

New Freedom Program Service Profiles Small Urban Projects

The WAVE (Wheels to Access Vocation and Education) (1191)

Location: Sanford to Wells corridor; Sanford to Biddeford corridor (ME)

Type: Trip-Based Services/Demand response

Goal: Improved system capacity

Service description: The WAVE (Wheels to Access Vocation & Education) began in November 1999, designed to **connect rural workers with both training and job opportunities, and provide access for their children to childcare facilities.** In December 2006, the service expanded to add a connection to a newly designated urban area (Biddeford). **The WAVE provides door-to-door subscription type service, seven days/week, approximately 16 hours/day, year-round.** With a majority of riders residing in the non-urban Sanford area, it is a unique public transit service for a rural area that typically sees either limited weekday or even more limited once a week service. Additional funding has been provided to expand the number of vehicles on the road, although plant shutdowns and a general economic downturn limited the number of jobs people commuted to during FY 2008, with some improvement in the local economy seen on FY 2009.

Evaluation: Ridership – FY 2006: 33,746; FY 2007: 49,824; FY 2008: 48,432; FY 2009: 50,029

New employment & training sites – FY2008: 124 unique destinations (work, school, and training); FY 2009: 102
Children connected to child care: FY 2007: 312 trips; FY 2008: 1,625 trips; FY 2009: 2,108 trips

Accomplishments: In 2009, The WAVE surpassed 300,000 trips provided since the inception of the service. We continue to hear from a variety of riders about the value of this service, particularly during the economic downturns being experienced, because the WAVE provides a means to access both re-education opportunities for those laid off, and access to new job sites that would otherwise be beyond a geographic area they could reach.

Route 92, Route 34, and Route 55 (1575)

Location: Providence, East Providence (RI)

Type: Trip-Based Services/Fixed route

Goal: Expanded geographic coverage

Service description: RIPTA's JARC program focuses on providing transportation to the retail, bank support, and hospitality sectors of the local economy, especially the downtown Providence area. Another goal is to provide low-income neighborhoods with connections to the overall fixed route transit system, which provides access to a wide range of jobs and locations around the state. Route 55 Admiral Street provides improved service to Fatima Hospital, Providence College, Rhode Island College, Providence Place Mall, and the State Offices, and connects these destinations with low-income neighborhoods located along the route. Route 34 provides access to a suburban industrial park that includes a large bank-processing center. Extension of Route 92 Green Line Trolley provides service to Eagle Square, a new mixed-use development in an old mill area with commercial, residential, and retail operations. This location also serves the Valley Neighborhood, a low-income community that had lacked transit connections.

Evaluation: RIPTA relies upon ridership-based indicators such as passengers/trip and average passengers/day to evaluate program activities and identify service for adjustment or elimination.

RIPTA also evaluates the cost-effectiveness of its JARC-funded service in order to ensure that the resources allocated provide the greatest benefit to the state's low-income communities. As is true with RIPTA's regular fixed route service, JARC-funded service that carries less than 50% of the system-wide average passengers per hour is subject to modification or elimination.

Accomplishments: The extension of Route 92 increased the route by only half a mile, but this added service provides access to a previously underserved low-income neighborhood. **The importance of this extension has been demonstrated**

	<p>by the growth in boardings at the end of the route; this bus stop is now one of the busiest stops in our system. The frequency of the service, even on weekends, allows workers to get to work on weekends and evenings.</p> <p>RIPTA has also improved service to Rhode Island College and provides transit to the Providence campus of the Community College of Rhode Island in order to meet the needs of individuals receiving education and training at this location.</p>
<p>New Freedom Voucher Program (484) Location: Port Huron (MI) Type: Trip-Based Services/User-side subsidies/vouchers Goal: Improved access/connections Service description: BWATC's New Freedom voucher program was created to provide special community based alternatives for individuals with disabilities facing transportation access challenges relating to job training, healthcare, senior centers, rehabilitation programs, and general community inclusion. Qualifying criteria and funding limitations were determined in order to serve the greater community of persons with disabilities in the most effective manner. Individuals could not qualify for the voucher program if their transportation needs could be met with the existing public transportation available. BWATC partnered with four non-profit agencies to determine eligible participants and to create appropriate travel plans. Clients were reviewed and approved for travel vouchers and were reimbursed for approved travel at the IRS mileage rates. Evaluation: BWATC maintains detailed records for voucher program eligibility of participants as well as number of participants, number of trips, and number of miles and purpose of trips. Transportation needs of each client were reviewed and reapproved monthly. Accomplishments: BWATC was able to help 129 qualified disabled people attain a higher level of community inclusion because of this transportation program.</p> <p>New Freedom Mobility Coordination Transportation System (MCaTS) Location: Coles County, Illinois Type: Model mobility management to address gaps between services and provide</p>	<p>Disability Connection (358) New Freedom Transportation Voucher Program (330) Location: Newaygo County (MI) Type: Trip-Based Services/User-side subsidies/vouchers Goal: Improved access/connections Service description: New Freedom funds provided a transportation voucher mileage reimbursement program for persons with disabilities in Newaygo County, a rural community reporting over 20% of its population having significant disabilities, twice the national average. The voucher program provided 1,828 one way trips for youth transitioning from school to work, continuing education, or independent living. The youth ridership is providing service for disabled children attending special education classes. New Freedom funding also provided mileage reimbursement for the supported self-employment program participants for business start up and operations as well as short term/temporary and non life-threatening emergency purposes for persons with disabilities. Evaluation: The original grant was to serve 40-50 participants with disabilities. Participants began submitting vouchers in December 2008. The program served 41 participants during the 2009 fiscal year. Satisfaction surveys were mailed. Returned surveys showed a 100% program satisfaction rating. Monthly reports on program status are provided at the Newaygo County Regional Interagency Consumer Committee (RICC) meetings. An Excel data base was created to calculate number and code of riders, miles authorized, miles used, date of reimbursement, driver's name, and purpose</p>

<p>more efficient transportation across a 12-county area.</p> <p>Service description: The MCaTS is a model within the State of Illinois. Funds were used to procure an "800" number, hire staff to support the program, and pay for operational expenses. The program identifies current available transportation providers in order to address the gaps in current service. The goal is to improve access that individuals with disabilities and allow greater mobility to several rural areas where specialty medical services are only available in urban areas and not served by small public transportation programs of United We Ride, the Illinois Department of Transportation, and the Human Service Transportation Plan (HSTP).</p> <p>Evaluation: Based on estimates, the program will generate 1,800 trips in a three-year time span.</p>	<p>for program use, and number of one way trips.</p> <p>Accomplishments: Our greatest accomplishment is the countywide collaboration between Disability Connection and other Newaygo County service agencies and organizations.</p> <p>The transportation voucher program receives referrals from Newaygo County Community Mental Health, Department of Human Services, the Regional Education Service Area, Commission on Aging, Probate Court, and the County Guardian's Office as well as other local non-profits such as Love INC, Car Ministries and the Empowerment Network, Drop IN Center. Disability Connection has been invited to present the transportation voucher program to local officials and is providing information and individual stories for a county wide transportation needs study.</p>
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JARC Program Service Profiles Small Urban Projects

<p>Carlsbad (89) Carlsbad Municipal Transit System (152) Location: Eddy County/Carlsbad and surrounding area (NM) Type: Trip-Based Services/Demand response Goal: Improved access/connections Service description: Currently, the Carlsbad Municipal Transit System provides demand response service. The current fare is 50 cents per one way trip. The customer makes a 24-hour advance schedule and we pick them up and transport them either to work or to work-related activities and back home. Evaluation: The New Mexico Workforce Connection, which is part of the Human Services Department and NMSU-Carlsbad meet the third Thursday of each month. The organizations involved are Children Youth and Families, Income Support, DVR, Mental Health,</p>	<p>Torrance County (98) Torrance County (173) Location: Torrance County (NM) Type: Trip-Based Services/Demand response Goal: Improved access/connections Service description: We operate fixed route, modified fixed route, and demand response service that covers major municipalities in Torrance County. The route essentially aligns with the two north-south state highways and I-40, the primary connectors between the municipalities. We partner with Torrance Works, our local ISD Office, and Workforce Connections to identify clients and promote the service. We also promote our service through local job fairs, health fairs, community celebrations, and civic events. Fixed route service is available multiple times daily, Monday through Friday to Central and Tramway in Albuquerque where passengers can connect with ABQ ride. Demand response service is also available with advanced notice. The Connections Call Center in Moriarty had been a major employer, but went out of business during the year. However, Wal-Mart has opened a Super Store in Edgewood and it is a fixed route stop for our service. Fixed route service begins at 5 AM and ends at 7 PM in Estancia, which is the county seat. Evaluation: We collect and record data in</p>
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