



New Freedom Program

**FY 2009 Service Profiles**

**Region III**

**Delaware, Maryland, Pennsylvania, Virginia,**

**West Virginia, and the District of Columbia**

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New Freedom FY 2009 Service Profiles: Region III

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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

## District of Columbia

### Metropolitan Washington Council of Governments (1473)

#### Arlington Agency on Aging (895)

##### Door-through-Door Service (1227)

**Location**: Alexandria and Arlington County (VA)

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

**Goal**: Improved access/connections

S**ervice description**: The Door-through-Door service provides needed personal assistance for consumers to use available forms of public transportation services to go to health care appointments. The program also ensures support and assistance during the health care appointment. This assistance may consist of help preparing for the trip, help to and from the vehicle, accompaniment during the appointment, which may include translation (Vietnamese and Spanish), briefly helping the client when they return home, and carrying reports to community service providers, family caregivers and others as appropriate. An integral part of this door-through-door transportation program is educating current transportation providers, as well as the general public, how the aging or disabilities process affects consumers ability to travel to health care appointments independently.

This service is available Monday through Friday for non-emergency health care appointments. Aides from Home Care Partners, a nonprofit partner agency, provides the enhanced assistance. All trips begin and end at the consumer's residence in Arlington County or the City of Alexandria and must be within Northern Virginia, primarily inside the beltway, DC, and destinations within ten miles outside of Arlington County and Alexandria City limits. Trips must be scheduled a week in advance through a designated phone number to a Scheduling Coordinator. If the coordinator is not available, an answering service takes the call and the coordinator returns the call within 24 hours or the next business day. Special situations requiring shorter notice are accommodated whenever possible.

A set of questions are asked to determine eligibility; the Coordinator then schedules an Aide to escort the client. Trips are scheduled on a first come, first served basis for all eligible clients, except in the case of special situations.

**Evaluation**: This program is monitored on a monthly basis to track new clients, numbers of trips, total service hours, aides providing service, and contributions received. This information is compared to project totals to determine discrepancies or areas needing modifications or increased attention, such as outreach. In addition to these measures, a client satisfaction survey is conducted to evaluate client feedback and areas needing improvement.

**Accomplishments**: The greatest accomplishment of this program is that the service has been successful in allowing clients who could not travel alone to be able to safely travel to medical appointments. Clients love this program! In addition to the actual personal care, transfer, and translation assistance provided by the Aide, this program provides security. Clients and their family caregivers know they won't be waiting by themselves if the transportation is late, or taken to the wrong location (especially important for MetroAccess users). Clients know that they have a capable and caring person to assist in these circumstances, particularly since many of our clients do not have cell phones.

**Lessons learned**: A new program should be careful to clarify the limitations of the service, particularly if the program is not providing actual transportation. Because transportation for elders and persons with disabilities can present so many challenges, potential clients often erroneously believe that the program was a new transportation service. Programs need as much flexibility as possible in scheduling the time of the escort aides. Although it was initially believed that one full-time aide would be able to handle all requests, the timing of these appointments necessitated that several other aides, working with this program on a part-time basis, also be enlisted to provide the service. If the new program is to be funded by a New Freedom grant, it is essential that the match and reporting deadlines be fully understood by the applicant.

#### D.C. Office on Aging (890)

##### CREST (1213)

**Location**: District of Columbia (DC)

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

**Goal**: Improved access/connections

S**ervice description**: Sub-recipient uses its New Freedom grant to provide a home care aide to travel with agency clients to and from medical appointments.

**Evaluation**: The CREST program is monitored on a monthly basis to track new clients, numbers of trips, total service hours, aides providing service, and contributions received. This information is compared to projected totals to determine discrepancies or areas needing modifications or increased attention, such as outreach. In addition to these measures, a client satisfaction survey is conducted to evaluate client feedback and areas needing improvement.

**Accomplishments**: The greatest accomplishment is that the service has been successful in allowing clients who cannot travel alone to safely travel to medical appointments. The drivers of DCOA's transportation service, WEHTS (one of the largest referral sources of new clients), have commended this service because it allows them to safely transport clients who previously required assistance that they were not authorized to provide. Clients love the program because of the personal care, transfer, and translation services provided by the Aide, the security the clients and family caregivers have in knowing clients won't be waiting by themselves if the transportation is late, or taken to the wrong location. Many clients do not have cell phones, so having a caring person to assist is invaluable.

**Lessons learned**: A new program should clarify the limitations of the service, particularly if the program is not providing actual transportation. Transportation for the elderly and persons with disabilities can present so many challenges; potential clients often erroneously believe that the program was a new transportation service. Programs need as much flexibility as possible in scheduling the time of the escort aides. Initially believing that one full time aide would be able to handle all requests, the timing of these appointments necessitated that several other aides, working with this program on a part time basis, also be enlisted to provide the service. If the new program is to be funded by a New Freedom grant, it is essential that the match and reporting deadlines be fully understood by the potential applicants.

#### Jewish Council for the Aging (891)

##### Travel Training for Seniors with Disabilities (1223)

**Location**: Montgomery County, MD, Washington, DC and Fairfax, VA (DC)

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

**Goal**: Improved customer knowledge

S**ervice description**: The service includes a mixture of classroom training, group trips, and individualized trips on public transportation for older adults with disabilities residing in the jurisdictions noted above.

**Evaluation**: Program staff have received extensive training for the New Freedom travel training program. The focus was on older adults with disabilities, which fit very nicely into our various services and agency mission. The information we provided during class and individual training is also disseminated in outreach in other information and referral departments within JCA. Involved staff are comfortable with public transportation and have worked well to ease fears and concerns of participants.

**Accomplishments**: Offered travel training system orientation to over 250 adults over 65 years of age.

**Lessons learned**: Group trainings have worked really well. It has been more difficult to get people to do individual trips but that has improved as the grant has continued, especially because participants do not have to pay for anything except half price metro fare. Public transit ridership among older disabled adults seems to have increased.

## Pennsylvania

### Lehigh and Northampton Transportation Authority (1419)

#### Center for Vision Loss (1033)

##### New Freedoms Initiative (1739)

**Location**: Lehigh Valley (PA)

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

**Goal**: Improved access/connections

S**ervice description**: Provided demand response services for people with visual impairments, including aides.

**Evaluation**: Number of trips and number of unduplicated clients (39)

**Accomplishments**: Number of people served

**Lessons learned**: None

### Port Authority of Allegheny County (1441)

#### ALLEGHENY INTERMEDIATE UNIT (AIU) (587)

##### AIU3 Travel Instruction Program (960)

**Location**: Allegheny County/Pittsburgh (PA)

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

**Goal**: Improved customer knowledge

S**ervice description**: These New Freedom Initiatives are instrumental in building the capacity necessary to provide Travel Instruction services focused on access to employment for youth/young adults with disabilities who are preparing to enter the workforce within Allegheny County. The nationally recognized definition of Travel Instruction is as follows: Travel Instruction is short term, comprehensive instruction to teach persons with disabilities (other than blindness or visual impairment) the skills necessary to travel safely and efficiently, including the use of public transportation. As such, this project is developing a focus for the regional economic planning process, bringing together the resources of systems serving community and human services, education, and transportation to address workforce development issues for people with disabilities. In this way, issues related to access to travel instruction, physical access to public transportation, and coordinated job search considerations have been the focus of this project.

Our goal has been to develop a means, for persons with disabilities, to successfully navigate and utilize the public transportation system to access work as well as other activities of daily living rather than rely on more expensive systems such as door-to-door paratransit and other dedicated transit providers. This project approaches transportation accessibility need from an educational, human services, and transportation coordination perspective. The program description, outcomes, and continued need for funding are described in ways that demonstrate an impact which is not measured by the traditional transit yardsticks of new transportation routes or ride counts.

The impact of the program is reflected in a demonstration of established infrastructure that builds the capacity for collaborations among education, transportation, and community service entities. The impact of our work has significant and long range implications for changing the way in which individuals with disabilities develop independence, utilize transportation, and access the world of work. Project outcomes have direct and transferable impact for serving other populations and regions. We are not creating one route or rider at a time. We are creating a systems approach to exponentially develop ridership of the future.

**Evaluation**: Evaluation of the project focused on implementation (process) and outcomes, and was based on these benchmarks: a)The extent and ways in which the program educated school district staff and the community about the importance of planning for post graduation transportation options b) The extent and ways in which the program resulted in school district's utilization of AIU travel instruction services and increase the school district's capacity to serve their students in the area of travel instruction. c)The extent and ways in which travel instruction program staff used the collaborative process for community access-to-work planning with other community organizations. Data collection included documentation of organizations' utilization of AIU travel instruction services and number of students served; student data from schools including anecdotal assessment and outcomes data; documentation of training which includes feedback from training surveys.

**Accomplishments**: Provided a leadership role to address legislative issues in the systems of education, community service, and transportation that directly impact the use of public transportation by individuals with disabilities for the purpose of securing and maintaining paid employment. Met with legislators and state representatives about access to work issues in order to educate them about the transportation needs of persons with disabilities and the transportation disadvantaged, inform them of the significance of travel instruction as a key component to address the issues of access to transportation for persons with disabilities, and provide them with data and language which could influence policies and legislation which would positively impact travel issues for persons with disabilities. Developed and piloted a framework for collaboration with school districts which enables them to prepare access to work grant applications which fund travel instruction services. These services are a significant part of comprehensive school to work transition activities for students with disabilities. Within a one year period, tripled out collaborative relationships and agreements with school districts around travel instruction services. Developed a community based model to analyze transportation needs and gaps in service for disadvantaged families using community services such as family centers, school districts and human service agencies. Identified community private transportation providers and developed a coordinated system to utilize the wide range of regional transportation options as a part of travel instruction. Identified and educated stakeholders about how changes in the Port Authority fixed service would impact them and their available alternatives and options for daily living transportation. Provided public and private transit providers in the region with information about unmet transportation needs and gaps in service for the transportation disadvantaged. Developed a structure for aligning staff performance standards with Western Michigan University instruction competencies for travel instruction. We designed, monitored, and piloted a system which documents a travel instructor trainee's progress in attaining Western Michigan University field practice competencies. Spearheaded the development of the Consortium for the Education Advancement of Travel Instructors. The purpose of the consortium is to support and promote the continued development of the academic discipline and profession of travel instructions in order to expand the capacity to provide travel instruction services to persons with disabilities.

**Lessons learned**: When starting and implementing a travel instruction program these are areas we found to be necessary to consider: a)Review with other programs, research, and learn about best practice and standards in the field of travel instruction. Safety is a primary consideration in the implementation of instruction in traffic/transportation environments. It is important that the agency understand the liability considerations, procedures and safeguards to reduce risk, and need for qualified instructors who have demonstrated competency in alignment with the West Michigan University Travel Instruction Standards. b)Development of collaborative relationships with professionals in other fields such as public transportation agencies, Departments of Transportation, health and human services professionals, etc. All have a vested interest to support education and help youth develop the skills necessary to access the community as adults. Their expertise is a valuable component to the development of a program to teach youth, families, and adults (particularly those with disabilities) about how to access and utilize public transportation services. c)Maintenance of records of the 'process' that was undertaken to develop the program or instructional model, as well as data collection to quantify the outcomes of the program. Data is essential for replication of a model in other schools of geographic regions, research related to best practice, and support for funding requests to sustain a program. d)Recognition of the need to educate other stakeholders about what travel instruction is, the standard of service that is considered 'best practice', the benefits of instruction, etc. The development of programs and materials to educate stakeholders (school districts, parents, vocational training agencies, etc.) is a key component - it is important for each stakeholder to understand their role in the process of travel instruction in order for them to support your efforts. Society needs to be educated about the financial advantages of all community members being able to access employment opportunities, post secondary education, medical services, and activities of daily living and recreation. The financial costs of not providing travel instruction training can be measured in dollars needed to support persons with disabilities who do not work, cannot access medical services in a timely fashion, and cannot contribute to the tax base by gaining and retaining employment. The social costs can be seen in the need for mental services among those who are isolated and marginalized.

#### Port Authority of Allegheny County (564)

##### ACCESS Connections (1363)

**Location**: Allegheny County (PA)

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

**Goal**: Improved access/connections

S**ervice description**: ACCESS Connections is a transportation program for people with disabilities who are not ADA Paratransit eligible and do not have access to the fixed route system. Managed by ACCESS, it will include a "one call one ride" mobility management element and will test new technology to replace current paper fare collection instruments. The program targets people with disabilities, aged 16-64, who do not meet the strict criteria for ADA eligibility; and students with disabilities participating in formal travel instruction to learn to use the fixed route system. Services provided include trips with an origin or destination not served by fixed route (more than 3/4 mile walk to transit stop, total transit trip would take more than 90 minutes and the trip is less than five miles long, or if transit service is not available within a useful hour) or as a feeder to a fixed route only, unless neither end of the trip has a reasonable transit alternative.

**Evaluation**: Performance Standards and benchmarks reviewing FFY 2009 include:  
the goal for the number of individuals enrolled was established at 125 people. The number of actual enrollees was 75. The goal for the Bus stop inventory and assessment for feeder points was established at 25 stops. The actual number reported was 40 stops. The goal for units of trip planning assistance and mobility management services was established at 500 units, while the actual units reported was 625. The goal for the number of hours of community outreach was established at 100 hours, while the actual number reported was 50 hours. The agency had hoped to host 2 workshops. In actuality, they had hosted 3 workshops. The implementation of e-purse (paperless online fare collection) was expected to be completed on September 1, 2008 while it actually went online a full three months ahead of schedule on June 1, 2008. The established goal of Connections trips scheduled was 1,250 trips while 750 trips took place in actuality.

**Accomplishments**: By exceeding the target for feeder bus stop assessment, we are able to provide more options for matching trips to the best fixed route option. We collaborated with the Allegheny County Intermediate Unit to provide travel instruction, including the use of Connections, to high school students with disabilities. Students successfully learn to use both modes of combination successfully. Four students in particular were able to use Connections/Port Authority to travel to competitive employment upon graduation.

The integration of travel instruction has proven to be beneficial. E-Purse (paperless fare collection) implementation came onboard ahead of schedule and under budget. Customer satisfaction ranks this enhancement highly. No paper fare collection instruments makes fare collection more efficient, effective, and user friendly for customers with disabilities. We also improved on time performance implementation of feeder to fixed route service while learning how to manage the trip in the scheduling process to reduce waiting at the bus stop and achieve as close to "seamless" transfers as possible.

**Lessons learned**: We should have produced more polished marketing materials in advance. Individual, ongoing attention to personal trip planning and execution (making a personal travel navigator available) is essential to success, but much more time consuming than originally envisioned. Staff time was under budgeted. Outreach was a one on one proposition. This is a complicated service to explain and execute. Better integration of fixed route transit trip planning process. Without an extensive knowledge of the entire fixed route systems and stops, the transit trip planning portion can be time consuming. On line transit mapping available to the general public and Connections riders that includes a quick visual of feeder points, complete with photos, list of amenities and routes served would be useful both to staff and customer.

#### Travelers Aid (592)

##### Employment Transportation Assistance Program (ETAP) (857)

**Location**: Allegheny County (PA)

**Type**: Information-Based Services/Information materials/marketing

**Goal**: Improved customer knowledge

S**ervice description**: Travelers Aid purchases monthly bus passes to distribute to MH/MR and Drug and Alcohol clients. We currently partner with 28 to 31 agencies. Mental Health clients are eligible to receive a monthly pass for 12 months and Drug and Alcohol clients are eligible to receive a monthly pass for three months. The bus passes are distributed to the agencies, the agency distributes the passes to clients, collects all paperwork and surveys and returns it to Travelers Aid on a monthly basis. All bus passes are purchased from funding from the Allegheny County Department of Human Services and local foundations.

**Evaluation**: All clients participating in the program have to fill out the surveys. There is an initial survey given out when the client receives their first pass, then a 3-month, 6-month, 9-month, and 12-month survey. These surveys show the decrease in missing mental health and therapy appointments and the increase in NA and AA meetings. These surveys also show increase on clients being able to adhere to and complete service plans. Surveys are designed by the University of Pittsburgh Graduate School of Social Work.

**Accomplishments**: The greatest accomplishments of the BHTP program are providing transportation to clients who have no other means for transportation. Our program reaches clients who don't have medical assistance and do not qualify for any other transportation assistance program.

**Lessons learned**: Take your time and ask a lot of questions. The addition of a co-pay showed clients staying with the program longer. It also assists with budgeting skills and future independence from the program.

### Red Rose Transit Authority (1434)

#### Red Rose Transit Authority (759)

##### Purchase Wheelchair Accessible Minivans (965)

**Location**: Lancaster (PA)

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

**Goal**: Improved system capacity

S**ervice description**: The initial New Freedom grant for RRTA was approved on August 14, 2008. RRTA proposed to utilize its New Freedom funds for the purchase of small wheelchair accessible vehicles to serve the disabled community. The small vehicles proposed for purchase will accommodate five (5) passengers and provide space for a wheelchair. The shared ride fleet currently includes 14 passenger vehicles; the minimum interior width of these vehicles is 88 inches. Lancaster is an old city with narrow one way streets. With the current fleet, it is difficult to navigate these narrow streets and to board and deboard disabled individuals using the wheelchair lift at their homes in a safe and reasonable manner. There are locations where a vehicle is parked around the corner and the driver then goes to get the client. RRTA service standards state that the driver will remain in the line of sight of the vehicle to oversee the other passengers so this is always a difficult situation. With the inclusion of these smaller vehicles into the fleet, clients will no longer be left unattended. Additional urban locations can be accessed that could not be served within RRTA's service standards by the larger accessible vehicles. Rural locations with narrow driveways have also been difficult to serve with the 14 passenger vehicles. The purchase of small accessible vehicles will enable RRTA to significantly improve its ability to serve the disabled community in the urban and rural environments.

**Evaluation**: The Lancaster Human Services Transportation Advisory Committee (HSTAC) and the Lancaster MPO reviewed and supported the use of the New Freedom funds for the purchase of the wheelchair accessible minivans. The Committee established the need for additional wheelchair lift equipped vehicles as a priority. These vehicles address that need and address the difficulties of operating the larger shared ride vehicles within the City of Lancaster and in rural areas in Lancaster County. In 2009, the HSTAC and the MPO supported seeking additional New Freedom funds to purchase additional vehicles beyond the initial order of eight minivans. RRTA, its third party contract operators and the Advisory Committee will continue to monitor the effectiveness of the vehicles in meeting the identified needs, as well as the operating experience with the minivans.

**Accomplishments**: The initial New Freedom grant for RRTA for the purchase of wheelchair accessible minivans was approved on August 14, 2008. The initial order for eight minivans was placed in February 2009 after a competitive procurement process. The minivans were delivered and placed in service in May 2009. Utilizing an option included in the contract with the successful supplier, RRTA ordered and received delivery in September 2009 of two more minivans.

**Lessons learned**: The purchase of the wheelchair accessible minivans was intended to assure that individuals are able to access vehicles in a safe and reasonable manner for their scheduled trips within the current shared ride service operated by RRTA. The accessible minivans meet the service needs intended; it is important to assess the service needs to be met and the vehicle models available to meet these needs in an effective manner. From the initial months of service, it appears customers enjoy the vehicles. There have also been some trips with certain wheelchairs onboard where operators have experienced difficulties in getting individuals to the back two seats behind the wheelchair.

### Southeastern Pennsylvania Transportation Authority (1947)

#### Partnership Transportation Management Association (162)

##### Increasing Mobility Through Travel Training (100)

**Location**: Montgomery County (PA)

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

**Goal**: Improved customer knowledge

S**ervice description**: In our senior citizen travel training programs we provide a 45 minute program which features how to read the schedule, how to board and deboard the bus, how to plan for your trip, and safety measures to take. This program is followed by our bus bingo game to reinforce what the seniors have learned.  
 Our Wheelchair Workshop includes why your wheelchair needs to be secured, how it is secured, the best type of wheelchair for traveling on transit, how to read a schedule, and planning for your trip. After an hour of classroom instruction, the participants go out to a SEPTA bus where they practice using the ramp and board the bus.  
 In our school district programs we offer five half-hour segments to students in transition followed by a trip to a local mall aboard transit. The segments include pedestrian safety, reading the schedule, how to prepare for the trip, bus stops, paying for the trip, bus rules, and what would you do.   
  
 Summer programs are three half-hour segments which feature bike and pedestrian safety, transit, and the cost of driving your own car.

**Evaluation**: We evaluate the programs in several ways. First, we identify the number of persons that have taken the program. Second, we look at the increase in ridership of people taking the small shuttle bus system and SEPTA that we can attribute to travel training. Finally, do the organizations that utilize the service find it to be of value?

**Accomplishments**: Our program in the school district is our greatest accomplishment. The students, teachers, and parents all love it. We have seen a 26% increase in student ridership on our small system. Last year we had four school districts that participated. This year we had to start in March in order to accommodate all the school districts that wanted training. We also had to develop, at the request of the teachers, training and collaborative material for bus, rail, and the subway systems.

**Lessons learned**: Be flexible - the cognitive level of the students change from school district to school district. Senior training is dependent upon the weather.

#### SEPTA (163)

##### Allegheny Station ADA Improvements (113)

**Location**: Philadelphia (PA)

**Type**: Capital Investment Projects/Elevators

**Goal**: Improved access/connections

S**ervice description**:Prepared preliminary and completed architectural/engineering design and construction documents for the installation of elevators at Allegheny Station on SEPTA's Broad St. subway line station, which is located in a low-income, multi-ethnic urban community, is approximately 80 years old, and in addition to surrounding residents, serves workers and clients of the adjacent medical/education/social service facilities.

**Evaluation**:Completion of project on time and on budget

**Accomplishments**: Project design successfully met three major challenges: (1) Design must minimize costly relocation of adjacent subsurface utilities; (2) Minimize disruption to adjacent businesses during design and construction; (3) Phase construction to permit uninterrupted provision of bus and subway service to this station.

**Lessons learned**:Projects such as this, which involve capital construction in older, densely developed urban areas, must always remember to plan for extensive community outreach activities during both design and construction phases, and also to plan and budget appropriately for unforeseen engineering anomalies such as utility connections which are not located where they are mapped to occur. "Unforeseen circumstances" are real and can be very costly.

##### Travel Instruction for Persons with Disabilities in Southeastern PA (112)

**Location**: Philadelphia (PA)

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

**Goal**: Improved customer knowledge

S**ervice description**: The New Freedom travel instruction program provides identification, recruitment, and assessment to a cognitively delayed adults located all over the five-county SEPTA service area. The travel instruction program provides destination-Specific Travel Instruction for sighted adults with cognitive and/or neurological disabilities, who may or may not use wheelchairs and whose facts test results indicate they may benefit from such training.

**Evaluation**: Training program was evaluated based on number of individuals who underwent training. Trainees were selected by the potential trainees performance in a previously administered cognitive assessment. The overall test scores had to reflect the applicant's potential to be trained. As the assessment is a score based examination, high scores were generally the criteria for selection of training. Additionally, selection was determined if most frequent trip was a viable training option.  
 Unfortunately, too few participants ultimately became part of the program to identify any meaningful actions. To remedy this, we intensified recruitment and publicity efforts. We identified instructor availability as an issue and remedied this.

**Accomplishments**: As a pilot, this first year enabled us to identify areas of vulnerability and begin to address them. After a comprehensive review, more than thirty individuals were identified as suitable. All were contacted and recruited. Approximately ten were intensively evaluated individually and all were deemed un-trainable. Thus, as noted above, too few participants completed training, although several almost made it. Street crossings proved to be the barrier, but we learned a great more about the process and steps necessary for a successful following year.

**Lessons learned**: Identify critical skills: De-emphasized reliance on FACTS total test score and focus on portion of test that identifies street crossing skills. Most unsuccessful candidates had difficulty with safely crossing streets, although they demonstrated the ability to learn bus routes.  
 Enhanced recruitment proved absolutely essential to overcome reluctance to participate by convenience riders and their families. Instructor availability: There are very few certified instructors and therefore are in high demand. Scheduling around instructors and riders availability proved problematic. Initial projections of demand for intense destination specific travel instruction proved to be overly high by end of fiscal year. It is important to note that Transit agencies cannot force riders to participate in travel training, and that many rider and families prize paratransit service and convenience above all.

## West Virginia

### Kanawha Valley Regional Transit (1464)

#### Kanawha Valley Regional Transit (983)

##### New KAT Service Dispatching/Scheduling Software (1630)

**Location**: Kanawha County (WV)

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

**Goal**: Improved system capacity

S**ervice description**: The Kanawha Valley Regional Transportation Authority (KVRTA) used these funds towards the purchase of paratransit scheduling software/hardware for the Authority’s ADA Complementary Paratransit Service KAT. The software/hardware allowed the Authority greater efficiencies in scheduling and providing service to the disable community of Kanawha County.

**Evaluation**: Ongoing monitoring performs annually by the local MPO (Regional Intergovernmental Council). Items monitored included passengers per mile, revenue per mile, cost per mile, and other performance indicators.

**Accomplishments**: Since the purchase and installation of the scheduling software acquired with NF funds, KVRTA has been able to increase ridership and serve addition passengers who are eligible under ADA for the Authority's complementary paratransit service (KAT).

**Lessons learned**: KVRTA should have had this type of system in place a long time ago. While the new technology learning curve is great the result are well worth the effort.

### Mountain Line Transit (6105)

#### Mountain Line Transit (965)

##### New Fit (1537)

**Location**: Monongalia County (WV)

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

**Goal**: Improved access/connections

S**ervice description**: Installed scheduling software to better utilize resources

**Evaluation**: Early in the process. Will be evaluated with passenger counts, trip data, and other benchmarks.

**Accomplishments**: None to date

**Lessons learned**: None to date

# SMALL URBAN/RURAL PROJECTS

## Delaware

### Delaware Department of Transportation (1396)

#### Generations Home Care (952)

##### New Freedom Program (1478)

**Location**: Statewide (DE)

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

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

S**ervice description**: Delaware's New Freedom program is a contracted service through the non-profit, Generations Home Care. The program provides transportation services for persons with disabilities that are new and beyond ADA requirements. Customers may call the reservation line for their county to request transportation on weekends and holidays when DART paratransit does not operate. This allows greater mobility for the disabled community by providing service not previously available. Reservation lines in each county are available for customers. There is a $5 co-pay per trip and advance reservations are requested. The contractor will accommodate late reservations if capacity allows. The program ridership is increasing and DART and the contractor have received positive feedback from the community and riders.

**Evaluation**: Monthly meetings with the contractor to monitor the service, ridership and customer feedback are held to improve the quality of the service. One area we will focus on is more intense outreach to the disabled community to increase awareness and ridership. Monthly ridership reports by county are used to target marketing efforts in low ridership areas.

**Accomplishments**: Shifting our message for the program has resulted in increased use of groups. This has increased efficiency and ridership.

**Lessons learned**: Marketing new programs is a continual process. Agencies that provide service for disabled persons aren't used to having an option with this new service. Repeat presentations as service providers has helped increase usage.

## Maryland

### Maryland Transit Administration (1401)

#### Baltimore County Department of Aging CountyRide (431)

##### Partners in Nursing Home Transition (1338)

**Location**: Baltimore County (MD)

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

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

S**ervice description**: New Freedom provided two vehicles and drivers to initiate support for a pilot program the state (Dept. of Health and Mental Hygiene - DHMH) implemented as a result of a grant received from the federal government. The grant was entitled the Money Follows the Person Re-balancing Act. CountyRide provided support for residents of nursing homes to leave and investigated accessible places to live and to participate in normal activities of daily living such as shopping, banking, health care, and socializing once they were living independently in their new homes. This support is especially aimed at nursing home residents living and/or seeking to live beyond mobility catchment area for Maryland State Transportation demand/response door-to-door service.

**Evaluation**: The program started extremely slowly as the state (DHMH) was not able to execute the RFPs quickly enough to hire peer counselors and to create a process (transition center) for implementing the grant requirements. Because of the slow start, we were never able to provide the estimated number of trips stated in the grant. Publicity and support was available but without the nursing home transition team established by the state (DHMH), CountyRide could not proceed as projected. The state has now developed a new strategy and process and transitions could be accomplished with fewer problems. This means CountyRide will be able to assist more clients with their transitional transportation and beyond.

**Accomplishments**: The creation of an interactive team of human service providers to work together to provide the service was a first for CountyRide. The relationships established through this effort have continued and as the state (DHMH) has revised the strategy for fulfilling the needs of those desiring and able to leave nursing homes and live independently. It is anticipated that more and more residents will require increasing amounts of service from CountyRide in order for them to accomplish their transition and remain independent. CountyRide remains able and willing to assist them.

**Lessons learned**: The most important lesson learned was to not anticipate how quickly other new programs and services can get organized and perform as expected. Although CountyRide was ready and able to begin even before the new vehicles were available (this was accomplished by keeping some older but still road worthy vehicles longer), the process for screening and supporting those who desired transition was slow to implement. This was very frustrating to all concerned in Baltimore County.

##### Zone Area Paratransit Service (ZAP) (1131)

**Location**: Baltimore County (MD)

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

**Goal**: Improved access/connections

S**ervice description**: Every Wednesday a bus is available for an entire day in Edgemere to perform demand response trips within a five mile catchment area for a single fare of $2.50 for round trip. Churches were contacted and flyers and brochures produced and distributed. Meetings were attended and person-to-person contacts made to publicize the new service.

**Evaluation**: This project is just beginning and will continue into five other areas of the county, all of which have no public transportation. These areas are relatively isolated so publicizing the service has been difficult. A coordinator for the service has been recruited to perform outreach and this is producing more results than letters and phone calls have thus far. Because this project is new and the approach is so personal, it is breaking ground on how to energize the possible participants into using the service and spreading the word about availability.

**Accomplishments**: Using a transportation coordinator to advertise the service and outreach to the community is an innovation for CountyRide. It has become apparent that employing a coordinator who is part of the community will make this project more successful.

**Lessons learned**: This particular type of outreach requires a great deal of lead time, a coordinator from the community, one-on-one contacts and outreach to all community organizations in every conceivable manner along with a reduction in fares to make it attractive. Contacts must also be made to local medical facilities and businesses to create partnerships that support the project/service.

#### Delmarva Community Services, Inc. (433)

##### Dorchester New Freedom Trip-Based (654)

**Location**: Dorchester and Talbot Counties (MD)

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

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

S**ervice description**: Two deviated fixed routes serving Cambridge, Hurlock, and Easton, Maryland. One route is Monday through Friday, two round trips per day, morning and evening between Easton and Hurlock, Maryland. One route is Monday through Friday, two round trips per day, morning and evening, between Hurlock and Cambridge, Maryland.  
- Travel Training and Travel Navigation Activities

**Evaluation**: Standard performance measures such as cost per one way trip, cost per vehicle revenue mile, cost per vehicle revenue hour, one way passenger trips per vehicle mile, and one way passenger trips per vehicle hour are utilized.

**Accomplishments**:

1) Transport four disabled individuals to job program   
2) Transport two individuals to ADC

**Lessons learned**: We would advise before extending hours and days of service the importance of preparing by, surveying specific needs of employers and riders in an effort to be most efficient. In rural areas such as ours, time is an important factor when considering dead head miles and distances between stops and deviations. It is also most important to inform all dispatchers and staff involved with coordination efforts about changes as soon as possible so that they can be helpful in promoting new services such as extended hours etc.

#### Harford County Transit (430)

##### Harford Transit Extender Service (1326)

**Location**: Harford County (MD)

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

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

S**ervice description**: The Harford Transit Extender Service (New Freedom) is a paratransit/demand response service. At present, the service operates between the hours of 4 and 9 PM, Monday through Friday. It serves the primary transit service areas of Harford County: the Route 22/Route 40 corridor between Havre de Grace and Bel Air and the Route 40 corridor between Aberdeen and Edgewood, and the area bounded by those corridors. The Extender Service provides transportation to employment, health care, and educational facilities, primarily for persons with disabilities but also serving low-income wage earners and older adults.

**Evaluation**: Harford Transit reviews ridership data on a daily, weekly, and monthly basis to ascertain if the Extender Service is performing as expected. The Transportation Planning Committee meets quarterly to review the status of the project and make recommendations for changes and service adjustments.

**Accomplishments**: Persons with disabilities needing to shop or make appointments at health facilities after hours are now able to do so. During the initial grant period, The Extender Service made mobility possible for persons with disabilities consistently in the service area up to 9 PM on weekdays.  
 Low-income wage earners referred by the Department of Social Services and the Susquehanna Workforce Development organization utilize the service. Temporary Cash Assistance clients are required to seek employment as part of their conditions of eligibility; the Extender Service enables them to obtain jobs previously not accessible due to evening hours. In addition, they are able to access health care after hours making it less likely to have to take time off work during regular working hours.  
 The service also helped County residents age 60 and over during these hours, which makes medical transportation more available to this group. In particular, the Extender Service enabled seniors who have appointments at the County’s dialysis clinics late in the day to keep those appointments.

**Lessons learned**: Outreach is critical to recruit passengers for a service like the Extender Service. Traditional marketing approaches may not work to contact persons with disabilities and low-income wage earners. In particular, there are many persons with disabilities who may need transportation but who are not affiliated with the formal health and human service system. Organizations starting a project like this need to allow for a significant period of start-up during which they must reach out to the populations to be served, through group presentations and one-on-one contact.

#### St. Mary's Transit System (427)

##### Mobility Management (470)

**Location**: St. Mary's County (MD)

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

**Goal**: Improved access/connections

S**ervice description**: Mobility Coordinator established program coordination among the public transportation sector and St. Mary's County Human services agencies by providing transportation to build more cooperation among the existing providers, expanding available services for better efficiencies, reducing duplications of services, establishing a memorandum of understanding, resolving liability concerns, planning and identify needs and solutions, coordinating and seeking federal, state and private funding. This also includes travel training efforts, developing a brochure with the agencies, serving as a one-stop center and functioning as a ride share coordinator.

**Evaluation**: There was a slow start hiring the Coordinator due to the fiscal year calendar and the start of the grant. There were a lot of staff changes at this time which affected the mobility coordinator's effectiveness. This was a new position with broad guidelines.

**Accomplishments**: Memorandum of Understanding was accomplished and accepted by all of the Human Service Agencies. One dedicated information flyer about STS and Human Service agencies was available to the community.

**Lessons learned**: Flexibility is needed to arrange monthly meetings. Include pertinent information that would involve all of the agencies to keep everyone interested. Increased communication support is needed from MTA. This process would have expedited the new quarterly reports which were due.

#### Tri County Council for the Lower Eastern Shore of Maryland (428)

##### Mobility Manager (781)

**Location**: Wicomico, Somerset, Worcester counties (MD)

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

**Goal**: Improved access/connections

S**ervice description**: The Mobility Director for TCC/Shore Transit (Mobility Manager) has the responsibility for providing information and reaching out to local agencies, organizations, clubs, and businesses. This is achieved through meetings, presentations, networking, and mailings. In addition, the Mobility Manager provides travel training, works booths at various trade shows, seminars, and conferences. The Mobility Manager is the chairperson of the annual Regional Coordination Workshop. Seeking new funding sources and grants is also a duty of the Mobility Manager.

**Evaluation**: Evaluation is based on the NF Grant project implementation goals:  
- Hiring Community Transportation Coordinator

- Establishing a mobility action plan committee - Shore Mobility Action Resource Team (SMART) Committee  
- Developing an RFP for vendors  
- Implementation of the Individualized Transportation Plan (ITP) for travel training  
- Implementing Partnership Program Campaign

**Accomplishments**: Choosing representatives from a mixture of backgrounds in order to utilize their expertise in marketing, planning and zoning, and economic development for the enhancement of Shore Transit within the communities.  
 Branding Campaign - Establishing a new image for Shore Transit emphasizing it as a public community transit system. Partnering with Salisbury University, Worcester County Technical High School & Wor Wic Community College in developing new graphics for the buses.   
 Also, community outreach by partnering with the elementary schools in all three counties with a 'Reading is Fun' contest - winning drawings to be displayed on the buses and at the schools & libraries. The Eastern Shore Regional Library is sponsoring this project.

**Lessons learned**: Eliminating the barriers that prevent coordination of services. Make sure you are communicating with the decision makers when establishing partnerships, etc.

## Pennsylvania

### Pennsylvania Department of Transportation (1429)

#### Carbon County (541)

##### Shared Ride Service for Individuals with Disabilities (503)

**Location**: Carbon County (PA)

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

**Goal**: Improved system capacity

S**ervice description**: New Freedom funds were utilized for the capital purchase of five fully accessible, 12-passenger minibuses – each with two wheelchair tie-downs. These vehicles are identical to the other 17 vehicles in the CCCT fleet that are utilized in regular daily delivery of shared ride, paratransit services to residents of Carbon County. Passengers served include the elderly, people with disabilities and those who are financially disadvantaged and their fares are discounted by various federal and state programs including< the PA State Lottery Shared Ride program, ADA, and the Department of Welfare’s Medical Assistance Transportation Program (MATP). The need for the expansion of the CCCT was demonstrated in the New Freedom application that showed that ridership across all market segments had grown substantially – 30% - over the past decade and well beyond the capacity of the existing 17 vehicle fleet. The service provider was routinely placing into service as many as a dozen vehicles daily to meet demand.  
The CCCT system is fully coordinated. That is, vehicles are not identified for individual program purposes and passengers who’s fares are funding across all programs are carried on the same vehicle. Thus, the five vehicles purchased through the New Freedom program serve to insure no interruption in service, improve service quality and that capacity is met every day. No trips are ‘denied’ in the CCCT system for any reason other than eligibility.

**Evaluation**: The CCCT system is evaluated on several measures: service quality, capacity and productivity. Service quality determined by passenger feedback through complaints documented or other passenger input. Capacity is measured by whether or not any passenger is denied service due to lack of vehicles or driver availability. Productivity is measured by passengers per trip. CCCT has internal standards for each of these performance measures.

**Accomplishments**: The fact that the CCCT system remains fully coordinated and meets all the current demands in the community is probably is the greatest reflection of success. The fact that Carbon County has been able to work with local, state, and federal funding to provide regular daily service to meet this capacity without interruption is another element of success. While many rural transportation programs have difficulty meeting demand and balancing their budgets, CCCT has, for the past 15 years, met all of these requirements without fail.

**Lessons learned**: When LANTA first acquired this management service contract, staff met with each social service agency, government agency, the County Commissioners and held public meetings with consumers to determine what the issues in the community were with regard to public transportation services. We learned through this process, what the community’s priorities were. Essentially these were capacity, fiscal responsibility and productivity. CCCT was organized to meet community needs and has done so

#### Erie Metropolitan Transit Authority (320)

##### Shared Ride Service for Individuals with Disabilities (506)

**Location**: Erie County (PA)

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

**Goal**: Improved system capacity

S**ervice description**: The seven New Freedom funded vehicles enabled EMTA to provide shared ride, door-to-door service to the disabled community beyond the ADA corridor within Erie County. Service was provided seven days a week in the urbanized area. Service to and from Edinboro and McKean was provided six days a week, Monday through Saturday. The rest of the county was served five days a week, Monday through Friday.

**Evaluation**: None

**Accomplishments**: None

**Lessons learned**: None

##### Travel Training - Erie Metropolitan Transit Authority (505)

**Location**: Erie County (PA)

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

**Goal**: Improved customer knowledge

S**ervice description**: A transit bus was utilized in travel training. The bus was taken to group training sessions where the trainer would show people how to board the bus, pay their fare, etc. They would also be taken along various routes to provide them with a comfort level in physically riding the bus and show them different stops where they could board along the way. A bus was also available on site for individual training for the same purpose. When the new, refurbished travel training bus is completed it will also be used to promote training at community events. The travel training bus will provide an opportunity for seniors and individuals with disabilities to apply for and receive free senior passes and reduced transit fare passes.

**Evaluation**: When an individual has completed the training, he/she is given a survey to comment on the training and express what was most beneficial and what was least beneficial about the training. They are also sent a survey five weeks following the training asking them if they have used the bus, how many times or how often and if there is anything further we can do to assist them in planning their trips.

**Accomplishments**: The greatest accomplishment is having individuals tell you that they are now more mobile and have more freedom because they can use the bus. Other accomplishments include the Ride Guide that was developed to assist with training along with a travel training DVD and the travel training exclusive bus that will be used to promote and educate the travel-training program within the community.

**Lessons learned**: Understand your target audience and build your travel-training program around their needs. We created a marketing plan to promote the training program to keep it current and fresh within the community. We also used community contacts when building our plan to ensure everything was covered, such as mobility training devices.

## Virginia

### Virginia Department of Rail and Public Transportation (1459)

#### Bay Aging/Bay Transit (861)

##### Bay Aging/ Bay Transit (1118)

**Location**: Middle Peninsula/Northern Neck Planning Districts (VA)

**Type**: Information-Based Services/Internet-based information

**Goal**: Improved customer knowledge

S**ervice description**: A Mobility Management Advisory Committee, composed of all organizations that provide services to the disabled community and all transportation providers that serve the area, was established to disseminate information to individuals in the disabled community concerning transportation providers in the ten-county area. The Advisory Committee met to receive information to allow disabled individuals to secure rides from the various transportation providers. Names and phone numbers of all transportation providers were added to the Bay Transit website. The Mobility Manager met with members of the Advisory Committee, individually, to provide technical assistance, discuss problems and determine appropriate solutions.

**Evaluation**: A list of all unmet transportation trips for persons with disabilities was established for Gloucester and Richmond counties. Two more counties will be addressed in the 2010 grant.  
Since it was determined that these trips were not met because of monetary reasons, an operation's line item was added to our 2010 New Freedom Grant.

**Accomplishments**: The establishment of an Advisory Committee has been effective in coordinating the resources of the area and addressing the transportation needs of the disabled community. This has gone a long way towards eliminated duplication of services and is a more efficient use of resources in our ten-county area. It also facilitates the dissemination of information on transportation to the disabled community.

**Lessons learned**: Bring all players to the table as soon as possible. The solution to meeting the transportation needs is to make it a win-win situation for everyone involved.

#### Central VA Area Agency on Aging, Inc. (615)

##### Central VA Area Agency on Aging New Freedom/DAR (658)

**Location**: Lynchburg (VA)

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

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

S**ervice description**: New Freedom funds have been used to expand transportation services to medical appointments for unserved and underserved individuals with disabilities in our region. The services have run into later hours than our usual business hours and some Saturdays as well. We have also transported out of our region to medical appointments in Charlottesville at UVA Medical Center. This has been door-through-door service based on a call in reservation system. Demand response, not fixed route.

**Evaluation**: Vehicles were provided by CVAAA with drivers provided by our local Lynchburg Area Center for Independent Living. We have not been able to get up to speed with this collaboration and are in the process of revamping.

**Accomplishments**: We thought this would be a unique coordinated effort between agencies. After many growing pains, the local CIL has decided to terminate this coordination with us. We are committed to continue to provide this transportation service by hiring our own drivers.

**Lessons learned**: Coordinating with other agencies is a good thing, but it is best to coordinate with ones that have some knowledge of transportation. The CIL's preconceived idea of what was involved did not match the realities.

#### District Three Public Transit (488)

##### Mobility Coordinator (872)

**Location**: Mount Rogers Planning District (except Bristol) (VA)

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

**Goal**: Improved access/connections

S**ervice description**: The Mobility Coordinator planned, educated the public, publicized, and trained drivers on the new starts New Freedom Route Service. The Mobility Coordinator also assisted with Passenger Assistance Service and Safety training, participated in the Coordinated Human Service Mobility Planning Meetings, and coordinated trips with neighboring agencies.

**Evaluation**: Benchmarks included: Hire Mobility Coordinator within one month of receiving grant, plan new routes and develop policy/procedures for new routes, start New Freedom service within four months of receiving grant, advertise new service to members of the public as quickly as possible.

**Accomplishments**: Improved efficiency and increased the availability of medical transportation compared to the old system and provided a service that had been prescribed in the Coordinated Human Services Mobility Plan.

**Lessons learned**: We wish we could have foreseen that we would have difficulty securing, from the Federal Motor Carrier Safety Administration, authority to provide transportation for our passengers to destinations out of state. Without this operating authority we have been forced to severely limit capacity of vehicles traveling out-of-state.

##### New Freedom Program (421)

**Location**: Mount Rogers Planning District (except Bristol) (VA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: DTPT used New Freedom funds to create five new express routes each running once per week to provide regional service to major medical centers that are located outside of our District.  
- NF01 - Bland to Winston-Salem - Service begins near Bland, VA and has stops along Interstate 77. Medical destinations include Northern Hospital of Surry County and Wake Forest Baptist Medical Center, both in North Carolina.  
- NF02 - Bristol to Roanoke - Service is provided from the eastern end of Bristol, VA and extends along Interstate 81 to Roanoke and Salem, VA. Medical destinations include Carilion New River Valley Medical Center, Salem Veterans Affairs Medical Center, Lewis-Gale Medical Center, Carilion Roanoke Memorial Hospital, and Carilion Roanoke Community Hospital.  
  
- NF03 - Twin-County to Roanoke - Service begins near Troutdale, VA on State Route 16 and runs south along State Route 16, East along US Route 58, and North along Interstates 77 and 81. Medical destinations include Carilion New River Valley Medical Center, Salem Veterans Affairs Medical Center, Lewis-Gale Medical Center, Carilion Roanoke Memorial Hospital, and Carilion Roanoke Community Hospital.  
- NF04 - Marion to Winston-Salem - Service begins in Marion, VA and runs south along State Route 16, East along US Route 58, and South along Interstate 77. Medical destinations include Northern Hospital of Surry County and Wake Forest Baptist Medical Center, both in North Carolina.  
- NF05 - Wytheville to Tri-Cities - Service begins in Wytheville, VA and runs south along Interstate 81. Medical destinations include Bristol Regional Medical Center, Holston Valley Medical Center, Johnson City Medical Center and the Quillen Veterans Affairs Hospital at Mountain Home, all in Tennessee.

**Evaluation**: The New Freedom routes were evaluated based on their predecessors that provided limited demand-response service to medical destinations and monthly service to the Quillen Veterans Affairs monthly. The new routes were able to provide more reliable and efficient service to more destinations, and increased service to the Quillen Veterans Affairs hospital from monthly to weekly.

**Accomplishments**: The New Freedom route service provided more options to persons with disabilities in our area. The routes were designed to fill a specific need that had been identified in our Coordinated Human Services Mobility Plan.

**Lessons learned**: We wish we could have foreseen that we would have difficulty securing, from the Federal Motor Carrier Safety Administration, authority to provide transportation for our passengers to destinations out of state. Without this operating authority we have been forced to severely limit capacity of vehicles traveling out-of-state.

#### George Washington Regional Commission (889)

##### Mobility Options (1214)

**Location**: George Washington Region (VA)

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

**Goal**: Improved access/connections

S**ervice description**: The Mobility Management project for the George Washington region goes by the title Mobility Options. Sponsored by the regional planning district commission under the supervision of the MPO Administrator, the goal of the project is to undertake a comprehensive, regional approach to human services transportation planning and service provision. This includes staffing a regional human services transportation coordinating committee that 1) advises the MPO on issues related to the Long Range Transportation Plan and 2) acts as the regional stakeholders group for grant review purposes.

During FFY 2009, a Regional Mobility Coordinator was hired and the group of human services agencies who participated in the grant development process was expanded in size and modeled after the MPO Committee Structure. A meeting calendar was established and the Committee began to meet monthly.   
 During the first six months of this project the Regional Mobility Coordinator began the process of updating the planning information published earlier in plans and technical reports commissioned by the Regional Commission and the Virginia Department of Rail and Public Transportation. This included updating information on human services agencies that provide transportation, those that do not provide transportation and private, commercial transportation providers. The Coordinator also began the process of collecting information on the various route-matching software products currently available. The Regional Committee was tasked with identifying individuals and/or groups whose transportation needs were currently not being met.

**Evaluation**: The primary evaluation tool for administrative tasks is to measure progress against each deliverable identified in the grant application. This project also includes funds for the direct purchase of transportation, for which measures such as number of one way trips, miles driven, cost per trip, etc. will be collected. It is anticipated that the scheduling of routes and trips will begin in the second quarter of FFY 2010.

**Accomplishments**: Major accomplishments in the first six months include the hiring of the Regional Mobility Coordinator; the surveying of potential riders, transportation providers, and human services agencies; the establishment of a working regional committee with a standardized meeting calendar; and the collection of data on commercial route-matching software products.

**Lessons learned**: The collection of data from both human services and transportation agencies was far more difficult than anticipated. Agencies generally did not want to take the time to complete a lengthy survey and commercial transportation agencies did not want to meet in person or answer questions by phone. Human services agencies frequently did not have transportation specific budget details and did not see a benefit in directing staff to dig that information out of extant data. At times, agencies simply denied transportation revenue or expense, even when that was not true. In general, human services agencies don’t collect data regarding individuals that they do not serve and projecting service need is based on demographics. It is expected that translating the demographics of need into an actual person for whom a ride can be scheduled will be challenging.

##### Mobility Options (1270)

**Location**: George Washington Region (VA)

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

**Goal**: Improved access/connections

S**ervice description**: The Mobility Management project for the George Washington region goes by the title Mobility Options. Sponsored by the regional planning district commission under the supervision of the MPO Administrator, the goal of the project is to undertake a comprehensive, regional approach to human services transportation planning and service provision. This includes staffing a regional human services transportation coordinating committee that 1) advises the MPO on issues related to the Long Range Transportation Plan and 2) acts as the regional stakeholders group for grant review purposes.

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**Evaluation**: The primary evaluation tool for administrative tasks is to measure progress against each deliverable identified in the grant application. This project also includes funds for the direct purchase of transportation, for which measures such as number of one way trips, miles driven, cost per trip, etc. will be collected. It is anticipated that the scheduling of routes and trips will begin in the second quarter of FFY 2010.

**Accomplishments**: Major accomplishments in the first six months include the hiring of the Regional Mobility Coordinator; the surveying of potential riders, transportation providers, and human services agencies; the establishment of a working regional committee with a standardized meeting calendar; and the collection of data on commercial route-matching software products.

**Lessons learned**: The collection of data from both human services and transportation agencies was far more difficult than anticipated. Agencies generally did not want to take the time to complete a lengthy survey and commercial transportation agencies did not want to meet in person or answer questions by phone. Human services agencies frequently did not have transportation specific budget details and did not see a benefit in directing staff to dig that information out of extant data. At times, agencies simply denied transportation revenue or expense, even when that was not true. In general, human services agencies don’t collect data regarding individuals that they do not serve and projecting service need is based on demographics. It is expected that translating the demographics of need into an actual person for whom a ride can be scheduled will be challenging.

#### JAUNT, Inc. (494)

##### Mobility Manager (435)

**Location**: Charlottesville region (VA)

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

**Goal**: Improved access/connections

S**ervice description**: JAUNT’s Mobility Management Program focuses on working directly with human service agencies that serve people with disabilities and other populations. The program evaluates how transportation works for each agency. Each participating agency receives a written report with transportation suggestions and recommendations. Ongoing coordination and outreach efforts also continue to involve agencies in transportation discussions.  
The goals of mobility management for JAUNT are to:   
-Identify transportation gaps that prevent clients from getting services they need  
-Help agencies use transportation resources more effectively   
-Link resources with needs to improve mobility  
 During FY 2009, the program worked with five human service agencies and completed reports for two of those. Additional work with several other agencies involved various coordinating efforts but not written reports. The number of customer contacts given above is an estimate of the number of case managers, caregivers, and potential users contacted and does not include other staff members from human service agencies.

**Evaluation**: JAUNT created an evaluation form for agencies to complete after receiving their final report. It was sent to two agencies along with updated information that had changed since they received their reports. These agencies responded with positive feedback on items including the following:  
-The Mobility Management process was helpful in understanding available transportation options  
-The process took about the right length of time and the report was of high quality and about the right length  
-The report was helpful in understanding transportation and how it affects the agency  
 The evaluation form also asked if any actions were taken as a result of the process or the report. Agencies indicated that actions would be taken in the future.

**Accomplishments**: Outreach to staff people within human service agencies increases their understanding of the transportation options available to their clients. It has also created new relationships and renewed existing ones. These relationships allow inter-agency staff to work on unresolved issues and plan for the future. For example, a local agency worked with JAUNT to start a new public transportation service to help refugees access employment.  
 Accomplishments for FY 2009 included meeting with employees across various divisions of the local Area Agency on Aging. The report for this organization summarizes staff input and, in some cases, consumer comments. Using other grant funding, a series of shopping trips were provided as a pilot program in response to concerns from a group of residents. A solution was also developed to fund additional field trips from senior centers using JAUNT.

**Lessons learned**: Staff at human service agencies often do not have time to think about transportation. The mobility management program was originally envisioned as a more intensive, short-term study of each agency, but agencies typically were not interested in spending a few days away from their normal duties to show the Mobility Manager their operations. Instead, the program evolved into meeting with staff across each agency, which takes much longer to arrange. Also, staff turnover at agencies delayed some processes, especially when the directors of two agencies left before the report was completed.  
 Opinions of transportation vary greatly among staff at agencies, so it is important not to have preconceived notions. Many would like to have an unlimited fleet of agency-owned vehicles at their disposal. But some would prefer not to have the hassle, liability, and cost of directly operated transportation, and instead seek improved transportation from public and private providers.

#### Mount Rogers Community Services Board (629)

##### Mount Rogers IDC a division of Mount Rogers Community Services Board (768)

**Location**: Counties of Smyth, Wythe, Bland, Carroll, and Grayson and City of Galax (VA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: New Freedom grant funding awarded to Mount Rogers IDC is designated for two projects: (a) Provision of transportation of individuals with disabilities from facility located in Hillsville, Virginia, to the facility in Wytheville, Virginia, for employment in production operations. During the reporting period, these individuals would have been unemployed due to lack of work at the Hillsville site. Currently five people are transported on this route on a daily basis (fifty 30-mile trips per week). (b) New Freedom funding is also being utilized for the employment of a Driver Training Coordinator. This position is responsible for coordinating the provision of training for 18 Transportation Aides at the three facilities and for assistance in collaboration with other area providers.

**Evaluation**: Performance measures for the transportation of individuals between facilities for employment in production jobs include number of actual trips (254) and the amount of earnings by individuals on these routes ($8,118).  
 Performance measures for the employment of the Driver Training Coordinator include completion of the following assignments: one-on-one over-the-road training for staff who are employed to drive body-on-chassis vehicles, buses, and other vehicles designated for transportation of persons with disabilities; vision screening; training in the operation of wheelchair securement system; and development of passenger assistance techniques.

**Accomplishments**: New Freedom funding has made it possible for individuals with disabilities, who would otherwise have been unemployed, to earn more than $8,000 during this reporting period. These individuals benefit not only from earning a paycheck but also from the training and services provided by Mount Rogers. Periods of unemployment can be extremely difficult for our consumers, as they experience not only the loss of wages but also a change in their daily routine and lack of support system, which may bring about a sense of anxiety.  
 In addition, the availability of workers transported from another facility made it possible for Mount Rogers IDC to maintain a commercial contract housed at our Wytheville facility.

**Lessons learned**: For both projects, we would advise the development of a more efficient tracking system for data needed for reporting. Both projects have run smoothly during the first year.

#### Mountain Empire Older Citizens, Inc. (565)

##### Mobility Manager (572)

**Location**: Planning District One (VA)

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

**Goal**: Improved access/connections

S**ervice description**: The Mobility Manager (MM) provides case management and individualized support (home visits) to older adults, assisting them with appointment/trip scheduling, case management and referrals. When a trip is requested, the MM contacts Volunteer Drivers and/or Passenger Attendants to ensure the needs for that trip are met. The Mobility Manager also submits referrals to internal agency programs (e.g. MEOC’s Care Coordination Dept.) and external programs if the Manager determines a passenger may require additional service, thus facilitating the passenger’s safety and well being. The MM has enabled access to transportation for new passengers through coordination of services. Cooperation with local cancer centers, medical facilities and CSBs has proven a vital component in coordinating services.

**Evaluation**: The initial goal of MEOC's New Freedom program was the Mobility Manager's development of Volunteer Driver and Passenger Attendant program curricula, which was completed in August 2009. Since that time, six volunteers have been recruited and trained as Volunteer Drivers. In Spring 2010, four Passenger Attendants were hired and trained. Programs are evaluated monthly by Transit management staff in regards to safety, efficiency, customer service and volunteer recruitment. Evaluations reveal that the initial goals of the project have been met as evidenced by increased ridership, newly developed partnerships, and volunteers assisting individuals who have particular transportation needs.

**Accomplishments**: Volunteer Drivers and Passenger Attendants, through the supervision of the Mobility Manager, provide personalized transportation to passengers, and is tailored to fit individual needs. For example, Mrs. Jones a 74 year old with dementia, required cataract surgery and additional follow up appointments. The Mobility Manager was able to coordinate with the physician's office and volunteer driver to provide this service to the passenger.

In 2009, MEOC received a STAR Award from the Beverly Foundation for the employment of a Mobility Manager, development of a Volunteer Driver Program, and for its commitment to developing and maintaining a seamless and coordinated transportation system for everyone.

**Lessons learned**: The Mobility Manager was hired in March 2009 and was new to transit, therefore, it took some time for the Manager to learn existing routes and transportation resources prior to developing the Volunteer Driver and Passenger Attendant programs. My best advice would be to provide adequate training to Mobility Managers through local, state, and national partnerships so they can interact with one another to discuss what works and what does not. It would have been beneficial for us to have put a greater push on advertising and marketing. A stronger marketing plan may have assisted the program in developing a stronger volunteer base from the beginning.

#### New River Valley Planning District Commission (606)

##### New River Valley Mobility Manager (609)

**Location**: New River Valley (VA)

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

**Goal**: Improved access/connections

S**ervice description**: The New River Valley Planning District Commission (PDC) has been administering a Mobility Management grant focusing primarily on data collection. This data, collected from the region’s transit providers Blacksburg Transit, Community Transit, and Pulaski Area Transit, explored service area, clientele, services offered, routes, and means of access. By the close of FFY 2009, the data will have been compiled into a Transit Resource Manual, for use by the Mobility Manager when interfacing with clients seeking transit opportunities.  
 With a projected population increase of 6% from 2000 to 2010 in the New River Valley and existing transit agencies reporting up to 100 calls per week of persons seeking transit opportunities not provided by their agency, this project will target underserved and less abled populations. In the New River Valley, that equates to approximately 11,925 low-to-moderate income persons, 28,246 persons with disabilities, and 18,368 older adults.

**Evaluation**: Internally, the project is evaluated on a continual basis according to a project timeline that incorporates key benchmarks. This timeline is flexible enough to be revised along the way, but still give structure to the project. Time was allotted for stakeholder meetings, on-site research with each transit provider, follow-up questions, data compilation, drafting of the Transit Resource Manual, and final drafting of the Manual.

**Accomplishments**: The comprehensive Transit Resource Manual will be the first working document of its kind. Reports highlighting each of the region’s transit providers currently exist, but none have ever been created for use by a central service provider to directly benefit clients. Both the manual itself, as well as the cooperation of the region’s transit providers in creating the document, are accomplishments of this project.  
 The PDC has also submitted for a Phase II Mobility Management grant, which would extend the project beyond the creation of a Transit Resource Manual and into implementation in the region by a Mobility Manager, a dedicated transit dispatcher who will carry the dual role of dispatching drivers and implementing educational outreach on mobility options throughout the New River Valley.

**Lessons learned**: The most productive activity in the creation of the Transit Resource Manual was the on-site research conducted with each service provider. Much more comprehensive than an emailed survey or phone conversation, spending a day with each provider allowed for first-hand access to the way each agency operates, the ability to interview multiple employees in different departments, and the chance to physically ride a route. It was also helpful in establishing relationships with the transit agencies, which will aid in the overall success of the project as it progresses forward.

#### Pulaski Area Transit (523)

##### Saturday Service and extended weekly hours (482)

**Location**: Town & County of Pulaski (VA)

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

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

S**ervice description**: The Saturday service has gone over very well. "PAT" normally averages 1.5 to 2% of our total ridership with those with disabilities. On Saturdays we are averaging 16%. "PAT" also provided special trips for the area nursing home to the Pulaski Mariners minor league baseball games and other persons with disabilities. We also provided a special picnic to Claytor Lake State Park this past summer. Special trips are planned in advance; for regular Saturday or weekly service, riders call two hours before needing the trip.

**Evaluation**: "PAT" was hoping by adding Saturday service we would increase our number of persons with disabilities using the public transit system, and it has. It has also made our delivery of service during the week more efficient. Our service to the Community College in Dublin and to persons with disabilities that work and Wal-Mart and McDonald's, also located in Dublin, has expanded as well.

**Accomplishments**: I think the big thing is people with disabilities look at Saturdays as their day. They schedule activities for this day and look forward to it. We were looking at 3,000-5,000 trips the first year and ended up with 7,343 trips, of which 1,174 were disabled. One reason we have been successful is the effort we have made to contact area nursing homes and area housing complexes that contain a high number of older adults and persons with disabilities. We continue to keep in contact with and encourage them to participate in using our service to get there residence out in the community and active.

**Lessons learned**: Marketing and advertising are the key to a successful project. We were a little late starting, however we did make up for it and it proved to work. Starting a new project the sooner you start with your marketing and advertising excitement builds not only in the community but also in your organization.

#### RADAR (607)

##### Radar New Freedom (880)

**Location**: Roanoke County, Roanoke City, Salem, Vinton (VA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Radar is funding two programs through the New Freedom Program. The first is a door-to-door service which is up and beyond our regular ADA service for the STAR and CORTRAN programs. In cooperation with our local AAA, we are providing door-to-door service with private taxi cabs. The LOA has agreed to provide the required local match for service. The second program is for the CORTRAN program to continue expansion on their services. The County of Roanoke is providing the local match. The CORTRAN program is growing at a rate of 5% - 10%.

**Evaluation**: The programs are evaluated based on the annual increase in ridership.

**Accomplishments**: The highlight is being able to provide a better and more complete service to the citizens in the coverage area.

**Lessons learned**: Radar has learned that the program is needed by the annual increase in ridership.

#### Rappahannock Area Agency on Aging (108)

##### Caroline County Specialized Human Service Transportation Program (78)

**Location**: Caroline County (VA)

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

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

S**ervice description**: The Rappahannock Area Agency on Aging transports persons with disabilities to medical appointments and other community services two days per week in Caroline County, Virginia. The service expanded to three days a week in October 2009. The service also provides access to medical services outside of the County to destinations in Richmond, Fredericksburg, and surrounding areas. The service is door-to-door based on a call-in reservation system. The service follows no specific route as daily runs are based on the pickup points and destinations of individual riders.

**Evaluation**: Evaluation is based on the number of trips provided and the number of persons transported per day. We have been attempting to make our reservation system as simple and efficient as possible. We are also working with our riders to make sure that multiple appointments at the same location, especially out of area appointments, are scheduled for the same day in order to conserve program resources and make the service available to as many persons as possible.

**Accomplishments**: Sixty-one trips were provided to 21 people during the first two months, Aug.- Sept. 09, of the program. The service began as a one day per week operation but was expanded to two days per week by the end of September, based on demand for the service. Continued demand has prompted the addition of a third day of service starting in October of 2009. Through January of 2010 the service has provided 247 one way trips to 44 persons.

**Lessons learned**: An efficient call-in reservation process that can easily schedule rides and complete all necessary paperwork is critical to a smooth operation. We now have a designated employee who handles all reservation activity working two days per week. Reservation calls are directed to a special voicemail box, which gives callers instructions about the service and when to expect a call back from our ride scheduler to complete the reservation.

#### Rappahannock-Rapidan Regional Commission (505)

##### Foothills Area Mobility System (FAMS) (447)

**Location**: Planning District 9 (VA)

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

**Goal**: Improved access/connections

S**ervice description**: New Freedom funds a regional Mobility Management system that is the core of a new partnership named the Foothills Area Mobility System. The Mobility Management program is a cooperative effort of two key partners the Rappahannock-Rapidan Regional Commission (RRRC) and the Rappahannock Rapidan Community Services Board/Area Agency on Aging (RRCSB/AAA.)   
 The roles of the Mobility Manager (RRRC) and the Mobility Specialist (RRCSB/AAA) are being developed into a unified program that will operate a one-stop center that can provide information on all travel modes, and directly assist the targeted population with travel arrangements and training, as well as expand transportation options in the region.

**Evaluation**: The Mobility Specialist reports monthly to the FAMS Steering Committee the transportation services provided in the region as well as the unmet needs. He or she provides detailed information on the referrals she receives and how her interaction with the client concluded.

**Accomplishments**:

- Formalized the relationships of organizations who are stakeholders in mobility improvement by creating a permanent Mobility System Partnership (FAMS) that will proactively address human service transportation or help in arranging their travel.   
- Hired a Mobility Manager and Mobility Specialist, who are on the frontlines of transportation needs in the community. They interact with citizens, human service providers and transportation providers to facilitate the goals and mission of the grant project and to gather information on the needs and gaps in services.  
- Researching latest technology to maximize efficiency of Call Center design, implementation and sustainability.

**Lessons learned**: It is important to have all the stakeholders around the table initially. This increases your resources and establishes a foundation on which to build on as well as identifies all the unmet needs.

#### Shenandoah Area Agency on Aging (378)

##### WellTran (791)

**Location**: Northern Shenandoah Valley (VA)

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

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

S**ervice description**: The final draft of the Coordinated Human Services Mobility Plan for the Northern Shenandoah Valley identifies these unmet transportation needs: transportation for social trips and for recreation events, door-to-door transportation for shopping, banking, mailing and other services, transportation from remote areas of the region, expanded transportation services to locations outside immediate service area, especially medical facilities, and transportation services beyond a specific agency’s program criteria.  
 The reality is that most seniors and younger persons with disabilities who need transportation require door-to-door service. Unfortunately, all available public transportation within the Northern Shenandoah Valley including paratransit was curb-to-curb. So, SAAA launched WellTran - a new door-to-door service for seniors and persons with disabilities, offering economical fee-based, pre-scheduled rides Monday through Friday to meet the identified needs.

**Evaluation**: Utilization - number of rides and rate of increased use were tacked and reported on a Weekly, Monthly, Annual basis.  
Meeting of established milestones and timeline as follows:  
1) Increasing service availability to five days a week  
2) Providing door-to-door service  
3) Conducting a sensitivity training for drivers with the assistance of Access Independence, the local Center for Independent Living

**Accomplishments**:

- Utilization- During the first six months the average number of one way trips was 70 per month. In the months of June through September, the number increased significantly, to approximately 260 trips per month. As the needs increased, we began operating five days per week.  
- Took an active role in regional transportation meetings –hosting and participating  
Strengthened Partnerships and Collaborations with Planning Commission and Center for Independent Living  
- Conducted sensitivity and safety training, and proper securement of a wheelchair for transportation

**Lessons learned**: Visit and observe the operation of similar established transportation programs.  
Publicize the service offerings in both media and civic group presentations. Prepare flyers with visually attractive graphics and distribute throughout the service area. Start on a smaller scale using a pilot program to help establish the needs and potential utilization. Establish policies and procedures and continually revise as the service develops.

## West Virginia

### West Virginia Department of Transportation (1501)

#### Bluefield Area Transit (763)

##### New Freedom-Operating (1557)

**Location**: Concord/Princeton and Bluefield (WV)

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

**Goal**: Expanded geographic coverage

S**ervice description**: This is Bluefield Area Transit’s Concord/Princeton Route, designed so individuals with disabilities would have an opportunity to attend a local university and several colleges in the Concord/Princeton and Bluefield area. This Route also enables individuals with or without disabilities to come into the cities of Princeton or Bluefield for employment opportunities. The Concord/Princeton Route consists of two morning, two midday, and two evening runs that feed off of BAT’s eight other routes.

**Evaluation**: Since the Concord/Princeton Route started from scratch it has constantly grown from nothing to upward of 300 passengers per month. This service enables individuals with disabilities to have a chance to attend a major local university along with two other local colleges and/or to obtain employment opportunities that were not afforded to them prior to this service.

**Accomplishments**: I feel one of the greatest accomplishments was getting the communities and businesses to come together for a common goal. After discussing the plans for starting the route with various organizations we were able to come up with the matching funds for the project; which at one time, we thought was impossible. Bringing the communities and businesses together for this route was not only a personal victory, but a victory for everyone involved.

**Lessons learned**: Never give up on a project you believe in and to keep going back to the sources even after you have been told “no”; usually when you give people the right reasons they will eventually get on board. I wish I had known it was better to personally market the route instead of relying solely on the media.

#### Raleigh County Community Action Association (760)

##### New Freedom-Capital (1554)

**Location**: Raleigh County (WV)

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

**Goal**: Improved system capacity

S**ervice description**: RCCAA provides transportation services to and from employment and to employment related activities for persons with disabilities. Clients includes Mountain State Center of Independent Living, Beckley Sheltered Workshops, and residents of Beckley and the Raleigh County community. The New Freedom service typically runs in the Beckley area and operates Monday through Friday, from 6 AM to 7 PM. RCCAA added a heavy duty lift equipped vehicle for increased capacity for the New Freedom service.

**Evaluation**: RCCAA evaluated our project by use this DBA FACS Pro system, this allowed us to keep track of a client to see if they are going to employment or to another destination. We were able to not only capture actual customers but also boardings.

**Accomplishments**: For New Freedom to get over 1,500 boardings to and from work and work related activities is a outstanding accomplishment considering how much time sensitive these customers request.

**Lessons learned**: RCCAA has learned that an agency should have a proper plan in place for individuals that try and abuse the system. This will ensure that people with a need for transportation can use it and don’t have to lose out because someone is abusing the program.   
Document, document, document would be my suggestion to any agency wanting to start a program.

##### New Freedom-Operating (1238)

**Location**: Raleigh County (WV)

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

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

S**ervice description**: RCCAA provides transportation services to and from employment and to employment related activities for persons with disabilities. Clients includes Mountain State Center of Independent Living, Beckley Sheltered Workshops, and residents of Beckley and the Raleigh County community. The New Freedom service typically runs in the Beckley area and operates Monday through Friday, from 6 AM to 7 PM. RCCAA added a heavy duty lift equipped vehicle for increased capacity for the New Freedom service.

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