



New Freedom Program

**FY 2009 Service Profiles**

**Region IV**

**Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee, the Commonwealth of Puerto Rico, and the U.S. Virgin Islands**

**October 2010**

**FTA-08-0162**

New Freedom FY 2009 Service Profiles: Region IV

October 2010

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*Available Online* http://www.fta.dot.gov/funding/grants/grants\_financing\_7188.html

Federal Transit Administration

Office of Research, Demonstration, and Innovation

1200 New Jersey Avenue, SE, East Building, 4th Floor

Washington, DC  20590

*Report Number*

FTA-08-0162

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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

## Alabama

### City of Mobile (1076)

#### Mobile Bay Transportation, Inc. d/b/a Yellow Cab (853)

##### Access Yellow (1235)

**Location**: Mobile (AL)

**Type**: Capital Investment Projects/Accessible taxis

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

S**ervice description**: The New Freedom taxi program makes accessible cabs available to all the disabled community to use when it fits their needs. The new program extends the ADA service hours and makes this mode of transportation more affordable and therefore more likely to be used by traditional transit dependent riders who most likely are financially disadvantage. The subsidy of the rate will make this a viable new choice. Mobile Bay Transportation extends the current ADA service to its users by providing discounted on demand taxi service at half the meter rate during late evenings and weekends.

**Evaluation**: We have evaluated our vehicle acquisition – the performance of the rear lift has been good. We will select a different vendor for future purchases due to problems we encountered with the modifications. Due to these problems, we were not able to put these vehicles into service until April 2009.
 We had more drivers complete the safety training than originally anticipated. This was one of the requirements to be allowed to drive one of these vehicles.
 We have not turned down any calls due to lack of availability. We have turned down calls that were out of county due to a misunderstanding on the part of our program administrator.
 Management – we have created a manual for internal operations that includes all relevant documentation and known reporting requirements.
 Customer satisfaction – we have had numerous commendations since implementation of these vehicles into our fleet. Several were personally communicated direct to the owner. There have been no complaints received. The drivers have all communicated to our staff as to how much their customers appreciate this service. The availability of 24/7 service is a great help to so many passengers in the disability community e.g.: church on Sunday morning and staying out later in the evening.

**Accomplishments**: The greatest accomplishment has been working with the community stakeholders to envision this program, communicate its availability, and have customer utilization meet and exceed our expected numbers. Our RFP estimated that we would transport five passengers a day. While our actual numbers are for the months of April 2009 through September 2009 (the period of time we had these vehicles on the road during the period being reported) have met our expectations; rider usage is/has been increasing steadily.

**Lessons learned**: As program regulations and requirements have been clarified for all concerned, we expect to be able to better utilize the vehicles which will also increase our ridership. We have shared our internal manual that includes all relevant documentation, contracts, RFP and known reporting requirements with the Taxi Steering Committee, Board of Directors and staff of TLPA (Taxi, Limousine and Paratransit Association.)

## Florida

### Florida Alabama Transportation Planning Organization (6848)

#### Tucker Transportation (666)

##### Tucker Transportation New Freedom (695)

**Location**: Escambia County (FL)

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

**Goal**: Improved system capacity

S**ervice description**: Taxi Service for trips not eligible for ADA services, primarily because the trips were demand response for immediate services. Also for trips outside the ADA service area, outside the times available for ADA transit, and shorter than the notice required for ADA trips. Three vehicles, wheelchair accessible minivans, were purchased with FTA New Freedom funds for this service. Local human services agencies pay 50% of trip cost, Tucker is then reimbursed 50% from FTA New Freedom grant. Vehicles are owned by the FL-AL TPO and leased to Tucker Transportation.

**Evaluation**: This project was the easiest to implement. The sub-recipient was an existing transportation provider for the Coordinated Transportation System, as well as being a Taxicab company. They selected the vehicles for purchase and these were the first vehicles we received (others were purchased for other projects). Tucker marketed the services to local human services providers prior to receiving the vehicles. The agencies purchasing trips ranged from three to seven during the five months from May 2009 through September 2009.
Tucker reported unduplicated headcount and total agencies used by month. They also provided total miles, vehicle hours, average miles per trip, trips per hour, total fare, and cost per trip. They provided invoices to agencies and invoice for 50% to the TPO for payment.

**Accomplishments**: Easiest project to get off the ground. We (the TPO and the sub-recipient) were contacted by numerous providers for information about application and implementation of the project. Our project was noted in USA Today, in an article about FTA grants.

**Lessons learned**: This service was relatively easy to implement, because we used an existing operator that was familiar with state and federal requirements. We have attempted to reach out to nontraditional organizations, which have been more difficult to implement, but we think there needs to be a balance.

### Jacksonville Transportation Authority (1085)

#### Clay County Council on Aging (930)

##### Green Cove Springs to NAS Route (1466)

**Location**: Clay County (FL)

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

**Goal**: Expanded geographic coverage

S**ervice description**: This service operates as a flex route with designated stops along SR 17 (Park St.), CR 220, College St. and Blanding Blvd., to the Orange Park Mall. From there it travels along Wells Rd., back to SR 17 and the the Naval Air Station.

**Evaluation**: The success of the service is evaluated on the total number of passengers utilizing the service.

**Accomplishments**: The Clay County Council on Aging participated in several county and employee fairs to promote their services to the community. This promotional activity increase ridership from an average of 261 passengers per month to an average of 449 during the last quarter of the year.

**Lessons learned**: Word of mouth goes along way. Also, trying to help people to connect with the service and the “yes we can” attitude makes a difference.

##### Middleburg to Bear Run Service (1475)

**Location**: Clay County (FL)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The newest route (Bear Run Route) to 5317, started in July 2009. This route provides the riders independence. The route is a deviated route that starts in Middleburg making stops along the route into the Bear Run/Health Dept. area up to the Adult Counseling on Knight Boxx.

**Evaluation**: The success of the service is evaluated on the total number of passengers utilizing the service.

**Accomplishments**: The Clay County Council on Aging participated in several county and employee fairs to promote their services to the community. This promotional activity brought the first month's ridership on this service to 300 passengers.

**Lessons learned**: Word of mouth goes along way. Also, trying to help people to connect with the service and the “yes we can” attitude makes a difference.

### LYNX / Central Florida Regional Transportation Authority (1091)

#### Lynx / Central Florida Regional Transportation Authority (865)

##### Link 611 - Ocoee PickUpLine (1476)

**Location**: Orlando (FL)

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

**Goal**: Expanded geographic coverage

S**ervice description**: PickUpLine (PUL) service, open to the general public, has a high proportion of ridership that is also eligible for ACCESS LYNX paratransit service, which serves individuals with disabilities. ACCESS LYNX (ADA paratransit) service has for years gone beyond the requirements of the ADA by providing door-to-door service beyond the ¾ mile minimum (to virtually the entire LYNX service area) nearly 24 hours per day, but certain barriers to transportation still exist for many individuals. PUL service meets the needs of individuals with disabilities in our community by providing a new mobility option that is in addition to LYNX fixed route and ADA paratransit services. It removes the barrier of 24 hour advance notice required for ADA paratransit service, and the higher cost of using such service. PUL is available with as little as two hours notice and at the regular LYNX fare ($2, which allows free transfers throughout LYNX service area). It provides dependable service by providing subscription service, allowing regular riders to place a standing order for a stop on a regular trip, especially important for employment trips and regular medical trips, such as to kidney dialysis, which represent a large proportion of ACCESS LYNX trips.
 Link 611 is based out of West Oaks Mall and includes area north of the mall, south of Clarcona-Ocoee Road, east of Crown Point Road, and west of Clark Road. Riders can transfer to Links 30, 54, and 125 at West Oaks Mall.

**Evaluation**: PUL services are designed for areas that have the following characteristics: lack of or minimal direct fixed route service; ability to create a 5-7 square mile service area that includes an existing LYNX Super Stop; concentration of existing ACCESS LYNX paratransit trips; concentration of low-income households; and employment density over 0.5 jobs per acre within service area.
 LYNX closely monitors PUL service to ensure that ridership is high enough to justify providing the service, but not so high that drivers have difficulty keeping up with demand, one indication that regular fixed route service might be a better option. LYNX has found that ridership of over 7 passengers per hour can put a strain on the service, not because of vehicle capacity constraints, but because it can become difficult for the driver to make all requested pick-ups and drop-offs within established time limits. LYNX also monitors the level of demand it takes off the ACCESS LYNX system, a much more expensive mode of service for LYNX to provide.

**Accomplishments**: Among the accomplishments of Link 611 PUL service is that it provides a high level of service to everyone in this community at a cost to LYNX that is 30% less than the cost of fixed route service. The service is also considerably less expensive to provide to individuals with disabilities than ACCESS LYNX ADA paratransit service, so those who are able to use this curb-to-curb service have one more mobility option available to them, although ACCESS LYNX remains available to all individuals who qualify.

**Lessons learned**: Ensure you have adequate marketing and public outreach for this new type of service. LYNX found that the community did not fully understand how to use the service and that it was available for the general public, not just to individuals with disabilities. LYNX also learned that in order for the service to be easily integrated into a fixed route system, it's important for the fare structure and fare media to be the same as for fixed route.

### Pinellas County Metropolitan Planning Organization (1038)

#### BayCare Behavioral Health (517)

##### BayCare Community Outreach (465)

**Location**: Pasco County (FL)

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

**Goal**: Improved customer knowledge

S**ervice description**: The BayCare Transportation Awareness Program (TAP) began start-up and planning activities on July 1, 2009. The three primary goals of the TAP are to 1) assist the persons with disabilities, older adults, and lower income individuals needing to used fixed route public transportation to become more independent and self-sufficient within their communities, 2) to improve awareness and knowledge of transportation services and resources to the disadvantaged population and 3) to revise and customize transportation resource information to better meet the needs of the disadvantaged population. To achieve these goals, the TAP includes extensive community outreach and oversight, one-on-one travel training, phone and email support, customized bus routes and schedules, and a "how-to" DVD and PowerPoint presentation.

**Evaluation**: A Transportation Advisory Committee was established to obtain input and feedback from the consumer, transportation professional, community advocates, and leaders who serve on the committee. Evaluation of the project also includes a customer satisfaction survey and a monitoring and evaluation tool used to measure the program effectiveness in meeting the goals, objectives, and outcomes identified.

**Accomplishments**: In order to promote greater awareness, persons who were either disabled or disadvantaged spoke before the Pasco County Commissioners and the Transportation Disadvantage Board allowing for “a face” to be attached to the need. TAP was recognized by CARF (Commission for Accreditation of Rehabilitation Facilities) for its creation of the program and its’ recognition of the transportation/mobility barriers to persons in the mentally ill community. TAP made great strides in reaching to the legal community to educate persons who had lost their driver’s license through legal intervention. TAP also learned that a number of persons to be educated qualified for a free phone from the State of Florida and that was obtained when appropriate.

**Lessons learned**: In educating the disabled and disadvantaged populations, it is important to understand that processes and procedures to access public transportation services change frequently and also vary across counties. It is very important to establish excellent relationships with the County Transit systems so that updated information is shared timely, resulting in accurate educational material communicated to consumers and community members. It was realized that the amount of time it takes to train an individual was more time consuming than originally believed as people often cancelled, re-scheduled and/or did not have telephones.

 Additionally, it was also realized that community agencies and or organizations who work with these population groups first need to understand the program before referring their clients. Staff had to have not only navigational skills but marketing skills as well. The most effective mode of communication was by cell phone as staff was more often in the field than in the office. TAP underestimated the number of ways persons in the legal system could lose a driver’s license and how dramatic an effect such a program like TAP had on their lives.

##### BayCare Transportation resource training (464)

**Location**: Pasco County (FL)

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

**Goal**: Improved customer knowledge

S**ervice description**: The BayCare Transportation Awareness Program (TAP) began start-up and planning activities on July 1, 2009. The three primary goals of the TAP are to 1) assist the persons with disabilities, older adults, and lower income individuals needing to used fixed route public transportation to become more independent and self-sufficient within their communities, 2) to improve awareness and knowledge of transportation services and resources to the disadvantaged population and 3) to revise and customize transportation resource information to better meet the needs of the disadvantaged population. To achieve these goals, the TAP includes extensive community outreach and oversight, one-on-one travel training, phone and email support, customized bus routes and schedules, and a "how-to" DVD and PowerPoint presentation.

**Evaluation**: A Transportation Advisory Committee was established to obtain input and feedback from the consumer, transportation professional, community advocates, and leaders who serve on the committee. Evaluation of the project also includes a customer satisfaction survey and a monitoring and evaluation tool used to measure the program effectiveness in meeting the goals, objectives, and outcomes identified.

**Accomplishments**: In order to promote greater awareness, persons who were either disabled or disadvantaged spoke before the Pasco County Commissioners and the Transportation Disadvantage Board allowing for “a face” to be attached to the need. TAP was recognized by CARF (Commission for Accreditation of Rehabilitation Facilities) for its creation of the program and its’ recognition of the transportation/mobility barriers to persons in the mentally ill community. TAP made great strides in reaching to the legal community to educate persons who had lost their driver’s license through legal intervention. TAP also learned that a number of persons to be educated qualified for a free phone from the State of Florida and that was obtained when appropriate.

**Lessons learned**: In educating the disabled and disadvantaged populations, it is important to understand that processes and procedures to access public transportation services change frequently and also vary across counties. It is very important to establish excellent relationships with the County Transit systems so that updated information is shared timely, resulting in accurate educational material communicated to consumers and community members. It was realized that the amount of time it takes to train an individual was more time consuming than originally believed as people often cancelled, re-scheduled and/or did not have telephones. Additionally, it was also realized that community agencies and or organizations who work with these population groups first need to understand the program before referring their clients. Staff had to have not only navigational skills but marketing skills as well. The most effective mode of communication was by cell phone as staff was more often in the field than in the office. TAP underestimated the number of ways persons in the legal system could lose a driver’s license and how dramatic an effect such a program like TAP had on their lives.

#### Center for Independence (515)

##### Center for Independence - demand response service (487)

**Location**: Pasco County (FL)

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

**Goal**: Improved access/connections

S**ervice description**: In its response to the 2006, 07 and the 2008, 09 RFPs, The Center made clear the concept of a continuum of transportation services by offering its Medicaid transportation contract as the match required by the New Freedom application. In other words, the services offered under the terms of the Medicaid contract when added to the services sought in that New Freedom application became the continuum of transportation services for adults with disabilities in Pasco County.
 One aspect of this continuum of service was on demand service. This service was envisioned to most directly benefits consumers in our own Supported Employment initiative. Developmentally Disabled adults – when they can find employment – commonly have to settle for night work and/or weekend work. At these times, PCPT bus service is sketchy, at best, and non-existent, at worst. Accordingly, consumers often have to take taxi cabs to and from their jobs, which can cost almost as much as the take home pay from working that day.
 In addition, persons in Pasco County with other disabilities have come to rely on the service for routine appointments as well as for employment. For example, persons from the Lighthouse for the Blind and from Deaf Services avail themselves of on demand transportation, feeling that the public bus service is not a safe alternative for them. On demand service is a perfect complement for the fixed bus routes -- connecting east and west county PCPT bus lines – which is the other aspect of our continuum of services.

**Evaluation**: We proposed that this project be evaluated in terms of two benchmarks, discreet ridership and total number of one way trips. More specifically, we proposed serving 120 discreet individuals and providing 12,000 trips. We have exceeded both benchmarks, when fixed route service and on demand service are totaled.
 In addition, all transportation services are internally evaluated by an annual consumer satisfaction survey; our expectation is that at least 90% of consumers will evaluation our services as “Good” or “Excellent”. Again, we have exceeded this expectation.

**Accomplishments**: We have been disappointed in the fixed route ridership and struggled to keep up with requests for on demand service. In this regard, we have proven that disabled persons in Pasco County, just like everyone else, would rather be picked up by a taxi than make one’s way to a bus route. It will be a challenge, moving ahead, to shift consumers toward fuller utilization of the fixed route service. At any rate, the need for on demand services has far exceeded our original estimate and we have re-structured the grants to meet the need. In addition, we have added a call-center for the scheduling.

**Lessons learned**: We based our projections of fixed route needs and on-demand needs on input from disabled persons at public meetings on Transportation in Pasco County. This input clearly over-estimated the need for fixed route, at least when on demand service was available.
 We also have learned the hard way that most advertisement through the media does not reach the intended audience. We are now preparing to advertise New Freedom on flyers placed inside PCPT buses.

##### Center for Independence - routed service (463)

**Location**: Pasco County (FL)

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

**Goal**: Improved access/connections

S**ervice description**: In its response to the 2006, 07 and the 2008, 09 RFPs, The Center made clear the concept of a continuum of transportation services by offering its Medicaid transportation contract as the match required by the New Freedom application. In other words, the services offered under the terms of the Medicaid contract when added to the services sought in that New Freedom application became the continuum of transportation services for adults with disabilities in Pasco County.
 One aspect of this continuum of service was fixed route service. While the routes have been modified several times, the purpose was to offer back-and-forth routes along SR 52 and along SR 54 that effectively linked already-operating PCPT public bus service in east Pasco County (along the Dade City to Zephyrhills axis) and in west Pasco County (along the Hudson to Holiday axis). For the first time, a rider could begin a trip in east Pasco County, connect to west Pasco County using New Freedom, and return to the original starting point.
 In addition, by having the fixed route intersect with both a Hillsborough County bus line that ends at State Road 54 and the Suncoast Parkway, as well as with a Pinellas County bus line along US Highway 19, a local resident with a disability could also access destinations in those two counties.
 This connecting of east and west county PCPT bus lines has for many years been the number one priority of the Pasco Metropolitan Planning Office, for the general population, not just the disabled population, and this New Freedom initiative is the only linkage offered now or planned for in the near future!

**Evaluation**: We proposed that this project be evaluated in terms of two benchmarks, discreet ridership and total number of one-way trips. More specifically, we proposed serving 120 discreet individuals and providing 12,000 trips. We have exceeded both benchmarks, when fixed route service and on-demand service are totaled.
 In addition, all transportation services are internally evaluated by an annual consumer satisfaction survey; our expectation is that at least 90% of consumers will evaluation our services as “Good” or “Excellent”. Again, we have exceeded this expectation.

**Accomplishments**: We have been disappointed in the fixed route ridership and struggled to keep up with requests for on-demand service. In this regard, we have proven that disabled persons in Pasco County, just like everyone else, would rather be picked up by a taxi than make one’s way to a bus route. It will be a challenge, moving ahead, to shift consumers toward fuller utilization of the fixed route service.
 Notwithstanding the limited ridership, we take pride in the fact that our fixed route service does provide the only linkage between PCPT bus lines in east and west Pasco County; we take this to be our greatest accomplishment.

**Lessons learned**: We based our projections of fixed route needs and on demand needs on input from disabled persons at public meetings on Transportation in Pasco County. This input clearly over-estimated the need for fixed route, at least when on-demand service was available.
 We also have learned the hard way that most advertisement through the media does not reach the intended audience. We are now preparing to advertise New Freedom on flyers placed inside PCPT buses.

#### HART (302)

##### New Freedom - Accessible Bus Stops (433)

**Location**: Hillsborough County (FL)

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

**Goal**: Improved access/connections

S**ervice description**: The ADA accessibility improvements involve the construction of ADA compliant paved landing pads/shelter pads at bus stops and short distances of sidewalks that tie into existing sidewalk systems and are selected by HART criteria for improvements. A typical landing pad is five feet by eight feet and short sections of sidewalk are on average 15 feet to accommodate slope corrections and tie-ins to existing conditions.

**Evaluation**: HART staff has developed an ADA bus stop review process that builds upon the Bus Stop and Facility Accessibility Study. The ADA bus stop review process covers HART’s service area throughout Hillsborough County. There are approximately 3,862 stops to review for ADA accessibility compliance. Each route and all stops served by HART are being reviewed for compliance. Criteria used in this site review process are partially listed below:
- Ridership
- Disability Ridership
- Location of Disability Ridership Boarding and Disembarking
- Stop Spacing Distance
- Constructability (Space for Pad Placement, Drainage, Existing Structures, Existing Obstacles)
- Right of Way Access/Limitations
- Locations of High Service Needs
- Cost
Currently HART has 45 routes. Of these, there are 13 express routes which will be reviewed last. Of the 32 local routes, ten have been reviewed with eight routes being permitted to begin work. The remaining two routes are under review now. To date the:
- Number of stops reviewed: 1,556
- Number of stops expected to delete: 302
- Number of stops expected to improve: 383
- Number of compliant stops: 702
The contractor(s) will construct stops along the same corridors, routes and stops next to each other as well in groups/blocks. This planned efficiency will help keep the costs in check.

**Accomplishments**: Eleven landing pads and 300 linear feet of sidewalk have been completed to date using New Freedom funds. A contract for Construction Services is pending, anticipated award date is June 2010. The projects are ready to go pending award of the contract.

**Lessons learned**: None

#### Neighborly Care Network (518)

##### EZ Ride (479)

**Location**: Pinellas County (FL)

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

**Goal**: Improved access/connections

S**ervice description**: EZride is a fee-for-service transportation program offered by Neighborly Care network. EZride serves Pinellas County residents aged 65 and older and persons with disabilities 55 years of age and older. EZride service is offered for any trip purpose in Pinellas County with destinations that also include southern Pasco, as well as specific destinations in northern Hillsborough such as the H. Lee Moffitt Cancer Center, the VA Hospital/Medical Clinic and the University of South Florida Medical Clinics. The hours of operation are 8 AM to 6 PM, Tuesday through Saturday. An advance reservation is required from each rider 48 hours prior to their trip date. EZride requires an annual membership fee of $25, which can be given as a gift. The cost of each one way trip is $3 pick up fee, plus $1.50 per mile. EZride is a volunteer based program where, in addition to recruiting members, we also recruit volunteers who drive their own cars in transporting members. Volunteers receive either reimbursement mileage or can build credit of $10 per hour for use of the service in the future. The volunteers are assisted by two part time EZride drivers who operate our two vehicles or one spare vehicle.

**Evaluation**: A formal customer satisfaction survey was developed during this year. This allows EZride to be evaluated on measures such as timeliness, driver courtesy, safety, vehicle cleanliness, and overall experience. This survey is mailed to all members who receive EZride transportation service. In response to customer surveys, 80% of respondents rated the comfort, safety, driver/scheduler courtesy, driver assistance, vehicle cleanliness and overall experience as excellent with 20% rating the service as good.

**Accomplishments**: The Neighborly Care Network Volunteer Recruitment Coordinator continued outreach efforts to recruit additional volunteer drivers for EZride. The Transportation Director also continued to meet with all new Neighborly Care Network volunteers to provide an overview of the EZride program and recruit volunteer drivers for the program. At the current time, thirteen volunteer drivers are used to provide transportation with remaining trips provided by Neighborly Transportation staff drivers.
 A new marketing campaign for all Neighborly Care Network fee for service programs to include EZride began during the year. The marketing campaign included EZride print ads and showing of the EZride 30 second video at various times on Bright House cable television. The campaign also included a promotion which offered free membership. The free membership promotion resulted in a 17% increase in membership.

**Lessons learned**: Begin and maintain the service in a smaller geographic area as compared to providing the service countywide, thereby better utilizing available staff drivers and providing additional time to recruit volunteer drivers within the designated area. This will serve to reduce non revenue mileage and time and enhance the ability of the grant recipient in ensuring that timely service is provided, especially for return or will call trips.

### Sarasota County Transportation Authority (1094)

#### Meals on Wheels Plus of Manatee, Inc. (811)

##### Senior Wheels (1021)

**Location**: Manatee County, Bradenton (FL)

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

**Goal**: Improved access/connections

S**ervice description**: Service to provide Senior Wheels extended ADA service in Manatee County, FL to the disabled and elderly persons who live outside the 3/4-mile ADA service corridor in the underserved areas in Manatee County of Ellenton, Palmetto, East Bradenton, and Lakewood Ranch.

**Evaluation**: The sub-recipient had customer service surveys completed with high scores provided, collects feedback daily, and by the end of FY 2009 the service became well known in the community. The service is promoted through doctor's office and clinics in the area, and brochures and other marketing materials are provided to these medical facilities each day as clients are dropped off for their appointments.

**Accomplishments**: The most profound accomplishment, if we can call it that, is that we have given opportunities to those who can no longer drive or choose not to. We have received so many thank yous for starting this service. There are so many who need help with shopping due to minor disability, that it is difficult for them to get around.

**Lessons learned**: We are in the process of reviewing our service and seeing what changes, if any, need to be made. We have run into those who really need a lot of physical help. This tends to tie our drivers up for longer periods of time. When this occurs we scramble to take care of other clients who may be waiting for a pick up. Review carefully what service you want to provide and how involved you want it to be. To the second part of the question, we would all agree that the involvement of care needed to those who we serve. We find ourselves taking care of needs that can sometimes consume our time. But we care enough to take care of them anyway.

#### Sarasota County Transportation Authority (943)

##### 'How to Ride the Bus' Video (1451)

**Location**: Sarasota County (FL)

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

**Goal**: Improved customer knowledge

S**ervice description**: The script was written for the video; written quotes were obtained from three vendors; vendor selected; filming started on the video during FFY 2009.

**Evaluation**: The project was completed early in FFY 2010, and we are pleased with the results.

**Accomplishments**: The final product, completed and finished in FFY 2010, is an excellent tool to use, and the SCAT Director has submitted the video product to APTA to be considered for an award.

**Lessons learned**: Find someone knowledgeable with ideography to assist in writing scope; as well as to have closed-captioning grammar proof-read before final production.

##### Quarterly Paratransit Newsletter (1447)

**Location**: Sarasota County (FL)

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

**Goal**: Improved customer knowledge

S**ervice description**: The newsletter began in March, 2009 as a first-time communication tool for our agency. There were 2,000 copies printed per quarter and sent via USPS to paratransit passengers, social service agencies, etc. Those receiving the newsletter were encouraged to sign up online for free quarterly newsletter to be delivered via the internet.

**Evaluation**: The newsletter evolved from its 2009 beginnings, and in 2010 became a professionally produced product with greater readership.

**Accomplishments**: The accomplishment was having a newsletter for the first time, and for the ability to communicate with those who use, or who refer others to use, our services.

**Lessons learned**: We found that it was less expensive to have a professional firm design the layout and print the quarterly newsletter (which now is very visually attractive) than to have a program manager use an inkjet printer and design their own newsletter, print, and then fold it each quarter.

#### The Ride, Inc. (812)

##### Senior Shopping (1023)

**Location**: south Sarasota County (FL)

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

**Goal**: Improved access/connections

S**ervice description**: To provide group shopping trips to older adults and persons with disabilities who live outside of the 3/4-mile ADA service area in the area of south Sarasota County that has limited public transit service, including the towns of Nokomis, Osprey, Laurel, South Venice, and Englewood.

**Evaluation**: Evaluation is based on the number of trips provided monthly.

**Accomplishments**: Our average number of trips provided monthly has more than doubled from program start in March 2009 (30 trips) to September 2009 (72 trips).

**Lessons learned**: Promotion - community outreach and advertising - has grown this service for us.

## Georgia

### Atlanta Regional Commission (2119)

#### Cobb Community Services Board (907)

##### 4 compact sedans for carpool / vanpool (1702)

**Location**: Douglas and Cobb counties (GA)

**Type**: Capital Investment Projects/Vanpool vehicles (purchased)

**Goal**: Improved access/connections

S**ervice description**: Four compact sedans were purchased for expansion of transportation services to employment clients of the Community Services Board. Vehicles are used to improve access and connections within the employment service area of Douglas and Cobb counties to individuals with disabilities needing greater access to employment and in a more time-efficient way.

**Evaluation**: A two pronged strategy for evaluation includes assessment of process and outcome. Process indicators include 1) the comparison of the project's activities with the original design, 2) the strengths and challenges of implementation and the activities, and 3) accomplishments of the project staff. Outcome indicators for the Travel Navigator service include 1) number of people served, 2) by what percentage ridership increased, 3) level of customer satisfaction with services offered, 4) cost per customer for the service, and 5) what unexpected impact the project has had.

**Accomplishments**: The purchase and delivery of four compact sedans has expanded the fleet and allowed CCCSB to provide more diversified transportation assistance to persons with disabilities in Cobb and Douglas counties are seeking independence through employment.

**Lessons learned**: CCCSB experienced many months delay in the purchase and delivery of their vehicles due to unforeseen changes in the state bid process.

##### Project UTS Tech (1631)

**Location**: Cobb and Douglas counties (GA)

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

**Goal**: Improved access/connections

S**ervice description**: This service enhances transportation options through individualized planning, training and to improve transportation mobility, safety, and productivity for persons with disabilities in both Cobb and Douglas counties.
 The UTS Tech project provides individualized transportation planning with a Customized Transportation Specialist, transportation training, and support in the community for accessing resources such as carpools, volunteer drivers, taxis and public transit, support for identifying and accessing assistive technologies for a purchased vehicle and assistance seeking help from VR and customized transportation access account funding up to $2,000 for taxis, drivers, and down payments on personal vehicles.

**Evaluation**: The Individualized Transportation Account and Customized Transportation Specialists part of the project is evaluated using these performance measures: Number of people served, percentage increase in ridership, number of HST collaborations, and satisfaction level of customers. Measures for the overall UTS Tech project also include the ITS technology implemented, cost per customer for the service, and any cost change from the baseline, determining the outcomes to be measured, sources of funding and continued support to ensure sustainability and any unexpected impacts.

**Accomplishments**: The Personal Transportation Account service provided eight persons with disabilities subsidized transportation services to employment and travel training. Establishing the HST Community Advisory Committee, which includes government, faith based, and business stakeholders in the community has yielded one new initiative for coordinating transportation.
 Purchase of four sedans has expanded services in Cobb and Douglas counties.

**Lessons learned**: The effectiveness of ITS is dependent upon other software and computer technologies and additionally greater coordination with other agencies utilizing similar route match software provides the greatest effectiveness. The economic downtown has impacted the voucher program and number of requests to access the Customized Transportation Accounts; the availability of jobs and employment opportunities for people with disabilities has been one of the greatest determining factors of the need and use for the transportation vouchers and other transportation services options.

##### Travel Navigator Program (1707)

**Location**: Cobb and Douglas County (GA)

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

**Goal**: Improved customer knowledge

S**ervice description**: Two Travel Navigators have been hired to develop individual transportation plans for customers, connect to and develop community resources, work alongside individuals and job coaches to provide transportation training, provide support in utilizing transportation options identified in their plans and coordinate requests for Customized Transportation Access funds.

**Evaluation**: A two pronged strategy for evaluation includes assessment of process and outcome. Process indicators include 1) the comparison of the project's activities with the original design, 2) the strengths and challenges of implementation and the activities and 3) accomplishments of the project staff. Outcome indicators for the Travel Navigator service include 1) number of people served, 2) by what percentage ridership increased, 3) level of customer satisfaction with services offered, 4) cost per customer for the service, and 5) what unexpected impact the project has had.

**Accomplishments**: The Travel Navigator program is achieving a key objective of ongoing supported employment programming offered by the CCCSB in increasing its excellence by expanding and diversifying transportation services for persons with disabilities. The development of Travel Plans and providing access to Customized Transportation Accounts allows for greater independence and empowerment for the enrolled persons in the program.

**Lessons learned**: The economic downtown has impacted the voucher program and number of requests to access the Customized Transportation Accounts; the availability of jobs and employment opportunities for people with disabilities has been one of the greatest determining factors of the need and use for the transportation vouchers and other transportation services options.

#### DisAbility Link (984)

##### Transportation Voucher and Travel Training Program (1632)

**Location**: Fulton, DeKalb, Gwinnett, Bartow, Cherokee, Clayton, Douglas, and Paulding counties (GA)

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

**Goal**: Improved access/connections

S**ervice description**: This voucher program provides resources directly to people with disabilities who then buy their own transportation. Twenty percent of the participants will be eligible for and benefit from travel training which will enable them to transition from the voucher program onto the fixed route service. This program benefits people with disabilities by making more transportation options available. It also assists public transit providers by increasing their ability to serve their ridership.

**Evaluation**: disABILITY LINK will solicit consumer feedback through anonymous computer-based and phone surveys. These surveys will focus on quality of life issues as it relates to the consumers use of the voucher/mobility training project. Consumers will be surveyed at the pre-program, mid-program and post-program enrollments. Results of surveys will be included in required reports. Project staff plan on meeting on a weekly to bi-weekly basis to closely monitor success of project. If steps are needed to address weak areas in the project, remedies will be implemented as the project progresses before these concerns turn into irreparable situations.

**Accomplishments**: Development of voucher program protocol, documents and framework. Development of an Advisory Committee. Approximately 50 persons serve with vouchers and 12 served with travel training.

**Lessons learned**: Inventory and research as many voucher programs as possible to determine the best model for your voucher program. Understand the voucher programs and travel training for people with disabilities may need to be structured differently than for other transportation disadvantaged groups.

#### Fayette Senior Services (905)

##### Transportation Voucher Program (1272)

**Location**: Fayette County (GA)

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

**Goal**: Improved access/connections

S**ervice description**: Beyond the FSS Fixed Route and Demand Route Transportation services that Fayette Senior Services provides, Fayette County does not have any provision for transportation services for older adults or adults with disabilities. The Transportation Voucher program provides a vital service to those who have no other options for transportation and who are in need of greater options in transportation other than the fixed route and demand route services.
The voucher program provides seniors with vouchers at a percentage of the full cost of the voucher. Example: A $10 voucher can be purchased for $2. Participants are provided a list of approved and registered transportation providers. Participants can negotiate the cost of the trip with the drivers to determine how many vouchers are needed for each trip. FSS reimburses the drivers for the full cost of services rendered.

**Evaluation**: FSS uses a survey instrument to evaluate the effectiveness of this project. One outcome to be measured by the survey is the reduction in isolation. The survey instrument will have questions that the client self assesses their feelings about the voucher program and how well it met their needs.

**Accomplishments**: More than 70 seniors were provided a safe, low-cost transportation alternative through the voucher program. The program allowed seniors to have a choice of approved, competent drivers to go in and out of the county to medical appointments and any trip of their choice as they deem necessary or desired. Based on the number of participants, the affordability and its flexibility, the transportation voucher program was deemed a success.

**Lessons learned**: Provide flexibility in the voucher program in order to provide as much independence and quality of life to the participants as possible. Realize that a voucher program, when structured to fit the needs of the community you are serving, provides connectivity to the community, a reduction in isolation and a human touch which is measured in customer satisfaction and can go beyond the quantitative outcomes of number of trips provided and participants enrolled.

#### Marcus Jewish Community Center of Greater Atlanta (986)

##### Transportation Vouchers (1665)

**Location**: Cobb, Gwinnett, Fulton, and DeKalb counties (GA)

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

**Goal**: Improved access/connections

S**ervice description**: The MJCCA is establishing a new system, using New Freedom funds, to enable the Blonder Family Department for Developmental Disabilities participants to purchase vouchers at a significantly reduced rate. Participants may use the vouchers for transportation to a special theatre they participate in as well as to social, recreational, and educational programs presented by the MJCCA Blonder Family Department.

**Evaluation**: Various tools will be used to determine the outcome of the project, including participant and caregiver evaluation forms, satisfaction surveys, utilization reports, informal staff observations, and comments from participants.

**Accomplishments**: The Human Services Director developed a Policies and Procedures document for the Voucher Program as well as the job description for the Mobility Coordinator.

**Lessons learned**: Investigate various transportation voucher programs and determine which model works best for your particular population group and the gaps in services they are experiencing.

## Kentucky

### Ohio-Kentucky-Indiana Regional Council of Governments (1308)

#### Community Cab (272)

##### Taxi voucher program (192)

**Location**: Northern KY and Hamilton County, Ohio (KY)

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

**Goal**: Improved access/connections

S**ervice description**: The Community Cab voucher program provides half fare transportation to qualified agencies in three counties in Northern Kentucky, Boone, Campbell, and Kenton and in Hamilton County, Ohio. Agencies certify that clients are eligible according to the definition of disability as defined by FTA. Qualified agencies purchase vouchers that provide $25 in taxi fare for $12.50 and distribute them to their clients. An MOU between the agencies and Community Cab spell out the responsibilities of both the service provider and the service user, including that only qualified recipients may use the service. Between July and September, Community Cab signed MOUs with the Downs Syndrome Association of Greater Cincinnati (DSAGC) and the American Counsel of the Blind. DSAGC started using the vouchers in July 2009.

**Evaluation**: Project evaluation is based on the number of trips provided plus the number of agencies that have signed up for the voucher program. The program got off to a slow start with few organizations signing up for the vouchers. However, as additional agencies have been using the voucher program, interest from other agencies has grown. Beginning in January 2010, which is after this evaluation period, Hamilton County Developmental Disabilities signed an MOU with Community Cab and we anticipate much higher usage of the program in the future.

**Accomplishments**: The greatest accomplishment has been the increased awareness of the taxicab voucher program. The project has received recognition from local television and radio, which has increased awareness from organizations in the region that serve the disabled. With the signing of an MOU between Community Cab and Hamilton County Developmental Disabilities, we anticipate a much higher usage of the program in the future.

**Lessons learned**: The hardest obstacle that the program has encountered is the perception that taxicabs are not a viable transportation option for many persons. When the Downs Syndrome Association began working with Community Cab, many parents of clients were skeptical of allowing their children to ride in a cab by themselves. As more and more of the agency's clients have used the service, this skepticism has slowly been reduced. In addition, as more agencies sign up for the program and more people use the service, the program is becoming more accepted in the community.

### Transit Authority of River City (1105)

#### AbleCare, Inc. (605)

##### Ride Today (946)

**Location**: Jefferson County (KY)

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

**Goal**: Improved access/connections

S**ervice description**: Ride Today provides same day, door-through-door service residents of Jefferson County who are low-income and utilize a mobility device. The service covers a broad range of types of trips that would not be covered by other sources. Ride Today participants can use the service for medical, dental, vision, legal, social, and/or personal errands. Ride Today clients contact Able Care to schedule the desired trip. Able Care does not use “fixed routes” and has the flexibility to send a wheelchair accessible vehicle anywhere in the County.

**Evaluation**: Ride Today is evaluated monthly. Able Care reviews who is calling, how often, and the destination for the trip. Early on we discovered “today” needed to be defined as within a 24- hour period. Numerous clients were contacting Able Care to find out if they could schedule a trip for the following morning or afternoon.
 Initially, clients were coming from several referral sources that included previous clients, nursing facilities, adult daycares, and dialysis centers. As the program continued we received fewer calls from nursing facilities and dialysis centers and more from independent, self-reliant individuals. We attributed this to high turnover in nursing facilities, and people who live independently have a greater need to travel.
 Ride Today had a wonderful start in the month of March with 12 trips from a variety of sources. The month of April went equally as well with 14 trips. The program was put on hold at that point due to confusion regarding the grant being “executed” versus being fully “obligated”. It appears this starting and stopping of the service temporarily affected the number of people calling for service.

**Accomplishments**: Ride Today started as a project and has now been incorporated. The goal is to apply for 501 (c)(3) status in June of 2010 and begin seeking other revenue sources in order to continue the mission of serving residents of Jefferson County that are low-income and use mobility devices.

**Lessons learned**: Able Care had never applied for or received a grant from federal funds; because of this we were unfamiliar with grant terminology and invoicing procedures. This caused a sudden, although temporary, halt to the service, and avoidable delays in receiving payments. Due to the temporary halt in service, most community education regarding the program also stopped temporarily and this clearly affected the number of referrals to the program.
 The actual service provided to clients went smoothly. The Able Care drivers had been educated about the program shortly after Able Care received notice the grant had been awarded. There were no difficulties with drivers, dispatching, or reservations. I would recommend face to face meetings between grant recipients and the organization in charge of distributing the funds.

#### TARC (600)

##### TARC Travel Training and Coaching (603)

**Location**: Jefferson County (KY)

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

**Goal**: Improved customer knowledge

S**ervice description**: TARC Travel Training is a free program that provides group instruction and one-on-one coaching on how to ride TARC's fixed route buses. The program is geared for older adults and people with disabilities who are unfamiliar with riding fixed route buses and would like to learn more. Travel training is designed to reduce the fear of the unknown that prevents many individuals from riding the bus. The program provides individuals with the self-confidence to utilize the TARC bus service. This is especially beneficial for those who are not eligible for complementary paratransit service. Use of fixed route buses is also more economical than that of paratransit service.

 Group presentations, individual rider education, and an instructional video are all available as part of the program. The presentations and the video explain how to plan a trip, how to use route schedules and maps, how and where to get on and off the bus, how to pay the fare, how to transfer to other buses and the accessibility features of TARC buses. For group travel training presentations, a TARC representative visits a location convenient for the group, often taking a bus for demonstration and for a short round-trip ride. Individual travel training includes a personalized, scheduled session with a travel trainer along with a round-trip bus ride. The TARC Travel Training video was produced in collaboration with AARP and serves as a travel trainer itself. TARC’s program includes outreach to educate groups and individuals about the availability of the training.

**Evaluation**: Evaluation occurs through the use of pre and post surveys that trainers complete with each group the day of training. The pre–survey is used to ascertain the participants’ prior use of fixed route bus service; and prior use of schedules. The post-survey is used to gauge the participants’ estimates of their use of fixed route bus service in the future. Positive feedback, requests from several sites to train new groups, and new requests for training indicate that the program is valued.

**Accomplishments**: TARC’s New Freedom Travel Training and Coaching program was active during the reporting period October 2008–September 2009. During that period, Travel Training was provided to six groups, which included 138 participants; one-on-one instruction was provided to 12 individuals and outreach to educate the public about the availability of travel training occurred at multiple senior oriented special events that together had attendance exceeding 1,500 individuals. In addition, “Train-the-trainer” Travel Training was provided to representatives of two local agencies that provide refugee assistance services, so they can educate clients about the bus.

**Lessons learned**: Inclusion of a bus ride as part of group travel training is most popular with the participants, is a valuable tool to demonstrate the accessibility features of the fixed route bus and alleviates the passenger’s fear or discomfort with the unknown aspects of traveling by bus. Also, visual aids are a very important feature when working with customers, particularly those individuals for whom English is a second language.

## North Carolina

### City of Charlotte (1111)

#### City of Charlotte (827)

##### Integrated Navigational System for STS (1497)

**Location**: Mecklenburg County (NC)

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

**Goal**: Improved system capacity

S**ervice description**: The Integrated Navigational System (INS) will provide STS operators with navigational assistance through GPS. The INS will allow trip data to be transmitted through on board Mobile Data Computers or MDCs. These on-board computers will enhance customer service by providing operators with a tool to run routes in a more efficient manner. The INS project meets Strategy 2: Improve Existing Services. As pickups and drop offs are sent to the MDC, the unit will provide the operator with a map to their next location along with the approximate time of arrival.

**Evaluation**: Members of the project team continuously compare project activities with the Project Management Plan to ensure the project stays on track. Validation of mileage data is completed to eliminate handwritten reports. Drivers provide feedback on the ease of using the INS. And finally, the system is enabling staff to streamline the updating of trip plans.

**Accomplishments**: Adding the GPS device into the vehicle now gives new drivers the confidence to run routes on time and to know where they are going.

**Lessons learned**: Start slow so you can iron out all of the bugs in the system. This enables you to make changes a lot easier down the road. There needs to be better pre-planning for installation and implementation.

#### Disability Rights & Resources (830)

##### Let's All Go (1192)

**Location**: Mecklenburg County (NC)

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

**Goal**: Improved access/connections

S**ervice description**: Disability Rights & Resources' project provides mobile management and travel training for people with disabilities, seniors, veterans, individuals with low-incomes, individuals who are homeless, and human service providers who service these populations to increase transportation options for these groups and increase the Charlotte Area Transit System's (CATS) ridership. The agency will also develop disability awareness and sensitivity training and provide it to passenger vehicle for hire companies registered with the Charlotte-Mecklenburg Passenger Vehicle for Hire Board, including company operating certificate holders and vehicle operating permit holders.

**Evaluation**: The team working on the project met every two weeks to discuss the project activities, any problems that arose, and the progress of the activities. If an area was behind or had a problem we focused on that area as a team. The Project Manager provided monthly updates to the Resource Development Coordinator. Travel trainers reported to the Project Manager and were responsible for keeping files with notes on individuals who were travel trained. They provided feedback to the Project Manager about the progress of each individual and what worked well and what did not. The goals and objectives of the program served as performance measures and benchmarks.
 Charlotte Area Transit System as the direct recipient performs site visits on a quarterly basis, audits invoices / eligible expenses / project activities / use of funds.

**Accomplishments**: To date, 160 individuals have completed travel training. We were finally able to reach owners/operators and drivers of passenger vehicles for hire in Mecklenburg County. For many years, we have received complaints regarding inaccessible passenger vehicles for hire and filed complaints against the companies. Working with the companies, building a relationship with them, and providing education to them so violations do not occur is a much better approach to solving the problem than filing complaints. The toolbox of transportation services turned out much better than we expected it to. Innovative approach: Our travel trainers were people with disabilities or seniors – the same population they were helping to travel train.

**Lessons learned**: What wish we had known:
- It took longer to implement the program activities than we anticipated
- It took longer to do the research for the toolbox of transportation services because human service agencies, churches, and private transit providers would not return phone calls or respond to emails

- We did not anticipate the lack of interest in the train the trainer or the travel buddy portion of the program. Social workers and human service providers would rather know about the program and send their consumers to our agency to be travel trained rather than learn how to do it for themselves.
Advice to others:
- Travel training with individuals with significant cognitive impairments progresses very slowly

- Schedule up to a day for each travel training session
- Weather affects the amount of travel training that can take place from November – February for seniors and people with disabilities

#### Metrolina Association for the Blind (828)

##### Expanding Transportation for the Blind and Visually Impaired (1064)

**Location**: Mecklenburg (NC)

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

**Goal**: Improved access/connections

S**ervice description**: Metrolina Association for the Blind's (MAB) goals and objectives is to expand regional transportation opportunities for people who are blind and visually impaired for the purpose of assisting them in remaining active in the community and being able to meet their basic needs independently. MAB intends on providing an additional 44,200 door-through-door rides to people who are visually impaired over a ten year period.
 MAB purchased three vans, including one accessible van, to expand regional transportation opportunities for people who are blind and visually impaired for the purpose of assisting them in remaining active in the community and being able to meet their basic needs independently.

**Evaluation**: The program was measured by each of our drivers collecting data on the clients they transported, the place and purpose of the trip, declines, and cancellations. Each driver had a specific number of direct and indirect hours of service to perform per month. The program had a specific number of trips to complete monthly/annually.
 Charlotte Area Transit System as the direct recipient performs site visits on a quarterly basis, audits invoices / eligible expenses / project activities / use of funds.

**Accomplishments**: We are most proud to have met our annual trip count for the project. In the history of our organization, the drivers have never before provided this level of service. We are so pleased that we have 8 – 10 group trips now both during regular business hours and outside. Most importantly, this project restored MAB’s ability to provide group rehabilitation services again at our agency because we have a way to transport clients from their home to MAB.

**Lessons learned**: Hiring people who have no background in working with the visually impaired requires significant on-the-job training about the disability. I would have a more structured program for helping the drivers enter in to the field in terms of understanding the specific needs of the clients in sighted guide, while shopping, while scheduling, and emotionally. We learned that the jobs of scheduling and transporting are best done by different people as we had more trips scheduled that way and are more efficient.

##### Expanding Transportation for the Blind and Visually Impaired (1190)

**Location**: Mecklenburg County (NC)

**Type**: Capital Investment Projects/Vanpool vehicles (purchased)

**Goal**: Improved system capacity

S**ervice description**: Metrolina Association for the Blind's (MAB) goals and objectives is to expand regional transportation opportunities for people who are blind and visually impaired for the purpose of assisting them in remaining active in the community and being able to meet their basic needs independently. MAB intends on providing an additional 44,200 door-through-door rides to people who are visually impaired over a ten year period.
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### City of Greensboro (1062)

#### Joy A Shabazz Center for Independent Living (341)

##### Greensboro Area Travel Education (319)

**Location**: Guilford County (NC)

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

**Goal**: Improved access/connections

S**ervice description**: The Joy A. Shabazz Center for Independent Living, Lifespan, and Transportation Advocacy Center collaborated to established a travel training program in the Greensboro Urban Area which provides information, advocacy, and travel training for individuals with disabilities. This will include training people with a variety of disabilities to use demand response and/or fixed route transportation, which may cross public transportation service boundaries.

**Evaluation**: The project was evaluated by the number of persons with disabilities that were trained to use the fixed route services in the area. The initial goal was to train 25 individuals.

**Accomplishments**: The Shabazz Center was able to hire someone to perform the travel training.

**Lessons learned**: Conduct an outreach program so that more individuals become familiar with the program

### City of Raleigh (1065)

#### Alliance of Disability Advocates (1007)

##### New Freedom Travel Training Project (1710)

**Location**: Wake County (NC)

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

**Goal**: Improved customer knowledge

S**ervice description**: Travel Training was provided to referrals and identified clients. This project will provide Travel Training to promote inclusive transportation opportunities through a collaborative partnership with the target populations, transit systems, and with area disability agencies.

**Evaluation**: The transition of any client from an expensive curb-to-curb service to a fixed route service represents a major financial savings.

**Accomplishments**: Completed training for 18 citizens

**Lessons learned**: None

#### Triangle Transit (1008)

##### Evaluation and Recommendation for Implementing a Single Information Call Center for all Mobility Options (1760)

**Location**: Triangle Region (NC)

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

**Goal**: Improved customer knowledge

S**ervice description**: Triangle Transit, in partnership with Capital Area Transit (CAT), Wake Coordinated Transportation Services (WCTS), Johnston County Area Transit System (JCATS), and Kerr Area Transportation Authority (KARTS), is requesting financial support for consultant services to study and recommend strategies for implementing a single information call center for all mobility options.

**Evaluation**: Study

**Accomplishments**: Study pending implementation

**Lessons learned**: None

### City of Winston-Salem (1114)

#### Here 2' There Transportation Service (765)

##### New Door to Door Transportation Service (1025)

**Location**: Winston-Salem (NC)

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

**Goal**: Improved access/connections

S**ervice description**: Here 2 There Transportation Service used funds from New Freedom to provide and create new services that addresses unmet needs outlined in the Public Transportation-Human Services Transportation Plan for the Winston-Salem Urban Area. New Freedom funding allowed Here 2 There the opportunity to cover the operational costs for starting the new service. The new transportation services targeted the low-income, persons with disabilities, and older adults by providing low cost transportation services to medical appointments or transportation to employment. The service is 24 hours a day, seven days a week including holidays.

**Evaluation**: New service averaged about five trips per week during first three months of services. Some of the trips included trips to the medical appointments, senior employment fairs, and interviews. After a slow start, marketing efforts by the agency increased the number of clients increased as more people became aware of the services. At the midway point, average number of service trips increased to eight per week.

**Accomplishments**: New service averaged about five trips per week during first year. After a slow start, marketing efforts by the agency increased the average number of weekly trips to eight.

**Lessons learned**: Build and utilize your network. Here 2' There Transportation Service is in constant contact with city and county officials regarding grant opportunities and working with other agencies even partnering with competitors in securing opportunities to provide services.

#### Northwest Piedmont Council of Governments (767)

##### Retired Senior Volunteer Program (1032)

**Location**: Winston-Salem (NC)

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

**Goal**: Improved access/connections

S**ervice description**: The Retired Senior Volunteer Program of the Northwest Council of Governments has been place for 55 years. The program matches hundreds of volunteers age 55 and older to serve the community. The funds received from New Freedom cover costs associated with Volunteer Mileage Reimbursement.

**Evaluation**: The New Freedom funding was a welcome funding source in a time where the RSVP program and programs served by RSVP were in dire fiscal straits.
- RSVP was able to recruit 30 new volunteers to serve work stations delivering transportation goods
- RSVP was successful raising additional funds to supplement New Freedom and RSVP Budget. Additional fund raising was necessary due to cover costs associated with record high gas prices year ago.

**Accomplishments**: RSVP recruited an additional 35 volunteers during the year. RSVP lost a handful of volunteers during the gas crunch of 2008. Those senior volunteers could not afford to drive. All volunteers returned once gas prices subsided.

**Lessons learned**: Constantly look for other funding opportunities to support your agency. The extended budget crisis has force RSVP to seek other funding opportunities to meet both demands for services and be able to reimbursement volunteers.

#### The Shepherd Center of Greater Winston-Salem (764)

##### Volunteer Transportation program (1033)

**Location**: Winston-Salem (NC)

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

**Goal**: Improved access/connections

S**ervice description**: The Shepherd Center of Greater Winston-Salem expanded the transportation services to older adults in our community by providing medical and grocery shopping transportation services through our Faith In Action Care Program. Services are provided Monday through Friday from 8 AM to 5 PM, although exceptions are made for critical needs. Grocery shopping may also take place on the weekend depending upon the client and volunteer schedules. During the grant period, 5,002 round trip requests were processed for 2,309 older adults.

**Evaluation**: The Sheperd Center aims to serve the elderly, particularly those from diverse ethnic and low-income backgrounds. Of the active clients served by the Shepherd Center’s Faith In Action Care Transportation Program, 75+% are women over age 60 with an average age of 75, and most live alone and on fixed incomes. At present we do not perform means testing for transportation clients; however, based upon sub-groups on which we do obtain financial information on, more than 80% of those we serve would qualify as low-income.

 Likewise, approximately 41% of those over age 65 in Forsyth County have one or more disabilities; 21% with two or more. A significant number of trips are taken to the Downtown Health Plaza and WFU Baptist Medical Center. A significant number of our clients live in subsidized housing and qualify for Medicaid. Additionally, the very nature of the services we provide are most appealing and applicable for low-income, older adults. Many of the clients we serve have multiple disabilities and incur frequent trips to the doctor. We estimate that 65% of those served are African-American, 30% white, and 5% Hispanic and Asian.

**Accomplishments**: Number of Persons Served: 2,309 older adults were served during the grant period; Number of Volunteers Reimbursed: 382 volunteers received mileage reimbursement of $16,889.

**Lessons learned**: Always seek multiple funding sources. The economic crisis and high gas prices have challenge for the Shepherd Center and its volunteers.

## South Carolina

### Berkeley-Charleston-Dorchester Council of Governments (1068)

#### Charleston Area Regional Transportation Authority (910)

##### Mt. Pleasant Flex Route (1305)

**Location**: Town of Mount Pleasant (SC)

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

**Goal**: Improved access/connections

S**ervice description**: CARTA's Flex-Route, an on demand, curb-to-curb service in the Town of Mt. Pleasant, provides additional access for persons with disabilities to use regular CARTA services for employment, entertainment, or any trip purpose. The service, entitled Mt. Pleasant Flex-Route, targets general-use passengers as well as persons with disabilities who wish to use an on demand service verses the Paratransit service. The Flex-Route transports passengers within a designated zone to any other point within the zone. The zone is comprised of the municipal boundaries of three municipalities - Town of Mt. Pleasant, Town of Sullivan's Island, and the City of Isle of Palms. The Flex-Route operates as a demand response service and the route traveled varies from trip to trip.

**Evaluation**: CARTA reviews all of its services for operational performance, revenue performance, and cost adherence on a monthly basis. All routes are reviewed annually for efficacy and efficiency by CARTA’s Board of Directors. CARTA has established service performance guidelines that all routes must meet. Specific performance measures for services provided under New Freedom include: 1) impact availability of transportation services for actual or estimated number of rides provided for individuals with disabilities; 2) additions or changes to environmental infrastructure; 3) actual or estimated number of rides provided for individuals with disabilities.

 Results: 1)The program expanded geographic coverage, improved service quality for individuals with disabilities, services integrate general use passengers with those with disabilities, and it is a same day demand-response service.; 2) N/A; 3) of the 16,342 unlinked passenger trips, 948 were provided to those with disabilities.

**Accomplishments**: An especially successful element of the service has been the feedback from the individuals with disabilities. They were appreciative of the transportation option that integrated them with all transit customers. The availability of same day service was also cited as a successful aspect of the service.

**Lessons learned**: Educate the Board of Directors on the type of service being provided. They should understand the performance measures, cost, and cost recovery are different than a fixed route service. Advertising the service to general citizens has increased the ridership by making them aware the service is open door.

## Tennessee

### Chattanooga Area Regional Transportation Authority (1120)

#### Chattanooga Area Regional Transportation Authority (894)

##### Call Center (1374)

**Location**: Chattanooga (TN)

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

**Goal**: Improved customer knowledge

S**ervice description**: CARTA is coordinating with the Southeast Tennessee Human Resource Agency on the provision of a call center. The building that will house the call center has been completed, and CARTA will furnish this space for operations in the future.

**Evaluation**: CARTA will determine appropriate evaluation performance measures upon the opening of the call center. It will most likely involve the number of calls taken, customers contacted, etc.

**Accomplishments**: CARTA has benefited greatly from its coordination committee that started with its initial Job Access application. In addition to the Job Access projects it initiated, the committee has found other ways to coordinate their services, often at no cost.

**Lessons learned**: N/A - operation is still under development

##### CARTA Mobility Manager (1373)

**Location**: Chattanooga (TN)

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

**Goal**: Improved access/connections

S**ervice description**: CARTA`s Mobility Manager has worked on the following: 1) identifying potential shared resources (in progress), 2) develop MOU between transit agencies (draft completed), 3) develop inter-agency contracting mechanisms, 4)identify ITS coordination solutions (identified, pricing received, negotiations ongoing), 5) negotiate agreements with transit providers and transit user agencies (draft document under consideration), and 6) develop system to match user needs to the appropriate provider (in progress).

**Evaluation**: Currently, CARTA's Mobility Manager is working towards an operational call center, which he will be managing once fully deployed. CARTA will determine appropriate evaluation performance measures upon the opening of the call center. It will most likely involve the number of calls taken, customers contacted, etc.

**Accomplishments**: CARTA has benefited greatly from its coordination committee that started with its initial Job Access application. In addition to the Job Access projects it initiated, the committee has found other ways to coordinate their services, often at no cost. CARTA's Mobility Manager is an extension of this coordination.

**Lessons learned**: N/A - This program is still in development.

### Knoxville-Knox County Metropolitan Planning Commission (6779)

#### Knoxville Knox County Community Action Committee (918)

##### Knoxville Knox County Community Action Committee New Freedom Mobility Manager Program (1465)

**Location**: Knox County (TN)

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

**Goal**: Improved access/connections

S**ervice description**: The Mobility Manager is part of a package of services that are offered by the Knoxville Knox County Community Action Committee. The goal is that the Committee will offer one phone number that citizens can get information for all of the services offered throughout the county. The Mobility Manager acts like a case manager by discussing with each caller about their needs and then helping them obtain the best transportation that meets their needs. Some services require applications or physical or mental assessments. The Mobility Manager, to the limit that is practical, can assist with these issues or provide information on where services can be obtained.

**Evaluation**: As this is a new program, the performance measures are very flexible. The amount of calls or contacts that the Mobility Management service makes in a day or month is a starting point. We obviously hope the number increases over time. However, at least initially we also listen to citizens, other human service agencies, and other case managers who we contact to get feedback on how our service has benefit their clients and how we can improve our service. So far we are very encouraged.

**Accomplishments**: One of our greatest challenges is that the area has multiple transit providers and obtaining information about each one has often been difficult, especially for persons or families who are facing a crisis or dealing with family members who have physical or mental illness issues. We have already heard success stories from clients, families, or other case managers how the Mobility Manager has made finding transportation easier and less stressful.

**Lessons learned**: The challenge has been balancing the amount of calls for information or help the Mobility Manager can handle and still provide a high quality service against how aggressively we promote the program, especially early on. Sometimes the Manager acts as a case manager and must research information or make phone calls. All of this takes time. If we make someone's situation more confusing than we are failing at our job. So, the challenge is getting the word out about the service but not being overwhelmed with so many requests that we cannot meet our goals or the quality of service we strive to meet.

##### Knoxville Knox County Community Action Committee New Freedom Non-Medical Errands (1419)

**Location**: Knox County (TN)

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

**Goal**: Expanded geographic coverage

S**ervice description**: This service is provided countywide by a non-profit human service agency. Our urban transit provider's (not the same agency) ADA service area is roughly half of countywide area. The need for service beyond medical or job-related trips was identified as one of the top needs for the community. The local service providers are doing a good job of getting people to the doctor or to work, but there is not enough countywide service to take people on non-essential trips such as grocery shopping, visit a friend, get your hair done, go to a movie, or go out to eat. Many of the things we all take for granted. This service is part of a volunteer program. Most trips are handled through the volunteer assisted program. But, if opportunity arises that a group of individuals may be able to be transported the volunteer assisted program contracts with Knox County CAC Transit to provide that service. Knox County CAC Transit has larger vehicles.

**Evaluation**: Most trips are to be handled through the volunteer assisted program. Because dollars are limited we want to be sure that the services used to contract with Knox County CAC get the most for the value. So, trips that have several passengers needing to go to a location are priority. Therefore, we examine passengers per trip or passengers per hour as our main performance measures.

**Accomplishments**: This program truly allows people who have no other means of transportation to get out and do things most people take for granted. It might be to go to a concert, to go to a park, to civic events, or expos such as those for older adults or persons with disabilities where valuable information or services can be found.

**Lessons learned**: There is so much demand that you must be careful how you prioritize and handle requests. This service is not meant to replace an assisted living facility van service. So, guidelines must be carefully prepared so you are not swamped with request or left defending why you can take one group but not another.

##### Knoxville Knox County Community Action Committee Volunteer Assisted Transportation (Capital) (1412)

**Location**: Knox County (TN)

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

**Goal**: Improved system capacity

S**ervice description**: The grant purchased five sedans and one minivan for the Volunteer Assisted Transportation (VAT) program whose focus is to assist those persons who require special assistance for transportation. Employees act as mobility navigators and assist citizens by determining the most appropriate form of transportation to meet each individual’s need. For those who require someone to accompany them, VAT provides assisted transportation utilizing volunteers and a fleet of program vehicles. VAT recruits the volunteers, runs background checks, and trains them. The volunteer stays with the passenger all the way through the trip and can assist with certain aspects, such as carrying groceries or assistance with walking, etc. The need for transportation beyond medical and work trips was identified by the community as a high priority. VAT allows transportation for a variety of needs including shopping, meeting friends, visiting a beauty salon, eating out, and going to concerts and community events.

**Evaluation**: Vehicles they are kept on a strict preventive maintenance program. The sub-recipient is periodically audited and maintenance records are reviewed to be sure vehicles are being properly maintained.

**Accomplishments**: This program chose to purchase five hybrid sedans and one regular mini-van. The decision to purchase hybrid sedans was highly debated by the Oversight Committee. They are slightly more expensive than regular sedans but they do offer better fuel economy and are more environmentally friendly. One key factor was this program utilizes volunteers and it was felt the prospective volunteers would enjoy driving a hybrid and feel they were also helping the environment. The program is too early to determine whether from a maintenance and economy perspective that choosing hybrids made fiscal sense.

**Lessons learned**: The volunteers do enjoy driving the hybrid sedans. In today's world, where everyone is busy and many organizations are seeking volunteers, just the smallest of features, such as a hybrid sedan can make a difference in volunteer recruitment. These extra features to a volunteer program should be evaluated and if fiscally responsible should be added to help the volunteer recruitment effort.

##### Knoxville Knox County Community Action Committee Volunteer Assisted Transportation (Operating) (1410)

**Location**: Knox County (TN)

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

**Goal**: Improved access/connections

S**ervice description**: The grant purchased five sedans and one minivan for the Volunteer Assisted Transportation (VAT) program whose focus is to assist those persons who require special assistance for transportation. Employees act as mobility navigators and assist citizens by determining the most appropriate form of transportation to meet each individual’s need. For those who require someone to accompany them, VAT provides assisted transportation utilizing volunteers and a fleet of program vehicles. VAT recruits the volunteers, runs background checks, and trains them. The volunteer stays with the passenger all the way through the trip and can assist with certain aspects, such as carrying groceries or assistance with walking, etc. The need for transportation beyond medical and work trips was identified by the community as a high priority. VAT allows transportation for a variety of needs including shopping, meeting friends, visiting a beauty salon, eating out, and going to concerts and community events.

**Evaluation**: An Oversight Committee was established to help evaluate and provide guidance to this program. As this is a brand new start up program we have remained flexible in our evaluation with respect to using performance measures. We do look at how many trips are being provided and the number of hours of service that is being provided and we expect that this should increase every month. But, we also evaluate how many volunteers are being successfully recruited, what type of effort is being undertaken to recruit volunteers, how many volunteers are being able to complete the training program, how can we improve the training program, are there low cost incentives or partnerships that can be used to help recruit volunteers. As the program matures, I think we will move to more fixed performance measures to evaluate the program.

**Accomplishments**: Our greatest accomplishments are recognized through letters we receive from our riders or stories we are hearing from our drivers. This service has allowed many persons with disabilities who are on the cusp of having to leave their home and move to assisted living, to remain in their own homes. Many of our clients only have medical transportation. They cannot go to the grocery store, get the hair done, visit a friend, go to a movie, many of the things we take for granted. Non-medical transportation was the highest rated need for our community.

**Lessons learned**: The success of this program is being able to recruit volunteers. We have put together a 20-hour training program and it is very hard to get volunteers to make that type of commitment. We feel this program is going to be a great success but do not underestimate the time needed to recruit volunteers. The effort will remain constant through the life of the program.

### Memphis Area Transit Authority (1125)

#### Memphis Area Transit Authority (939)

##### Purchase of Eight Wheelchair Accessible Vans (1444)

**Location**: Memphis Urbanized Area (TN)

**Type**: Capital Investment Projects/Accessible taxis

**Goal**: Improved system capacity

S**ervice description**: MATA purchased the eight wheelchair-accessible vans for Yellow Cab to help in the transportation of persons with disabilities. The grant did not include the provision of service.

**Evaluation**: The vans met the need of Yellow Cab.

**Accomplishments**: MATA purchased eight wheelchair-accessible vans.

**Lessons learned**: Yellow Cab told MATA that they couldn't accept all eight vans at the same time since they would need time to inspect them. This required a change order with the vendor.

### Nashville Metropolitan Transit Authority (1809)

#### FiftyForward (391)

##### Bellevue Shuttle (1289)

**Location**: Bellevue (TN)

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

**Goal**: Improved access/connections

S**ervice description**: FiftyForward, J.L. Turner Center, 8101 Hwy. 100, Nashville, TN in Davidson County 37221
 FiftyForward has launched the Bellevue Transportation Project with goals to: a)Increase transportation options for individuals with limited mobility in the Bellevue community; b) Improve and simplify access to, and the use of new public transportation services beyond those required by the ADA that assist individuals with disabilities; c) Increase the quality of transportation services for Bellevue individuals with disabilities. The shuttle offers door-to-door service with the aid of a passenger assistant to travel to the local YMCA for life enrichment activities.

**Evaluation**: Talked with participants one-on-one and also in a group setting to get their input on the shuttle; encourage participants to try new activities based on both physical and social activities; do individual health assessments; family members are now comfortable with the transportation program and feel free to talk about issues concerning their family member.

**Accomplishments**: 1) All participants wanted to come to Center more so we added another day. We now transport on Monday and Wednesday. 2) We have added additional physical activities such as the Wii, ping pong, air hockey, and pool for those interested. 3) We are completing the Real Age program for each participant and provide ongoing information for additional help in their health and wellness program. 4) We have incorporated an Assisted Living facility into the program for additional activities and learning seminars. 5) We provide them with current updates on “Scam Issues.” 6) Walking program using the indoor track. 7) Distributed weather radios to all of our participants to encourage them to continue to live independently in their homes. 8) We have had several seminars on their health i.e. “Cross Train Your Brain” which was very informative to them. 9) We have recruited area businesses to provide lunch for the participants. Some on a monthly basis and others quarterly. 10) They now feel more comfortable in their health and are wanting to expand their activities. 11) One of our earlier participant’s health improved to the point that he can drive once again so he has given up his space so someone else can benefit. 12) We are now at capacity of 16 participants and have several on a wait list. 13) We continue to receive wonderful feedback from our participant’s family members. They are so grateful to see the difference in their family member’s health and self confidence. 14) We are now taking our participants, who want to go, to the grocery at least once or twice a month after lunch.

**Lessons learned**: 1) Most participants are more interested in being taken to the grocery store.
2) Doing home visits prior to signing a participant to the program has been very beneficial.
3) Although most participants are willing accept help they still want to be independent from the their family members. Therefore they are very receptive to any activities that will allow them not to call on their family member for assistance. This alone encourages them to achieve better health.

#### Jefferson Street United Merchants Partnership (390)

##### JUMP Shuttle (1288)

**Location**: Nashville (TN)

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

**Goal**: Improved access/connections

S**ervice description**: JUMP has created the JUMP Transit Shuttle, a scheduled general public shuttle service that serves congregate living facilities in the Jefferson Street Community. The shuttle transports individuals with disabilities to life-sustaining and enriching destinations. It operates Tuesday - Saturday between 9 AM and 3 PM, with the help of passenger assistants to offer door-to-door and door-through-door services. JUMP has partnered with InShuttle Transportation to serve the Jefferson Street Community.

**Evaluation**: JUMP developed a survey to measure whether the Shuttle was impacting social functioning and emotional well-being of the target population as well as measuring level of service desired by the customers. The customers made suggestions, helped prepare the schedules, which helped increase ridership. 80% of the respondents heard about the shuttle at their facility; 57% use the shuttle for food shopping ; 72% use the shuttle for personal shopping and 28% for enrichment/recreation.

**Accomplishments**: The clients have been so appreciative of the shuttle services that they inform potential vendors for enrichment or recreation. The riders have become ambassadors for the program and seek opportunities for partnerships. The ridership grew so much and so fast that plans are in the works to meet the challenge.

**Lessons learned**: Communication with the clients is a key. Find the leader in the facility and build a rapport with them. Once they get to know you, they will trust you and then they will feel free to assist in the planning and coordination of services. Additionally, this gives them a feeling of ownership, you will better meet their needs, and they will support the services.
You must also factor in the weather when planning your itinerary. Our clientele is growing, as the weather gets better. Our concern is that we will reach capacity and have to turn persons away.

#### Nashville MTA (381)

##### Madison BusLink (1290)

**Location**: Madison (TN)

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

**Goal**: Expanded geographic coverage

S**ervice description**: MTA implemented and operates an on demand bus service called BusLink with a defined geographic footprint in Madison. This model consists of creating a zone of transit service rather than a specific route. Within this zone, the bus will operate on demand; picking up passengers at designated boarding locations and dropping them off at other designated locations inside the zone. Passengers wishing to travel outside of the zone will have the ability to transfer to the Route 26 Gallatin Road towards downtown where riders can transfer to other routes that serve Davidson County. Persons with disabilities and older adults will achieve greater independence with the availability of this transportation option and have designated boarding locations at the Madison Towers and Cumberland View Towers. Additionally, this service will offer a much wider variety of destinations than traditional bus service and will make use of a smaller, fully ADA accessible vehicle. This will allow the service to reach deeper into the Madison community by traveling.

**Evaluation**: Services are measured by ridership increase.

**Accomplishments**: At the start of service, daily ridership was averaged at 1.3, by the end of this reporting year, it was 7.3.

**Lessons learned**: Success of the service has been overwhelming. Plan for success just in case. Keeping up with the demand has been a challenge.

# SMALL URBAN/RURAL PROJECTS

## Florida

### Florida Department of Transportation (1001)

#### Regional Transit System (1050)

##### Expand Geographic Coverage (1766)

**Location**: Alachua County (FL)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Areas within the Gainesville Metropolitan Area and outside the Regional Transit System fixed route Americans with Disabilities Act (ADA) service area.

**Evaluation**: None

**Accomplishments**: None

**Lessons learned**: None

## Kentucky

### Kentucky Transportation Cabinet (1003)

#### Audubon Area Community Services (398)

##### GRITS TRANSPORTATION (950)

**Location**: Seven County Area (KY)

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

**Goal**: Improved access/connections

S**ervice description**: The New Freedom Route picks up riders at the senior citizens centers in each of the counties served. The route specifically targets the older adults and persons with disabilities, using lift equipped vehicles, although the route is open to anyone. The route is designed to allow the riders access to shopping, dining, and medical appointments and allowing opportunities for socialization and recreation that may not be accessible for older adults and persons with disabilities due to lack of very low cost transportation options in the rural areas. Also, many do not have access to wheelchair-equipped transport vehicles except through demand response service that tends to be cost prohibitive for many. The New Freedom route also provides independent living skills, socialization, and recreation activities for residents of the Wendell Foster Center for persons with developmental disabilities.

**Evaluation**: Service reports are sent to the state on a monthly basis. Aside from these reports, ad hoc evaluations are performed. Service has shown steady growth in ridership. The service, however, still needs to grow.

**Accomplishments**: The service has provided an opportunity to many area residents for socialization and recreation that was not available to them in the past.

**Lessons learned**: We have learned to be flexible in drop off points. We originally targeted Wal-Mart and Town Square Mall as drop offs, but found that the Dollar Tree, Big Lots, and Deals are more popular drop off points. We have also found that continual promotion to potential riders is necessary.

##### GRITS TRANSPORTATION (951)

**Location**: Seven County Area (KY)

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

**Goal**: Improved system capacity

S**ervice description**: The New Freedom Route picks up riders at the senior citizens centers in each of the counties served. The route specifically targets the older adults and persons with disabilities, using lift equipped vehicles, although the route is open to anyone. The route is designed to allow the riders access to shopping, dining, and medical appointments and allowing opportunities for socialization and recreation that may not be accessible for older adults and persons with disabilities due to lack of very low cost transportation options in the rural areas. Also, many do not have access to wheelchair-equipped transport vehicles except through demand response service that tends to be cost prohibitive for many. The New Freedom route also provides independent living skills, socialization, and recreation activities for residents of the Wendell Foster Center for persons with developmental disabilities.

**Evaluation**: Service reports are sent to the state on a monthly basis. Aside from these reports, ad hoc evaluations are performed. Service has shown steady growth in ridership. The service, however, still needs to grow.

**Accomplishments**: The service has provided an opportunity to many area residents for socialization and recreation that was not available to them in the past.

**Lessons learned**: We have learned to be flexible in drop off points. We originally targeted Wal-Mart and Town Square Mall as drop offs, but found that the Dollar Tree, Big Lots, and Deals are more popular drop off points. We have also found that continual promotion to potential riders is necessary.

##### GRITS TRANSPORTATION (952)

**Location**: Seven County Area (KY)

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

**Goal**: Improved system capacity

S**ervice description**: The New Freedom Route picks up riders at the senior citizens centers in each of the counties served. The route specifically targets the older adults and persons with disabilities, using lift equipped vehicles, although the route is open to anyone. The route is designed to allow the riders access to shopping, dining, and medical appointments and allowing opportunities for socialization and recreation that may not be accessible for older adults and persons with disabilities due to lack of very low cost transportation options in the rural areas. Also, many do not have access to wheelchair-equipped transport vehicles except through demand response service that tends to be cost prohibitive for many. The New Freedom route also provides independent living skills, socialization, and recreation activities for residents of the Wendell Foster Center for persons with developmental disabilities.

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**Lessons learned**: We have learned to be flexible in drop off points. We originally targeted Wal-Mart and Town Square Mall as drop offs, but found that the Dollar Tree, Big Lots, and Deals are more popular drop off points. We have also found that continual promotion to potential riders is necessary.

#### Blue Grass Community Action Partnership, Inc. (608)

##### BLUEGRASS ULTRA TRANSIT SERVICE (624)

**Location**: Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, and Woodford counties (KY)

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

**Goal**: Improved access/connections

S**ervice description**: BGCAP operates New Freedom transportation services for individuals with disabilities within our service area (Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington and Woodford counties) and coordinates trips with other transportation services. Riders pay $0.50 per mile. Our hours of service were extended to increase the opportunity to access this service. Hours of operation is 6 AM to 10 PM, Monday through Friday, and 8 AM to 1 PM on Saturday. Riders must submit a qualification form signed by a qualified health care provider in order to receive this service. Trips are to be called in with a minimum of 72 hours notice.

**Evaluation**: Monthly reports capturing ridership, passenger type, county, gallons of fuel, number of vehicles used, and mileages are submitted to the Kentucky Transportation Cabinet, Office of Transportation Delivery. This information is captured using our automated dispatch system. BGCAP also holds meetings with stakeholders to present current trends in ridership and discuss measures for improvement. Since July 1, 2008, the ridership has grown and expanded into all eleven counties served.

**Accomplishments**: In FFY 2009, we performed a total of 6,657 one way trips and logged 52,942 miles. We have been successful in performing trips in each of our eleven counties. We continue to hand out brochures and inform callers of this program on a daily basis. New Freedom information is also available on our website at www.bluegrasscommunityaction.org.

**Lessons learned**: Get more involvement/support from individual stakeholders and local officials. Planning is a huge part of this service and the input from the stakeholders/local officials is crucial to the success of this program.

#### City of Frankfort/Frankfort Transit (700)

##### Frankfort Transit (834)

**Location**: City of Frankfort (KY)

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

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

S**ervice description**: We added larger wheelchair lifts on two buses, bus shelters that are wheelchair accessible, and $1 one way trip covering all point of city limits. We have a route that runs Monday through Friday to transport persons with disabilities to senior centers; a route from disabled housing to take people shopping, and have an aide to help with items; and Night Owl service allowing people to go out at night to different functions. We help people to and from the buses and bus shelters are wheelchair accessible. The senior fare is $0.25.

**Evaluation**: We have evaluated our service to be very good with the amount of staff and vehicles we have. To improve performance, we need more staff and vehicles.

**Accomplishments**: Our service “opens the door” to allow persons with disabilities to become more a part of society. The larger wheelchair lifts have made a great difference in people being able to go somewhere.

**Lessons learned**: Ask for enough money to meet needs. I wished I would have known how busy we were going to be.

##### Frankfort Transit (835)

**Location**: City of Frankfort (KY)

**Type**: Capital Investment Projects/Large capacity wheelchair lifts added to vehicles (beyond ADA)

**Goal**: Improved access/connections

S**ervice description**: We added larger wheelchair lifts on two buses, bus shelters that are wheelchair accessible, and $1 one way trip covering all point of city limits. We have a route that runs Monday through Friday to transport persons with disabilities to senior centers; a route from disabled housing to take people shopping, and have an aide to help with items; and Night Owl service allowing people to go out at night to different functions. We help people to and from the buses and bus shelters are wheelchair accessible. The senior fare is $0.25.

**Evaluation**: We have evaluated our service to be very good with the amount of staff and vehicles we have. To improve performance, we need more staff and vehicles.

**Accomplishments**: Our service “opens the door” to allow persons with disabilities to become more a part of society. The larger wheelchair lifts have made a great difference in people being able to go somewhere.

**Lessons learned**: Ask for enough money to meet needs. I wished I would have known how busy we were going to be.

#### Daniel Boone Community Action Agency (609)

##### Daniel Boone Transit (826)

**Location**: Clay, Jackson, Lee, Owsley, and Wolfe counties (KY)

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

**Goal**: Improved system capacity

S**ervice description**: New Freedom funded the purchase of two new wheelchair-accessible vehicles with equipment designed to accommodate passengers with mobility aids that exceed the weight ratings for common wheelchairs. The demand response service area includes the following counties: Clay, Jackson, Lee, Owsley, and Wolfe counties.

**Evaluation**: Service evaluation includes interviewing passengers by telephone concerning customer service.

**Accomplishments**: The New Freedom Program has made it possible to safely provide transportation to passengers with mobility aids that exceed the weight limit ratings.

**Lessons learned**: Learn as much as possible about equipment designed to accommodate passengers with mobility aids that exceeds the weight ratings and train your drivers to operated the equipment.

#### Kentucky River Foothills Development Council, Inc. (703)

##### Madison County Connector (851)

**Location**: Madison County (KY)

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

**Goal**: Improved access/connections

S**ervice description**: The Madison County connector route was added to provide transportation to and from Berea and Richmond. With the new route we are able to connect the two cities’ transit services and provide trips to and from medical appointments. The new service has been a huge help to people who are in wheelchairs who in the past would have to pay larger amount to use the regular services offered to them.

**Evaluation**: Yearly needs assessments are given to the riders.

**Accomplishments**: The new route has been a great addition to our Transportation Department. We have received much praise from the community on adding this route and the riders help promote the route any way they can.

**Lessons learned**: Educate the public on how the service works.

##### Madison County Connector (852)

**Location**: Madison County (KY)

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

**Goal**: Improved system capacity

S**ervice description**: The Madison County connector route was added to provide transportation to and from Berea and Richmond. With the new route we are able to connect the two cities’ transit services and provide trips to and from medical appointments. The new service has been a huge help to people who are in wheelchairs who in the past would have to pay larger amount to use the regular services offered to them.

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**Accomplishments**: The new route has been a great addition to our Transportation Department. We have received much praise from the community on adding this route and the riders help promote the route any way they can.

**Lessons learned**: Educate the public on how the service works.

#### LKLP Community Action Council, Inc. (707)

##### New Freedom (858)

**Location**: Four County Area (KY)

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

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

S**ervice description**: LKLP provides demand response-type service targeting persons with disabilities. Passengers and facilities call to schedule transportation to a particular event, such as to festivals, plays, ext.

**Evaluation**: Our success of the New Freedom program is mainly built upon ridership. Our benchmarks were to provide at least 150 trips per month and we exceeded those expectations by more than a two trips per month.

**Accomplishments**: Our biggest accomplishment is simply just being able to provide a much needed service in an area where population of persons with disabilities is ever growing.

**Lessons learned**: Do as much research as possible and understand the need and how this program can help provide assistance to that need.

#### Pennyrile Allied Community Services, Inc. (712)

##### Pennyrile Allied Community Services, Inc. (866)

**Location**: Hopkins County (KY)

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

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

S**ervice description**: PACS conducted a mass advertising to the Hopkins County Community concerning the award of the new vehicle and operating funds under New Freedom. We have been able to serve a Veteran's nursing facility in Hopkins County and provide rides to non-Medicaid riders attending sheltered workshops.

**Evaluation**: We have monitored request versus rides. We believe we are fulfilling requested transportation to a very high rate in Hopkins County. Part of this has been due to the new vehicle equipped with three wheelchair securements and the additional operating funds from this grant. This grant has also assisted with the costs and services of other PACS transportation through our coordinated transportation program.

**Accomplishments**: Being able to serve more older adults and persons with disabilities in Hopkins County.

**Lessons learned**: It is sometimes difficult to get people to change the way they are transported. People that reside in our rural areas are accustomed to riding in a private car of their own, a friend's or relative's. It takes a sales job to try to get people to think differently about transportation.

##### Pennyrile Allied Community Services, Inc. (867)

**Location**: Hopkins County (KY)

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

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

S**ervice description**: PACS conducted a mass advertising to the Hopkins County Community concerning the award of the new vehicle and operating funds under New Freedom. We have been able to serve a Veteran's nursing facility in Hopkins County and provide rides to non-Medicaid riders attending sheltered workshops.

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**Lessons learned**: It is sometimes difficult to get people to change the way they are transported. People that reside in our rural areas are accustomed to riding in a private car of their own, a friend's or relative's. It takes a sales job to try to get people to think differently about transportation.

#### Rural Transit Enterprises Coordinated (715)

##### RTEC, INC (871)

**Location**: Mount Vernon, London (KY)

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

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

S**ervice description**: Saturday Bus Route - RTEC has established a route for older adults and persons with disabilities in Mount Vernon to travel on Saturdays to locations in town. We pick up passengers at the apartments that are designated for this population and take them to various businesses in town. The route is affordable at only $0.50 per ride and makes it possible for them to go to the bank, pharmacy, and shopping in town. This is also helpful to the economy of this small town.

 Likewise, RTEC provides transportation on Fridays for older adults and persons with disabilities to attend shopping in London. The fare is only $4 for the round trip and people who otherwise would not be able to go out of town at any other time, are now able to shop at Wal-Mart, a service that most people would only take for granted. We are looking into developing other routes in other communities with this valuable asset for the elderly and disabled population and low-income population.

**Evaluation**: Currently, route has lower ridership than desired. We are increasing marketing of the service with hopes of improving our performance. Performance measures used are cost per passenger, cost per mile, miles per gallon, passenger per trips. New drivers are being trained and these improvements will happen.

**Accomplishments**: older adults and persons with disabilities have improved quality of life and are more able to remain in their own homes longer. People who never went shopping out of town before, can now do so.

**Lessons learned**: Start sooner and allow funds to diminish rather than extend them over long period of time.

#### Sandy Valley Transportation Services, Inc. (716)

##### SVTS, INC (877)

**Location**: Five County Area (KY)

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

**Goal**: Improved access/connections

S**ervice description**: Sandy Valley Transportation now offers Dial-A-Ride within our service area. This services allows our community to have access to public transportation to Wal-Mart, grocery stores, or any other in town location within the county seat for $1 per stop. This service is offered Monday through Friday, 9 AM to 3:30 PM. There are schedules for each county that specify the area we are going to be in for that specific day. All vans used are wheelchair accessible for use by persons with disabilities.

**Evaluation**: SVTS feels this new service has regained trust from our community within our service area. The utilization of this service allows a broader range of transportation options for our community and individuals with disabilities.

**Accomplishments**: Being able to provide the community with more transportation than in previous years. This service provides transportation to persons with disabilities as well as our community as a whole, to go to Wal-Mart, grocery stores, beauty salons, court house, Social Security Offices, DCBC Office, etc. Many people may not be able to access these locations without transportation assistance.

**Lessons learned**: Become familiar with your communities needs and have routes mapped out prior to implementation. We wish we would have known the extensive amount of information needed for reporting purposes.

##### SVTS, INC (878)

**Location**: Five County Area (KY)

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

**Goal**: Improved system capacity

S**ervice description**: Sandy Valley Transportation now offers Dial-A-Ride within our service area. This services allows our community to have access to public transportation to Wal-Mart, grocery stores, or any other in town location within the county seat for $1 per stop. This service is offered Monday through Friday, 9 AM to 3:30 PM. There are schedules for each county that specify the area we are going to be in for that specific day. All vans used are wheelchair accessible for use by persons with disabilities.

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**Lessons learned**: Become familiar with your communities needs and have routes mapped out prior to implementation. We wish we would have known the extensive amount of information needed for reporting purposes.

## South Carolina

### South Carolina Department of Transportation (1006)

#### Capital Senior Center (921)

##### Capital Senior Center dba Wheels (1378)

**Location**: Richland County (SC)

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

**Goal**: Improved access/connections

S**ervice description**: This project has allowed the Wheels service to coordinate and organize services for all three service areas and programs. The agency uses existing and volunteer drivers and the Mobility Manager has served as the lead for all transportation services and routes.

**Evaluation**: The use of the Mobility Manager has allowed the agency to expand and reach the northeast areas of Richland County as well as add increase service for the in town routes.

**Accomplishments**: The system has expanded territory, increased ridership, and survived during this economy.

**Lessons learned**: To work closer with the state department and become for aware of programs that benefit and impact their current and future programs.

#### Newberry COA (872)

##### Newberry COA (1377)

**Location**: Newberry County (SC)

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

**Goal**: Improved access/connections

S**ervice description**: This project provides an escort assisted program for older adults and persons with disabilities, as needed for medical appointments. This program allows individuals who can no longer drive and require beyond ADA-related services a ride. This program coordinates with other transportation services offered by the agency and works in conjunction with the demand response program.

**Evaluation**: The program has been so successful that the provider was able to request additional funds to expand the program to reach additional areas of the County.

**Accomplishments**: Exceeding the estimated individuals originally targeted for the program.

**Lessons learned**: To develop a plan that allows to increase or decrease the services based on original projections.

#### Trident Agency on Aging (911)

##### Trident Area Agency on Aging (1375)

**Location**: Berkley, Charleston, Dorchester (SC)

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

**Goal**: Improved access/connections

S**ervice description**: This project supports a Mobility Manager that will serve as the lead on coordinating various services within the region. The Mobility Manager will be housed with the COG and will jointly supervise the Trident Area on Aging and COG projects. He or she will work to combine services and develop a coordinated program that will provide software that will assist with developing groups of car pool, travel training, and joint committees. This project will be viewed as a first step process of creating a public/private transit network in the Trident area.

**Evaluation**: This project has been very successful because it has provided the necessary data throughout the Trident Area that has been instrumental in identifying additional modes of transportation and new routes in the rural portions of Berkeley County. It has also assisted with developing coordinated routes throughout the Charleston Area.

**Accomplishments**: Information not available

**Lessons learned**: Information not available

#### York County DSN (906)

##### York County DSN (1268)

**Location**: York County (SC)

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

**Goal**: Expanded geographic coverage

S**ervice description**: This vehicle will allow the agency an opportunity to include individuals with disabilities adequate access to employment through its Rides for Prosperity Program. The vehicle provides service beyond the ADA requirements therefore it can accommodate any size wheelchair or device.

**Evaluation**: Approximately 40% of individuals with disabilities in York County don't have adequate access to jobs. This program provided 440 trips per week to over 50 individuals for a one year period and they are served four days a week.

**Accomplishments**: Remaining on target with the program and being able to expand and request additional vehicles to increase ridership.

**Lessons learned**: Adequate planning is essential for any project, but when the program has specific criteria you must adjust your standards or guidelines to meet the programs requirements.

## Tennessee

### Tennessee Department of Transportation (1007)

#### South Central Tennessee Development District (572)

##### South Central Tennessee Development District (1130)

**Location**: South Central Area: Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall (TN)

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

**Goal**: Improved access/connections

S**ervice description**: SCTDD was recently awarded New Freedom funds. The program is offered in all 13 counties and is a coordination of service on all routes. New Freedom has been a great self paced training service to older adults and persons with disabilities. The program has allowed SCTDD to offer service to older adults and persons with disabilities above and beyond anything we could offer before. SCTDD provides travel training, trips, and escorts under the New Freedom program.

**Evaluation**: Trips, clients served, and the level of service given

**Accomplishments**: SCTDD was confronted with a situation where the occupied weight of a client and her mobility device was 805 lbs. SCTDD staff contacted Easter Seals and CTAA for advice. We were the client’s only means of transportation, but the weight of the recently acquired motorized chair exceeded the limit of our equipment. Working together with the local Home Health Agency, and with suggestions from Easter Seals and CTAA, SCTDD chose to purchase a heavy duty manual wheelchair that the client and other clients could be offered and could use if needed. SCTDD did not deny the client transportation nor did we require her to use the manual chair; we gave her the option and she was grateful for the opportunity. SCTDD will provide an escort to assist with mobility. This would not have been possible without New Freedom.

**Lessons learned**: There is a solution to everything if you involve the right people. You cannot help the client if they are not willing to help themselves.

#### Upper Cumberland Human Resource Agency (575)

##### Upper Cumberland Human Resource Agency (1168)

**Location**: Upper Cumberland (TN)

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

**Goal**: Improved access/connections

S**ervice description**: Upper Cumberland Human Resource Agency began our New Freedom program by implementing a Travel Training program. Our Travel Trainer has visited each of the 14 counties attending the UCHRA Advisory Board Meetings explaining and marketing the new Travel Training program. The Travel Training program through NF is a training program for individuals with any type of disability who want or need transportation. Travel Training is a personalized one-on-one training program for persons with disabilities that focuses on the following skills: 1) Understanding UCHRA Public Transportation system, 2) How and when to make appointments, 3) Personal safety while riding, and 4) Actual riding with the trainer or riding with a travel host if needed. The Travel Trainer makes sure that all needs are met.

**Evaluation**: Each travel training session and meeting have been documented and reported.

**Accomplishments**: The Travel Trainer has met with senior citizen groups throughout the Upper Cumberland explaining the NF program. Nursing homes and assisted living facilities have also been visited and contacted about NF. The travel trainer has had training sessions with Putnam County school system school to work program, developed and printed brochures that have been distributed to social agencies, doctors offices, senior centers, hospitals, and every county Advisory Board meeting.

**Lessons learned**: We have learned a great deal from Easter Seals. We would advise going to every training session or conference available. We have also learned a great deal from other transit systems. We wish we had had more training in the beginning.

##### Upper Cumberland Human Resource Agency (1217)

**Location**: Upper Cumberland (TN)

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

**Goal**: Improved customer knowledge

S**ervice description**: The New Freedom-funded service has allowed us to go out into the Upper Cumberland region visiting Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White counties in Tennessee. During FY 2009, our first objective was to educate the citizens of the Upper Cumberland that NF Travel Training was available to persons with disabilities in these communities. After referrals were made back to us then we went to each client and trained them to ride public transportation independently.

**Evaluation**: Reports are submitted monthly on the number of NF contacts made by the Travel Trainer. The Travel Trainer also keeps records of county by county contacts which include names and dates of those contacts. After referrals are made for the client and they actually ride on UCHRA transit system the client is then in our RouteMatch software system and are tracked in this manner.

**Accomplishments**: Our greatest accomplishments in UCHRA's NF program has been seeing and hearing such a positive response from the public which is resulting in client referrals. We are teaching individuals with disabilities how to ride public transportation. Giving these clients the independence to travel to a doctor’s office, employment, social events, school etc.

**Lessons learned**: Advice: Develop materials for the program and share it with everyone you come in contact with. We never know who might have a relative, friend, co-worker, church member that desperately needs transportation but has no idea how to acquire it.

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