



New Freedom Program

**FY 2009 Service Profiles**

**Region VII**

**Iowa, Kansas, Missouri, and Nebraska**

**October 2010**

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New Freedom FY 2009 Service Profiles: Region VII

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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

## Iowa

### Des Moines Area Regional Transit Authority (1831)

#### Des Moines Area Regional Transit Authority (340)

##### Regional On-Call (322)

**Location**: Polk County (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**:In August 2007, DART implemented a new regional on-call service to the smaller communities in Polk County (flex route and demand response service). The communities currently being served are Bondurant, Mitchellville, Granger, Grimes, Polk City, Alleman and Carlisle; Sheldhal, Elkart, and Runnells opted out for the first year. The marketing of this service is especially aimed at the older adults and persons with disabilities withing the community; however, it is open to the general public. Bondurant-Mitchellville to/from Altoona – Mondays, Granger-Grimes to/from West Des Moines – Wednesdays, Polk City-Alleman to/from Ankeny – Thursdays, Carlisle to/from Des Moines - Fridays. DART used FY 2008 funds for the FY 2009 service.

**Evaluation**: Ridership and public support dictate the continuation and configuration of the service.

**Accomplishments**: We marketed this service heavily at the senior centers in the smaller communities around Des Moines and tried to coordinate the days of operation with activities in the nearby cities (i.e. senior day at Prairie Meadows, visiting day at the Mitchellville prison).

**Lessons learned**:We started this service as fixed route deviation service but found it may work better as straight demand response on-call. We are evaluating changes for FY 2011.

##### Sunday Service (321)

**Location**: Des Moines Area (IA)

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

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

S**ervice description**: In October 2007, DART implemented Sunday Service. Prior to this date, DART had not provided Sunday Service in the Des Moines metro area. The service hours are approximately 8 AM to 5 PM and includes the same routes as operated on Saturdays. The purpose of this new service is to meet the needs of older adults and persons with disabilities in the metro area, in addition to low-income individuals. The introduction of service has been well received from the community, especially the transit dependent. This had been our most popular service request received over the years and specifically mentioned in surveys conducted for the Passenger Transportation Development Plan. Routes: WDM On-Call, #1 West Des Moines/Fairgrounds, #3 University Highland-Oak Park, #4 Urbandale/E14th, #5 Clark-E6th & 9th, #6 Indianola/Douglas, #7 Ft DSM/Walker, and #11 Jordan Creek-Mills Civic Parkway. DART used FY 2008 funds for the FY 2009 service.

## Missouri

### Bi-State Development Agency D/B/A Metro (1830)

#### Bi-State Development Agency D/B/A Metro (720)

##### Bus Stop Enhancement Program - Metro (908)

**Location**: St. Louis City and St. Louis County (MO)

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

**Goal**: Improved access/connections

S**ervice description**: The purpose of this project is to improve an individual's ability to travel. New Freedom funds are being used to eliminate physical barriers that prevent transportation disadvantaged individuals including older adults and persons with disabilities from accessing public transportation. Accessibility improvements are planned at up to 145 Missouri bus stops. Improvements will include benches, Braille signage, accessible paths (curb cuts), and accessible deployment pads.

**Evaluation**: Metro planners working with Paraquad, a local not-for-profit organization works to empower persons with disabilities to increase their independence through choice and opportunity, conduct site visits to inspect conditions at the MetroBus stops and to identify barriers preventing transit access for disabled individuals. Through these inspections, a list of problem MetroBus stops are identified and prioritized. Once the priority list is developed, Metro staff conduct surveys to detail the scope of work and prepare the bid documents.

**Accomplishments**: During this reporting period, a total of 115 stops were identified - 105 throughout St. Louis City and 5 in St. Louis County. The RFP was issued and the contractor selected.

**Lessons learned**: Early in the planning phase, it is critical to the project's overall success to coordinate with municipalities in identifying the locations and the scope of the improvements for each site. When there is a transition in elected leadership (alderperson, council person, and/or neighborhood group), it is important to immediately contact the new leadership to gain their buy-in/continued support for the project. This avoids delays and identifies potential changes in location or scope prior to the start of construction activities.

#### Independence Center (721)

##### Independence Center Transportation Service Expansion (943)

**Location**: St. Louis City and St. Louis County (MO)

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

**Goal**: Improved access/connections

S**ervice description**: Independence Center serves adults with mental illness. Many live independently or with family in the community, or in smaller group homes scattered around the county. Our primary program is a day center where folks can come, volunteer and be involved. They can help to run a bank for members, the Petty Cash, distribute bus passes, cook meals, assist in our Copy Center, assist or work out in our Wellness Center; or any number of other responsibilities. For those with the goal of going to work, there are many prep steps including transitional employment jobs.

 But for many folks, the initial step of leaving their home can be overwhelming, even impossible. Isolation and paranoia are common symptoms of mental illness. In addition, the meds can make them especially susceptible to sunlight, which makes it difficult to wait for the bus. Some live too far from a bus stop, especially if obesity is an additional problem (often the result of psych meds).
 This grant allowed us to identify people in this situation, and invite them to come to the center, and send a driver to pick them up. The goal was to get them involved, and then transition them to public transportation, as possible. We attempted to line up ‘neighborhood clusters’ in order to be more efficient. We marketed our services to BJ Behavioral Health offices for referral.

**Evaluation**: For raw data, we used the number of customers served and number of one way trips as measures. However, the real results are often more subjective and intertwined with our program. We were looking to see how many folks became engaged in the program; how often a client returned; after becoming engaged in the program, did they set goals beyond our borders (such as employment or education goals, etc.).

**Accomplishments**: Most of the new clients came to our program as a result of referrals from BJ Behavioral Health, therefore, they arrived with funding. (Without funding for services, there is no hope of continuing the driver after the end of the grant due to the expense.) Some folks became educated about Metro bus training, and some successfully transitioned; and some would never have come in at all, except that our driver picked them up. A few set employment goals and pursued them. Some still attend and many were just happy to get out of their homes.

**Lessons learned**: Despite individual transportation, some clients have chosen to drop out of the program. This probably reflects a percentage of new clients for whom our program is not a good fit. The ‘neighborhood clusters’ never materialized for our North County route, though we had some success with our South City/County route. Personalized marketing was more effective than mass marketing. When we pitched the program/driver to whole offices of social workers, we got few referrals. But when we contacted social workers individually, we got more referrals that were more geographically appropriate. We did not plan on the high number of ‘No Shows’, which were at least 50% of initial referrals. We needed to coordinate the grant marketing with our Intake Department better (as they were promising rides to everyone, even though geographically, we could not go everywhere). We would plan to follow up with the riders more thoroughly in order to complete the transition to public transportation.

#### Madison County Transit (722)

##### Travel Training Ambassador Program (890)

**Location**: Madison County (IL)

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

**Goal**: Improved customer knowledge

S**ervice description**: In FFY 2009, MCT representatives provided travel training to a number of older adults, persons with disabilities, and low-income persons in both individual and/or group settings. MCT worked with nursing homes, senior centers and a variety of social service agencies to provide first hand on-board training and information sessions throughout Madison County, Illinois.

**Evaluation**: The program has been successful in not only training older adults and persons with disabilities to use fixed route transit services; it also was successful in transitioning a number of individuals from paratransit to fixed route. A decreasing number of paratransit trips and increase in shuttle and cross county routes are evidence of the program's success.

**Accomplishments**: While providing travel training for more than 3,000 people is a significant accomplishment, the face to face contact with an MCT representative, the extra effort to assist, train and answer questions for elderly and disabled individuals and partnering with an extensive network of agencies are the program's greatest accomplishments.

**Lessons learned**: Although very beneficial for passengers, agencies, and the transit district, travel training is extremely time consuming. Be prepared to commit a part or fulltime staffer to these efforts.

### City Utilities of Springfield (1828)

#### City Utilities of Springfield (267)

##### City Utilities of Springfield (268)

**Location**: Springfield (MO)

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

**Goal**: Improved access/connections

S**ervice description**: The New Freedom service proposed beyond ADA standards is for the construction of ADA accessibility projects such as concrete pads for bus shelters and benches, sidewalks, and curb-cuts to get to the bus stops, and bus benches and shelters installed with emphasis on the W. Grand area and the Glenstone corridor. These projects will be new service to enhance the ease of access especially for our older passengers and those with disabilities. Once the accessible transit amenities are in place they will benefit everyone in the community and other modes of transportation will benefit from the transit projects. The sidewalks, curb-cuts, access pads, bus benches, bus shelters with solar lighting will assist not only persons with disabilities and older adults, but all pedestrians. Other transit providers will be able to access our bus stops to transfer passengers onto the fixed route bus system due to the increased accessibility of our bus stops.

**Evaluation**: The geographic location of the initial New Freedom projects are the W. Grand area and the Glenstone corridor: The W. Grand area has four skilled care facilities and a rehabilitation center located on or near both the day and night fixed bus routes: Green Haven, Springfield Skilled Care and The Lodges, The Oaks, and Sigma House. These four skilled care facilities and the rehab treatment center serve a large population of older adults and persons with disabilities bus passengers that have requested better service on both the day and night bus routes. Springfield Skilled Care Center and The Lodges have offered to buy one bus shelter for their clients and other bus passengers to use on the north side of Grand for both the day and night bus service.
 The Glenstone corridor has a high volume of pedestrian traffic and there are major gaps in the sidewalks, curb cuts and accessibility pads located along several areas of Glenstone that this grant would correct the accessibility problem. We have many of our elderly and disabled passengers that live in the area east of Glenstone that would greatly benefit from this project. There are two day bus routes that provide bus service on Glenstone, Lines 5 S. Glenstone and Line 10 Cedarbrook, and the night bus, Line 25 Blue route, would benefit from the increased accessibility of those bus stops. These projects would increase the mobility and utilization of the fixed route bus system and allow persons with disabilities a choice in using either the fixed route or paratransit bus service (Access Express). Without accessibility to some of our bus stops, this prevents bus passengers from getting to and from the bus stop and not being able to access the fixed route bus system. By having access to the various bus stops, this would increase the travel options for persons with disabilities and elderly bus passengers. The Access Express passengers would no longer have to call to make appointments for their travel needs and would be able to go whenever they chose. They would also be eligible for reduced bus fare due to their disability, which is 60 cents a ride compared to $1.25 for an adult fare or $2.50 for Access Express fare. The fixed route bus fare is considerably less expensive than the Access Express fare, which would financially help persons with disabilities.
 As previously mentioned, there are four skilled care centers and rehab treatment center located on or near West Grand that would benefit greatly from this grant project. We have received many requests for improved accessibility to our bus stops by clients of each of the four skilled care centers and the rehab treatment center. The Springfield Skilled Care Center and The Lodges have offered to buy one bus shelter to help improve the waiting conditions for their clients and other bus passengers on Lines 6 and 26. Also, the Glenstone corridor accessibility project would benefit passengers trying to access bus stops along Glenstone, especially those in wheelchairs, scooters, and pedestrians.

**Accomplishments**: The major benefits these initial projects would provide would be bus passengers with disabilities, older adults, and non-disabled being able to access the fixed route bus system. By adding sidewalks with curb cuts would allow wheelchair passengers the ability to travel on the sidewalk instead of the street. This would increase passenger safety for the wheelchair passenger and the vehicle traffic on the street. Many of our Access Express passengers that live in the four skilled care facilities and rehabilitation treatment center on west Grand would ride the fixed route bus system if they could get to and from a bus stop. Currently many of our bus stops are not accessible due to lack of sidewalks, curb-cuts, no accessibility pads, and no place for the bus passenger to sit or stand out of the weather . These projects would greatly enhance the accessibility of all our bus stops throughout Springfield for all our bus passengers both disabled and non-disabled. These projects would also help the City of Springfield’s sidewalk comprehensive plan to have accessible neighborhoods, especially those near the schools.

**Lessons learned**: These projects’ success will be measured by the number of bus stops that can be made accessible for persons with disabilities and elderly and the number of transit amenities that can be added to enhance the bus service for all our bus passengers. We also will be able to ask our “conditionally approved” Access Express passengers to ride the fixed route bus system on trips they are taking that will now be more accessible due to these improvements. The cost for City Utilities to provide Access Express bus service is approximately $46.20 per trip in comparison to $4.70 for a fixed route trip or a saving of $41.50 per trip. The majority of our Access Express passengers are coded as conditionally eligible and would be able to access the fixed route bus service if all the bus stops were accessible.

### Kansas City Area Transportation Authority (1827)

#### City of Olathe Taxi Coupon/Voucher Program (950)

##### City of Olathe, KS Taxi/Coupon Voucher Program (1481)

**Location**: City of Olathe, Johnson County (KS)

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

**Goal**: Improved access/connections

S**ervice description**: The City of Olathe Taxi Coupon/Voucher Program provides transportation within the city limits of Olathe, Kansas to Olathe residents who are low-income, 60 years of age or older or residents with a documented disability. The service is available for all types of travel within the city limits. The program was established in the fall of 2003.
Increases in the program are as follows:
 Personal Medical
2006 26,939
2007 30,278
2008 21,640
2009 22,103 2,592
\*Medical trips were not kept separate until 2009. The reduction in personal trips beginning in 2008 was due to a limit of trips per participant.

**Evaluation**: A participant customer rating survey was completed in the calendar year of 2009. The result indicated that 92% of the participants rated the taxi service as good or very good.

**Accomplishments**: Previously, persons with disabilities that were unable to maintain their independence, receive medical care and/or maintain employment are now accomplishing their goals of working towards self sufficiency due to the safe, dependable and affordable transportation provided through the Olathe Taxi Coupon/Voucher Program.
 With funding received from a local foundation, the City of Olathe Taxi staff and the City of Olathe Information Technology staff partnered to develop a Customer Database Program. The goal is to have this program operable in June 2010. This program will enable the staff to manage the transportation service in a more efficient manner.

**Lessons learned**: It would have been advantageous to have the Customer Database system up and running prior to 2010.

#### Johnson County Transit (947)

##### Sheltered Workshop Industrial Fixed Transportation (SWIFT) (1460)

**Location**: Johnson County (KS)

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

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

S**ervice description**: The SWIFT program is a partnership with Johnson County Transit and the Johnson County Developmental Services (JCDS) to provide transportation service to JCDS clients who access the Sheltered Workshop at JCDS. The SWIFT expansion has helped provide transportation for JCDS consumers to community based employment destinations. SWIFT service provided 43,414 unlinked passenger trips in FY 2009.

**Evaluation**: The project is evaluated based on projected and actual ridership and whether it has met the needs of the customer.

**Accomplishments**: Adding 13 more hours of service minimized the need to deny service. SWIFT's ridership increased substantially, and our productivity on SWIFT is much higher.

**Lessons learned**: Thoroughly assess the needs of the target group within the community and ensure that the public is included in the process. Evaluate the service to ensure it will meet the needs of the community.

##### The JO-Special Edition (1461)

**Location**: Johnson County (KS)

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

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

S**ervice description**: The JO- Special Edition provides affordable curb-to-curb, demand response service for Johnson County residents who are 60 or older, have a documented disability, or are within established low-income guidelines.

**Evaluation**: The project is evaluated based on projected and actual ridership and whether it has met the needs of the customer. In FY 2009, Special Edition service provided 65,359 unlinked passenger trips.

**Accomplishments**: The Special Edition service resulted in limited service denial (during peak employment hours) and has provided additional access for others with limited service options.

**Lessons learned**: Thoroughly assess the needs of the target group within the community and ensure that the public is included in the process. Evaluate the service to ensure it will meet the needs of the community.

## Nebraska

### City of Lincoln (1896)

#### City of Lincoln (442)

##### League of Human Dignity, Inc. – Extended Hours Service (EHS) (789)

**Location**: Lincoln (NE)

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

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

S**ervice description**: This service provides accessible transportation services to Lincoln’s mobility limited residents beyond the hours and days provided by StarTran’s ADA-compliant services. The program strategy is to address gaps and needs in transportation service for persons with disabilities that are identified in the Coordinated Public Transit-Human Services
Transportation Plan.

**Evaluation**: No evaluation provided.

**Accomplishments**: No accomplishments provided.

**Lessons learned**: No lessons learned.

##### Lincoln Seniors Transportation Program (787)

**Location**: Lincoln (NE)

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

**Goal**: Improved access/connections

S**ervice description**: The intent of this service is to increase transportation options for older adults in the City of Lincoln by providing a volunteer based social transportation program. The project will consist of developing the program infrastructure of volunteer and paid staff. Staff will collaborate with the Seniors Foundation and Lincoln Area Agency on Aging to provide social transportation services to older adults.

**Evaluation**: For program evaluation we have kept the following data:
- Number of rides given each month
- Destination of the rider
- Driver statistics – miles & time spent on ride, driver satisfaction (overall feeling of satisfaction and continued involvement)
- Rider statistics – donation and satisfaction rate

**Accomplishments**: Rides given have continued to increase. October 2008 = 58 one way rides, September 2009 = 88 one way rides. New rider registration continues to grow each month. The satisfaction and donation rate by riders is nearly 100%.

**Lessons learned**: Driver recruitment is a continued challenge. Finding an effective method of driver recruitment takes creative and ongoing commitment.

### Metropolitan Area Planning Agency (1856)

#### MAPA (79)

##### MAPA Mobility Manager (39)

**Location**: Omaha-Council Bluffs Metropolitan Area (NE)

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

**Goal**: Improved access/connections

S**ervice description**: This project funded the hiring of MAPA's Mobility Manager. The Mobility Manager is developing a coordinated transportation system of local providers-public and private-in Douglas and Sarpy counties in Nebraska and Council Bluffs, Iowa. The Manager is establishing partnerships among public and private agencies that provide transportation services to older adults, persons with disabilities, and persons needing transportation to work. The Mobility Manager is also beginning to build a centralized process whereby all services can be accessed when available by those in need.

**Evaluation**: MAPA's Mobility Manager is evaluated based on the number of providers involved in a system of sharing their services and the number of rides they provide to other than their own clientele. IT will also be measured by the additional number of low-income, older adults, and persons with disabilities using public transportation.

**Accomplishments**: Since starting work at MAPA the Mobility Manager has greatly increased the participation and awareness of various transportation providers in the area. Committee participation has increased as well as cooperation between service providers.

**Lessons learned**: This is a very time consuming process and will take a great deal of effort in order to get the program started and providers talking and cooperating with each other.

#### Shared Mobility Coach (77)

##### Shared Mobility Coach-Software/Hardware Update (47)

**Location**: Omaha-Council Bluffs Metropolitan Area (NE)

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

**Goal**: Improved system capacity

S**ervice description**: The Shared Mobility Coach provides transportation services to older adults and persons with disabilities in the Omaha metropolitan area. Transportation services are provided to persons that need driver assistance from door-to-door and those with time restrictions due to multiple appointments, medication or locations.
 The purpose of this grant is for mobility management. Mobility management will assist in the identification of the needs of persons with disabilities in Omaha, Douglas, Sarpy, Cass, and Washington counties in Nebraska, Council Bluffs and Pottawattamie County, Iowa area. The end product of the new mobility management program will provide better coordination and time management for these clients faster and more convenient. The program will enable SMC to better manage ADA equipped vans.
 The system adds new features that were not available under the existing system and are required to provide additional new services.

**Evaluation**: The program was evaluated by the increased success in providing faster and better services to those who use shared mobility coach.

**Accomplishments**: Service is now quicker to procure.

**Lessons learned**: Technology updates can be very costly but also can be worthwhile to undergo.

##### Shared Mobility Coach-Telecommunications Update (48)

**Location**: Omaha-Council Bluffs Metropolitan Area (NE)

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

**Goal**: Improved system capacity

S**ervice description**: Shared Mobility Coach was awarded $22,058 in New Freedom funds for this project through the MAPA CPTHST competitive selection process. The project or project concept is identified in the MAPA Coordinated Public Transportation and Human Services Transportation Plan, dated March 2008. Local match for the project will come from the SMC general fund. The project will replace the existing 15-year-old Telecommunication system that is not compatible with the service requirements of the upgraded mobility management software and customer access to the system. As it will be part of a new system the project will provide new and additional services not available under the existing telecommunication and management system.
 The equipment will be housed and operated at the Shared Mobility Coach offices at 2222 Cuming Street, Omaha, Nebraska.
 When the new Mobility Management Program (MMP) (granted to SMC by MAPA under the Section 5317 Funds - New Freedom Programs) goes live our telecommunication load will increase by a minimum of 20%. The 20% increases will over tax the present telecommunication system resulting in delayed incoming, outgoing calls and answering voice messages.
 The system adds new features that were not available under the existing system and are required to provide additional new services.

**Evaluation**: Shared mobility coach is now able to handle the increased telecommunications load.

**Accomplishments**: Service is much easier to procure and there are more calls that are able to be answered by the service provider.

**Lessons learned**: Increasing technology capabilities sometimes has unintended consequences that need to be addressed in future projects.

# SMALL URBAN/RURAL PROJECTS

## Iowa

### Iowa Department of Transportation (1812)

#### 10-15 Regional Transit Agency (21)

##### Over and Above (161)

**Location**: Iowa Region 15 (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Service in many of our counties end in the early afternoon, restricting access to medical care, shopping, recreation, or just personal business for persons with disabilities. The service is open to the general public also. The Over and Above services funded by New Freedom dollars has enabled us to extend hours in six of our ten counties. These hours are "over and above" the hours paid by contractors like Seneca Area Agency on Aging. The schedule is not fixed, but based on needs determined by the local advisory groups and customers' requests.

**Evaluation**: The initial start was extremely slow. It has since generated close to the projection of 1,000 rides per quarter.

**Accomplishments**: There have been no great accomplishments. We have been able to make small inroads into the service demands identified in listening sessions, but this would only be considered a "baby step" in addressing all the needs of the area.

**Lessons learned**: It is very difficult to start these new services in so many different locations. Getting the word out is also difficult and takes three or four times longer than anticipated.

#### Cedar Rapids Transit (25)

##### C.A.B.S. Program - Personal Use Portion (655)

**Location**: Linn County (IA)

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

**Goal**: Improved access/connections

S**ervice description**: The Coalition to Augment the Bus Service (C.A.B.S.) Program provides taxi cab rides at a reduced cost to eligible individuals with disabilities when no other means of transportation is feasible. The program, which began in the 1980s, started by offering work-related rides only. With the success of the program came the request by consumers to provide non-work rides for activities such as grocery shopping, medical appointments, attending church or participating in community activities. As with the work-related rides, the personal use rides are available only when no other transportation options are available. Anyone with a documented disability is eligible to participate in the C.A.B.S. Program. Originally the personal use portion of the C.A.B.S. Program was very limited and included only a few vouchers for usage per month. The personal use vouchers doubled with the New Freedom funding received by Cedar Rapids Transit in October 2006.
 Participants pay a co-pay of $5 per ride. There were approximately 4,450 rides in FY 2009 (371 per month) for the personal portion of the C.A.B.S. Program. In FY 2009, 313 unduplicated persons participated in the C.A.B.S. Program and participation in the program continues to grow.

 Transportation, particularly on evenings and weekends, continues to be identified as an unmet need by Linn County consumers with disabilities. Although transportation for persons with disabilities is available with the use of cab service, the cost associated with that cab service is beyond the means of most of the participants in the C.A.B.S. Program. Additionally, while transportation to and from work is available on an unlimited basis per month, the participants are currently limited with their personal use vouchers per month for non-work rides. After exhausting their monthly personal use vouchers, participants are responsible for the full cost of the ride.

**Evaluation**: Monthly reports track number of rides, day of ride, number of participants, number of new participants and cost associated with servicing the program. In addition, we track the average cost per ride. The relevant performance measures are the number of rides and number of participants - especially as the program grows.

**Accomplishments**: The biggest accomplishment of the C.A.B.S. Program is the coordination effort that it takes to make the program a success. All duties of the program, including the reporting requirements, are done on a volunteer basis.

 Another accomplishment is the personal use portion of the C.A.B.S. Program itself. It is an extremely valuable resource for the participants. Most participants use the vouchers for everyday rides that include trips to the grocery store, medical appointments, and community participation. The personal use vouchers give the participants an independent means to transportation.

**Lessons learned**: There is a limited amount of funds in the budget. While we would like to provide an unlimited number of rides for persons with disabilities community to use, we are limited because of money. We are now trying to figure out how to secure long term funding for the program to sustain and grow. One piece of advice for someone is to make sure to include a small planning procedure that will enable to the program to continue growing once it becomes successful.

#### City of Muscatine (23)

##### City of Muscatine MuscaBus (422)

**Location**: Muscatine (IA)

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

**Goal**: Improved access/connections

S**ervice description**: We refer to our service as New Freedom. 1,261 rides were provided from October 1, 2008 - September 30, 2009. Service operates Tuesday and Thursday evenings from 5:30 - 9:30 PM, adding eight hours of weekday service. We had 32 disabled individuals regularly utilize this service during the year. We transported them to the grocery store and sports facilities mainly, but also to restaurants and an outpatient treatment center.

**Evaluation**: We measure success by whether or not we can accommodate the rider's request.
Appointments are made in advance through dispatch. We schedule rides every 15 minutes. We have been able to accommodate the majority of requests throughout the year. We would like to see ridership increase for New Freedom, our schedule would allow it.

**Accomplishments**: We received thanks from the Director of Special Olympics for transporting the athletes from group home(s)to practices at two facilities in the evening. Without MuscaBus, he indicated his athletes would not have been able to attend evening practices, and ultimately wouldn't be able to compete without attending practices.

**Lessons learned**: I don't have any sage advice. I would be interested in knowing how other systems have increased their ridership.

#### Delaware, Dubuque, & Jackson County Regional Transit Authority (16)

##### Colesburg to Manchester NF (708)

**Location**: Delaware County (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Colesburg to Manchester service is available the first and third Thursday of the month between the hours of 9 AM and 1:30 PM. Patrons phone the Dubuque dispatch office in advance to be added to the schedules. All services are open to the general public and are provided on wheelchair accessible equipment. Once in Manchester, patrons are able to access any service they require.

**Evaluation**: This service was previously provided using volunteer drivers using personal, non-ADA accessible automobiles. All non-ambulatory riders using the new service are the benchmark for our success.

**Accomplishments**: This route was established shortly after the last grocery store in Colesburg closed. A town hall meeting was held and the residents defined the frequency, days, and times for the service more than two years ago. It is by far the most successful route we've added under New Freedom.

**Lessons learned**: All new routes require public input as to what days and times and frequency are necessary to meet the community needs.

##### Dyersville to Dubuque NF (707)

**Location**: Dubuque County (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Dyersville to Dubuque route is available first and third Wednesday and the fourth Thursday of each month between the hours of 9:30 AM and 2 PM. Patrons phone ahead to the Dubuque dispatch office to be added to the schedules. All services are open to the general public and are provided using wheel chair accessible equipment. Once in Dubuque, the patrons are allowed to access a variety of services that are personal, medical, nutritional, and recreational.

**Evaluation**: Previous service was provided using volunteer drivers in non-ADA accessible personal automobiles. The number of non-ambulatory passengers transported is the benchmark for our success.

**Accomplishments**: This service has grown to be the second most success route expansion in our service area and continues to grow each year.

**Lessons learned**: All new services require extensive marketing and public education. Our Mobility Coordinator has been very helpful in this area.

##### Manchester to Cedar Rapids NF (709)

**Location**: Delaware and Linn counties (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Manchester to Cedar Rapids route is available every fourth Wednesday of the month between the hours of 9:30 AM and 2 PM. Patrons phone the Dubuque dispatch center in advance to be added to the schedules. All services are open to the general public and are provided using wheelchair accessible equipment. Once in Cedar Rapids, patrons are able to access a wide variety of medical service not available in Manchester.

**Evaluation**: Previous service was provided using non-ADA accessible volunteer drivers and equipment. Every non-ambulatory rider is the benchmark for our success of this route expansion.

**Accomplishments**: None

**Lessons learned**: All new services require extensive public education and marketing. Our Mobility Coordinator has been very helpful in this regard.

##### Maquoketa IA to Dubuque IA (633)

**Location**: Dubuque and Jackson Counties (IA)

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

**Goal**: Improved system capacity

S**ervice description**: The Maquoketa to Dubuque route is available on the first and third Tuesday of the month between the hours of 8:30 AM and 1:30 PM. Patrons phone the Dubuque dispatch center in advance to get added to the list. Once in Dubuque, the patrons are taken to any number of locations for personal, medical, and recreational purposes. All services are open to the general public and are delivered using wheelchair accessible equipment.

**Evaluation**: Those routes implement where it remains feasible to utilize a larger capacity vehicle such as a bus and those rides that are being provided that require wheel chair accessibility are the benchmarks for success with our New Freedom routes. Previous services were limited to volunteer drivers in personal non-accessible automobiles.

**Accomplishments**: A dialysis route has since been added to this schedule allowing patients in rural Jackson County access to the dialysis unit in Dubuque.

**Lessons learned**: The service requires extensive education on how it works and how a patron can access it. Our Mobility Coordinator has played an important role educating local communities on these services.

#### Dodger Area Rapid Transit (DART) (12)

##### Paratransit Sat/Holiday Demand-Response (790)

**Location**: Fort Dodge (IA)

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

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

S**ervice description**: Adding Saturday mornings and holidays to our paratransit hours of operation

**Evaluation**: Currently evaluating using ridership

**Accomplishments**: Allowing dialysis patients greater flexibility for treatment; allow other customers more life choices and flexibility

**Lessons learned**: Advertise in advance of implementation

#### Heart of Iowa Regional Transit Agency (HIRTA) (18)

##### Ames to Iowa City (398)

**Location**: Ames (IA)

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

**Goal**: Improved access/connections

S**ervice description**: The Ames to Iowa City service operates on Tuesdays and Wednesdays of each week, where a vehicle travels from Ames, IA to Iowa City, IA to the University of Iowa Hospitals. The bus leaves Ames at 7 AM and leaves Iowa City at 3 PM. The service operates two consecutive days in order to allow of overnight stays and testing.
 The service is designed to assist low-income individuals with disabilities in receiving medical treatment that they could not receive in Ames. The University of Iowa Hospitals offer many specialty clinics for low-income and persons with disabilities. The service is accessible by the purchase of a new lift equipped, cut-away transit vehicle.

**Evaluation**: Customer satisfaction surveys will be conducted yearly. The customer has an opportunity to offer comment about the service and any changes that may be necessary. Also the initial planning group meets quarterly to discuss ridership and any service glitches that may have arisen and what adjustments to make.

**Accomplishments**: The Ames to Iowa City service provides a necessary means to medical care that would otherwise not be offered for individuals that need accessible equipment.

**Lessons learned**: Check scheduling at any specialty clinics. One of the clinics that many of the passengers wanted to attend started before the bus was due to arrive in Iowa City. Once the planning committee learned of this issue, the departure time was adjusted to accommodate those needs.

##### Des Moines Shuttle (686)

**Location**: Boone County, City of Boone (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: This is a demand responsive service. Persons with disabilities are transported Monday, Wednesday, and Friday, each week, from anywhere within our service area (Boone County, IA) to Polk County, IA for medical appointments, shopping, or other business that is required. The service is also open to the general public.

**Evaluation**: Ridership is the main performance measure.

**Accomplishments**: Boone County Transportation is able to provide a service to a large group of people that would have not been available without this program. Offering affordable transportation choices to meet the needs of individuals for medical appointments that are not currently offered in the City of Boone nor the County of Boone. This service allows persons with disabilities and older individuals in rural areas to stay in their homes longer because they can access medical care where they need to.

**Lessons learned**: Collaborate with other agencies to provide the service to more individuals. The more people that access the service the more cost effective it becomes.

#### Northeast Iowa Community Action Corp. (10)

##### Northeast Iowa Community Action Corp - Transit (489)

**Location**: Allamakee, Clayton, Fayette, Howard, and Winneshiek counties (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Our services are located in extreme northeastern Iowa, consisting of Allamakee, Clayton, Fayette, Howard, and Winneshiek counties. In general, our service area is made up of rural communities surrounded by rolling to flat farm ground with distinct areas of the region in the northern counties made up of very high hills and bluffs cut by rivers. In short, the topography of RPA 1 is unlike any other RPA in the State of Iowa.
 New Freedom service is available in all five counties and it is used for the transportation of veterans and their families to veterans’ hospitals and clinics in Iowa and Wisconsin on a demand response basis.

**Evaluation**: We track number of rides, hours of operation, and revenue miles daily and report on these statistics monthly.

**Accomplishments**: We have had some accomplishments. We did meet the goal to provide transportation services to our veterans’ for medical needs, although we feel the success of this service fell short of our expectation of what it should have been.

**Lessons learned**: We received support from all five county Veteran Administration offices. We have not, so far, received the call for service that was anticipated even though the need is there.

#### Ottumwa Transit Authority (58)

##### OTA Sunday Service (158)

**Location**: City of Ottumwa (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Using NF funds, we added six hours of door-to-door paratransit ADA service on Sundays. We currently do not offer any fixed route bus service on Sundays in Ottumwa. This was over and above the hours of service required. These services have provided access to employment, shopping, and church services for our customers.

**Evaluation**: In projecting the average use for a new service on Sundays, we had estimated about 10 customers per service day. We are currently exceeding that estimation.

**Accomplishments**: There have not been any great accomplishments, with the exception of providing service to a limited number of customers.

**Lessons learned**: New services like Sunday service is often highlighted in listening sessions as a high priority for service expansion. However, the use may be significantly less than one might believe based on the demand expressed.

#### Region Six Planning Commission/PeopleRides (14)

##### Iowa City Medical Bus (266)

**Location**: Marshall, Tama, Poweshiek counties (IA)

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

**Goal**: Improved access/connections

S**ervice description**: Each Thursday, the route incorporates stops in Marshalltown, Tama, and /or Grinnell Iowa, based on demand, to Iowa City. The primary destination was University of Iowa hospitals/clinics. Other destinations included, but were not limited to, U of I dental clinic and VA hospitals.

**Evaluation**: Ridership was the prime performance measure. While the service would be operated when only a single passenger needed transportation, success benchmarks were based on number of passengers per trip. A higher number of passengers resulted in a higher level of success.

**Accomplishments**: Every person we were able to transport to medical facilities in Iowa City that would have otherwise not been able to afford these services was a highlight.

**Lessons learned**: At inception, we tried to alternate the days of the week for this service. It seemed to work much better when the day of the week was determined and remained static.

#### Regional Transit Authority/RIDES (11)

##### O'Brien County New Freedom Route (587)

**Location**: Sheldon (IA)

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

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

S**ervice description**: The New Freedom Route, as it's known, operates three nights a week, Monday, Wednesday, and Friday, 5 PM to 9 PM. We provide this service to a local Mentally Handicapped Residential Facility in Sheldon. This service offers opportunity for increased social activities to individuals that otherwise wouldn't have an way to access the community. The service is also open to the general public.

**Evaluation**: Our night time route is a popular route, it is increasing slowly, but has also become one route everyone depends upon.

**Accomplishments**: This route has given the opportunity to individuals to increase their ability to become independent, and not have to rely on the Agency to provide their transportation service as well. This promotes the natural support that any Mental Retardation Center strives for, normalization, doing what we all do in our everyday life.

**Lessons learned**: I have met monthly with the agency we serve, we sit and discuss any barriers that maybe get in the way and finds ways to remove them for these individuals. Just having a good working relationship and an understanding of what the mission of both the transit agency and the social service agency are, and sometimes meeting half way, to remove any barriers is a good thing.

#### Regional Transit Commission (15)

##### Independence New Freedoms (111)

**Location**: Buchanan County, City of Independence (IA)

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

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

S**ervice description**: Independence New Freedoms (RTC Program #10) was intended to expand our hours of services, Monday through Friday, within the corporate limits of the city of Independence. As designed, this funding would be used to add between one and one-and-a-half hours of service to our existing service time in the late afternoon so as to offer more transit alternatives to persons with disabilities community and the general public.

**Evaluation**: In terms of evaluation, RTC gathered the same information for the Independence New Freedoms program (#10) that we assemble for all of our services rides (general public, senior, disabled); miles (revenue and vehicular); revenue hours; operating costs; passenger revenues; local funding support; and federal and state transit assistance).

**Accomplishments**: Through the funding, we offered more service time, and thus hoped to increase ridership within the community.

**Lessons learned**: As with most transit contracts or services, tracking statistics is vital. Administratively, this is a task that needs to be included in any planning and budgeting phases of applying for New Freedom funding. Also, we had hoped to increase ridership by expanding our service hours for persons with disabilities community, when in fact, what happened was that our current ridership ended up spreading their rides out across our new hours. In short, ridership did not increase significantly during the contract period. We did end up offering more flexible hours, but our rides/hour actual decreased slightly as a result.

#### River Bend Transit (17)

##### River Bend Transit New Freedom (171)

**Location**: Scott County (IA)

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

**Goal**: Improved access/connections

S**ervice description**: River Bend Transit New Freedom: RBT has developed a transit program that addresses the needs of people who require service that exceeds the minimum ADA requirements. The NF program operates within Scott County, Monday through Friday.
 The service is designed to address gaps in current ADA/paratransit services. NF has the flexibility to provide service modification as required. The intent is to provide a higher level of attention to passengers with disabilities and not duplicate currently provided services available on the fixed route.

**Evaluation**: Monthly, quarterly, and annual statistics are compared from the previous year. Surveys are conducted to determine rider safety and satisfaction.

**Accomplishments**: Providing a greater level of service that exceeds the defined Americans with Disabilities Act (ADA) that has helped disabled passengers remain healthy, as well as independent within their community. The system has replaced the concept of zoned transportation, allowing greater flexibility and convenience.

**Lessons learned**: Often, the families of people with disabilities are unaware of the services available to them in the community. It is important that public demand response transportation has communicated the benefit and availability to those in need. Maintaining a presence at health and human service expos, communicating information to families and other attending agencies is essential.

#### Sioux City Transit (29)

##### New Freedom Nights & Weekends Program (311)

**Location**: Sioux City (IA)

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

**Goal**: Improved access/connections

S**ervice description**:New Freedom funding is used to provide demand-response services after 6:00 PM and all day Sundays for eligible disabled paratransit passengers. The service began March 2009. Three vendors bid & were accepted to participate in a voucher program. Each vendor charges a different price for an ambulatory & wheelchair ride. Vouchers are discounted 60% for the rider who selects the vendor of their choice. There is no limit on the number of voucher paid rides. Valid ID must be shown to the vendor who bills Sioux City Transit System monthly with a spreadsheet/invoice that documents date, time, distance, number of passengers, voucher number, and rider ID #.
 The local match funding was donated by the Siouxland Chapter of the National Federation of the Blind. Additional local match is available through Iowa DOT/Office of Public Transit Special Transportation Assistance (STA) funds. The combined NF & STA funds allow local match to be only 20% which significantly extends the donated funds. The rider buys the voucher of choice, normally the cheapest, and makes the arrangement with the vendor themselves. Access to rides is 24/7.

**Evaluation**:Performance measures include the volume of rides, miles driven, destinations, purposes, and time of day. Demographic statistics include sex, age, & household income. The objective of the service is to ensure access to affordable transportation at any time of day for disabled passengers. Demographic profiles show most participants live in low-income households.
 The additional access has shown most rides are used for medical appointments, especially dialysis.

**Accomplishments**: The generous donation by the Siouxland Chapter of the National Federation of the Blind enabled the program to get started. Visiting with the members identified barriers to public transit services, and a wealth of good suggestions to overcome these barriers.

**Lessons learned**:Prior to initiating any program, research and discussion with program beneficiaries helps to understand their needs and expectations. The elasticity of demand is closely correlated with cost of each ride. Low-income householders have marginal finances to afford transportation. They pick and choose high priority trips. There is little or no "impulse" riding for entertainment.

#### Southwest Iowa Transit Agency (20)

##### Atlantic Taxi Service New Freedom (65)

**Location**: Atlantic (IA)

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

**Goal**: Improved access/connections

S**ervice description**: We provide discount vouchers to persons with disabilities members of the local community to use on existing taxi services. We contract with the local provider to perform the transportation service, we off-set the cost for the riders.

**Evaluation**: ridership/vouchers sold

**Accomplishments**: We have provided affordable transportation to persons with disabilities members of the community

**Lessons learned**: Working with local contractors can be difficult

##### Harlan Taxi New Freedom (64)

**Location**: Harlan (IA)

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

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

S**ervice description**: New Freedom Harlan Taxi was initiated at the request of the local disabled workshop. We added extra hours for persons with disabilities members of the community to get access to work from home and the workshops.

**Evaluation**: ridership

**Accomplishments**: Having transportation available to those in need

**Lessons learned**: Do more research on the actual the demand for the services. Rather than find out after the fact there was less of a demand for this type of service than what was actually first thought.

#### Western Iowa Transit System (19)

##### New Freedom/Genesis Development (277)

**Location**: Greene County (IA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Region XII Council of Governments, Inc. currently contracts with Genesis Development of Jefferson, Iowa, to provide transportation services to their Agency. Genesis Development provides residential and vocational services to adults with disabilities. Our transportation services for Genesis Development were expanded in 2009 to include a daily route to Churdan, Iowa. A service need was identified at that time, as there were approximately 15-20 clients with disabilities in that area who needed transportation to vocational worksites in Jefferson, Iowa. This service was not previously available to these clients, nor affordable to Genesis Development to provide.

**Evaluation**: This service has allowed for a "gap in service" in our region to be covered. All needy clients with disabilities in Greene County are now afforded the opportunity to access worksites in Jefferson. All appropriate areas of service are analyzed on a monthly basis to ensure the service needs are being met as well as provided in an efficient manner.

**Accomplishments**: This program has allowed an entire community/area access to vocational services not previously available. Job opportunities are rare in the Churdan community so finding transportation to the city of Jefferson was vital to allowing these clients to remain in their homes/group homes in Churdan.

**Lessons learned**: Identify needs by working closely with agencies that serve clients with disabilities. Market the availability of New Freedom funds for expansion of services to agencies of this type.

## Kansas

### Kansas Department of Transportation (1813)

#### Four County Mental Health (689)

##### Four County Mental Health Center, Inc. (1308)

**Location**: Montgomery & Wilson counties (KS)

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

**Goal**: Improved system capacity

S**ervice description**: The Connections Program provides accessible transportation for persons with disabilities in Montgomery and Wilson counties, Kansas. Connections has extended beyond existing services providing transportation that facilitates full participation in the community and integration into the workforce. Services are provided early mornings, late evenings, and weekends in addition to regular business hours. Connections has expanded deviated fixed routes and demand response services to increase service accessibility. The project has been heavily promoted through marketing efforts. A dispatch scheduling system is being used to maximize service delivery.
 We were awarded six vehicles under the New Freedom grant. During the time frame in this survey, we received the first two vehicles in mid-May 2009, a third vehicle in mid-June, and a fourth vehicle in August. We provided 4,138 rides during this period of time (October 1, 2008, through September 30, 2009). We have assisted people with disabilities by providing transportation to community resources, appointments, and activities.

**Evaluation**: The project is being evaluated based on the number of rides provided per month and consumer satisfaction. During the time period covered by this survey, there were 4,138 rides provided with only four vehicles available during the five month time frame covered in this survey. The targeted number per year with six vehicles is 9,972. Consumer satisfaction surveys are being conducted every six months. Satisfaction surveys are also being distributed to community partners and stakeholders.

**Accomplishments**: One of our greatest accomplishments is providing transportation to services for persons with disabilities in a rural area where few transportation options existed. We have been able to help so many consumers get to medical appointments, return to the workforce, pursue education, and access community resources seven days a week.

**Lessons learned**: Our advice to any organization is to have scheduling procedures or dispatching software that is flexible to the needs of the transportation expansion. This knowledge is what we wished we would have had prior to start up. With New Freedom, we experienced consistent growth every month.

#### Kansas Elks Training Center for the Handicapped (691)

##### Project Access/KETCH (1046)

**Location**: Areas surrounding Wichita (KS)

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

**Goal**: Expanded geographic coverage

S**ervice description**: NF Funding was provided for KETCH riders who lived outside of the MTA fixed route bus system. Many of these individuals live in the Derby, Andover, Valley Center areas, along with several who live in far southeast Wichita.
 We also transported clients to and from work in the community not just into the sheltered work shop. In some cases their homes were outside the MTA fixed route bus system and they worked in the city and in other cases their place of employment was outside the fixed route system.
 KETCH did not add just one route to provide the services to individuals outside of the fixed route system, but instead added pickups/drop-offs to several existing routes to accommodate all of the clients who were outside of the MTA fixed routes. The number of weekday miles added to our routes was not tracked, as the clients added to and/or dropped from the routes changed throughout the year.

**Evaluation**: Our grant was written to provide 16,800 rides to 35 riders, which projected for each rider to make 20 roundtrips monthly, all year long. KETCH provided 12,894 rides to 37 riders during the year. The number of riders needing transportation service was estimated correctly, but the attendance factor of all eligible riders was initially overestimated.

**Accomplishments**: We were able to provide transportation to those that had no other means of transportation, thus helping them fulfill their goal of independence.

**Lessons learned**: None

#### Project Independence (698)

##### Project Independence, Inc. of Sedgwick County (1440)

**Location**: Wichita, (KS)

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

**Goal**: Improved system capacity

S**ervice description**: We transport members from Project Independence Home in the evenings and also take them to The Lord's Diner, a soup kitchen in Wichita, Kansas. We also take members to community activities to help them get involved in the community.

**Evaluation**: We have not done any evaluation because this is such a new program to us.

**Accomplishments**: We are proud of the fact that we wrote the New Freedom grant to get a new van. We are also very proud of the fact that we help people who have a mental illness to live a more independent live.

**Lessons learned**: We have learned that the agency really has to be organized and that there is a lot of paperwork involved when you get a new van.

#### Sedgwick County Department on Aging (692)

##### Sedgwick County Transportation (1062)

**Location**: Sedgwick County (KS)

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

**Goal**: Improved access/connections

S**ervice description**: Sedgwick County Transportation provided same day, door-to-door non-emergency medical transportation available from 6 AM to 11:30 PM, Monday through Friday, in the Wichita urbanized area that transports low-income persons with disabilities, ambulatory and non-ambulatory (up to 700 lb lift capacity need).
 The goal of the program was to increase access to primary medical care to persons with disabilities who are low-income residing in the Wichita urbanized area. This goal was to be accomplished through collaboration with Sedgwick County Transportation vendors and safety net clinics that serve low-income individuals.

**Evaluation**: Evaluation is based upon number of persons served and increasing access to primary medical care. Our benchmark was to serve 1,000 low-income persons with disabilities. Our program served 913 (91%) with affordable same day public transit that would not have been provided except by private for profit transit not affordable to this population.

**Accomplishments**: Prior to obtaining this grant, eligibility criteria was established via an application process that took up to one week. A process was devised with cooperation of vendors and staff that eliminated the application process and 24 hour advance notice for ride scheduling. All trips provided have been at no charge to riders eliminating the need for ride card purchase through coordination with vendors and a coding process.

**Lessons learned**: Provide guidelines to riders on program usage and on-going affordable options in their community that are not same day and educate these individuals or caregivers on how to access them.
 Other advice would involve the potential of sustaining same day medical transportation through partnerships with the business community including health care service providers, private foundations, or grants.

#### Starkey, Inc. (699)

##### Starkey (1310)

**Location**: Sedgwick County (KS)

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

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

S**ervice description**: Starkey in is a human service agency that serves developmentally disabled individuals. We have 40 group homes throughout the county, a work shop, and adult daycare. We serve over 400 people. We have a vehicle at each of the 40 group homes and provide evening and weekend rides while the local transit is closed. We also have eight bus routes during the day, Monday through Friday, which provide service throughout the County.

**Evaluation**: We keep track of the New Freedom rides and do a yearly customer satisfaction survey.

**Accomplishments**: During this time element we opened three new group homes and provided vehicles to each. One group home is outside of the city limits thus outside of the transit boundaries. We pick up two of the group homes on our bus route to bring them into the center each day Monday through Friday. The group home outside of the city limits, we pick up one lady each day on a bus route Monday through Friday and bring her into the city to a job site. Each group home is able to provide evening and weekend service.

**Lessons learned**: Stretch your horizons.

#### Tri-Ko (688)

##### Tri-Ko, Inc (1200)

**Location**: Miami County (KS)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The New Freedom van (capital investment purchased with this grant) arrived the last of July, 2009. We were able to split a route and create our new WEA route for individuals in an area from Osawatomie, Kansas to north of Louisburg, Kansas. Each trip initiates at Tri-Ko, Inc. and travels north of Louisburg, then south of Louisburg, then travels 311 road to Paola, Paola and Osawatomie rural area for 66 miles each time the route is run. There are six individuals riding and an aide to help with medically fragile and behavioral persons served. This trip is set for both AM and PM routes that may change when Tri-Ko, is called informing us of one not riding for the day for whatever reason. After the AM route arrives at Tri-Ko this vehicle also picks up at one of the group homes in Osawatomie, where six or eight individuals ride to Tri-Ko daily.

**Evaluation**: Initially misplaced individuals served by Tri-Ko, due to a flood, were moved to Paola, creating a need for another route and vehicle. With this project, Tri-Ko, Inc. was able to split a route shortening ride time for the initial Miami County route actually balancing the time on the road for two routes. Some individuals were riding two hours one way to get to their destination.
 With the funding from New Freedom, Tri-Ko, Inc. has been able to establish an aide for the medically fragile and behavioral needs on this route.

**Accomplishments**: The Miami County area was in need of splitting the original route to shorten length of time on the route as well as be able to add any new individuals entering our services. We have been able to process the new individuals enrolling in our program easily and manage route times between the Miami County and WEA routes for those served.
 Operating monies to help with an aide have been vital.

**Lessons learned**: Tri-Ko, Inc. was excited to find a new avenue to increase our transportation vehicles allowing help with capital purchases and operating funds.

## Missouri

### Missouri Department of Transportation (18141)

#### Camden County SB40 Board (1031)

##### Camden County SB 40 Board (1746)

**Location**: Camden County (MO)

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

**Goal**: Expanded geographic coverage

S**ervice description**: This service provides transportation to those individuals within Camden County that need access to wheelchair-accessible vehicles. Previously, there has been no service in this region. Service is seven days a week.

**Evaluation**: MoDOT used their criteria to select our project

**Accomplishments**: Our greatest accomplishment is being able to provide the service

**Lessons learned**: Leave no stone unturned, and never give up!

#### Grundy County SB40 Board (1036)

##### Grundy County SB40 Board (1748)

**Location**: Grundy County (MO)

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

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

S**ervice description**: With this vehicle, Grundy County was able to open a assisted living facility for those individuals within our community that could live on their own, but needed transportation. This vehicle is on call 24/7 for our consumers to be used for work, medical, and essential shopping transportation.

**Evaluation**: MoDOT

**Accomplishments**: By receiving this vehicle, we are able to provide a whole different life for six individuals and their families.

**Lessons learned**: None

#### Montgomery County Senate Bill 40 Board (1016)

##### Montgomery County SB40 Board (1715)

**Location**: Montgomery County (MO)

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

**Goal**: Expanded geographic coverage

S**ervice description**: For this project, Montgomery County SB40 Board received a lowered floor minivan to expand their coverage to the entire county. The vehicle was not received until September 2009, so there is no data to report at this time.

**Evaluation**: None

**Accomplishments**: Accomplishment would be that service is now available in the entire Montgomery County region.

**Lessons learned**: None

#### Ray County Transportation, Inc (1035)

##### Ray County Transportation (1740)

**Location**: Ray County (MO)

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

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

S**ervice description**: Our project was designed to provide on demand service for after hours transportation for those individuals that are reliant on handicapped accessible transportation

**Evaluation**: MoDOT determined the criteria for our project

**Accomplishments**: We were able to provide services for those individuals that have been typically excluded from the community.

**Lessons learned**: None

#### Services for Independent Living (1028)

##### Services for Independent Living (1741)

**Location**: Boone County, Columbia, Mid Missouri (MO)

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

**Goal**: Improved access/connections

S**ervice description**: Services for Independent Living provides same day transportation to those individuals within Columbia and outside of Columbia that need access to medical appointments and essential shopping services.

**Evaluation**: MoDOT used the criteria to fund our project

**Accomplishments**: None

**Lessons learned**: None

#### Sheltered Industries of Meramac Valley (1029)

##### Sheltered Industries of Meramac Valley (1742)

**Location**: Sullivan (MO)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Sheltered Industries of Meramac Valley applied for a 5317 vehicle to provide a new job opportunity for those members of our community that were reliant on transportation. These individuals are ambulatory, but have mental disabilities or slight physical disabilities that make it impossible for them to drive. By providing this service, we are able to allow these individuals to be part of the community.

**Evaluation**: MoDOT used their criteria to select our project

**Accomplishments**: None

**Lessons learned**: Be vigilant and never give up!

#### State of Missouri DOT (NF) (1017)

##### Children's Therapy Center (1720)

**Location**: Pettis County (MO)

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

**Goal**: Improved access/connections

S**ervice description**: This project was to create "Can Do Crews" through the local sheltered workshop. The "Can Do Crews" utilize those clients that are ambulatory and put them to work in the community. Jobs include landscaping, gardening, lawn care, floor care, cleaning, car detailing, and many other tasks.

**Evaluation**: None

**Accomplishments**: Our accomplishment for the first year was to get non-traditional workers out in the community. Proving to all that they can do the job!

**Lessons learned**: None

#### Texas County Memorial Hospital (1034)

##### Texas County Memorial Hospital (1747)

**Location**: Texas County (MO)

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

**Goal**: Improved access/connections

S**ervice description**: This project was designed to get persons with disabilities and older adult patients to and from their doctor's appointments. Our clients are frail and not able to drive. There was a severe shortage of transportation in our communities that could get our clients to/from the hospital. Our clients were skipping their appointments because they had no means of transportation. This often made their physical conditions worse.

**Evaluation**: MoDOT

**Accomplishments**: By providing this transportation, we are able to help our clients/consumers stay healthier and at less risk for more serious medical conditions.

**Lessons learned**: None

#### Warren County Handicapped Services (1037)

##### Warren County Handicapped Services (1749)

**Location**: Warren County (MO)

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

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

S**ervice description**: To provide afterhours transportation for those consumers in the Warrenton/Warren County area that need it.

**Evaluation**: MoDOT used their criteria to determine our project

**Accomplishments**: To provide another opportunity for disabled consumers to be more involved in their community.

**Lessons learned**: To schedule more time for the stops.

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