



New Freedom Program

**FY 2009 Service Profiles**

**Region VI**

**Arkansas, Louisiana, New Mexico,**

**Oklahoma, and Texas**

**October 2010**

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New Freedom FY 2009 Service Profiles: Region VI

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*Prepared by:*

Commonwealth Environmental Services, Inc.

1419 25th Street

Newport News, VA 23607

TranSystems Corporation

38 Chauncy Street, Suite 200

Boston, MA 02111

*Prepared for:*

Federal Transit Administration

U.S. Department of Transportation

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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

## Louisiana

### City of Shreveport (1994)

#### City of Shreveport (884)

##### New Freedom Night Service (1216)

**Location**: Cities of Shreveport & Bossier City (LA)

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

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

S**ervice description**: Our paratransit service was extended to mirror the additional service hours of our fixed route system. After receiving input from the community to support the needs we extended our paratransit van service to a last pick up of 11:30 PM. The capacity offered was based on needs. We have started out with one van on the extended hours with the ability to capacity as/if needs increased.

**Evaluation**: To evaluate the night service program we have a system to document the number of trips utilized as well as a computerized method of keeping track of any turn down riders during the extended hours. Turn downs are used as a way to identify any need to increase capacity.

**Accomplishments**: The greatest accomplishments have been noted in feedback from our riders. Several workers have reported saving money by using our paratransit service in place of paying a taxi to pick them up from night jobs. Other people have called to thank us for the opportunity to enjoy swim therapy available at indoor pools in the community that they were unable to access in the past. We believe the extended service continues to improve the quality of life for many people with disabilities in our community. Our ridership has increased since the increased night service began.

**Lessons learned**: Make sure you do a good needs assessment.

## New Mexico

### City of Santa Fe (2066)

#### CITY OF SANTA FE (949)

##### Santa Fe Trails Paratransit service (1477)

**Location**: Santa Fe (NM)

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

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

S**ervice description**: Santa Fe Ride initiated a service level upgrade from curb-to-curb service to door-to-door service. The driver now assists passengers from the threshold of their home to threshold of their destination. Assisting with belongings and/or packages is also now provided.

**Evaluation**: This improvement in the level of service has been very well received by Santa Fe Ride clients as demonstrated by letters and testimonies at City Council meetings.

**Accomplishments**: See above

**Lessons learned**: Understand that this extra level of service does have financial implications in that more time is required by drivers to deliver passengers door-to-door.

### Mid-Region Council of Governments (1579)

#### Rio Metro Regional Transit District (594)

##### Rio Metro Regional Transit District - Travel Management Control Center Study (1030)

**Location**: Albuquerque Metropolitan Planning Area (NM)

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

**Goal**: Improved customer knowledge

S**ervice description**: This is a planning grant for the Travel Management Coordination Center for the Albuquerque Metropolitan Planning Area.

**Evaluation**: None

**Accomplishments**: Rio Metro is in the early planning stages at this time. Development of the TMCC scope of work has been completed.

**Lessons learned**: None

## Oklahoma

### Central Oklahoma Transportation and Parking Authority (1525)

#### Community Health Centers, Inc. (487)

##### Transportation Service for Homeless Persons (599)

**Location**: Oklahoma City (OK)

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

**Goal**: Improved access/connections

S**ervice description**: The H.Net bus service is offered five days per week from 8 AM until 3:45 PM, Monday through Friday. The service does not run on holidays. This service is contracted through Liberty Transport. There are 16 different social service agencies that makes pick-ups and drop-offs to these locations: Jesus House, Salvation Army, City Rescue Mission, Traveler’s Aid, Healing Hands Health Care Services for the Homeless, City Bus Terminal (drop-off only), OKC Housing Authority, Children’s Hospital, VA Hospital, DHS, OKC Health Department, Social Security Administration, Lady Sanctuary, Grace Rescue Mission, and another DHS location.

**Evaluation**: Project has been evaluated through coordinated case management meetings with homeless shelters and social service agencies by re-routing the bus to make it more accessible to riders. Rider satisfaction surveys are completed bi-annually and there have been many positive comments. A total of 83% of riders in the most recent survey, reported that they have a disability. Riders are offered door-to-door services.

**Accomplishments**: The greatest accomplishment is just being able to offer this valuable service to Oklahoma City’s homeless and vulnerable populations. With additional funding through the Department of Rehabilitation Services (DRS), Community Health Centers, Inc., (CHCI) was able to make the 50% match. The H.Net was first offered as a pilot project through the Homeless Alliance. CHCI took the project over in April, 2008.

**Lessons learned**: The most important advice would be that when you either hire a driver or contract with a transportation company that the driver should complete a course on providing care to special populations, i.e. corporate compliance, linguistically appropriate service, cultural diversity, etc. The rider satisfaction surveys always had wonderful comments about the driver being so compassionate and helpful with assisting them with entering and exiting the bus.
One item anyone should take into account is the increasing and fluctuating costs of fuel, and just how expensive it is to provide transportation “free to charge”.

#### COTPA (399)

##### Non-emergency Medical for Older Adults (413)

**Location**: Moore-South Oklahoma City (OK)

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

**Goal**: Improved access/connections

S**ervice description**: This service transports older adults living in the service area to and from appointments in medical facilities located within the service area. The service operates weekdays from 10 AM to 4 PM. The sub-recipient does not provide direct service. The transportation service is primarily contracted to a non-profit agency, Daily Living Centers, Inc. DLC uses its own accessible vehicles and drivers during the time they are not in use for transporting clients to and from their adult day care centers. The sub-recipient uses another contractor, Yellow Cab of Oklahoma, when the primary contractor is unable to meet a scheduled appointment.
 The sub-recipient does intake, scheduling, and dispatching. Registration information is taken by phone. Appointments are scheduled manually from same day service up to one month in advance. Dispatcher communicates with drivers by cell phone.

**Evaluation**: The measure of performance is number of one way trips.

**Accomplishments**: None at this time: three months operating.

**Lessons learned**: Generally speaking, operating four hours a day was not sufficient time to schedule two way trips for medical appointments. Even though we asked customers to schedule appointments between certain hours, we often found we could schedule either the pick up or return, but not both.

### INCOG (1585)

#### Morton Comprehensive Health Services (676)

##### Morton Comprehensive Health Services (763)

**Location**: City of Tulsa (OK)

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

**Goal**: Improved access/connections

S**ervice description**: Morton Comprehensive Health Services operates a centralized management center and dispatching operations for free daily transportation services for low-income individuals, older adults, and persons with disabilities. Transportation services run Monday through Friday with extended hours on Tuesday until 7 PM. Saturday services go from 9 AM until 1 PM. Services are provided twice in the morning and twice in the afternoon with connection to employment training, social services, health care, dental care, pharmacies, mental health sites, shelters, and housing.

**Evaluation**: Monthly audit reports are discussed in the quarterly meetings to identify any transportation needs or problems. Morton collects data on race, age, gender, language, disability, for use, design and distribution of information on primary health care, and prevention services. To evaluate the transportation service, Morton uses ridership surveys, Advisory Group feedback, comments from riders, and requests for additional stops.

**Accomplishments**: Morton's New Freedom Program continues to grow in numbers to include the Education Outreach Programming. Saturday primary health care services reached an increased number of individuals served in 2009. Transportation benches were placed in designated areas for the convenience of residents and to display information about services.

**Lessons learned**: Security issues for transportation drivers were identified and issues were resolved by adding new security procedure for the Housing Authority Transportation Route.

## Texas

### City of Lubbock (1993)

#### City of Lubbock (753)

##### Evening trips - after service required by ADA has ended (959)

**Location**: City of Lubbock (TX)

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

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

S**ervice description**: NiteRide is a curb-to-curb evening service provided between the hours of 6:45-10:30 PM, by Citibus. This service helps facilitate the needs of passengers who require service within the Lubbock city limits at the conclusion of the day’s fixed route and Paratransit services. There are no eligibility requirements for the service. Passengers must complete the registration process prior to scheduling trips. These passenger trips are scheduled on run 401-404, Monday through Friday, and run 501-502, on Saturdays. Citibus does not provide transportation services on Sunday.

**Evaluation**: NiteRide statistics are pulled from our scheduling software, Trapeze. We are able to see when additional vehicles may be needed based on the demand for service. These statistics also allow us to adjust when demand is not high. This flexibility is needed to keep our service efficient while remaining good stewards of New Freedom funds. New Freedom gives us the flexibility needed to provide extended transportation services to the community of Lubbock.

**Accomplishments**: Our greatest accomplishment is being able to provide transportation needs to all individuals within the City of Lubbock regardless of their working hours. Transportation is essential to the quality of life of all people, and being about to offer this service after hours allows Citibus to be a life line for consumers who desire to remain self sufficient.

**Lessons learned**: I would suggest researching and visiting properties with similar projects. This allows an opportunity to ask questions, see projects in action, and see the pros and cons other entities have experienced.

##### Mobility Manager (957)

**Location**: City of Lubbock (TX)

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

**Goal**: Improved access/connections

S**ervice description**: A Mobility Manager is able to teach the novice transit user ways to become familiar with transit use. Mobility Managers are able to make the experience of utilizing public transit less intimidating. The key to successful travel training is being able to link the individual with the best mode of transportation based on individual needs. Often, people view public transportation as the last result. Mobility managers show community service organizations, dialysis centers, social service entities, as well as the general public that public transportation is affordable, reliable, safe, and Eco friendly.
 We see mobility management as a concept that emphasizes moving people instead of moving vehicles, the discrete travel needs of individual consumers, the entire trip, not just that portion of the trip on one mode or another, making visible improvement to the effectiveness, efficiency, and quality of the travel services being delivered. Citibus views mobility management as a process of managing a coordinated community/regional wide transportation network comprised of the operations and infrastructures of multiple trip providers in partnership with each other.

**Evaluation**: Citibus is able to gauge performance by the amount of individuals we are able to move from our Paratransit service to our fixed routes. Citibus also works with our rural provider to make sure services are not duplicated by passengers, but seamless for consumers that desire to transfer between systems.

**Accomplishments**: A great accomplishment that has been identified by the Mobility Manger is the ability to promote the enhancement and facilitation of access to all transportation service within our region. This includes the integration and coordination of services with our rural provider for work, medical, or personal trips. As the Mobility Manager, I am able to look at resource management strategies differently because our focus is on strategic partnerships and alliances among multiple providers in our region.

**Lessons learned**: Mobility management is not a cookie cutter answer that works for all. Mobility management must be tailored to the individual needs of your region.

##### Paratransit trips outside the ADA 3/4 mile boundary (955)

**Location**: City of Lubbock (TX)

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

**Goal**: Expanded geographic coverage

S**ervice description**: CitiAccess is able to provide services to passengers who live 3/4 miles outside of Citibus fixed route service area. This service helps to assist passengers who go to dialysis and other appointments weekly. Another added benefit of providing service in Citibus’ extended service area is it allows our ADA eligible riders to get back and forth to work when their work schedules are not traditional hours.

**Evaluation**: We evaluate the use of our services by measuring route efficiencies by statistics such as passengers per hour, passengers per miles, and revenue per mile. Increased use of the system impacts these numbers and makes the system more efficient and more effective.

**Accomplishments**: Due to Citibus’ current funding situation, simply maintaining current levels of service is top priority. Being able to maintain our service levels so our passengers are able to depend on our service long term, is our biggest accomplishment.

**Lessons learned**: I would suggest researching and visiting properties with similar projects. This allows an opportunity to ask questions, see projects in action, and see the pros and cons other entities have experienced.

### Corpus Christi RTA (1535)

#### Corpus Christi RTA (934)

##### Travel Training (1454)

**Location**: Nueces County (TX)

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

**Goal**: Improved customer knowledge

S**ervice description**: Individual travel instruction is being provided to individuals with disabilities, some who are currently using ADA paratransit services, to facilitate independent travel in the community. People served by this program are people with disabilities or older Americans.
 Travel Training program involves an assessment of a potential travelers path of travel to ensure accessibility. There is an assessment of the individual to determine training needs. In most cases, individuals are trained to perform a specific trip; this is a regularly occurring trip. We have discovered that trip purpose in most cases is for travel to work and/or educational opportunity. After the assessments are completed the travel trainer works with the individual to train them to proficiency. This requires observation notes throughout training, moving to shadowing an individual’s travel and a final meeting with all parties to ensure satisfaction with training outcomes.
 Individuals can be self referred but we often receive referrals from DARS, Coastal Bend Area Council for the Deaf, and the Coastal Bend Center for Independent Living as an outcome of presentations regarding the availability of travel training services provided by the RTA.

**Evaluation**: We evaluate the success of the travel training by measuring the number and value of trips that are shifted from ADA paratransit to fixed route service. We also complete a follow up with each travel training candidate at ninety days and one hundred and eighty days.
 We also quantify ridership by persons with disabilities (who have not applied for ADA paratransit service) but have requested training to use fixed route services. In these instances, we look at the number of trips that have been added to the fixed route system as a result of the travel training program.

**Accomplishments**: A great accomplishment is our partnership with Del Mar College Occupational Therapy Assistant's Program that brings OTA students into our travel training program as a community resource. These students become effective ambassadors for travel training services and public transportation services. This collaboration was recognized by the World Federation of Occupational Therapy with an invitation to present at their 2010 Conference in Santiago, Chile.

**Lessons learned**: Understand that you will start small, we expected more demand for these services and have come to recognize that small successes will breed larger successes. There is a lot of fear on the part of family members in approaching travel training for their family member.

### Denton County Transportation Authority (6464)

#### Denton County Transportation Authority (754)

##### DCTA Access Service (970)

**Location**: Lewisville, Highland Village, and Denton (TX)

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

**Goal**: Expanded geographic coverage

S**ervice description**: These New Freedom funds covered the operating costs attributable to the increase in service area, operating costs associated with expansion of services for passengers with disabilities, and assist with the creation of a vanpool program for students with disabilities at North Central Texas College.
 DCTA offers curb-to-curb ADA paratransit service in Denton and Lewisville and demand response (non-ADA) service in Lewisville, Highland Village, and Denton for the persons with disabilities and older adult (65 years and older) patrons. ADA Paratransit service is provided within three-quarters of a mile on either side of the Connect local fixed routes in Lewisville and Denton. All other trips within the service area are classified as Non-ADA. Non-ADA demand response trips are provided on a first-come first-served basis and are subject to capacity constraints.
 Access service hours are Monday through Friday, 5:30 AM to 8:30 PM and on Saturday, 9 AM to 6 PM (excluding major holidays).

**Evaluation**: A key aspects of the evaluation for this project will be ridership, improved customer service, new membership for service, and passenger training. Over the period of October 2008 - September 2009, DCTA has experienced a tremendous increase in ridership need. During this time with offering extended hours of service on Saturday, ridership has increased by 25% in certain months.

**Accomplishments**: In October 2009, ridership increased 29% compared to October 2008, while productivity improved from 2.9 passengers per revenue hour to 3.8 passengers per revenue hour. Of particular interest is the strong growth in weekend ridership. Weekend productivity in Lewisville was 5.2 passengers per revenue hour in October 2009, compared to 3.8 passengers per revenue hour in October 2008.

**Lessons learned**: Always maintain current ridership logs; review thoroughly to evaluate peek service times/event so that your services match the community needs. The system has to be effectively managed to achieve performance measures.

##### DCTA Transition Travel Training Program (974)

**Location**: Denton County residents (Denton, Lewisville, and Highland Village) (TX)

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

**Goal**: Improved customer knowledge

S**ervice description**: The goal of the DCTA Transition Travel Training program is to increase independent mobility of paratransit passengers and persons with disabilities and to coordinate with SPAN and other regional transportation providers in educating their passengers about DCTA fixed route services, the Authority’s future A-train service, and connections to other transportation opportunities either bus or rail.

**Evaluation**: The DCTA Transition Travel Training would increase mobility of paratransit passengers and provide greater independence for these passengers by educating them on the availability of other transportation services and how to use those transportation services. The in-depth training program would include educating them about all transit services available, accessing these services, trip planning, and safely executing their travel. In doing so, this program would support the following regional coordination goals, policies, and strategies:
- Assist paratransit passengers in accessing available fixed routes
- Increase mobility of paratransit passengers
- Work to minimize the impact of boundaries to the delivery of seamless transportation services
- Eliminate service gaps both within and between service areas

**Accomplishments**: As a regional partner, DCTA is committed to provide safe, customer focused, and efficient mobility solutions for Denton County. A few major accomplishments that this program has experienced during such a brief time is the overwhelming support and participation from the community to be involved with the transition training. In addition, the input from the local human services agencies and the development of DCTA’s Citizens Advisory Team- current Access users has been a tremendous to the success of this project.

**Lessons learned**: lesson learned with a project like this: get the community involved create citizens advisory committee - allow your riders to provide input.

### Faith in Action Caregivers (5143)

#### Faith in Action Caregivers (960)

##### FIAC Volunteer Program (1513)

**Location**: Austin Urbanized Area (TX)

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

**Goal**: Improved access/connections

S**ervice description**: New Freedom funds were utilized to recruit, train, and coordinate volunteers who offer personalized, door-through-door transportation service and assistance to the frail and disabled elderly, enhancing quality of life and fostering independent living in older adults in the Austin Urbanized Area. In addition, the purchase of new computer equipment allowed for enhanced coordination of rides and volunteers, as well as reach out into underserved areas creating a sustainable, technologically advanced system that increased efficiency for new and improved client services.

**Evaluation**: Evaluation of service in the form of the increased amount of clients served, volunteer based one way trips and estimated mileage. As a result for FY 2009, volunteers provided 7,204 clients door-through-door transportation service, making a total 24,478 one way trips and driving an estimated total 281,277 miles. In addition, with the funding utilized to purchase insurance, gas vouchers, and new technology, there has been an increase in the number of volunteers providing service, and new streamlined training, access to records and coordination of scheduling for more timely responses, efficiency, and client safety.

**Accomplishments**: By operating under the New Freedom grant there has been an increase in the number of clients served by recruiting and training of new volunteers, and improved outreach activities to unserved and underserved areas.

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

### Metropolitan Transit Authority of Harris County (1547)

#### Fort Bend County Transit (104)

##### GAPS (729)

**Location**: Fort Bend County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: The Fort Bend County Public Transportation Department received New Freedom funds for the Geographical Access to Provider Services (GAPS) project. It has coordinated public transit services to address gaps in transit services for individuals with cognitive, behavioral, and other disabilities residing in the urban areas of Fort Bend County who have limited access to private and public transportation. This program is a demand response service (curb-to-curb) within the urbanized Fort Bend County area.

**Evaluation**: Our evaluation process is ongoing.

**Accomplishments**: We are reaching farther and farther into the under-served communities. Our innovative elements include travel and training and future ride monitors.

**Lessons learned**: The best advice we could give other providers would be to be sure and fully develop social service linkages prior to beginning services. Identify specific needs of each agency prior to beginning your project.

#### Greater Houston Transportation Company (106)

##### Greater Houston Transportation Company (363)

**Location**: Houston (TX)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Greater Houston Transportation Company provides wheelchair accessible taxicab transportation through the METROLift Subsidy Program (MSP) for METROLift patrons that have same day transportation needs.

**Evaluation**: The additional wheelchair accessible vehicles funded through New Freedom has allowed us to improve on servicing the MSP patrons in a more timely manner. (Note: NF grant provided funds to modify 30 taxicabs with wheelchair equipment.)

**Accomplishments**: This project has allowed us to better serve a larger number of patrons requiring wheelchair accessible transportation in the Greater Houston area.

**Lessons learned**: We did not realize how important or high in demand this service was to the patrons needing wheelchair accessible transportation. Serving these patrons has helped us realize the obstacles they have to overcome on a daily basis.

#### Harris County Transportation (107)

##### RIDES + (Harris County) (653)

**Location**: Harris County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: RIDES+ door-to-door services provides travel Ambassadors on selected routes of shared ride vans to provide personal assistance to clients from the door of their pickup location to the door of their destination. This service ensures that clients with disabilities, particularly those with cognitive issues, are transported and handed off into the care of a family member or care worker.
 The Ambassador Program utilizes contract services. It is managed by Harris County and coordinates with the Greater Houston Chapter of The American Red Cross. The employees themselves are contracted by the American Red Cross and are responsible to the American Red Cross Transportation Director for day-to-day duties. In the planning and development process, these duties were identified by Harris County and community partners on the RIDES + Advisory Council.

**Evaluation**: RIDES+ door-to-door services are evaluated by customer satisfaction surveys that are given to the clients that Ambassadors serve. (Results yielded from survey from FFY 2008 (not previously reported): 240 Surveys were distributed with a 25% response rate. We attribute the high response rate to including pre-stamped postage return envelopes with the survey distribution. Overall, all respondents were very satisfied with the program, there were no dissatisfied responses. All respondents indicated the service was beneficial and they would recommend the service to others. Results from FFY 2009 will be provided in FFY 2010 report.
 Mobility Manager meets monthly with the Service Provider Director of Transportation to evaluate processes and operations. In addition, a joint monthly meeting is held with the Ambassadors for program assessments and feedback.

**Accomplishments**: Maintaining relationships with community partners has been a critical element in the success of the Ride+ door-to-door service. Ambassadors receive on-going supplemental training and professional development from community partner agencies which provides them with very specific training on working with people with various disabilities. Passenger assistance training includes programs from: the American Red Cross; Working with People with Disabilities by Houston Center for Independent Living; Alzheimer and Dementia by Care for Elders; Houston Area Parkinson's Society; Intellectual Developmental Disabilities by the Mental Health and Mental Retardation Association.

**Lessons learned**: Our advice to others is it is important to ensure that the employees selected to be Ambassadors have an affinity for helping and working with people with disabilities. Partner with local stakeholders and agencies so that they may provide specialized training in working with people with disabilities.

##### RIDES + (Harris County) (566)

**Location**: Harris County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: RIDES+ services is a door-to-door program managed by Harris County Transit Services that provides travel Ambassadors on selected routes of shared ride vans to provide personal assistance to clients from their pickup location to their destination. The service is available to clients with physical and/or cognitive disabilities who, without an Ambassador, would not be able to navigate or travel alone. The range of services includes assistance with boarding vehicles, ensuring they are handed off into the care of family or care staff, maintaining balance as they navigate from location to location, carrying small packages, assisting with mobility devices, general supervision on vehicles, etc.

**Evaluation**: RIDES+ service evaluation is on-going. The Mobility Manager maintains constant interaction with the Ambassadors and service provider to discuss the type of services being provided and what professional development and training the Ambassadors could use to further assist the targeted population. RIDES+ also conducts an annual customer satisfaction survey that provides feedback from the clients and/or families of the clients. This feedback gives an account of the overall satisfaction level of the clients and/or families of clients. As RIDES+ strives to fill in the gap for a much needed service, the client's care and satisfaction are both high priorities in providing the service.

**Accomplishments**: RIDES+ greatest accomplishment is the continuation of community partnerships and assistance with local match in support of the additional New Freedom three year grant award. Community partners serve as Advisory Council members and provide professional development training to support Ambassador roles. Other accomplishments include the creation of a reward and recognition program funded by a community partner member to maintain a high retention rate among Ambassadors and to acknowledge their hard work through recognition at quarterly awards ceremonies (i.e. gifts cards, certificates).

**Lessons learned**: The advice I would give is to ensure that the employees selected to be Ambassadors have an affinity for helping and working with people with disabilities. Using contracted services versus volunteers is the most effective option when it comes to Ambassador services. Studies show that clients with disabilities, particularly cognitive disabilities, function better in a repetitive environment. Ambassadors become a familiar face for the clients and their families and provide that extra level of assistance which makes traveling for these clients enjoyable and safe. In most cases, Ambassadors provide the consistent, routine, and repetitive environment versus a volunteer that may or may not be available when travel assistance is needed.

##### RIDES + (Harris County) (574)

**Location**: Harris County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: RIDES+ Consumer Mobility Coordinator (CMC) (also referred to as Mobility Manager) provides resources and services for people with disabilities in Harris County. The Mobility Manager also serves as the direct link between the client and service providers/agencies providing services and/or resources. As an advocate for convenient and accessible transportation for people with disabilities, the Mobility Manager ensures that clients are able to make connections from information received to actually being transported. Mobility Manager conducts outreach, expos, and customer presentations to promote awareness of service and identification of available resources.

**Evaluation**: Mobility Manager serves as the liaison between service providers/agencies and clients, providing communication with providers and agencies to ensure that clients receive either transportation and/or resources needed. Follow-up calls to clients also serve as an evaluation tool.

**Accomplishments**: Mobility Manager developed the recognition and award program for the Ambassadors and worked with partner agency to fund program. The program will recognize length of service and performance. The program will be implemented in FY 2010.

**Lessons learned**: The umbrella approach has worked well for our program. Components that are valuable consist of community partners and relationships with a reputable service provider. The Mobility Manager functions as the hub of the RIDES + program.

##### RIDES + (Harris County) (575)

**Location**: Harris County (TX)

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

**Goal**: Improved customer knowledge

S**ervice description**: RIDES+ Consumer Mobility Coordinator Office (CMCO) created a 13-County Transportation Resource Database to serve as a one-stop shop of transportation information and resources for people with disabilities. The database is used as a referral source for direct callers and callers transferred by the United Way 211 Helpline. United Way is one of the community partners. The One-Stop Shop database developed by the CMCO office makes their search for transportation options more convenient to assist callers. Customers can call one number and receive information on all available services and resources, thereby improving the customer's knowledge of transportation options available to them.

**Evaluation**: Meetings with United Way 211 Call Center to determine effectiveness. We rely on feedback from 211, partner agencies, and other regional transit providers.

**Accomplishments**: The development of the 13 County Resource database by the CMCO was a great accomplishment. This data was shared with the Houston Galveston Area Regional Transportation Public Information Workgroup to use as a foundation to develop the Regional Transit Services Guide.

**Lessons learned**: One-stop Information shop requires partnerships. The RIDES + relationship with the United Way 211 Helpline has been crucial to the effectiveness of the program. Identification of available resources and including those resources into planning and development of the program is important to the overall success of the One-Stop Information Shop. Public Outreach to educate agencies and social service organizations has been helpful to provide awareness within the community.

### North Central Texas Council of Governments (1588)

#### Community Council of Greater Dallas (936)

##### Community Transportation Network (1417)

**Location**: Dallas County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: The goal of this service is to weave together a network of public, private, non-profit, and faith-based transportation resources to make it possible for seniors and persons with disabilities to travel throughout the community. Also, the service is being provided to expand the current system to fill gaps in service and provide more mobility options. The coalition has been formed, and the committees are demonstrating strong performance. Research for a reservation/dispatch system was started and the survey of transportation resources was scheduled to be completed in the fall.

**Evaluation**: During the five months our project was underway in 2009, we hired a Mobility Manager, identified over 200 potential coalition members, launched the coalition (as of June 17th), formed functional subcommittees, developed a transportation resources survey, planned an area mobility study, and began to study best practices in coordinated human service transportation.
Performance measures:
- The City of Dallas Medical Transportation Program provides door-to-door service to medical and other health related appointments within Dallas city limits
- The program made 141 customer contacts (This is an unduplicated count of the customers who received at least one ride during the five-month period)
- The program made 1,158 one way trips helping clients get to medical appoints

**Accomplishments**: Perhaps our greatest accomplishment has been the strong participation of human service transportation providers on our coalition and committees. We’ve had over 40 people representing 30+ agencies at each of our coalition meetings. Nearly all have signed up for at least one committee, which involves an additional time commitment. Agency representatives from human service organizations, transportation planners, and managers and consumer advocates have had an opportunity to work toward a shared vision and specific project goals. This has resulted in successful working relationships, an increase in trust and better communication between all parties. We anticipate that these relationships will continue to have a positive return over time.
 One of the innovative elements of the City of Dallas medical transportation program is that its drivers go beyond the traditional curb-to-curb service when assisting passengers by providing door-to-door service. The most common client destinations are the major Dallas hospitals. Approaching these buildings from public transit or even the curb requires substantial mobility. This would otherwise be a barrier for the frailest of passengers.

**Lessons learned**: Building a coordinated transportation network takes time, resources, partnerships, and a compelling vision. Even though we are on track to meet our year one objectives, most have taken more time than we anticipated. Navigating the maze of transportation providers to pull out opportunities for coordination has proven to be especially time-consuming. Our advice is to budget more time than you think you need for each deliverable.
 While we are mostly volunteer-powered, we are tremendously grateful to have New Freedom funding. These dollars allow us to maintain a dedicated staff member to oversee the coalition and manage the project. In addition, we are able to leverage local and federal funding to expand the Dallas senior medical transportation program to persons with disabilities, which could be used as a demonstration model for similar city programs.
 We have been pleasantly surprised by the willingness of others to explore ways to partner with us. One reason for this is that current resources are not on pace to meet the current needs of persons with disabilities and older adults. In this economic climate, there is a widespread recognition that resources must be pooled and used more efficiently to meet growing, changing needs. Another reason for this is that through our coalition and committees, we’ve begun to build a shared vision for mobility management in our area. This vision helps us explain our long-term goal to others, communicate what’s innovative about our project, and ultimately bring more community partners into our network.

### Via Metropolitan Transit (1937)

#### Alamo Area Council of Governments (33)

##### ASC Mobility Specialist (164)

**Location**: Bexar County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: Began development of a mobility management program for Bexar County. Meetings with stakeholders began and conversation started as to what services might be coordinated as well as areas for potential collaboration. Providers and stakeholders of services for older adults and persons with disabilities have been meeting monthly to discuss needs, resources, and look at implementing goals. A mobility resource guide is in process which will provide resource information to Bexar County residents and their caregivers on the areas option for continued mobility. Resource materials have been developed to assist in the assessment of an individual’s mobility needs in order to provide appropriate referrals and resource materials.

**Evaluation**: Within our Aging and Disability Resource Center (ADRC), staff have increased their knowledge and understanding of resource available and tools have been put in place to assist the general public in identifying resource. A transportation matrix specific to older adults and individuals with disabilities has been developed and will be published in a free regional publication later in the summer. Individuals identified with specific mobility issues or problems are referred to the Mobility Specialist for individuals assessment and referrals. Caregivers have also been referred for individual assessments and referrals for these they care for.

**Accomplishments**: In August 2009, an inventory of Bexar County transportation providers was conducted and the results allowed for a more comprehensive view of who the stakeholders are and what services are available. With this information, a transportation matrix was created that provided individuals with easy to read and understand information concerning area providers and what services they provide. This has greatly improved the referrals and resources provided to individuals. The creation of the first mobility guide for the area will allow more individuals to have the information needed in a handy and readily available form and provide a concise manner to deliver the information. Regional coordination is moving to a more formal arena and the next few years will hopefully show great increases in coordination between partner entities.

**Lessons learned**: Be patient. Providers of services are not overwhelmingly eager to coordinate and collaborate on things that might change the way they work. It has taken time to get individuals on board and to buy in to the benefits of coordinated transportation services.
 I wish someone had told me that absolutely no ground work had been laid and no one really understood what mobility management was and how everyone, especially our riders, can benefit from it.

# SMALL URBAN/RURAL PROJECTS

## Arkansas

### Arkansas State Highway and Transportation Department (1561)

#### Arkansas Sheriff's Youth Ranch (798)

##### Youth Ranches NF (993)

**Location**: Independence County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a rural city

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than the state average in all measures except two (% Disabled; Costs/day)

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Birch Tree Communities, Inc. (696)

##### Birch Tree NF (990)

**Location**: Izard, Jackson, Saline, Sharp, Stone, Van Buren counties (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in urban and rural areas throughout the State.

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was higher than state average in all measures except two (% Disabled; Costs/day)

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Centers for Youth & Families, Inc. (746)

##### Centers NF (991)

**Location**: Pulaski County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a large urban area

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than state average in all measures

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Counseling Associates, Inc. (799)

##### Counseling Associates (994)

**Location**: Pope County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a rural one county area

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than state in all measures except one (Costs/day)

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Counseling Clinic, Inc. (800)

##### Counseling Clinic NF (995)

**Location**: Saline County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a large urban area

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than state average in all measures except one (Costs/day)

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Counseling Services of Eastern Arkansas, Inc. (801)

##### Counseling Services NF (996)

**Location**: Cross, Lee, Monroe, Phillips, St. Francis counties (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a rural five-county area

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than state average in all measures except one (Costs/Veh)

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### FOCUS, Inc. (802)

##### FOCUS NF (997)

**Location**: Craighead County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: FOCUS purchased a vehicle to extend their door-to-door service in the metro county area.

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day

**Accomplishments**: FOCUS fell below state average in all categories

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Forrester-Davis Development Center, Inc. (803)

##### Forrester-Davis NF (998)

**Location**: Pope County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a rural one county area.

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day

**Accomplishments**: Forrester-Davis fell below state average in all categories

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Independent Living Services, Inc. (804)

##### Ind Living NF (999)

**Location**: Faulkner County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a rural city

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than state average in all measures except three (% Disabled; Pass/Trip; Pass/Mile).

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Rainbow of Challenges, Inc. (797)

##### Rainbow School Of Hope (992)

**Location**: Hempstead County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides demand response service in a rural one county area.

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient exceeded state program averages for each cost factor

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### Sevier County Development Center, Inc. (806)

##### Sevier County NF (1001)

**Location**: Sevier County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: Provides service to preschool and adult mentally developmentally disabled persons. Persons are transported throughout Sevier County for training and medical appointments.

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than state Average in all measures except two (% Disabled; Costs/day)

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

#### St. Francis County (805)

##### County DAV (1000)

**Location**: St. Francis County (AR)

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

**Goal**: Improved access/connections

S**ervice description**: County government hires a minority-owned transportation company to transport disabled veterans to medical appointments

**Evaluation**: The AHTD uses the following factors to measure service: % Pass Trips for Disable Pass Trips/Veh Pass Trips/Day Cost/Veh Cost/Mile Cost/Pass Trip

**Accomplishments**: Sub-recipient was lower than state average in all measures except three (% Disabled; Costs/Mile; Costs/day)

**Lessons learned**: Too much duplication with Section 5310 Program. Performance measures did not provide any types of relationships between urban and rural. Therefore, from Arkansas' prospective there is no reason to divide funds between geographical areas.

## Oklahoma

### Oklahoma Department of Transportation (1565)

#### Call-A-Ride Public Transit Authority (257)

##### Call-A-Ride New Freedom Project (178)

**Location**: Pontotoc County (OK)

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

**Goal**: Improved access/connections

S**ervice description**: Project is designed to act as a Mobility Manager for the Disability Determination Division of the Oklahoma Department of Rehabilitation Services (DRS-DDD) and the general public by utilizing existing transportation providers to transport Oklahomans and the Division's clients to and from activities including medical appointments and child care as determined by the Division. The Project also coordinates existing transportation services by utilizing 211 databases, internet links and search engines.

**Evaluation**: The following ridership data is tabulated each month and submitted with the monthly claim for federal share reimbursement for each of the thirteen participating statewide transit providers: Trips Ordered; Trips Performed; Trips Cancelled; No Shows. The cancelled trips are tabulated so as to show cause of cancellation. Trip completions: High end = 100%; Expected = 90%; Acceptable = 80%; Minimum = 75%.

**Accomplishments**: Providing transportation to those in need who otherwise would have none.

**Lessons learned**: Do as much research as you can. Visit other transit agencies, find out how they work and where their funding comes from.
 To have been more familiar with more areas of the state so I could have routed them more efficiently in the beginning.

## Texas

### Texas Department of Transportation (1567)

#### Capital Area Rural Transportation System (198)

##### Mobility Manager (854)

**Location**: Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, and non-urbanized areas of Travis and William (TX)

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

**Goal**: Improved access/connections

S**ervice description**: Mobility Manager to facilitate coordination of services among transportation providers throughout the region, to assist customers in locating and utilizing transportation options most suitable based on their location, to promote use of public transportation.

**Evaluation**: Participated in regional groups to learn more about transportation plans and services. Met service providers (nutrition sites, MHMR sites) for older adults and persons with disabilities and provided information about coordination and services available through CARTS. Developed customer contact (complaint, compliment, comment) process. Recorded 17 individual customer contacts with resolutions from September through December.

**Accomplishments**: Identifying gaps in service areas of individual transportation providers. Assisted customers living in those gaps to utilize available private, non-profit and volunteer transportation providers. Assisted 23 individuals in identifying transportation options. These people were new to the Central Texas region and having difficulty in locating public transit providers that serve their areas. Of the 23, all but three were people with disabilities. Two individuals were veterans.

**Lessons learned**: None

#### City of Brownsville (176)

##### Brownsville - Bus Stop Improvements (1605)

**Location**: Brownsville (TX)

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

**Goal**: Improved access/connections

S**ervice description**: The New Freedom funds will be used for bus stop improvements along targeted routes and bus stops to enhance accessibility to fixed route service. Improvements include installing sidewalks, curb ramps, bus stop shelters, concrete landing pads, and other amenities. The bus stops targeted for improvements are located in areas of high transit activity.

**Evaluation**: The project is currently in the implementation stage. Some of the equipment has been ordered. Sidewalk and concrete landing pad construction has not begun yet. Project evaluation relies on qualitative and quantitative data. For example reports on travel experiences will be taken from passengers and bus operators. Also, some data will be collected from automatic fareboxes and compared to data collected prior to project implementation.

**Accomplishments**: This project is still in the implementation stage. The following is a list of accomplishments to date:
- Topographic surveys of areas where sidewalks will be installed were conducted
- Engineering and design work for sidewalks and shelters is complete
- A vendor for bus shelters, benches and other passenger amenities was selected
- Shelters and benches have been ordered and delivered
- Hiring process for additional project personnel is underway

**Lessons learned**: Before the project was undertaken an inventory of all bus stops in the fixed route network including GPS locations, existing conditions, and amenities was taken and input to a database. This process, while tedious, proved to be extremely helpful.
 Another important lesson was the need to ensure that grantee and sub grantee expectations are clearly specified in writing prior to execution of grant agreement. It is also important that there is proper coordination among all agencies involved to avoid improper technical direction which has the effect of requiring additional work and delayed project implementation.

##### Brownsville - Travel Training (1604)

**Location**: Brownsville (TX)

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

**Goal**: Improved access/connections

S**ervice description**: The New Freedom funds will be used to implement a transit training program for passengers with disabilities. The goal of the program is to facilitate the mobility and independence of those passengers. The objective is to teach them how to effectively plan and make trips and to give them practical experience using the bus services.

**Evaluation**: The project is currently in the implementation stage. Several factors have contributed to delayed and intermittent project implementation. The project will be evaluated based on assessment of individuals participating in the travel training program. Performance measures include the number of individuals trained and their use of transit services after receiving training.

**Accomplishments**: This project is still in the implementation stage. The following is a list of activities and accomplishments to date:
- A curriculum was developed
- Supplies and equipment were purchased
- Potential travel training participants were identified
- New project personnel hired (including some personnel turnover)
- Training began for a few candidates (who did not complete course for personal reasons)
- The travel training program was re-evaluated and revamped
- New project partners were identified and collaboration/coordination efforts have been undertaken to re-start program.

**Lessons learned**: There is no “one size fits all” travel training program especially if the target audience is individuals with disabilities. The type of disability one group of individuals has may require training that is completely different than the training others would require. For example, individuals with cognitive disabilities require a much different type of training than individuals with strictly physical disabilities. Even among individuals with strictly cognitive or strictly physical disabilities there may be a wide range of abilities and training requirements. It is highly recommended that transit agencies starting a travel training program focus on a particular audience and collaborate with professionals / agencies (such as school districts, HHS, habilitative service providers) that work with the target audience.

#### Faith In Action Caregivers (191)

##### New Freedom IT Project and Transportation (932)

**Location**: Georgetown and Round Rock (TX)

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

**Goal**: Improved access/connections

S**ervice description**: During 2009 volunteer drivers provided 9,747 point to point transportation services to 599 clients enrolled in the caregiver programs in Georgetown and Round Rock. In Georgetown, medical transportation was provided locally and south to central Austin and north to Temple. In Round Rock, medical transportation was provided locally and to south Austin. All other transportation was provided locally. The amount of assistance needed by clients was determined individually and was provided by the driver.

**Evaluation**: Evaluation of the program includes the number of point to point drives provided – 9,747 in 2009. This was an increase of 10% over the previous year; the number of new clients enrolled – 139 in 2009

**Accomplishments**: With the assistance of New Freedom funds we have been able to recruit and retain sufficient numbers of volunteers to meet the increased client need for services. With the assistance of the Section 5310 funds for taxi service in special circumstances, we were able to fulfill 98% of transportation services requested.

**Lessons learned**: Sufficient start up funds and an available pool of qualified volunteers are necessary in order to start and maintain this type of individualized transportation service.

#### Goliad County Transit (747)

##### Same Day Service (938)

**Location**: Goliad County (TX)

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

**Goal**: Improved system capacity

S**ervice description**: Adding a vehicle to the fleet allowed us to provide same day service and has helped us to be more efficient and effective in providing more rides and meet the demand of our riders. Goliad County has a large number of older adults and persons with disabilities and due to limited public transportation they had to wait for a 24 hour period of time to do necessary tasks such as visits to the doctor, shopping, and etc. Same day service has eliminated the wait for these types of trips, thereby increasing access to services and improving mobility.

**Evaluation**: We currently provide ridership spreadsheets to GCRPC to document trips provided on a monthly basis. Trips are categorized by; same day service, age, destination, whether the individual has a disability, whether they are elderly, etc.

**Accomplishments**: From April – September Same Day Service accounts for approximately 34% of our trips.

**Lessons learned**: None

#### Laredo Transit Management Inc. (735)

##### ADA Sidewalks and Shelters (923)

**Location**: Laredo (TX)

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

**Goal**: Improved access/connections

S**ervice description**: Constructed approximately 30 ADA-compliant sidewalks and boarding pads. Currently working on south Laredo 14 bus stops to construct boarding pads, sidewalks, and bus shelters. The designs are completed and contractor has been awarded. Construction will start in the five business days. Also, we are planning to build an ADA bus shelter at the city’s Health Clinic.

**Evaluation**: All sites have been approved by the Paratransit Advisory Committee (PAC). The PAC has been informed on every meeting regarding the NF grant.

**Accomplishments**: The passengers are very happy we are improving the bus stops with sidewalks and shelters in Laredo.

**Lessons learned**: Inform the public on the projects in their neighborhoods and keep the committee inform at all times on the NF projects.

#### Lulac Contact Information (167)

##### New Freedom #7075 (1324)

**Location**: El Paso County (TX)

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

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

S**ervice description**: LPA provides transportation services to persons with disabilities. New Freedom service is comprised of persons traveling from far West Area, Anthony, or Canutillo area and as far as the East Area, Tornillo/Fabens area. Clients are transported same day service, to and from their appointments to the city.

**Evaluation**: New Freedom ridership continues to increase. LPA has participated in Job and Health fairs to promote the service. LPA has contacted clients to explain the qualifications process, and how the agency operates on a day to day basis.

**Accomplishments**: New Freedom service resulted in a great success. LPA distributed informational material to all clients transported throughout the County and the City.

**Lessons learned**: Advise clients to schedule same day trips when scheduling the original trips for efficient and effective service. Distribution of program criteria and policies to inform clients of agency procedures.

##### New Freedom #7285 (1330)

**Location**: El Paso County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: LPA provides transportation service to persons with disabilities. New Freedom service is comprised of persons traveling from far west and east. Clients are transported same day service to and from their appointments to travel to the City.

**Evaluation**: LPA continues to see an increase in the demand for service. LPA is currently operating 24 hours a day, five days a week. Client satisfaction is measured by surveys. LPA has received numerous compliments in regards to the service provided and driver courtesy.

**Accomplishments**: LPA New Freedom clients are content with the service. LPA continues to participate in seminars and meetings to promote the service. Implementation of check list on existing clients and new clients.

**Lessons learned**: Contact clients one day prior to confirm their trips. Conduct surveys and evaluate them to improve quality and deficiency

#### Panhandle Independent Living Center (166)

##### PILC Travel Training (863)

**Location**: City of Amarillo (TX)

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

**Goal**: Improved customer knowledge

S**ervice description**: Panhandle Independent Living Center, in collaboration with Amarillo City Transit, provided classroom and field training services to people with disabilities. The goal is to encourage patrons to use accessible, fixed route buses as an economical alternative to paratransit service. PILC staff developed formal curriculums that promoted consumer safety, confidence and skills to navigate bus routes. Consumers received multiple one-on-one field trainings to ensure their knowledge of bus routes and reaching destinations safely.
 Participants included consumers seeking independent travel to employment/job centers, health care, social service appointments, shopping areas and recreation/church-related activities. The project was expanded in FY 2009 to include special education students of Amarillo ISD. These youth learned the use of fixed route transit as part of their transition into vocational/occupational activities.

**Evaluation**: PILC’s New Freedom Travel Training program implemented a series of pre- and post- surveys along with an extensive feedback report that was mailed to all participants in the FY 2009. The post survey results proved successful with 90% of participants marking on their survey that they were “Very Satisfied” with the travel training program as a whole, and that after the training was complete, they felt comfortable with the skills they were taught on how to ride the fixed route bus.

**Accomplishments**: Innovative initiatives relative to providing services above the requirements of the ADA were implemented during the course of the project: 1) PILC staff developed ADA sensitivity training for city transit operators. 2) Training opportunities were extended to special education students of Amarillo Independent School District to enhance transitions from high school. 3) Outreach to seniors and faith-based organizations were implemented resulting in additional trainings. 4) Other agencies from distant communities toured the project to duplicate similar services that may qualify for New Freedom Initiative funds.
 The New Freedom program also improved collaboration with area transportation providers including Amarillo City Transit, Panhandle Transit, TxDot, and the Regional Transportation Advisory Group. These partnerships helped improve participation in the project and opportunities for PILC to participate in on-going regional coordinated plans.

**Lessons learned**: PILC’s Travel Training program succeeded because of strong partnerships that improved community awareness and participation. Amarillo City Transit conducted transit certification reviews twice weekly, assisted by PILC staff. ACT included PILC Travel Training as a requirement for city transit disability certifications. This requirement motivated consumers who otherwise would not have chosen to receive travel training.
 As part of its New Freedom proposal, PILC conducted surveys of allied disability agencies to determine the need for travel training. Very few of the agencies that indicated they would refer consumers for travel training were able to do so. PILC would advise other organizations that are engaged in any transportation initiative to have multiple sources of referrals in place as cooperating partners.
 Service providers should also be aware that most people who have some kind of transportation in place are reluctant to change their travel habits or learn new modes of travel. Public participation in training projects should include incentives, some kind of personal gain or reward, and/or an enjoyable experience that offers various degrees of success.

#### Social Services (Jim Hogg County) (920)

##### Jim Hogg County New Freedom Project (1372)

**Location**: Jim Hogg County (TX)

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

**Goal**: Improved access/connections

S**ervice description**: The services provided by this Department is transportation of older adults, persons with disabilities, and the general public in the township of Hebbronville and to Laredo, Alice, and other nearby towns. The people we transport to all these places have gotten used to this service being there for them and this Department will now have a backup bus in case of an emergency (which has happened before).

**Evaluation**: This project was an upgrade by making repair to the lift on an older bus once used as the primary transportation for this Department. This bus is now a backup for a newer bus. In the past, there have been times when the bus has broken down and the need for a back up is essential.

**Accomplishments**: The Transportation Department has evolved into a vial part of our community as many citizens rely on its buses for their transportation needs. This Department is now an essential part of all the services provided by Jim Hogg County to all its citizens.

**Lessons learned**: When starting a service such as this, have the support of the County Commissioners Court, have a good staff, and be aware of the need of the general public. You must be able to perform all type of work, do it quick and correct. Be informed about transportation and of course of TxDOT and its staff and be prepared to make numerous reports. When getting started one does not realize the time effort it take to run a program like this.

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