



Mid Florida Community Services, Inc.
Innovative Service
Development Grant

Program Overview

- ▶ Enhanced Rural Access
- ▶ Veterans Reduced Fare Program
- ▶ James Haley VA Hospital Shuttle
- ▶ Fixed Route Connector Service



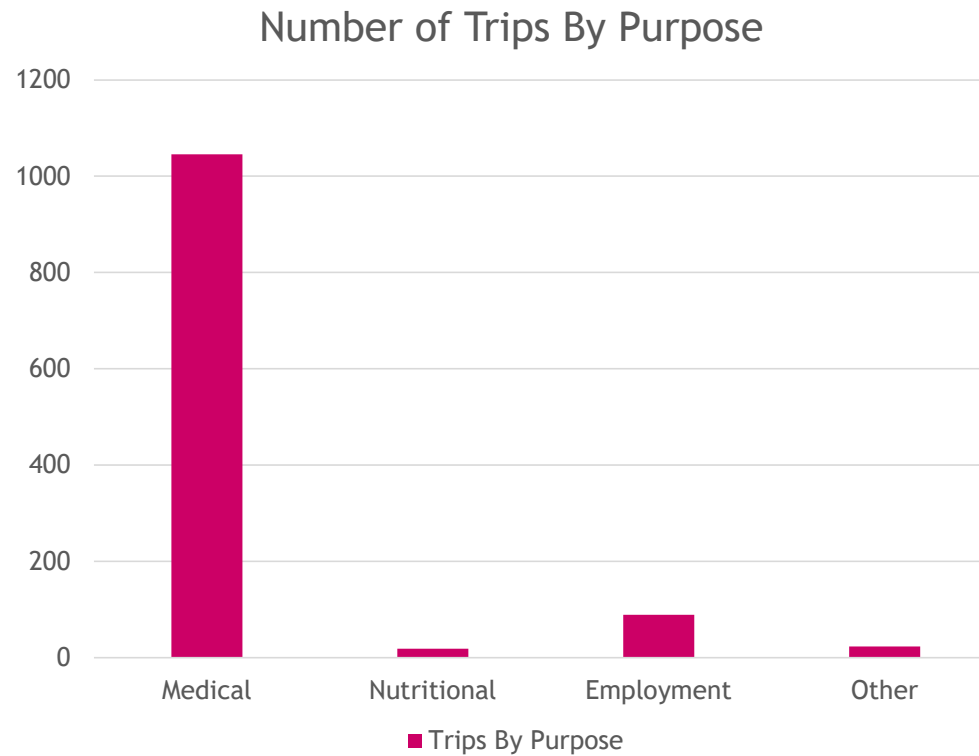
Project Overview

- ▶ This grant was executed on October 14, 2022. The first date billed for was November 1, 2022
- ▶ Award amount was \$150,000
- ▶ In total, from November through February, we've billed a total of \$42,612
- ▶ Services were being provided continuously since the past ISD grant cycle
- ▶ Hours of operation are Monday- Friday, 6:00 am- 4:00 pm
- ▶ TD eligible clients and application required



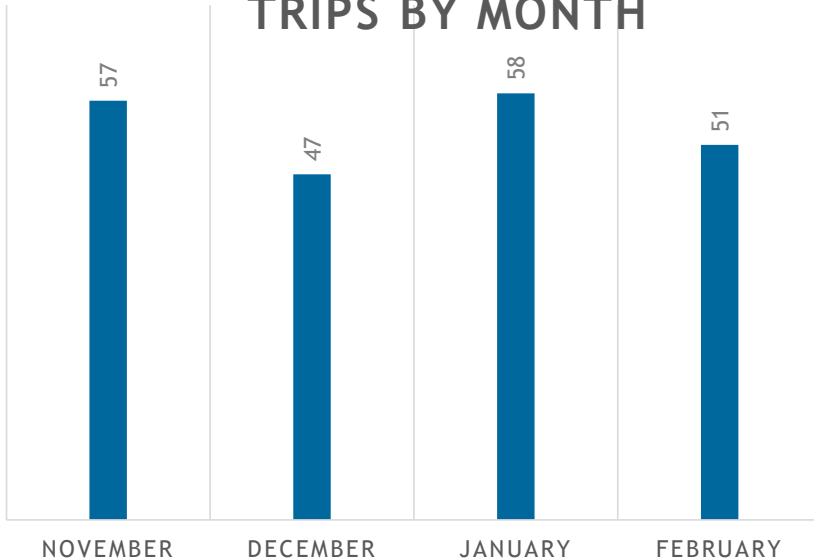
Trips

- ▶ Our goal was to provide 400 trips per month
- ▶ On average, we are providing 293 trips for month
- ▶ There were zero trips provided to connect to the fixed route



Unduplicated Count

NUMBER OF UNDUPLICATED TRIPS BY MONTH



- ▶ The unduplicated count goal was 60 clients per month
- ▶ Our actual average unduplicated count is 53 clients per month
- ▶ Unduplicated count over the last 4 months has remained fairly steady, while adding an average of 5 new accounts per month

Additional Performance Indicators

- ▶ Our On Time Performance percentage is 97.7%
- ▶ Average Trip length is about 16 miles per trip
- ▶ Fare box fees saved by veterans and their families are over \$4,500



Rural Trip Access

- ▶ Another aspect of our project was to increase access for our rural residents
- ▶ Previous hours and days for rural areas were reduced to specific hours and days
- ▶ Expansion has given us the ability to provide life sustaining trips for residents who were underserved before the project was implemented
- ▶ Since November, we've provided 76 rural trips with these expanded days and times



Partnerships

- ▶ We were given the opportunity to take over for Hernando County Veterans Services to provide transportation to local veterans to go to the James A. Haley veterans hospital in Tampa
 - ▶ We have two meeting locations to shuttle passengers to the VA hospital, free of charge
 - ▶ This has allowed us to expand services and increase connectivity, as well as reach out to new clients.
- ▶ As a community action agency, we are also able to recommend other services from our agency like LIHEAP, Congregate meal sites, and Weatherization

Rider Feedback

- ▶ For the current grant cycle, we are planning to conduct rider surveys via phone
- ▶ Our goal is to receive a 90% favorable evaluation
- ▶ Survey is scheduled for *May*



Challenges to the Project

- ▶ Increased demand- decreased ability to multiload
- ▶ Vehicles
- ▶ Drivers
- ▶ Marketing
- ▶ Fixed Route Connector



What we can take from this project

- ▶ Open to partnerships and networking
- ▶ Good communication with clients
- ▶ Flexibility



Moving Forward

- ▶ We will be applying for funding in the coming grant cycle
- ▶ At this point, we are considering breaking up the project into two, one for increased rural access, and one for veterans transportation



Questions?

