**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 2,337; Served 95 unique individuals; 17 age 5-12; 2 age 13-17; 6 age 18-29; 32 age 30=64; 38 age 65 and up. Elderly 38; Disabled 21
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 95 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):** Continued funding challenges, especially with prior contracted services (such as Medicaid) have been challenging. Many who were riding on other funding sources have been moved onto HIRTA’s limited general public funding sources.
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):** 2,337 trips for 95 unique riders.

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No  
Quantifiable Outcome Measures? Yes No  
Outcomes Reported? Yes No

1. **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 work with them to make accommodations.
2. **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 5,916; Served 388 unique individuals; 13 age 5-12; 10 age 13-17; 36 age 18-29; 137 age 30=64; 149 age 65 and up; 43 Not known; Elderly 179; Disabled 162
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):** Continued funding challenges have strained our already limited general public funding source. We have worked to increase contracted revenues and had a fare increase 10/1/19.
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):** 388 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.

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No  
Quantifiable Outcome Measures? Yes No  
Outcomes Reported? Yes No

1. **Comments:**