

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: HIRTA Public Transit

Program Name: Story County

Brief Description of Program: Provide transportation to those who live in Story County (outside of Ames)

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** HIRTA uses RouteMatch scheduling software which allows us to capture trip data on all customers and rides. Pickup and drop off destination, mobility devices, date, time, no-shows, cancelations, etc. This allows us to run numerous different tracking reports.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Total trips 2,722; Served 161 unique individuals; 1 age 5-12; 1 age 13-17; 14 age 18-29; 59 age 30=64; 53 age 65 and up. Elderly 70; Disabled 66
4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**
We set a target to serve 140 unique individuals and we have exceeded that goal.
5. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** Older vehicles continue to be an issue because we have to use operating dollars to maintain them to high safety standards, and that lessens the amount we have to put into improving and/or expanding services.
6. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 2,722
7. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?** No one is turned away. We may need to negotiate a different time for pickup/drop-off, but if they are flexible we can get them where they need to go.
8. **Comments:**

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: HIRTA Public Transit

Program Name: City of Ames

Brief Description of Program: Provide transportation to those who live in Ames

- 1. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
- 2. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** HIRTA uses RouteMatch scheduling software which allows us to capture trip data on all customers and rides. Pickup and drop off destination, mobility devices, date, time, no-shows, cancelations, etc. This allows us to run numerous different tracking reports.
- 3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Total trips 14,729; Served 398 unique individuals; 4 age 5-12; 2 age 13-17; 36 age 18-29; 142 age 30=64; 176 age 65 and up; 38 Not known; Elderly 213; Disabled 248
- 4. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**
We are within our range of people we expected to serve.
- 5. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** Older vehicles continue to be an issue because we have to use operating dollars to maintain them to high safety standards, and that lessens the amount we have to put into improving and/or expanding services.
- 6. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 398 unique individuals served

Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when? No one is turned away. We may need to negotiate a different time for pickup/drop-off, but if they are flexible we can get them where they need to go.

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: HIRTA Public Transit

Program Name: Iowa City

Brief Description of Program: Provide transportation from Ames to Iowa City

- 1. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:** We go to Iowa City every Tuesday. As of September 6, 2017, we increased service to once a week service, from our previously once a month service.
- 2. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** HIRTA uses RouteMatch scheduling software which allows us to capture trip data on all customers and rides. Pickup and drop off destination, mobility devices, date, time, no-shows, cancelations, etc. This allows us to run numerous different tracking reports.
- 3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Total trips 9; Served 5 unique individuals; Ames 3; Nevada 1; Maxwell 1; Elderly 3; Disabled 2
- 4. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**
We expect to serve 19 unique individuals during the year, and we have served 5. However, we have some repeat customers, so that should keep us on target for number of trips. We will continue to reach out and let people know about this the expansion of this service now going once per week.
- 5. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** No Barriers

Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date): Served 5 unique individuals
- 6. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?** No one was turned away
- 7. Comments:**