pull them together monthly for a meeting. There is a strong link between mobility management and disaster response. Understanding transportation options and having a good relationship with transportation and human service providers were key to an effective response to the 2009 and 2010 flood events.

#### St. Cloud Metropolitan Transit (717)

##### METRO BUS Travel Training (1015)

**Location**: St. Cloud (MN)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: New Freedom funding has provided Metro Bus an opportunity to implement a Community Outreach and Travel Training program. This service has given our community options when needing transportation. Individuals are now using public transportation determined by their physical and cognitive ability and travel independently throughout our community. Our Community Outreach has given us the opportunity to reach individuals prior to them applying for Dial-a-Ride. Many of our Social Service organizations, Community Training and Support Services, schools, Senior Centers, Independent/Assisted living sites, VA Medical Center programs, Travel Club participants, Group Homes, Human Service Groups, Medical Equipment and Supply services, Social Support Groups and Rehab clinics are now requesting travel training for their consumers/patients.
 Teaching and adapting the skills necessary in riding the fixed route bus system, participants gain the confidence to travel independently to work, school, church, social gatherings, and leisure activities and actively contribute to their communities.
 Travel Training follows a step-by-step process and is unique to the individual. Trainings are provide 1:1 or in a small group setting.
 Trainings can offer an overview of our complete fixed route system or to a specific destination. All travel training follows a process. First an interview is conducted; an assessment determines an individual’s cognitive and physical level of functioning or ability; a site survey determines environmental barrier/accessibility; travel plans are written and executed; and an evaluation of performance documented. Some travel trainings require one experience, where others may need up to five or more.

**Evaluation**: Metro Bus evaluates program performance by the number of individuals that have transitioned from paratransit to fixed route. They now have the skills necessary to navigate our fixed route system with confidence.
 We have also implemented programs where individuals may use our fixed route for part of their ride and paratransit for the duration. An example is our Wacosa Express program. A group of individuals who work at a Training and Support site were identified to have the skills necessary in riding our fixed route bus and transitioned to this program. They ride the fixed route from their homes and meet at our transit center where staff meet and accompany them to their work site on one bus. This has eliminated the need for paratransit to pick up these riders individually throughout our community.
 Organization follow-up surveys are also used to measure the effectiveness of the travel training program. Survey data shows that 268 of the individuals who participated in the travel training, continued to use the fixed route bus systems on a regular basis. We have participated in 766 Travel Training/Community Outreach activities and provided 2,544 rides on our service. We measure satisfaction of travel training by percentage of: recommendations to others in riding our fixed route bus system, continued riding on our fixed route bus system, if our fixed route buses take them to where they need to go, and if individuals have learned additional routes on their own.
 ADA ride denial data are tracked to measure the program’s effectiveness to free up paratransit capacity.

**Accomplishments**: Our Community Outreach and Travel Training program has assisted our seniors and those individuals with cognitive or physical disabilities in learning how to navigate our fixed route bus system, enabling them to be independent and become active members of the community.
 For a senior who has never driven, she can only depend on family and friends to transport her to the nursing home where her husband with Alzheimer’s now lives. She hopes to visit daily since his admission. Sharing a noon meal and participating in a daily mass service is her way of coping. She participated in our Travel Training program and is now independent to travel. She utilizes our reduced fare rate during off peak hours.
 Our Travel Clubs have been a great success. We have partnered with many area assisted/independent living facilities, providing a Travel Club activity for their tenants. They signed up as a group and rode to our new local library, received travel training, had time to spend at the library, and enjoyed a cup of coffee with our Travel Guide and returned home. We used a simulated busy, which traveled the fixed route, toured the Transit Center and encouraged them to watch for familiar landmarks along the way. In using the simulated bus you do not run the risk of capacity for those who are disabled or in wheelchairs. It is a wonderful activity to get seniors on the bus and show them the ease of riding.
 Another accomplishment was controlling the growth of the paratransit system and ensuring capacity is available for those who truly need the service.
 A young adult woman, now independently navigates to four destinations within our community. She has had five trainings on specific destinations and is now independent in riding the fixed bus route system. Originally, she had applied for our ADA service. Because she was new to the community, her mother thought it was the best solution to her transportation needs. After an in person interview and cognitive assessment, it was determined she would be able to develop the skills necessary to ride the fixed route independently. After travel training, she is now independent to ride our fixed route bus system.
 A young man who depends on his electric wheelchair for mobility, applied for our DAR service. He had some previous travel training while in a post high school vocational program and been successful, however was still certain he needed DAR. He was sent through a physical functional assessment; cognitive functioning was also accessed. After participating in our Travel Training program he has learned how to navigate our fixed route bus system and travels independently to the destinations of interest. He received a conditional certification on DAR when there is ice, snow and rain but denied for any other service. Community Outreach has put riders on the bus.
 Travel Training and resources have been provided to our area public schools and Special Education Departments. It is our goal to work with the students prior to graduation and teach them the skills necessary to riding our fixed route bus system. For many of these individuals, public transportation will be their main source of transportation upon adulthood.
There has been an increasing need to provide travel training for those who do not speak English. We have worked with the Somali, Sudanese, Cambodia, Vietnamese and Spanish communities. Communication tools to effectively teach them have been developed. We utilize picture books, matching, modeling and illustration. At times, we rely on family to assist with setting appointments and communication.

**Lessons learned**: With education and travel training, a transit system can break down the barriers that prevent seniors and those with physical or cognitive disabilities in riding the fixed route bus system. It is not our culture at times to choose public transportation (a fixed route bus system) as our main source of transportation. Often, they do not understand how to navigate a system with confidence. We encourage other systems to break the barriers down and teach seniors and those with disabilities how to ride the bus. Get people on board through a Travel Training program, small groups and Travel Clubs. With education, individuals will be free to move throughout your community and participate in activities of interest.
 The process of a successful paratransit certification and Travel Training does take time but when individuals use the transportation to meet their ability to travel, it creates fairness for all.

#### Tri-County Community Action (489)

##### Tri-Cap Mobility Management (420)

**Location**: St. Cloud region (MN)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: The Transportation Resource Center was created to be a one call service center for transportation resources for Central Minnesota. The Mobility Manager assists in finding resources to help families and individuals with transportation to doctor appointments, other medical and dental appointments and therapy as well as resources to help them with their work and grocery shopping needs. Through the help of seven local faith based partners, Tri-Cap is able to provide health related transportation to appointments. This service is provided through a mobility management approach of using the existing resources in the area to provide the services that are needed. Services ranging from public transit to volunteer driver programs to private providers already providing service in the area are used to transport these individuals to their appointments. These services are provided on a donation basis and are designed to help those individuals that fall in the gap between needing assistance yet not qualifying for county services. This program helps ease some of the burdens placed on families by helping transport their loved ones to appointments when they are not able to do so themselves.

**Evaluation**: The program is evaluated month to month by looking at the goals set by the organization. These goals include increasing ridership and public awareness as well as encouraging ride sharing among our partner agencies. The progress is measured and evaluated on the number of rides provided, calls received, rides shared, and agencies spoken to regarding the overall program. As the project moves forward, we are able to compare ride counts month to month and year to year, which will also provide a benchmark for evaluating future services. Most recently, we have begun to evaluate those calls we received that we weren’t able to assist or give an adequate referral. Through that evaluation we will determine how the resource center moves forward with funding priorities and programming.

**Accomplishments**: The greatest accomplishment has been being able to create and grow relationships between the existing transportation providers in Central Minnesota to be able to provide this valuable transportation. More people have been able to meet their health needs because of these self-less volunteer drivers and the collaboration of the local transportation providers. Tri-CAP provided over 32,000 trips in 2009. This exceeded original goals by over 25%. We know, as our population ages, our program will provide great support in helping seniors age in place as well as creating communities for a lifetime.

**Lessons learned**: One lesson learned was to more clearly explain and reinforce our expectations regarding passenger eligibility for this service. Existing funding sources or public transit availability need to be carefully examined first to be certain the resources are being used in the best possible way. Another lesson learned was in creating the screening process for callers requesting transportation, setting parameters for the ride requests and explaining the available options clearly to the person requesting the transportation.

#### Tri-Valley Opportunity Council, Inc. (522)

##### Tri-Valley Travel Training (475)

**Location**: Northwest Region (MN)

**Type**: Information-Based Services/One-on-one transit training ("travel training")

**Goal**: Improved customer knowledge

S**ervice description**: Through the use of New Freedom funds, Tri-Valley implemented a Marketing Travel Training Instruction Program assisting the persons with disabilities and the general population of the six county service area. The primary focus of the program was to provide travel training instructions to the main target market of individuals with disabilities to overcome fears and build confidence so community members would become comfortable using the public transportation system to the fullest extent possible. A comprehensive marketing plan was implemented. This marketing plan included public awareness and consumer education for the travel training program.

**Evaluation**: The Transportation Program Manager reviews data on the number of passengers, hours of service, and operating costs for the New Freedom grant. These outcomes are shared and discussed with the transit advisory committee.

**Accomplishments**: The increased awareness of the bus in outlying communities has been very positive. Residents in Crookston, Thief River Falls, and Bagley see THE Bus in town on an ongoing basis. Smaller communities need to be reminded that the public transit service is available to meet their needs as well. Community presentations have increased with more staff to take on this additional outreach role. Distributing door hangers in communities and working with churches has resulted in an expanded market of transit riders. Sixty-seven group exposures to the travel training program resulted in a stable ridership during this period, and, one mentally challenged person is able to ride on her own –to and from work- a feat that was never accomplished before.

**Lessons learned**: When planning to apply and provide transit service under a New Freedom grant, turn to those in the field that are already providing services in these areas. The existing providers will have some good information to share, and possibly save time by passing on forms, ideas and tools they have already developed. Collaborating with other transit partners is key. Cost sharing measures will be beneficial for partners when working together.

#### VINE Faith in Action, Inc. (524)

##### VINE Mobility Management (478)

**Location**: Mankato Area (MN)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: VINE operates a Mobility Management service for the counties of Blue Earth and Nicollet. A Mobility Manager is on staff and refers people in need of transportation to appropriate transit programs and also coordinates requested rides through volunteer drivers or on a bus. Most people using the program go to destinations of medical care, shopping, exercise programs, or to support groups. The program focuses on providing transportation when or where traditional transit is not available.

**Evaluation**: VINE's Board of Directors review performance measures of the number of riders and destinations. Each month the Board also reviews the partner participation of the program and the revenues vs. the cost of the project. Customer service surveys are also reviewed at these meetings.

**Accomplishments**: A Transportation Advisory Committee has been created. Members of the committee come from various fields in the community including transportation providers, community advocates, community members, regional advisory organizations, and county boards. This committee provides a positive and open forum for transportation needs that arise within the community. Continuation of the Mobility Management Center means that VINE has been able to become a viable and knowledgeable transportation referral center in Southern Minnesota. VINE continues partnerships with other community development agencies to create new opportunities for seniors and people with disabilities. Enhancing the volunteer driver program to meet the needs of rider requests was very important to the success of the program.

**Lessons learned**: Having the ability to provide as much information as possible on available transportation is important when making referrals so it is vital to continue to update our resources. Having an open and strong relationship with the other transportation providers in the area is a great resource when needs in the community arise. A strong and effective marketing campaign is important to the success of the program.

#### Western Community Action (525)

##### Western/Marshall New Freedom (480)

**Location**: Marshall (MN)

**Type**: Capital Investment Projects/Vehicle for other agency

**Goal**: Improved system capacity

S**ervice description**: A new on-time route in the City of Marshall. This route includes major retail outlets, independent living centers, apartment complexes, and Southwest Minnesota State University (SMSU). The route duration is one hour and has 30 pick-up/drop-off options. New bus stops with benches or shelters were added to increase the effectiveness of the route.

**Evaluation**: This route was evaluated by the Transit Advisory Committee. Input was taken by Southwest Marketing and Advisory Center, the City of Marshall and students of SMSU. Measures of this project were determined to be the number of new people starting to use the bus system. Many people who ride this route are persons with disabilities. As the route matures, the committee will evaluate riders per hour. Being this was a brand new route in a rural area, the total number of users were reviewed. In addition to the number of passengers on the route the locations of the drop-offs and pick-ups were reviewed. Having a wide variety of destinations (work, medical, housing, and retail) was an important measure for the committee.

**Accomplishments**: Developed new relationship with SMSU. A student fee for a transit pass was implemented for the first time from this route. All students pay $0.75 cents and can use this route to go to work or to SMSU from their apartments if they show their student ID. Over 2,000 new rides were developed from this route.

**Lessons learned**: The most difficult issue was finding accessible bus stop locations and solving right of way location concerns. Project needed enhanced advertising and new rider training to start this new route. Unable to please everyone because some areas of town were not included on the route. Logistic issues hampered the route during start up phase for example: too much congestion in certain drop-off/pick-up locations.

## Ohio

### Ohio Department of Transportation (12251)

#### Allen County Regional Transit Authority (842)

##### The Delphos Route Transportation Services (1351)

**Location**: Allen County (OH)

**Type**: Trip-Based Services/Fixed route

**Goal**: Expanded geographic coverage

S**ervice description**: Fixed Route - The Delphos Route Transportation services to Delphos from Lima and to Lima from Delphos. twice a day.

**Evaluation**: We believe that this new route is doing well. There were 444 trips with 5,270 passengers in between October of 2008 through September of 2009. An average of 11.87 passengers per trip. 4,748 were targeted passengers, with 522 other passengers. We believe this route will continue to grow.

**Accomplishments**: We have given residents of both Delphos and Lima a way to travel easily between the two cities by expanding our service area. We have also accomplished things using coordination . Delphos Senior Citizens , Allen County DD, and ACRTA have worked together to get this project up and running smoothly.

**Lessons learned**: This route needs to be promoted more and it needed to be promoted more when the route first began.

#### Horizons of Tuscarawas and Carroll Counties, Inc (843)

##### Horizons of Tuscarawas and Carroll Counties, Inc (1334)

**Location**: Tuscarawas and Carroll Counties, Inc (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: Three agencies coordinating together to provide demand response ride services to a targeted population of low-income and developmentally disabled people. Also, we were able to extend hours and days of transportation service, offering service Monday through Saturday 4 PM – 11 PM and Sunday 7 AM to 4 PM.

**Evaluation**: We meet monthly to monitor, track, and discuss the number of trips taken by all passengers, especially our targeted population of low-income and individuals with disabilities. Thus, we are able to ensure that the coordinated transportation service is helping persons with disabilities and low-income citizens of Tuscarawas County to get to their intended destinations.

**Accomplishments**: Working collaboratively together with the Senior Center, SEA, and Horizons, we are able to get more persons with disabilities and low-income persons in a rural county with no public transportation system to their medical appointments, jobs, recreational activities, shopping, church, classes, and any other intended destinations.

**Lessons learned**: There is a strong demand for low-fare ride service in our rural county. The demand has shown to be astronomical as a result of heavy promotion of the service and great coordination and collaboration between Horizons Inc., Senior Center, and SEA transportation services.

#### Preble County Council on Aging, Inc. (909)

##### Preble County Council on Aging, Inc. (1345)

**Location**: Preble County (OH)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: The New Freedom Program of Preble County provides coordination of transportation services for the elderly and persons with disabilities (economically, physically, and emotionally) to medical and daily needs appointments within a 100-mile radius. Through the coordination of this program, the Preble County Council on Aging provided 326 individuals over 14,577 trips. We transported New Freedom clients on 3,098 one way trips. We were able to test a Saturday fixed route system in Eaton, Ohio to see if there was enough participation to apply for Rural Federal Funding. The New Freedom Program has increased the information available to Preble County citizens of transportation options.

**Evaluation**: Over 350 surveys were sent out to clients who received transportation services in 2009. We received 123 surveys back. The response was overwhelmingly positive to the program, the drivers, and the demand response system. We evaluated the Saturday Fixed Route Program through ridership numbers and ascertained that at this time the citizens of the county were able to find family or friends willing to provide transportation on the weekends. This program was discontinued in May 2009. We continue to provide Saturday service on a demand response basis.
 In surveying the transportation employees of PCCOA, we found that the diverse nature of the clients; senior citizens, the economically stressed, the emotionally and physically challenged, required new provider skills. We engaged the employees in training in sensitivity issues pertinent to these populations.
 In assessing the program through the service agency’s Transportation Coordination Meeting, we were able to work through issues of billing, scheduling, and cross-billing clients. Preble County job and Family Services, Preble Board of Developmental Disabilities, Preble Board of Mental Health and Recovery, the Preble County Commissioners, and Community Action all supported PCCOA in submitting a renewal proposal for New Freedom 2011-2012 due to its success in Preble County.

**Accomplishments**: We have been able to bridge the agencies that serve the disabled and disadvantaged of Preble County for the first time due to the coordination mandates of the New Freedom Program. We have been able to leverage ODOT funds to obtain three new vehicles costing over $120,000 for $32,000 local match through the Coordination Program also. Prior to New Freedom, Preble County Council on Aging served only clients age 60 and older. We were able to leverage the New Freedom Funds to receive a grant from the American Cancer Society to provide transportation for cancer clients to medical appointments for $3,400.
 We have been able to develop an excellent working relationship with the Preble Board of Developmental Disabilities; we are able to utilize their vehicles if needed and we have developed cross-training classes and CDL certification opportunities for our drivers.

**Lessons learned**: The most important piece of advice is to contract with the coordinating agencies a rate that will cover the true costs of the service. We have traditionally charged by the mile. This can be appropriate, but we have found that while transporting several clients on the same run, you can share the costs over several agencies, but this does not take into account the labor costs of multiple wheelchairs or pickups in the same geographic location.
You also need to have all contracts in place prior to the start of the New Freedom year. Many contracting agencies require county, state, or federal action prior to approval. This delay, also delays the start-up of services to the clients. This also includes billing systems.
 You need to make sure that your transportation drivers are trained in issues dealing with the new clients: age, disability, emotional responses, etc. Your agency needs to be prepared to step-out of its normal “Mission” oftentimes to embrace the coordination of services within the county. For example, Preble County Council on Aging has served only seniors since 1937; we are now serving all county residents.

#### Society For Equal Access (844)

##### Society For Equal Access (1337)

**Location**: Southern Part of Tuscarawas County (OH)

**Type**: Trip-Based Services/Flexible routing

**Goal**: Extended hours/ days of service

S**ervice description**: We serve older adults, persons with disabilities, and low-income with expanded hours, evenings and weekends (Saturday).

**Evaluation**: It cost more to operate than expected. Also, coordination is going well with the exception of the limited services provided by other agencies providing transportation under New Freedom in our County.

**Accomplishments**: Transporting passengers to and from work as well as to social events has been a real asset to the community.

**Lessons learned**: Transportation for New Freedom has improved though out the past year, coordination is coming along and the trips and passengers have increased.

#### Tuscarawas County Senior Center (846)

##### Tuscarawas County Senior Center (1333)

**Location**: Tuscarawas County (OH)

**Type**: Trip-Based Services/Flexible routing

**Goal**: Extended hours/ days of service

S**ervice description**: The Tuscarawas County Senior Center provides New Freedom transportation, which is prescheduled, door-to-door throughout the County for individual’s age 50 years and older on Tuesday and Thursday evenings and Saturdays. Adding two evenings and Saturday extended our services by sixteen hours per week. The Senior Center works closely with two other transportation agencies in a collaboration effort to increase efficiencies, riders, and marketing of the program.

**Evaluation**: In short, based on the increase in the usage of the program we believe the program is making a significant contribution to the community and the lives of those now using the program. In 2009, a total of 1,247 trips or 72% of all trips were taken for individuals with a disability. Our goal was to increase trips over 12 months by 1,500, trips were increased by 1,745. We also exceeded our goal to increase unduplicated passengers by 100, 179 unduplicated passengers used transportation services thru the New Freedom program.

**Accomplishments**: Strengthening the relationships between the three transportation agencies receiving New Freedom funding, which in turn improved transportation services in the county by making transportation more accessible and affordable, especially for low-income and persons with disabilities. I am very proud of our efforts the success we have experienced.

**Lessons learned**: Starting a new program requires patience and frequent communication, especially a new program that involves three distinct agencies. Support from the county commissioners was important. In the early going, meetings were held one to two times per month between the executive directors and transportation coordinators – the meetings were key in defining policies, troubleshooting and building a team that worked together for mutual goals.

#### WSOS Community Action Commission (849)

##### WSOS Community Action Commission (1344)

**Location**: Sandusky County (OH)

**Type**: Trip-Based Services/Door-to-door or door through-door

**Goal**: Improved access/connections

S**ervice description**: The New Freedom Passenger Care Attendant service was established to provide enhanced service to the frail older adults, persons with disabilities, and mobility challenged residents of Sandusky County. It is a service of the TRIPS public transportation program operated by the WSOS Community Action Commission. TRIPS has provided curb-to-curb service for its clients. The New Freedom Grant was used to implement door-through-door service. This type of service includes several levels of assistance from opening doors and providing verbal guidance, to physical support.

**Evaluation**: By tracking the number of one way trips and surveying the passengers and passenger care attendants we are able to calculate the success and benefits added to TRIPS transportation.

**Accomplishments**: In providing the passenger care service, TRIPS collaborated and partnered with other community organizations to recruit both volunteers and resident who may need the service. The volunteer specialist devised plans to work with the WIA program of Job and Family Services and Terra Community College providing regular volunteers and community service opportunities for youth.

**Lessons learned**: Heavily promote the availability of the service and collaborate and partner with numerous other community organizations to be successful.

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