

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 379; Served 32 unique individuals; 0 age 5-12; 0 age 13-17; 1 age 18-29; 14 age 30=64; 12 age 65 and up and 5 unknown. Elderly 12; Disabled 14
- 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:** Due to the pandemic, all services demands are reduced therefore you will find a significant variance from the budget to the mid-year data.
- 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. COVID, reduced ridership, decreased need for contract service means more cost per trip with less programs to cost share while increased cleaning and PPE expenses.
- 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):** 379 trips for 32 unique riders.
- 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 work with them to make accommodations.
- 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 3,363; Served 246 unique individuals; 0 age 5-12; 3 age 13-17; 5 age 18-29; 102 age 30=64; 77 age 65 and up; 15 Not known; Elderly 147; Disabled 119
- 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 not half way within our range of people we expected to serve, due to the pandemic.
- 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 are working with CyRide to identify anyone potentially qualifying for the paratransit program. The DOT has issued guidance we need to show no 5311 (Federal) Funds have been used in the City of Ames as these dollars are designated for rural areas. We will continue to move those we can onto other sources however some may not have another option. The pandemic has also created a challenge with increased cost per rider and fewer trips, which means less ability to provide cost sharing across various programs.
- 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):** 246 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.

7. Comments: