



New Freedom Program

**FY 2009 Service Profiles**

**Region X**

**Alaska, Idaho, Oregon, and Washington**

**October 2010**

**FTA-08-0162**

New Freedom FY 2009 Service Profiles: Region X

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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

Washington, DC  20590

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Office of Research, Demonstration, and Innovation

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Washington, DC  20590

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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

## Alaska

### Municipality of Anchorage (1707)

#### Municipality of Anchorage (610)

##### Mobility Coordinator (964)

**Location**: Municipality of Anchorage (AK)

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

**Goal**: Improved access/connections

S**ervice description**: This project serves the many transportation disadvantaged citizens of the Municipality of Anchorage including low-income, older adults, people with disabilities, and youth. The Mobility Coordinator works with organizations and agencies who serve targeted clients from the Anchorage bowl, Eagle River/Chugiak areas to the north and Girdwood to the south. The goal of this project is to increase mobility for these populations, provide cost savings for individuals, agencies, and taxpayers, and improve air quality and traffic congestion; increase awareness of transportation options and the benefits of coordinated transportation through shared resources.

**Evaluation**: This project will continually be evaluated based on the achievement of the goals and outcomes identified in the Human Services Coordinated Transportation Plan on pages 57-68. The plan is located at http://www.muni.org/Departments/transit/AnchorRides/Pages/CoordinatedTransportation.aspx.

**Accomplishments**: Creating and maintaining the Public Transportation Department's Facebook fan page. This social media tool has allowed public transportation riders, advocates, and new comers a place to develop a relationship with the department, ask questions, get information, and interact with the transit community.

**Lessons learned**: Mobility management has a steep learning curve; be patient and ask a lot of questions from other coordinating agencies.

## Idaho

### Valley Regional Transit (1736)

#### Valley Regional Transit (877)

##### Mobility Manager (1367)

**Location**: Ada and Canyon County (ID)

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

**Goal**: Improved access/connections

S**ervice description**: Develop mobility management strategies of the region's transportation service coordination plan, which is intended to fill gaps in service while serving those of low-income and those with disabilities.

**Evaluation**: Performance measure and evaluation criteria have been developed in the scope of the mobility management project. As projects are implemented, evaluation will occur.

**Accomplishments**: Development of an accessible cab program. Innovative elements - ride reimbursement and a voucher program

**Lessons learned**: Service has not been implemented - planning only. No lessons learned at this point

## Oregon

### Lane Transit District (1738)

#### Alternative Work Concepts (874)

##### Coordinated Transportation Eligibility (1182)

**Location**: Lane County (OR)

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

**Goal**: Improved access/connections

S**ervice description**: This project integrates eligibility for different transportation programs and services using a Mobility Management model. Activities include coordination of eligibility functions across multiple programs and using a centralized Call Center for accessing services. Interviews to determine eligibility are conducted, for the most part, in the home.
 This is a regional service within Lane County, Oregon.

**Evaluation**: The project will be evaluated on the number of integrated interviews conducted and a weekly case review to evaluate outcomes by level of eligibility and types of service provided using a least cost and most appropriate standard. During FY 2007 and FY 2008 the program was under design and development. In FY 2009, the program was fully launched in two rural areas to test systems and protocols within a small population base. In addition, in the metro area one Mobility Manager was hired and a second part time position began to perform in-person assessments within the Eugene-Springfield area for select programs. This is a partial rollout of the project.

**Accomplishments**: Full implementation of the service model in two rural communities of Lane County, Oakridge and Florence, is complete. There has been very positive feedback from the Senior and Disabled staff that are conducting the interviews. They indicate that this integrates very well into their existing work and provides them with better information and resource to help problem-solve transportation issues and to identify gaps in service. The hiring and training of a primary Transportation Specialist for Eugene-Springfield area has also been accomplished. Program systems including activity flow charts, record keeping, and reporting processes, interview techniques and communications have been scrutinized and tested.

**Lessons learned**: Making the transition for a multi-program system with varying eligibility requirements to a single point of entry with a standardized application creates a high level of complexity. Transportation Specialists need to be knowledgeable not only about different eligibility requirements for different programs but about a wide range of transportation and other services in order to be helpful.
 In order for a transition from one model to another to go smoothly opt for operating both at the same time for awhile rather than making the transition too soon (before processes and protocols are in place).
 Communications between the Transportation Specialist and the RideSource Call Center are critical to the success of the project. Evaluate carefully what systems need to be established before the first in-person interview takes place.
 Case staffing among the team of workers has been extremely valuable as a training tool and to ensure that decisions are being made consistently. Quality control is a critical element of the project. Adding more Transportation Specialists to the team will require good training and must reinforce the important of consistent and equitably distribution of services for which persons are determined eligible.
 This year activities performed by Transportation Specialists working under the project have been relatively discreet and easy to separate from other work duties. In the next phase of the project transportation assessments will become more integrated with other case management duties which we assume will create some efficiency but will also present new challenges for recordkeeping. Preliminary work on a cost distribution model is underway.

#### Senior & Disabled Services-LCOG (513)

##### Coordinated Transportation Eligibility (1180)

**Location**: Lane County (OR)

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

**Goal**: Improved access/connections

S**ervice description**: This project integrates eligibility for different transportation programs and services using a Mobility Management model. Activities include coordination of eligibility functions across multiple programs and using a centralized Call Center for accessing services. Interviews to determine eligibility are conducted, for the most part, in the home. This is a regional service within Lane County, Oregon.

**Evaluation**: The project will be evaluated on the number of integrated interviews conducted and a weekly case review to evaluate outcomes by level of eligibility and types of service provided using a least cost and most appropriate standard. During FY 2007 and FY 2008 the program was under design and development. In FY 2009, the program was fully launched in two rural areas to test systems and protocols within a small population base. In addition, in the metro area one Mobility Manager was hired and a second part time position began to perform in-person assessments within the Eugene-Springfield area for select programs. This is a partial rollout of the project.

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### Salem Area Mass Transit District (1740)

#### Salem Area Mass Transit District (981)

##### Trip Link Call Center (1616)

**Location**: Marion and Polk counties (OR)

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

**Goal**: Improved access/connections

S**ervice description**: Through its TripLink program that integrates the services of 28 transportation providers, the Salem Area Mass Transit District (SAMTD) coordinates more than 250,000 trips annually for passengers with disabilities, older adults, and Medicaid-eligible passengers throughout Marion and Polk counties. Additionally, TripLink also schedules trips for waivered non-medical Medicaid trips. SAMTD contracted with First Transit to coordinate all customer service, trip reservations, billings, and scheduling services.
 The software the Transit District used to schedule trips previously, Mobility Master, was incapable of interfacing with software used by the Transit District’s sub-contractor to schedule and dispatch CherryLift and CARTS (Chemeketa Area Regional Transportation System) transportation requests to rural Marion and Polk counties and ADA Paratransit service within the Salem-Keizer Urban Growth Boundary. To cost-effectively schedule and dispatch trips new software was needed to coordinate more than 20,000 trips per month.
 Through an RFP, RouteMatch scheduling software was selected. The new software purchased in part with the New Freedom grant is providing enhanced scheduling coordination that supports new and additional transit alternatives that go beyond that required by ADA.

**Evaluation**: The Transit District sent out a request for proposal with very specific criteria searching for software that would enhance coordinated transportation efforts. Several interviews took place with different software companies along with demonstrations showing how software could enhance trip coordination. Based on specific criteria, the proposals were scored and RouteMatch software was selected.

**Accomplishments**: The RouteMatch software has allowed Salem Area Mass Transit District to put multiple transportation programs into one call center with the potential to continue bringing other transportation options into the call center. The software allows the Transit District to identify client needs and to develop strategies to meet the needs as well as determine methods to improve customer service and coordination. The call center is now able to coordinate paratransit transports, non-emergency medical transports, as well as providing access to fixed route information and worksite transportation.
 Transit District staff has successfully integrated ADA eligibility and tracking of eligibility into the software along with providing up-to-date information regarding geo coding and mapping coordinates for the entire State of Oregon. The software can be remotely accessed by 28 transportation providers allowing for better coordination of rural transportation services as well as ease for dispatching both paratransit services and non-emergency medical transportation.
 A major feature of the system is the ability to automatically call clients who have reserved transportation the night before reminding client’s of their scheduled trip. These reminder calls have helped reduce no-shows and allows clients the opportunity to confirm or cancel their reservation which eliminates the need for a client to call a customer service representative to cancel a scheduled ride.

**Lessons learned**: Educating the community about the benefits and advantages of Intelligent Transportation Systems (ITS) is critical to the success of the program. The software changed how client trips were scheduled in that they were moved from an exact pick-up time to a pick-up window of 30 minutes. This change was challenging not only for clients but for stakeholders such as hospitals, clinics, care homes and worksites who needed to adjust how they do business in regards to transportation schedules. Better coordination and communication was needed after implementation in order to optimize the ITS system.

### Tri-County Metropolitan Transportation District of Oregon (1728)

#### Ride Connection (499)

##### Acquire Technology (1245)

**Location**: Greater Portland Metropolitan Area (OR)

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

**Goal**: Improved system capacity

S**ervice description**: Ride Connection's network consists of over 30 providers including a variety of health and human services agencies; calls to Ride Connection are referred to the appropriate service provider(s). The service type and times available in each area vary based on the service provider(s) in that area. Program registration, scheduling, dispatching, and reporting functions are centralized in the Ride Connection Service Center for some of these providers.
 Along with the service types indicated above, the Ride Connection Network operates several community shuttles including North/Northeast RideAbout, Gateway Shuttle, Cherry Blossom Shuttle, King City Shuttle and Portland Ministries Downtown Shuttle.
 In addition, Ride Connection offers travel training through the RideWise and WorkLink programs. Both programs teach individuals how to fully understand and utilize all forms of transportation available in their communities.

**Evaluation**: Not applicable

**Accomplishments**: Not applicable

**Lessons learned**: Not applicable

##### Central Beaverton (1218)

**Location**: Beaverton (OR)

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

**Goal**: Improved access/connections

S**ervice description**: Central Beaverton Service provides additional capacity for door-to-door service in the neighborhoods of central Beaverton. Service is open to older adults (60+) and persons with disabilities who are traveling to or from points within the service area. Trips are organized into week day demand response shuttles that provide access to area shopping centers, community centers, congregate meal sites, and other classes and activities. Additional vehicles driven by volunteers provide individual trips to less frequented destinations, medical appointments, and other individually requested destinations.

**Evaluation**: Our regular quarterly reviews and ongoing coordination with American Red Cross (ARC) staff have assisted ARC in exceeding program goals for rides over the past three quarters. We are also involved in assisting ARC staff in outreach designed to increase volunteer hours at the Beaverton base. Volunteer hours have averaged 110 per month over the past three quarters.

**Accomplishments**: ARC has consistently exceeded their ride goals for the Central Beaverton program over the last several quarters. For the first three quarters of this year they've exceeded central Beaverton ride goals by over 10% (6,656 actual vs. 5,994 goal).
 ARC Beaverton volunteers have provided over 1,000 volunteer hours in the first nine months of this year. All ARC Beaverton volunteers have been recruited specifically for the new program.

**Lessons learned**: Outreach to key locations and agency professionals is important. You need to have the support of the community when a new service is starting.

##### Community Transport Services (1222)

**Location**: Greater Portland Metropolitan Area (OR)

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

**Goal**: Improved customer knowledge

S**ervice description**: With the goal of increasing transportation options available to customers, Ride Connection will add options to the continuum of transportation services currently available by developing low cost or no cost non-traditional transportation services. In addition to low cost programs which currently exist (i.e. transit boards, shared vehicle program, retired vehicle program, rider’s clubs, etc.), the following concepts will be explored for feasibility and implemented if found viable. If concepts are found to produce little or no results, new ideas will be explored. Transit Boards have been the first area we explored.

**Evaluation**: Transit Board use was evaluated through follow-up surveys with key contacts at the locations where boards had been distributed. Success was measured by positive feedback from those surveyed and indication that they felt the board was being used. While no specific benchmarks were set, we were able to evaluate and define types of facilities that were more likely to accept, use and maintain Transit Boards. (see lessons learned)

**Accomplishments**: In the period of October 1, 2008 through September 30, 2009, 51 Transit Boards were distributed and installed at residential and community facilities throughout the greater Portland metropolitan area. This included two large boards with information available in multiple languages.

**Lessons learned**: During the course of evaluation of effectiveness of Transit Boards, we discovered that it is extremely important to have a champion at any given facility who can direct individuals to Transit Boards and ensure that they are properly maintained and that brochures are always available. Moving ahead, we are focusing on placing Transit Boards at facilities where we have active "Ride Ambassadors" from our RideWise travel training program who are willing to guide people to the Transit Board and monitor the brochure stock.

##### Donated Vehicle Program (1247)

**Location**: Greater Portland Metropolitan Area (OR)

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

**Goal**: Improved system capacity

S**ervice description**: RIDE CONNECTION - PREVENTATIVE MAINTENANCE PROGRAM
These funds pay for the preventative maintenance and insurance for four minibuses and one minivan. Ride Connection’s preventative maintenance program’s mission is to effectively and efficiently provide safe, reliable, and comfortable vehicles for use by its customers and operators.
Graduated Preventative Maintenance Program
The emphasis of Ride Connection’s vehicle maintenance program is preventative rather than reactive maintenance. Ride Connection uses a graduated preventative maintenance program (PM) based on the manufacturer’s recommendations. This maintenance must consist of all of the following for each vehicle in service:
- Daily pre-trip inspections and cycling of lift
- Timely reporting of mechanical defects and body damage
- Regular and consistent servicing according to a vehicle’s maintenance schedule that complies with manufacturer and warranty instructions
- Complete maintenance records on file
- Annual vehicle inspections by Ride Connection’s fleet inspector

**Evaluation**: Ride Connection staff continually review our maintenance practices to identify potential improvements to the program. This assures optimum benefits from the scheduled inspections. Maintenance records are inspected at Ride Connection’s annual site visits of agency partners. Vehicles receive daily pre-trip inspections as well as an annual inspection by our fleet inspector.

**Accomplishments**: See Lessons Learned.

**Lessons learned**: A strong preventative maintenance program effectively reduces overall maintenance costs by decreasing the number of road calls and the high cost of unpredictable repairs caused by reactive maintenance. Solid preventative maintenance practices maximize useful life, are cost efficient over the life of the vehicle, and ensure that vehicles remain in safe operating condition.

##### Downtown RideAbout, SW Portland RideAbout (1279)

**Location**: Portland (OR)

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

**Goal**: Improved access/connections

S**ervice description**: The Downtown RideAbout began in FFY 2009 as a seven day per week, demand response shopping shuttle for the downtown Portland area. In April of 2009, the service was revamped to establish greater efficiency, and frequency was reduced to two days per week, Monday and Saturday, which were the days with a much greater percentage of ridership. The Monday route is a frequent service in the area north of Burnside and west of 10th. The Saturday service focuses on the heart of downtown Portland, south of Burnside and east of 14th. This service is provided by Northwest Portland Ministries.
 A portion of the funding was then allocated to test a similar service in the more residential areas of SW Portland that is southwest of downtown Portland and the OHSU main campus. This service is available three days per week with a full day of service on Monday and Friday and a half day on Wednesday.

**Evaluation**: RideAbout performance is primarily measured by the number of passenger trips provided per hour of service with a benchmark of three trips per hour as a minimum goal. Prior to service adjustments to the Downtown RideAbout, the service was averaging less than 1.75 trips per hour. After adjustments were made in April of 2009, trips per hour improved to over four per hour. The SW Portland service began in June of 2009 and overall efficiencies are still being evaluated. However, the trend during the first four months of service reflected in this report was one of low ridership.

**Accomplishments**: While in most cases, a reduction of the available service hours is not a desirable outcome for transit services, the reconfiguration of the Downtown RideAbout was a direct response to actual customer use and their own self-organizing to ride at similar times. We were able to reduce cost while still providing a high level of service during the hours of peak demand. Overall, customers are responding well to the more focused service and ridership has been steady.

**Lessons learned**: When operating a seven day per week service that caters to groups that tend to form social affinities, such as residents of buildings or groups of older adults, pay careful attention to the hourly ridership and boarding locations. If overall ridership is low, there may be days and times where groups are self-organizing to ride together and socialize. The less frequent schedule can also provide clarity about schedule times for some older adults and persons with disabilities.

##### Mid-County Service (1220)

**Location**: Portland (OR)

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

**Goal**: Improved access/connections

S**ervice description**: Mid-County Service provides additional capacity for door-to-door service in the neighborhoods of Multnomah County between NE/SE 82nd Avenue and NE/SE 162nd Avenue. Service is open to older adults (60+) and persons with disabilities who are traveling to or from points within the service area. Trips are organized into weekday demand response shuttles that provide access to area shopping centers, community centers, congregate meal sites, and other classes and activities. An additional mini-van accommodates individual trips to less frequented destinations, medical appointments, and other individually requested destinations.

**Evaluation**: Performance is measured by meeting the average capacity of trips for services with a similar number of vehicles and staffing. In the case of Mid-County Service, an initial goal of 750 trips per month was set. The program continues to meet and exceed this goal.
 We have now set new goals of increasing volunteer hours month-over-month with the ultimate goal of increasing capacity and eliminating turn-downs for individual customer trip requests.

**Accomplishments**: Our greatest accomplishment with this service is our ongoing and collaborative relationship with the Multnomah County Aging and Disability Services District Center in Mid-County. The District Center is operated by Immigrant and Refugee Community Organization (IRCO). Part of the reason that trip goals are consistently met and exceeded is because District Center staff proactively connects their clients with the Mid-County Service and coordinates with Ride Connection Service Center staff to ensure that client needs are being met. Many of these clients are English Language Learners and/or have extremely low-English proficiency and the assistance of IRCO is indispensable.

**Lessons learned**: One of the challenges has been establishing a strong and committed pool of volunteer drivers in this area. We initially began the program with the assumption that our Service Provider, Metropolitan Family Service, would be able to quickly assemble a pool of volunteers. But, because this was a geographic area that was new to their transportation service, the volunteer pool did not develop as quickly as we would have liked.
 In approaching future projects of a similar nature, we would recommend providing resources for capacity building and outreach for volunteer recruitment, even before the vehicles are put into service.

##### Preventative Maintenance (1246)

**Location**: Greater Portland Metropolitan Area (OR)

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

**Goal**: Improved system capacity

S**ervice description**: RIDE CONNECTION - PREVENTATIVE MAINTENANCE PROGRAM These funds pay for two minibuses and two minivans. Ride Connection’s preventative maintenance program’s mission is to effectively and efficiently provide safe, reliable, and comfortable vehicles for use by its customers and operators.
Graduated Preventative Maintenance Program
The emphasis of Ride Connection’s vehicle maintenance program is preventative rather than reactive maintenance. Ride Connection uses a graduated preventative maintenance program (PM) based on the manufacturer’s recommendations. This maintenance must consist of all of the following for each vehicle in service:
- Daily pre-trip inspections and cycling of lift;
- Timely reporting of mechanical defects and body damage
- Regular and consistent servicing according to a vehicle’s maintenance schedule that complies with manufacturer and warranty instructions
- Complete maintenance records on file

- Annual vehicle inspections by Ride Connection’s fleet inspector

**Evaluation**: Ride Connection staff continually review our maintenance practices to identify potential improvements to the program. This assures optimum benefits from the scheduled inspections. Maintenance records are inspected at Ride Connection’s annual site visits of agency partners. Vehicles receive daily pre-trip inspections as well as an annual inspection by our fleet inspector.

**Accomplishments**: See Lessons Learned.

**Lessons learned**: A strong preventative maintenance program effectively reduces overall maintenance costs by decreasing the number of road calls and the high cost of unpredictable repairs caused by reactive maintenance. Solid preventative maintenance practices maximize useful life, are cost efficient over the life of the vehicle, and ensure that vehicles remain in safe operating condition.

## Washington

### Clark County Public Transportation Benefit Area Authority (1729)

#### Clark County Public Transportation Benefit Area Au (883)

##### Travel Training (1202)

**Location**: Clark County (WA)

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

**Goal**: Improved customer knowledge

S**ervice description**: C-TRAN's Travel Training program focuses on ADA Complementary Service eligible customers. Customers are referred to the program through the eligibility process and some are self referrals. Sixty-nine customers were referred to the program in 2009. Of those 69 referrals, 17 successfully completed the program and are riding independently. Seven customers are continuing their training. Twenty-seven customers withdrew from the program and 18 did not respond to our invitation. In addition to one-on-one travel training, C-TRAN provided "train the trainer" classes. These classes were offered to group home providers, social service agencies and educators.

**Evaluation**: Since this was a new program, C-TRAN did not set firm benchmarks to measure the success of the service. Each month Travel Trainers provide a detailed report that outlines who they worked with, how many hours spent in training and what level of skills the customer achieved. These detailed reports will be reviewed at the first year anniversary to determine reasonable expectations and how the program affects ridership on ADA Complementary Service. The Travel Training program will also evaluate customer satisfaction and how this service improved ADA services in general.

**Accomplishments**: Empowerment is the single most significant accomplishment. The ability of a citizen to use "their" transit system without the restrictions associated with traditional ADA Complementary Service. This "mainstreaming" of people with disabilities truly addresses the spirit of the ADA. For example, one customer was a life-long ADA Complementary Service user who never rode the fixed route bus system. After nine to ten hours of training, he transitioned to riding the fixed route system exclusively and discontinued using the ADA Complementary Service. In nine short hours, he gained self confidence and expanded his travel options.

**Lessons learned**: The biggest lesson learned was that it takes time to instill self confidence and overcome years of self doubt and dependence. Most of the referrals didn't start the program thinking they could ride the bus system. Considerable time was spent encouraging students that they had the capability. This required a slow, deliberate, step-by-step approach that built self confidence on individual successes. This takes time and is labor intensive; however, once the skills are acquired, the student only needs occasional refresher training.

### Sound Transit (5656)

#### Sound Transit (913)

##### Bus Buddy Travel Ambassador Program (1462)

**Location**: Central Puget Sound Region (WA)

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

**Goal**: Improved customer knowledge

S**ervice description**: The Bus Buddy/Travel AThe Bus Buddy/Travel Ambassador Program was two pronged. The Bus Buddy portion trained individual volunteers to ride buses with other people to help them learn and navigate the system. Recruitment of volunteers was targeted at persons with disabilities, older adults, low-income and ethnic minorities. Once trained, the volunteer bus buddies then were paired with new riders in their affinity group to help them learn the regional transit systems. The program also funded group familiarizations trips on regional transit systems.
 The Travel Ambassador portion of the program targeted case workers, human service agency staff, public housing transportation coordinators, and others who provided services to persons with disabilities, seniors, low-income and ethnic minorities. Getting Around Puget Sound, a curriculum to train agency workers on the wide variety of transportation options, was developed. At the end of the training participants were provided with workbooks and on-line tools necessary to counsel their clients on transportation options.

**Evaluation**: The Bus Buddy program was evaluated on the number of bus buddies recruited, trained, and paired with new riders. Evaluation of the number of people diverted from paratransit services to fixed route was also done.

**Accomplishments**:

1. Development of the curriculum for both programs
2. Training of human service workers to provide transportation planning for their clients
3. Establishment of a regional group to develop and update curriculums and to conduct training

**Lessons learned**:

1. Engaging regional participants in the development of the curriculum garnered a more complete program and gave a sense of ownership to the people providing the training
2. Quarterly meetings to update curriculum and share best practices were very effective
3. There was difficulty in getting bus buddy volunteers from some the target populations; especially ethnic communities. These groups should have been involved in the planning stages of the program.

##### Volunteer Driver Programs (1327)

**Location**: Central Puget Sound Region (WA)

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

**Goal**: Improved access/connections

S**ervice description**: The Volunteer Programs provided funds to agencies to supplement their volunteer driver programs. The provider(s) used the funds to increase the mileage for current volunteer drivers and to recruit, train, and reimburse new drivers. Funds were distributed based on the percentage of population in each of the three counties which are served by Sound Transit.

 Sound Transit allowed the provider to continue to operate their service with no changes other than the reporting required by the FTA. The volunteer drivers provided rides to people who were either not eligible for ADA complimentary paratransit services or how lived outside of the paratransit service area. The program was open to individuals 55 and above and had no restrictions on trip type or purpose.
 Volunteer drivers were required to undergo background investigations and to complete a defensive driver course.
 The grant also funded partially funded a volunteer program coordinator.
 The majority of the trips, 79,258, were provided in King County by Senior Services. Smaller programs were operated by Community Transit in Snohomish County, which provided 380 rides; and by Catholic Community Services in Pierce County, which provided 1810.

**Evaluation**: The program was evaluated on the basis of the number of trips provided monthly, number of new drivers recruited and the number of new clients served. The program was evaluated based on the number of trips provided monthly, number of new drivers recruited and the number of new clients served.

**Accomplishments**: The volunteer program provided 80,688 rides. Monthly meetings of drivers and agencies who served the clients for whom the service was given were established. This gave both groups a more cohesive approach and enabled them to tailor trips to the individual clients needs. During these meetings best practices and innovations were shared.

**Lessons learned**: 1. Using providers with existing volunteer driver programs allowed for the grant funded programs to concentrate on providing service. 2. Allowing agencies to continue to operate the volunteer driver programs under their existing procedures enabled them to spend more of the grant funds providing direct services and not on administrative functions.

# SMALL URBAN/RURAL PROJECTS

## Idaho

### Idaho Transportation Department (1722)

#### Valley Regional Transit (898)

##### Mobility Manager (1369)

**Location**: Canyon County (ID)

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

**Goal**: Improved access/connections

S**ervice description**: Develop mobility management strategies based off on the region's transportation service coordination which are intended to fill gaps in service while serving those with disabilities, those of low-income, and older adults.

**Evaluation**: Performance measures and criteria have been developed in the scope of the mobility management program. As individual projects are implemented, individual evaluations will occur.

**Accomplishments**: Development of the accessible cab program. Innovative elements - ride reimbursement and a voucher program.

**Lessons learned**: Service has not been implemented yet - planning only.

## Oregon

### Oregon Department of Transportation (1723)

#### Benton County (771)

##### Coast to Valley Express (1618)

**Location**: Benton and Lincoln counties (OR)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The service is performed three days a week (Monday, Wednesday, Friday), two round trips per day. The service is operated by Benton County and Lincoln County Transportation District. The service is route deviation and open to the general public. Passengers are picked up at their homes in both Corvallis and Newport, and at the Downtown Corvallis Transit Mall. Each agency travels on Hwy 20 toward each other, meeting at a half way point between the two cities. At the halfway point, the passengers transfer from one county bus to the opposite county bus. They then are delivered to their desired destination in the opposite city. The return trip is performed in reverse.
 The primary purpose of the service is to provide people with disabilities access to regional medical services and other services available in Corvallis. This service is growing slowly each year. Riders are predominantly older adults, persons with medical needs, persons with disabilities, and low-income. Many low-income college students use the service going from Corvallis to the coast. The service affords them low cost transportation and an opportunity to transport their bike on the bus for use in Newport.

**Evaluation**: The grant received from the state and federal program for this service is not a lot of money. For those riding the service for medical reasons, it is an important service even as the service transports a low number of passengers. The door-to-door service from Newport to the medical center located in Corvallis is important to those with medical conditions that need service.

**Accomplishments**: At various community events in both cities, the service is promoted each year. Staff at the medical center are provided information about the service for their dialysis and cancer patients living in Newport. This promotion is growing the number of medical rides we perform.

**Lessons learned**: As a transportation service, we are geared to judge our services by the number of rides performed. However, total monthly rides are not the only performance barometer for a transportation service. Providing a much needed community service where no other exists can have an untold impact on people’s lives.

#### Central Oregon Intergovernmental Council (780)

##### Cascade East Ride Center (1647)

**Location**: Crook, Jefferson, and Deschutes counties (OR)

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

**Goal**: Improved customer knowledge

S**ervice description**: COIC is in the process of transforming the operations of Cascades East Ride Center into a one-stop call center. We are training customer service representatives on all available regional public and private transportation resources. COIC is also in the beginning stages of implementing a new software program, which will provide customers with additional and more accessible scheduling opportunities. The program will enable CERC to broker rides more effectively and efficiently. Regional private and public transportation providers were contacted and presented with the idea of allowing customers to schedule rides on all systems via the call center and web portal. CERC is collaborating with Bend Area Transit and Central Oregon Breeze to provide CERC customers with detailed information about their services, and to develop a single fare and improved connectivity.

**Evaluation**: Numbers of contacts

**Accomplishments**: None yet

**Lessons learned**: None yet

#### City of Canby (774)

##### Canby Area Transit (1638)

**Location**: Canby (OR)

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

**Goal**: Improved system capacity

S**ervice description**: Canby Area Transit (CAT) provides fixed route and complementary paratransit service within the Canby Area Urban Growth Boundary. Additionally, CAT provides Dial-A-Ride service to eligible ADA paratransit customers to destinations within the city limits of Oregon City.
 Prior to this project, Canby Area Transit (CAT) operated two circular local fixed routes serving Canby (north Canby and south Canby). These routes offered hourly service to the transit center and limited connection to three major shopping areas. Many customers were required to ride the full length of a route and transfer in order to reach their destination. Frequently, customers would ride the bus for over 30 - 40 minutes one way and at times nearly an hour to reach a destination within the city. This design made it difficult if not impossible for many older adults and persons with disabilities to ride our local fixed routes.
 The new service design, supported by New Freedom funding, doubled the accessibility of service and dramatically reduced travel times for customers by implementing fixed route service in both directions on the local routes; the Blue Line serving south Canby and the Green Line serving north Canby. This brought us closer to our goal of increased local fixed route accessibility. The new service is also hourly, but much improved by the fact that riders can catch a bus going in the direction of their destination and avoid riding the full length of the route each time they travel. The new service also improved connections to the three local shopping areas allowing customers improved shopping access on fixed route.
 Improvements to our out of town routes also benefit local service. Service between Canby and Wilsonville (Purple Line), which is provided by both CAT and SMART (South Metro Area Region Transit), provides local service to customers in northwest Canby. The Orange Line provides service along Hwy 99 between Canby and Woodburn and between Canby and Oregon City. The new service design provides opportunity to for quick transfers between the Blue, Green, and Orange lines thereby increasing the frequency of access along Hwy 99 to each of the three shopping areas.
 We planned the new route design with Dial-A-Ride (DAR) customers as the major focal point. Whenever possible, new stops were placed near existing DAR customer residences and at popular DAR destinations. The intention being to better meet the needs of our paratransit customers. Thereby allowing DAR customers more options and better access fixed route.

**Evaluation**: We monitored and compared our ridership data from both local fixed route and local Dial-A-Ride (DAR). During the timeframe of this report we saw a significant drop in our DAR numbers (3.8%) and an 8% increase in the ridership on the Blue and Green lines. Our fiscal years 07/08 and 08/09 both saw decreasing Dial-A-Ride numbers. We believe that this was due at least in part to our focus on improving the fixed route system. Several factors were in play regarding the local service. We changed the hours of the service slightly and the points of transfer on both the local and the out of town routes.
 We continue to take suggestions from our customers and drivers to determine what additional changes should be made.

**Accomplishments**: We are confident that the changes we’ve made and a continuous effort to make more changes to improve access for our DAR customer will result in improved access to local fixed routes. The drop in DAR numbers is encouraging.
 During the redesign process we were able to negotiate an arrangement with South Metro Area Regional Transit (SMART) regarding the route between Wilsonville and Canby. Prior to the redesign, SMART buses drove through northwest Canby, but did not stop along the route to pick up customers. CAT is a fare-less system and SMART charges a fare between Wilsonville and Canby. We were able to reach an agreement whereby customers traveling locally in Canby are able to ride the SMART buses for free and CAT reimburses SMART for these fares. This provides much improved local fixed route coverage within Canby at a very reasonable cost to CAT.

**Lessons learned**: It would have benefited us to do more research and surveys regarding our Saturday service. When we implemented the new service design, we were surprised to find that the bulk of Saturday riders were traveling locally and not traveling to Oregon City. We made adjustments to address this demand as quickly as we could but it would have been better if we had known it before we made the major service changes.
 Our advice would be that you can’t survey too much. The information we got from riders and drivers was critical to the redesign process.

#### City of Corvallis (775)

##### Corvallis Transit System (1635)

**Location**: Corvallis (OR)

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

**Goal**: Improved access/connections

S**ervice description**: 30 transit bus pads and 32 pedestrian ramps

**Evaluation**: The project was evaluated by the number of number of transit bus pads and ADA ramps that were installed.

**Accomplishments**: Our greatest accomplishment was providing pedestrian and mobility device access throughout the City. City Transit has heard first hand from several wheelchair users that the ramps and bus stop pads were wonderful additions by the City of Corvallis.

**Lessons learned**: For the bus pads, we should have scouted out the current locations a little more intensely and not assume that they were already placed in optimal locations. Several of the existing locations were moved so that the stops were located under or very near streetlights for better visibility and safety.

#### Columbia County (776)

##### Columbia County Rider (1636)

**Location**: Columbia County (OR)

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

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

S**ervice description**: The New Freedom funds supported trips with existing vehicles that are available in each of the communities of Scappoose, St. Helens/Columbia City, Rainier/Prescott, Clatskanie, and Vernonia/Mist Birkenfeld. During normal hours, these vehicles provide demand response service to these same communities. The NF trips were either early morning trips or trips that went longer than our regular hours, or were weekend rides for older adults and persons with disabilities. All were completed when no bus service was available.

**Evaluation**: We didn’t have this type of project prior to the New Freedom program, so we didn’t have a lot of previous data with which to compare, however, what we found was that there was a need in the community for these types of rides and that this type of service was a gap that we needed to consider even if the program went away.

**Accomplishments**: The biggest highlight was to be able to provide transit services to older adults and persons with disabilities to events and appointments that they would never have been able participate in because the trips were outside of our regular service hours.

**Lessons learned**: I would provide better information and notification regarding the program. We had a slow start because we didn’t advertise the service enough.

#### Coos County Area Transit Service District (782)

##### Coos Area Transit West Loop (1651)

**Location**: Coos Bay and Charleston (OR)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The service was inaugurated and open for only ten days in the period beginning September 17, 2009 through September 30, 2009. The project was originally slated to begin July 01, 2009 but funding issues delayed the start-up. Deviated fixed route services provided as West Loop in Coos Bay/North Bend/Charleston and lower bay area 7:15 AM to 5:30 PM, Monday through Friday. The bus will deviate from its fixed route by no more than 3/4 mile for passengers who cannot access the nearest designated stop south of Wisconsin Street in Coos Bay or west of Davy Jones Locker in Charleston. Deviated route stops will be safely accessible to the bus and to the lift mechanism.

**Evaluation**: Rides, customer satisfaction

**Accomplishments**: We have included the entire Fixed Route Loop service on our website in addition to advertising the new service in the local newspaper and television. The vehicle currently in use is equipped with video cameras and audio equipment. In the future, all of our vehicles will be similarly equipped.

**Lessons learned**: We would have spent more time testing and analyzing the route with actual buses and passengers rather than personally-owned vehicles. This would provide more feedback in order to make more intelligent service adjustments.

#### Eastern Oregon Center for Independent Living, Inc. (779)

##### Eastern Oregon Center for Independent Living (1646)

**Location**: Malheur Co (OR)

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

**Goal**: Improved customer knowledge

S**ervice description**: Service area is Malheur County. The goal is to teach individuals with disabilities and older adults how to manage the fixed bus route to increase their independence and assure their inclusion in the community, i.e. medical appointments, shopping, social activities.
 The first three months of the Mobility Management Program was used to develop the travel training program, including outline of training curriculum, project timeline, identification of trainer, public information materials pertaining to availability of travel training service, performance materials, identification of agency contacts, and project budget.
 Special marketing efforts included development of flyers and posters with the assistance from the mayor of Ontario, identification of potential trainees from EOCIL database and mailing of 215 Mobility Management flyers, and identification of key agencies in community and mailing of letter to inform them of the Mobility Management Program. Public service announcements were created and aired on local radio station, KSRV 1380 AM.
 Key agencies identified included Seniors and People with Disabilities, Holy Rosary Medical Center, Bill Thomson-Veterans Representative, Lifeways Mental Health, Area churches, Local physicians, Ontario Senior Center, United Funds, TEC/Employment Department, City of Ontario Chamber, Mayor Joe Dominick/Dominick’s Printing, Local service clubs (Lions, Elks), Malheur Council on Aging, and Treasure Valley Community College Disability Navigator.

**Evaluation**: Program will be measured by the numbers of people contacted, the number of people trained, and the number of trips taken by the people trained.

**Accomplishments**: None yet

**Lessons learned**: None yet

#### Josephine County (783)

##### Josephine Area Transit (1652)

**Location**: Grants Pass (OR)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The service is demand responsive. The geographic area of service is six distinct areas with significant populations adjacent to and outside the existing 3/4 mile ADA service boundary. The hours of service match the hours of service operated by JCT in the Grants Pass area. The new service allows people to travel longer distances that was otherwise available to them.

**Evaluation**: Ridership isn’t nearly as high as originally estimated. Additional marketing is planned and increased ridership is expected. Evaluation is provided through passengers per revenue hour of service. Obviously, due to lower density and longer trip lengths the passengers per revenue hour is going to be less than that found in the 3/4 mile ADA service area.

**Accomplishments**: Providing service to persons in areas that wouldn’t otherwise have any other transportation option. There are really no innovations other than expanding the demand response service area.

**Lessons learned**: Establish a partnership with another agency willing to provide PCAs, at no charge, to clients that need them. I have found that there are many people that need a PCA, but don’t use one because of the cost.

#### Malheur County (991)

##### Malheur County (1673)

**Location**: Eastern Oregon (OR)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Vehicle was received November 2008. The use of the vehicle is to provide transportation services to persons with HIV and AIDS, primarily to access medical and social services which are not readily available in Eastern Oregon. The fares are by donation; the drivers are volunteers. There is no set schedule.

**Evaluation**: By the number of rides and client satisfaction

**Accomplishments**: First program of its type in Eastern Oregon

**Lessons learned**: None as yet

#### MidColumbia Economic Development District (784)

##### Mid Columbia Transportation Network (1654)

**Location**: 5 counties - three in OR and 2 in WA (OR)

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

**Goal**: Improved access/connections

S**ervice description**: Mobility manager project is to establish a coordinated transportation system among five counties and numerous providers, and to provide a single point of contract for information and referral.

**Evaluation**: Project just started, will be evaluated on the progress made to project goals.

**Accomplishments**: None yet

**Lessons learned**: None yet - but ask next year.

#### Rogue Valley Transportation District (785)

##### Rogue Valley Transportation District (1656)

**Location**: Rogue Valley MPO area (OR)

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

**Goal**: Improved access/connections

S**ervice description**: RVTD received New Freedom funding to assist with four projects.
1) Mobility Management- research coordination software
2) Mobility Management- provide bus rider skills to assisted-living facility residents
3) Mobility Management Planning- update Coordinated Plan
4) Capital Purchase- Equip fixed route fleet with ITS technology
No progress to report for this time period. All projects are expected to begin and be completed in the FY 2010-2011. The Capital Purchase project is underway- a vendor has been selected and the kick-off meeting occurred the first week of May 2010.

**Evaluation**: None

**Accomplishments**: None

**Lessons learned**: None

#### Salem Area Mass Transit District (790)

##### Salem Area Mass Transit District (1657)

**Location**: Marion and Polk counties (OR)

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

**Goal**: Improved system capacity

S**ervice description**: Through an RFP, RouteMatch scheduling software was selected.

**Evaluation**: The Transit District sent out a request for proposal with very specific criteria searching for software that would enhance coordinated transportation efforts. Measurements will include trip, grouped trips, numbers of agencies services, unduplicated passenger count, complaints.

**Accomplishments**: The RouteMatch software has allowed Salem Area Mass Transit District to put multiple transportation programs into one call center with the potential to continue bringing other transportation options into the call center. The software allows the Transit District to identify client needs and to develop strategies to meet the needs as well as determine methods to improve customer service and coordination. The call center is now able to coordinate paratransit transports, non-emergency medical transports, as well as providing access to fixed route information and worksite transportation.
 Transit District staff has successfully integrated ADA eligibility and tracking of eligibility into the software along with providing up-to-date information regarding geo coding and mapping coordinates for the entire State of Oregon. The software can be remotely accessed by 28 transportation providers allowing for better coordination of rural transportation services as well as ease for dispatching both paratransit services and non-emergency medical transportation.
 A major feature of the system is the ability to automatically call clients who have reserved transportation the night before reminding client’s of their scheduled trip. These reminder calls have helped reduce no-shows and allows clients the opportunity to confirm or cancel their reservation which eliminates the need for a client to call a customer service representative to cancel a scheduled ride.

**Lessons learned**: Educating the community about the benefits and advantages of Intelligent Transportation Systems (ITS) is critical to the success of the program. The software changed how client trips were scheduled in that they were moved from an exact pickup time to a pickup window of 30 minutes. This change was challenging not only for clients but for stakeholders such as hospitals, clinics, care homes, and worksites who needed to adjust how they do business in regards to transportation schedules. Better coordination and communication was needed after implementation in order to optimize the ITS system.

#### Sandy, City of (770)

##### SAM, operated by City of Sandy (1617)

**Location**: Sandy (OR)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The service provides demand response trips for frail older adults and persons with disabilities from the Sandy area (within city limits and surrounding areas) to services, appointments, or employment outside the service area where a transfer between service providers would have been required for ADA eligible, other passengers would not have been ADA eligible due to the location of their residence and transfers in both cases would have presented a hardship. The service is offered on weekdays, only.

**Evaluation**: Ridership data, customer comments, and regular coordination with the senior center coordinator are methods used to monitor and evaluate the program. These trips could not have been provided without this program.

**Accomplishments**: This program was able to absorb passengers whose agency had exhausted their resource for transportation service. The passengers are outside any ADA service area.

**Lessons learned**: The service opportunities were difficult to develop largely due to the steep local match requirement and financial constraints.

#### Yamhill County (777)

##### Yamhill County Transit (1643)

**Location**: Yamhill Co (OR)

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

**Goal**: Improved access/connections

S**ervice description**: Our New Freedom project consist is a Mobility Management project to increase access and service availability by coordination of the YCTA Dial-A-Ride and Volunteer Driver programs. We are also developing an new volunteer driver program called "Neighbor Driving Neighbor" which is designed to apply to small communities as a way to provide appropriate transportation for people with disabilities and older adults. The project is just getting started.

**Evaluation**: We will evaluate the program through ridership numbers and cost savings by using volunteer drivers and feedback from passengers.

**Accomplishments**: We have been able to provide a more “community” type transportation to the citizens of two small communities in the county.

**Lessons learned**: Communicating with members of the small communities is important to gain their support.

## Washington

### Washington State Department of Transportation (1724)

#### Aging and Long Term Care of Eastern Washington (678)

##### Special needs transportation through coordinated volunteers and ADA accessible transportation (1105)

**Location**: Spokane County (WA)

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

**Goal**: Improved access/connections

S**ervice description**: During this period New Freedom funds were used to provide door-through-door volunteer escort transportation to medical or health related appointments for individuals meeting the FTA definition of a person with a disability. This includes providing assistance before, during, and after the medical related appointment. These services were provided to individuals both within and outside of the paratransit service boundaries that did not have other means of transportation such as Medicaid Brokerage or Paratransit Services. In the case of individuals living within the Paratransit Service Area, those using the service includes persons whose paratransit privileges have been suspended due to no shows or behavioral issues, or are simply unable to access public transportation due to frailty, cognitive or behavioral issues, or need for door-through-door services. Rides are provided by trained and pre-screened volunteers using their personal vehicles. Wheelchair or ADA accessible transportation is procured upon rider request, with volunteers providing the escort.

**Evaluation**: This program began providing services through other funding sources on July 1, 2009. Efforts were spent setting program standards, policies and procedures, and evaluation criteria. During the three months of operation, volunteers provided 625 trips to 102 clients and drove 5,297.28 miles.

**Accomplishments**: During this period the major accomplishments included holding an RFI/RFQ process to find and screen providers to subcontract services. As part of the process, program standards were written and a statement of work developed for subcontracts. A large portion of this time period was spent developing rules, policies, and procedures needed for the program to be in compliance with WSDOT and FTA regulations.

**Lessons learned**: Social service agencies new to New Freedom and FTA funding sources need to plan considerable time in the beginning learning rules and regulations that are unique to the transportation world. Working hard to get the right policies and procedures in place will pay off later on.

#### Appointment Keepers (638)

##### One Replacement Minivan with Lift (777)

**Location**: Walla Walla/College Place (WA)

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

**Goal**: Improved system capacity

S**ervice description**: Our service delivers clients to and from there appointments 24 hours a day, seven days a week. We provide this service primarily to Medicaid clients. The service was started in 1999 and has provided approximately 6,000 one way transports a year. 95% of our trips are local trip, within ten miles of their point of pick-up.

**Evaluation**: The benchmarks and performance measures we use are through surveys of our customers and employees. We also look at budgetary items to see if we are following the trends that it projects. As a service delivery system, our benchmarks are somewhat static (times, volume, etc.) and somewhat subjective (how are we rated by our clients). We evaluate our delivery model every six months to make sure we are on track.

**Accomplishments**: We are the only service like us in our service area as we are the only service that is available 24 hours a day. Some of our greatest accomplishments is still being in business after ten years and doing that as a fee based system. Over the years, we have increased our fleet and our staffing and feel that we are providing a grade “A” service 100% of the time.

**Lessons learned**: In looking back, some of the trials we have faced was we hired too many full time employees, too early. Our early projections were higher than actual usage. The delay in revenue from time of billing until payment is sometimes months out, make sure you have enough on hand revenue to cover costs.

#### Ben Franklin Transit (639)

##### Development of a Travel Training Program (778)

**Location**: Kennewick, Pasco, Richland (WA)

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

**Goal**: Improved customer knowledge

S**ervice description**: Develop a travel training program which assists older adults and persons with disabilities to travel safely and independently using fixed route bus services.

**Evaluation**: Using the Travel Trainers to see if there is a decrease in the number of individuals that are able to transfer over to our fixed route system and how many individuals are provided with new trip information resulting in increased ridership.

**Accomplishments**: During the period, we were able to provide 175 paratransit individuals to transfer to our fixed route system.

**Lessons learned**: It is valuable to give our seniors who think that they need paratransit service more ways to get around and socialize with the community when they get on our Fixed Route System.

##### Expand dial-a-ride services up to five miles (779)

**Location**: Ben Franklin Transit PTBA (WA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Expand current Dial-a-Ride ADA paratransit services to persons who reside up to five miles outside Ben Franklin Transit's boundary. From 10/1/08 to 9/30/09, we have provided 1,529 trips with 13,323 miles outside of service boundary area.

**Evaluation**: A review of our financial status among our core service is made before we make any decision on proceeding with the program with local funding.

**Accomplishments**: 1,529 passengers have been brought into our benefit area to get youth to schools and adults to medical facilities and shopping areas.

**Lessons learned**: If you start to take away from your core service (cutting hours) because of budget concerns, then you will have a hard time justifying providing this type of service.

#### Catholic Community Services (640)

##### Disabled Veterans Transportation (802)

**Location**: Snohomish County (WA)

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

**Goal**: Improved access/connections

S**ervice description**: In July of 2009, Catholic Community Services (CCS) Transportation program began providing transportation to disabled veterans living in the rural and underserved areas of Snohomish County. Many veterans who live in rural communities throughout Snohomish County were unable to access the DAV van that travels the I-5 corridor to the Veteran's Hospital and clinics located outside of Snohomish County. For these clients, their only source of transportation to dental, doctor, and mental health appointments required a long and tedious bus trip via community transit buses, with long wait times and many transfers. For some veterans, these barriers were often reason enough to cancel or miss their medical or mental health care appointments. By providing our veterans this service we allow them the opportunity to access services that are imperative to their overall well being.
 CCS volunteer drivers transport our veteran clients to medical, dental, and mental health appointments, essential errands, grocery stores, pharmacies, and food banks. Our volunteer drivers pickup and drop off our clients at their residence; providing them a safe and reliable mode of transportation.

**Evaluation**: All client data is captured utilizing our CCS's database (IRIS) and information regarding trips, volunteer drivers, hours provided, and veteran client requests are logged daily by our transportation coordinator.
 Twice a year we survey our clients, this provides us with valuable information regarding our program, such as the impact our program has had on their lives and what areas could use improvement.

**Accomplishments**: The satisfaction of knowing we are helping a very deserving group of citizens. Our veterans have in the past been underserved, ignored, invisible to society, they themselves have little trust of programs designed to assist them. For many of our drivers, providing this service is an opportunity to honor those who served us so well. We continue to enhance our relationships with agencies and programs whose main focus is meeting the needs of our veterans.
 Every June agencies throughout Snohomish County participate in "Project Homeless Connect," an event whose main focus is helping the homeless connect with services. This year several agencies including CCS are collaborating to centralize all veterans services for this event. Homeless veterans will have the ability to get assistance for their medical, dental, and mental health issues and have the opportunity to learn of services that are available via agencies like CCS and its Disabled Veterans Transportation program.

**Lessons learned**: When we first offered our program we were surprised that more veterans did not approach us for services. We had advertised and attended many meetings with local agencies who work with our veteran population. For many veterans, the promise of assistance is often met with skepticism. We found that we needed to gain their trust; we kept our word, we arrived on time, we took them to where it was they needed to be. All the while knowing that with patience and understanding we would make this program work.
 Staff attends classes designed to understand the veterans’ culture, and as we spend more time with agencies associated with veterans we continue to learn. CCS University, which provides employees with in-house training, will be offering more classes including PTSD and Traumatic Brain Injury, all Transportation staff will attend those classes.

#### Columbia County Public Transportation (643)

##### Columbia County Public Transportation (699)

**Location**: Columbia County and Walla Walla County (WA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Columbia County Public Transportation (CCPT) provides transportation to residents of the entire county of Columbia. In addition, CCPT provides service to the towns of Waitsburg and Dixie, in neighboring Walla Walla County. Without our service, these towns in Walla Walla County would not have service available to them. The majority of our service is door-to-door demand response, however we do have some various trips and stops where we pick up groups of people at specific times, while coordinating the demand response trips in with these. CCPT does have a few regular routes, however all of these routes allow deviation and the demand response service is offered, regardless. CCPT does ask that people schedule their rides at least 24 hours in advance to try and get the majority of our trips prescheduled, however we continue to provide same day service as well if we can coordinate them in with trips that are prescheduled.
 CCPT coordinates with a large number of agencies, including People for People a Medicaid Brokering agency, Dept. of Social and Health Services, Columbia County Hospital District, Dayton School District and their Special Ed program, Aging and Long Term Care, Senior Nutrition and Wellness Programs, WorkSource of Walla Walla, Lilly Rice Center, and Blue Mountain Industries which is a part of Lillie Rice, just to name a few.

**Evaluation**: CCPT evaluates our program by the use of our scheduling software. This software generates reports that tell us the number of boardings for different date ranges, the number of wheelchair trips provided, the counts of the passengers for the different age groups, and the number of trips provided to the different trip types (medical, shopping, social, etc.). In addition, we record daily mileages, hours, etc. All of this information can be compiled to help us evaluate our project.

**Accomplishments**: One of the greatest accomplishments for CCPT was the addition of scheduling software to our agency. Previously, all of the scheduling of rides was done by hand. The addition of this scheduling software has given CCPT the ability to schedule and provide a much greater number of rides than before, with a huge increase in the demand response requests. The word has finally gotten out in Waitsburg that our service is available to their residents as well with many of these new passengers needing ADA accessibility and had previously just stayed in their homes, feeling that there were no options for them.
 The continued coordination of service without any duplication is also a great accomplishment. Because of the flexibility of offering all demand response service and somewhat route deviated service, CCPT generally seldom has to turn down rides.

**Lessons learned**: Probably the biggest lesson learned was waiting too long to purchase scheduling software. We could never have transported the numbers of passengers that we do without this software. CCPT also should have tried enforcing our passengers to schedule their rides at least 24 hours in advance way back in the beginning. Even though we still allow same day requests, by getting the majority of the requests scheduled in advance has made a huge difference.

#### Confederated Tribes and Bands of the Yakama Nation (854)

##### Mobility Manager (1102)

**Location**: Yakama Nation Reservation (WA)

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

**Goal**: Improved access/connections

S**ervice description**: Mobility Coordinator/Manager:
The Yakama Nation received a Washington State Department of Transportation Grant for the 2007-2009 Biennium. The purpose of these funds were to hire a Mobility Manager in order to provide coordinated transportation services on the Yakama Nation Reservation for our contracted Transit Services with People For People.
 The Yakama Nation's Tribal Transit Service "Pahto Public Passage" was adopted by Tribal Council in 2008, and provides a fixed route service within roughly a 45-50 mile radius, and travels into the incorporated cities of Toppenish, Wapato, and White Swan, as well as unincorporated towns such as Harrah and Brownstown, WA respectively, picking up and dropping off at scheduled locations along the route. We have Route 1 (44 miles round trip) and Route 2 (56 miles round trip) with two new vehicles, 2+ drivers under the current contract with People For People.

**Evaluation**: Our project was designed for mobility management and our Mobility Coordinator does outreach in the communities to include the local university, social services (DSHS), Businesses and Tribal Enterprises and Programs, providing informational packets, flyers, bus schedules. Performance is measured on patron ridership numbers, customer contacts, informational seminars, and roundtable discussions, surveys, extended routes, and service delivery coverage, etc.

**Accomplishments**: Our greatest accomplishments to date is the fact that we have leveraged funds through FTA, WA DOT, CTAA, Yakama Nation Legends Casino, Native Workforce Development, Heritage University, and others to share in a common goal, and that it to provide mobility in an area where there was no transportation, unless you were connected to an entitlement, or eligibility program, low-income, or had medical issues.
 Now anyone can ride our bus, Pahto Public Passage, and with the assistance of our Mobility Coordinator and our buses, we have made an impact on our Reservation by providing this service and by providing an employee who can assist others in making sense of the bus system, routes, dates, times, etc. Autonomy and independence is what we have given our people and our communities with transit options and alternatives.

**Lessons learned**: We began this service with a great partnership with People For People. Make sure you know what the guidelines are, reporting elements, communicate with stakeholders frequently, grants management specialists, have conference calls, face to face meetings, etc.
 What I wish I had known when I started would have to be procurement, and the process, as well as working with DBEs. I believe we are on the right track now, and with the assistance of WS DOT & FTA staff, they all make it possible to have transportation on the Yakama Reservation.

#### Council on Aging and Human Services (642)

##### Replacement van with heavy duty lift (1073)

**Location**: Asotin, Garfield, and Whitman counties (WA)

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

**Goal**: Improved system capacity

S**ervice description**: The vehicle is being used in demand response service by a coordinated human services and public transportation provider and transportation broker.

**Evaluation**: Although the vehicle was only in service for seven months during the federal fiscal year, the vehicle is in five-day a week use primarily providing lift trips.

**Accomplishments**: Transporting persons whose personal weight and mobility device weight exceeded the operating maximums of our other vehicles in service. Added to ADA services.

**Lessons learned**: Although the grant when requested was for a special heavy duty lift, federal requirements and manufacturer's designs had increased sufficiently that the vehicle is equipped with a now-standard lift.

#### Link Transit (648)

##### Mobility Manager (760)

**Location**: Wenatchee (WA)

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

**Goal**: Improved access/connections

S**ervice description**: This grant funds 50% of Link’s Mobility Coordinator or as we like to call her, our ADA Liaison. The position was requested by the Board of Directors to create a “middle” man or woman who can help Link meet the needs of the rural and urban dependent riders and who can help the riders, help themselves. This program or position has been very successful, especially in the rural communities. Under the direction of the Mobility Coordinator, there is one part time travel trainer, who helps transition the ADA dependent to the fixed route system.

**Evaluation**: This position is evaluated on transitioning riders from demand response to fixed route and keeping in touch with the community of older adults and persons with disabilities. It is difficult to measure the affect this position has on the community. Yes, this position travel trains people and those are measured. What is not measured it the freedom individuals are getting back because of the Mobility Coordinator’s involvement.

**Accomplishments**: Lifetime Wellness (falls prevention) Coalition. Eight SAIL strength and balance classes continue in the Chelan Douglas communities. Travel Training Program. A local provider has also partnered with Link for facility staff to provide travel training to persons with developmental disabilities. Community Education. Link's Mobility Coordinator continues to meet regularly with local senior and persons with disabilities providers and potential transit riders. More "alternative" and "supplement" affordable transportation is needed for those who are unable to use Link's paratransit services. Funding is the barrier to developing this service. A transit presentation was given to the Case Managers and Social Workers of the local area agency on aging. Two travel training referrals resulted from the presentation.
 Mobility Council provides coordination for a supplemental transportation program to assist outlying and rural area seniors and persons with disabilities with transportation services to medical appointments, food bank and as a feeder service to public transit.

**Lessons learned**: Work with as many agencies as possible to help build a strong network. Funding is always an issue to provide transportation to the rural communities. Always follow through with many of these needy individuals and never make promises that you cannot keep.

#### Pierce County Department of Community Services (655)

##### Transportation information and referral service in connection with local 2-1-1 service (1082)

**Location**: Pierce County (WA)

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

**Goal**: Improved customer knowledge

S**ervice description**: United Way 211 provides information and referral regarding transportation available in Pierce County. The transportation specialist researches all transportation information and enters it in the database. In addition to information about public transit and human services transportation, she contacted all the churches in the County to see if they offer any kind of transportation assistance. She also researched transportation for veterans and through hospitals and medical clinics and provided training on the 211 website for agency staff, so they can teach their clients to access transportation information.

**Evaluation**: We set goals for each quarter and monitor our progress in meeting those goals.

**Accomplishments**: Our greatest accomplishment was updating our database with current information about all of the transportation available in the county.

**Lessons learned**: It takes a lot of time to keep all of the data current, but it is crucial to have up to date, accurate information for the people who are using our services

#### Senior Services of King County (658)

##### Hyde Shuttle II (751)

**Location**: Neighborhoods within Seattle (WA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The Hyde Shuttle II project is a small, community based paratransit operation that offers affordable, accessible, user-friendly transportation for low-income seniors 55 years of age and older and persons with disabilities living in the First Hill, Capitol Hill, Central Area, International District, and West Seattle neighborhoods of Seattle, Washington. Four lift equipped vehicles provide demand response service, transporting riders to medical appointments, shopping, and other social and cultural activities. The project offers services beyond those required by the ADA and targets unserved and underserved people who fall through gaps in public transportation.
 Strict ADA requirements for KC Metro’s Access program are a barrier to service for many older adults and persons with disabilities. The Hyde Shuttle II project addresses inequities in terms of eligibility, certification, door-to-door service and response time. The project is part of King County Metro’s Community Access Transportation program, whose mission is to develop, maintain and promote safe, reliable, low-cost and sustainable alternatives to their accessible fixed route service and paratransit services. KC Metro’s commitment of vehicles, technical assistance and operating funds assist our efforts to provided personalized transportation service for the special needs population. Through the years we have successfully replicated Senior Shuttle operations in different areas of King County, and the Hyde Shuttle II project represents our latest success

**Evaluation**: We use a written survey as a measurement tool, conduct the survey annually and compile results to evaluate the following benefits of the Hyde Shuttle II project:
- 90% of riders reported an increased ability to meet medical and social needs
- 91% reported increased ability for the special needs population to remain independent
- 95% of riders expressed satisfaction with Shuttle service
 Staff also compile computer generated performance data on a monthly basis and evaluate and compare data against existing Shuttle baseline data, including unduplicated riders, passenger trips, vehicle miles, and driver hours.
 In addition, following Washington State Agency Council on Coordinated Transportation guidelines, we developed Customer Comment Cards which we placed in all our vehicles and which we use to evaluate rider satisfaction.

**Accomplishments**: The Hyde Shuttles are named in honor of Lillian May Hyde, a senior with disabilities and resident of Beacon Hill, Seattle until her death in 2002. Mrs. Hyde bequeathed her estate to King County Metro with the directive to provide van transportation in her community. The highly successful Hyde Shuttle I, serving older adults and persons with disabilities living in the Beacon Hill/Southeast Seattle area, was the result. The Hyde Shuttle II project continues her legacy.
 Because Senior Services is a non-profit, human services agency, Ms. Hyde's legacy truly captures Senior Services Vision, in which healthy communities empower older people from diverse backgrounds to choose and develop joyful, healthful, and meaningful lives; empowered elders who need help will know where to find information, advice, and support; Those who can, will offer support and experience a greater sense of purpose as they connect with meaningful service opportunities.

**Lessons learned**: We would advise ensuring adequate marketing prior to starting the service. While KC Metro sent letters to all riders registered for the Access Paratransit service living in our Hyde Shuttle service area, and we sent flyers and informational materials to targeted medical/social service facilities, we need to continue to market the service to the community. Since we are a small, non-profit agency with no money or staff dedicated to marketing, it falls upon everyone to work marketing/advertising/public relations into our regular job duties.

##### Volunteer Transportation Expansion (752)

**Location**: Pierce, King, Snohomish counties (WA)

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

**Goal**: Improved access/connections

S**ervice description**: Senior Services’ Volunteer Transportation is a non-profit, human service program established in 1975 to centralize volunteer transportation services and to provide consistency and equal accessibility for King County seniors. We coordinate a network of over 400 volunteer drivers who utilize their own vehicles to provide demand response service, transporting seniors and people with disabilities to medical and other essential appointments. We focus on clients who need a higher level of assistance than public transportation provides, and specifically on those who need an escort to their appointments. The Expansion project expanded operations to Pierce and Snohomish counties and increased service capacity by adding a new community partner: the American Cancer Society. Funding from this grant provided mileage reimbursement for their volunteer drivers who transport cancer patients of all ages to treatment.
 The Volunteer Transportation Expansion project offered an opportunity for increased coordination and collaboration between Senior Services and the American Cancer Society. We offered operational efficiencies by sharing best practices with the American Cancer Society. Coordination of the ACS volunteer transportation program under our umbrella maximized limited resources, ensured more efficient oversight and accountability and increased service capacity, including the number of volunteer drivers, vehicle miles, passenger trips, and volunteer hours.

**Evaluation**: The Volunteer Transportation Expansion project was a new enhancement to Senior Services' existing volunteer driver program. Since its beginning in November 2007, the project expanded existing program capacity:
1. Pool of qualified volunteer drivers increased by 10%
2. Number of vehicle miles increased by 5%
3. Number of passenger trips and volunteer hours increased by 4%.
 Volunteer Transportation program staff compile performance data and demographic information on a monthly basis and evaluate and compare data against baseline data. We identified the current number of volunteers, volunteer hours, vehicle miles, and passenger trips, as well as growth in numbers overtime.

**Accomplishments**: The most significant accomplishment was of course that more cancer patients were able to get the lifesaving treatment they needed as a result of the project. Providing mileage reimbursement to American Cancer Society volunteer drivers, especially in these tough economic times, aided in recruitment and retention and ultimately expanded the amount of service they could provide.
 Another important accomplishment was that the Volunteer Transportation Program Expansion project represents a model of coordination between volunteer driver programs, and facilitated collaboration, communication, information sharing and client referrals. As the largest volunteer driver program in King County, Senior Services Volunteer Transportation Program looks for opportunities to help create and foster strategic alliances with other organizations providing services similar to ours. Due to our expertise in the field and successful track record, coupled with the need to provide mileage reimbursement to their volunteer drivers, the American Cancer Society approached us to discuss opportunities for coordination. The Volunteer Transportation Program Expansion project was the result.

**Lessons learned**: The American Cancer Society underestimated the number of new drivers they would recruit as a result of their ability to offer mileage reimbursement and also underestimated the number of existing volunteers who would choose to accept mileage. Consequently, in the two year funding cycle from July 07 through June 09, we expended all grant funds by October 2008. The next two year funding cycle did not start until July 2009; however contracts were not in place until August 2009, so there was almost a year lapse in the project. This acted as a deterrent to continuing volunteer driver recruitment efforts as well as retention of newly recruited volunteers who ACS could no longer reimburse. Unfortunately the project was too successful! It is hard to project service levels when writing a grant, but we significantly underestimated the amount of reimbursable miles.

#### Senior Services of Snohomish County (659)

##### Sustain and expand service for seniors and person with disabilities (1083)

**Location**: Snohomish County (WA)

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

**Goal**: Improved access/connections

S**ervice description**: The TAP Program is a rural transportation program that provides service to older adults and persons with disabilities. TAP riders are picked up at their door and brought to the ADA service area and transferred to DART or Everett Para Transit. TAP vehicles are ADA equipped and the drivers are trained according to ADA regulations. Ride types include medical appointments, social events, and shopping. Our mission is to promote independence and improve the quality of life for people with no other means of transportation.

**Evaluation**: Annual surveys are performed. The questions ask whether or not our service provides access to critical services, increases social interaction and independence and improves the quality of life.

**Accomplishments**: Expanding service to more areas of rural Snohomish County was a great accomplishment. We were able to provide service to people who otherwise would not have had transportation.

**Lessons learned**: TAP has learned to appreciate that even a temporary expansion in service is a good thing. We hope the economy will rebound and we will again serve a bigger portion of our community.

##### Three expansion minibuses for Snohomish County (1084)

**Location**: Snohomish County (WA)

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

**Goal**: Improved system capacity

S**ervice description**: The Transportation Assistance Program is a program providing service to the rural areas of Snohomish County. Rides are for medical appointments, shopping, social events, and other critical services. Riders are brought in to the ADA service area and transferred to DART, Everett Para Transit or Access. TAP is a door-to-door service with wheelchair equipped busses and ADA trained drivers.

**Evaluation**: TAP does an annual survey. The questions are whether or our service increases independence, access to critical services, social contacts, and provides safe and efficient transportation.

**Accomplishments**: With the new busses and drivers, we were able to go from seven routes, to 11. The increase in the area we were able to serve was substantial.

**Lessons learned**: We need to always be aware of the possibility that funding can go away and to appreciate all that we had and hopefully will have again.

##### Transportation Assistance Program (750)

**Location**: Areas of Snohomish County not currently served by transit (WA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The Transportation Assistance Program ( TAP ) provides transportation options for those living in the rural areas of the county. TAP also provides access to services targeting multicultural and diverse populations. TAP provides door-to-door transportation services five days a week to older adults and persons with disabilities who live outside the DART and Everett Paratransit service area.
TAP is an essential lifeline that allows these rural residents to remain independent by providing access to essential services such as health care, employment and food. In addition, by connecting people to services which provide social interaction, TAP reduces loneliness and isolation for this at risk population.

**Evaluation**: Once a year, TAP riders are asked if the TAP program makes a difference in their lives. The questions are about decreasing isolation, increasing independence and social interactions and better access to critical services. These outcomes help to determine if improvements are needed.

**Accomplishments**: During this time we were able to expand our service area by adding four new busses and routes. We provided transportation to rural residents that were on waiting lists and more access to those that could only be accommodated once in a while. We added three more kidney center patients to our routes. We also worked with the Cancer Partnership providing rides to and from treatments when other transportation means would be too taxing.

**Lessons learned**: Anyone wanting to do this type of service should have plenty of local support. Coordinating with other agencies is vital to having an effective service. It is important to be active with local coordinating bodies and to participate on various transportation associations - both at local, regional, state, and federal levels. Start very slowly and deliberately with lower expectations as to results.

#### Skagit Transit (660)

##### Expand pocket dial-a-ride transportation services (1085)

**Location**: Skagit County (WA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Skagit Transit operates Pocket Service in the rural and remote parts of Skagit County within the Public Transportation Benefit Area. Pocket Service connects the general public and Dial-A-Ride passengers from the less populated parts of the County that is not served by the fixed route service to main transfer points in Mount Vernon, Burlington, Sedro Woolley, and Anacortes. The service is available weekdays to each designated area on a designated day Monday through Friday between, the hours of 8 AM to 5 PM. We have created five designated areas: Anacortes, LaConner/Mount Vernon/Clear Lake, East of I-5, West of I-5, and East County including Marblemount, Concrete, Hamilton, and Lyman. The first three designated areas receive service two days per week, West of I-5 receives three days, and the last area has one day of service. The Concrete, Hamilton, and Lyman area receive limited daily service, but on Fridays we are able to service a larger area. We serve these clients with routes 18 and 19.

**Evaluation**: We measure the success of this project by the number of riders scheduled for each designated day. Thursday for area West of I-5 is always full. This is the most popular service area, because of the fact we added an extra day for this area.

**Accomplishments**: First, we created a brochure that we passed out into each designated area to inform residents of this service option. Second, the designated area West of I-5 was full on Thursday, so we requested extra funds to provide this area an extra day to allow more passengers to ride.

**Lessons learned**: The designated area West of I-5 was full on Thursday, so we added an extra day to open up room for more riders, at least we thought so. Instead, they are now riding all three days and Thursday fills up one week out. The only way that we could fix this overload is by realigning the service areas by making the West of I-5 area smaller, so we could shift some of the rides to another area that wasn't as full.

##### One replacement and one expansion vehicle for pocket service (1087)

**Location**: Skagit County (WA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: The vehicles purchased (one expansion and one replacement) with the New Freedom funds were put into service on our Pocket Service routes which enabled us to sustain and expand our rural paratransit service and beyond ADA pocket services. Pocket Service connects the general public and Dial-A-Ride passengers from the less populated parts of the county which is not serviced by the Fixed Route Service to main transfer points in Mount Vernon, Burlington, Sedro Woolley, and Anacortes.

**Evaluation**: The buses have enabled us to sustain and expand the New Freedom funded Pocket Service.

**Accomplishments**: The buses have enabled us to sustain and expand the New Freedom funded Pocket Service.

**Lessons learned**: None

##### Purchase 20 MDT/AVLs (1086)

**Location**: Skagit County (WA)

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

**Goal**: Improved access/connections

S**ervice description**: MDT/AVL components have been installed on all Dial-a-Ride buses, 17 total at this time. These buses provide all curb-to-curb service for registered Dial-a-Ride clients. The service covers our entire Public Transportation Benefit Area of 1,700 square miles. Two routes (Route 8 and Route 49) also provide a hybrid service to provide Dial-a-Ride service to registered clients in addition to pick-up and drop off of deviated demand response passengers in rural areas of the county. Dispatch notifies the driver that they have a request for a pickup up to 3/4 of a mile off of the established fixed route using the MDT.

**Evaluation**: Although a formal evaluation has not been completed, accomplishments and statistics show that the MDT/AVL system is a great success. Since installation of the equipment, ridership on Dial-a-Ride buses has increased 18% over like periods in 2009 and 2010. DAR drivers started going paperless with a month after installation. This has eliminated the need for staff to transfer mileage and passenger counts from paper to electronic spreadsheets, saving valuable man hours for scheduling and customer service.

**Accomplishments**: Most notable is the introduction of deviated demand response service in Anacortes. This route started at the same time we installed MDT/AVL equipment. Route 49 ridership increased from 431 passengers in June 2009, its first full month of service (service began May 4th, 2009), to 661 passengers in April 2010. This would not have been possible without the rapid communications provided by the MDT/AVL system.

**Lessons learned**: Our system has been maintained by personnel already onboard. Supervisors have stepped up to learn the system quirks, repairs and advantages. Overall, transition and implementation has gone very smoothly and is appreciated by both drivers and dispatch staff. We wish that we had installed a passive AVL system on our fixed route coaches at the same time as the MDT/AVL installation to track coach location, progress and to provide an emergency alert beacon for fixed route coaches.

#### Thurston Regional Planning Council (661)

##### Transportation services and coordination in Thurston County beyond ADA (1098)

**Location**: Thurston County (WA)

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

**Goal**: Expanded geographic coverage

S**ervice description**: Rural & Tribal Transportation (R/T) is a coordinated omnibus program connecting rural communities. Using a directional, on demand model, R/T serves the Nisqually Indian Tribe, the Confederated Tribes of the Chehalis Reservation, the communities of Rochester, Tenino, Bucoda, Rainier, and Yelm, and surrounding rural areas. The service connects with Intercity Transit in Thurston County and Twin Transit in Lewis County, serving the areas beyond the 3/4 mile ADA service area of either transit systems.

**Evaluation**: Evaluation is based on the metrics of trips, miles, and hours as well as moving forward the goals expressed in the Coordinated Public Transit Human Services Plan, as well as the Regional Transportation Plan: "Ensure transportation system investment supports the special travel needs of youth, elders, people with disabilities, literacy or language barriers and those with low-incomes."
 R/T addresses several specific goals of the Coordinated Plan: Increase Mobility Options - provides service outside Intercity Transit and Twin Transit service areas; Improve Individual Service - travel training, informational materials, outreach to minority communities; Increase Coordination with Other Systems and Programs - cross-county and cross RTPO/MPO services; and Improve Efficiency - single provider, connected to but not duplicating other services, designated connections rather than door-to-door service.

**Accomplishments**: Due to limited funding, we worked to make the system as efficient as possible. Examples of strategies: adjusted service areas to improve productivity; discontinued an underused circulator service and replaced with on-demand service; worked with transit agencies to ensure that people who qualified for their paratransit services were aware of travel training and registered for dial-a-lift; instituted a system-wide fare; worked with Tribal governments to explore pass programs; and continued to work regularly with elected officials and other policymakers to ensure continued support.

**Lessons learned**: Use a single provider. Recognize that our service will never be comparable to driving a personal vehicle, but will provide an important connection for people with limited mobility. The demographics of rural communities means that metrics of rural trips will never compare well to urban fixed route transit. Our motto is "one ride, one seat" at a time.

#### Whatcom Council of Governments (664)

##### Mobility Manager Expand community Outreach (743)

**Location**: Whatcom County (WA)

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

**Goal**: Improved access/connections

S**ervice description**: Mobility Management outreach through Whatcom Smart Trips increased information available to older adults and low-income travelers about the variety of transportation services and options available, with special emphasis on services other than paratransit. The program taught classes on a monthly or more frequent basis about basic low cost transportation and included training in bicycle traffic safety, guidance in acquisition of low-cost bicycles, maintenance, and repair. Low-income travelers expanded employment options through use of bicycle transportation. Many seniors had little awareness of how to use the fixed route bus system.

**Evaluation**: A household base line survey of the general population transportation modes and patterns was conducted in 2004. The demographic information in this survey identified the opportunity among the senior and low-income populations to help them shift transportation modes through increased and targeted information. Our follow up survey shows an increase in bus, bike, and walk mode share for the targeted demographic groups after the implementation of outreach.

**Accomplishments**: Partnering with a senior assisted living residence, we organized a group outing using the fixed route bus service. A group of participants composed of seniors accompanied by a Mobility Management Project staff person walked to the bus stop directly in front of the residence, boarded the bus, transferred at the main station, and arrived at the shopping district. After lunch or shopping, the group returned on the same bus routes. Comments from participants were very positive. One senior said she had no idea the bus could be so convenient. Others were delighted not to have to wait two or three hours for a paratransit ride.

**Lessons learned**: Stop specific time tables are very helpful to seniors and anyone new to reading a bus schedule. Personalized information and a "bus buddy" system are very helpful for people getting started. Individualized marketing by Socialdata gets amazing results.

##### Travel Training Program coordinator and coordinated transportation planning program (1101)

**Location**: Whatcom County (WA)

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

**Goal**: Improved customer knowledge

S**ervice description**: Travel Training conducted at three retirement residences and the Bellingham Senior Center distributed information about how to use the fixed route bus system. A Powerpoint show and sample one-free-ride coupons were prepared and presented to attendees.
The project helped distribute the North Sound Connections Guide to senior centers and transportation information kiosks serving people in the target market.

**Evaluation**: Travel training outreach contributed to Whatcom Transportation Authority's (WTA) ridership increase 9% from April 2008 to April 2009 while service levels have remained the same. This represented a 59% increase over April 2007 levels. The largest ridership growth is on rural and inter-county service routes where special needs residents form a higher percentage of the overall population. Participation in the mobility management incentive program provides an on-line, on-going measure of the increased use of public transportation by special needs travelers and others. Participation continues to increase by 10% each year among older adults and low-income residents. The on-line program measures miles traveled on bus and other alternative modes.

**Accomplishments**: Detailed household travel behavior data provide indispensible direction to guide program development. Our data showed that perceptions of bus service were low among those who had never taken a bus ride. After people rode the bus, perceptions were exceptionally high. Information about service customized to the person is valuable in increasing ridership.
A 67 year-old woman praised the Travel Trainer outreach for helping her use the fixed route bus to conduct her weekly shopping trips at the mall. Previously, relying on paratransit, the trips required two or three hour waits. A 76-year-old man praised the Travel Trainer outreach for helping instruct him and his wife on using the bus bike racks to expand their trip options.

**Lessons learned**: Innovative, positive-messaging advertising implemented over a multi-year timeline is most effective when coupled with person-to-person outreach. Seniors as a demographic group respond to a different set of marketing approaches during this generation than previous ones.

#### Yakima Transit (665)

##### Seven conversion low-floor minivans with wheelchair ramp (1103)

**Location**: City of Yakima (WA)

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

**Goal**: Improved system capacity

S**ervice description**: The funds received in 2009 were used as reimbursements for vehicles purchased in 2008. The vehicles were added in 2008. We clocked on average 8,000 miles on each van before 2009 started. Yakima Transit operates paratransit services throughout the City of Yakima and City of Selah.

**Evaluation**: We needed new vehicles because our other vehicles were reaching their limit. Use of our Dial-a-Ride services decreased from 2008 to 2009 with 10% fewer passengers riding. This could have been a result of the recession and increase in gas in 2008 and decrease in 2009, but could also be attributed to the increase of fare from $1 to $1.50 in 2009.
 We recognized that the amount of miles driven decreased by 22% from 2008 to 2009, which was a greater than the 10% reduction in passengers served. We attribute the reduction in miles served to our ability to transport more passengers in a single vehicle. So, it could be said that with these new vehicles we were 12% more efficient than in 2008.

**Accomplishments**: We recognized that the amount of miles driven for our Dial-a-Ride service (paratransit) decreased by 22% from 2008 to 2009, which was a greater than the 10% reduction in passengers served. We attribute the reduction in miles served to our ability to transport more passengers in a single vehicle and our contractor's technology upgrades. So, it could be said that with these new vehicles we were 12% more efficient than in 2008.

**Lessons learned**: The funds weren't used to start new service, but rather to purchase new vehicles to continue the service levels we were previously providing. Purchasing vehicles that can transport more people allows for a reduction in the number of total miles driven. We are fortunate enough to have a company that can coordinate rides efficiently.

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