

Application: Eastern Sierra Transit Authority Dial-a-Ride

Eastern Sierra Transit Authority
Community Rides Grant Program

Final Report Form

Completed - May 4 2023

The purpose of this report is to document the strategies you implemented for this project, the outcomes, and to help others learn from your experience. Please be honest about any challenges you faced, or things you would have done differently. Some of the information and photos/graphics from this report may be made available to the public, but we will get your permission in advance.

All boxes on the form can be expanded. There are no character limits, but be as concise as you can, while including all pertinent information and data you have collected. Most questions are required, but some are optional. For the uploads, you can upload multiple files if needed. If you prefer to submit your report as a Word document, you can [download this list of the questions](#) and send your responses to your project manager.

This report is due no later than March 31, 2023.

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This report is due April 30, 2023.

Eastern Sierra Transit Authority Dial-a-Ride

EXECUTIVE SUMMARY

Provide a 1-3 paragraph summary with the crux of what people need to know about your project and the key outcomes.

Eastern Sierra Transit Authority developed a dial-a-ride service extension project designed to provide extended hours to the Bishop Dial-a-ride. The project added one hour of service Monday through Friday, 5:30pm to 6:30pm. A one driver, and two driver option was submitted to allow flexibility as the project grew. The service began January 1, 2022, and covered the City of Bishop, Ca.

Motivation for the service extension was both passenger requests and staff observation of how busy the last hour of service was before the new service began. Indeed, the new service achieved a higher average passengers per hour (5.6 pass/hr.) than the rest of the service (4 pass/hr.). Over 2,200 rides were provided over the fifteen-month project period.

The community responded favorably to the new opportunity for access to shopping, socializing, healthcare, etc. Partners in the area included addictions programs, 501(c)'s, and many other businesses.

TELL YOUR PROJECT'S STORY - Who, What, Where, When, Why & How

Describe where your agency is located and the service area for the project.

ESTA is located on the eastern side of the Sierra Nevada Mountains in California. We serve the 400 mile corridor along the 395 State Highway from Lancaster, CA to Reno, NV. The project area is Bishop, CA.

What was the problem or need that this project hoped to address?

Community requests for later service and the demand for the last hour of the day motivated the project.

What were the original project goals and did they change at all over time?

Productivity of at least 2-3 passengers per hour was a goal, and we exceeded that with 5.6.

Who were your project partners? Who was your most effective partner?

Partners primarily included local 501(c) nonprofits, and government programs.

Who was the target audience for the project?

everyone! the added service provided opportunity for the whole community to shop, get help, and work at new hours.

What strategies did you use to implement the project?

we made sure the schedule made sense for staffing. we made sure we had enough drivers. we marketed the service, and launched it.

What resources did you use? (e.g., outside funding, technology, technical assistance, consultant expertise, training, partners, etc.)

This was not a new "type" of service for us since we have been operating dial-a-ride for many years. Therefore, we continued to use the same resources.

Did the project follow your anticipated timeline? If not, why?

yes

Please upload a map and/or other images that help provide context or demonstrate the impact of your project.

A flyer for the service is provided at the end of this document.

Is there a web site or page where one could learn more about your services related to this project?

estransit.com

OUTCOMES, IMPACT & PERFORMANCE MEASURES

What were the project outcomes? Did you achieve your project goals?

the outcome was another hour of service, and yes we are successful.

What impact has this project had on passengers, partners, the transit agency, and/or the broader community?

the ridership demand for the added service is actually higher than the general productivity.

If you have testimonials from people impacted by the project, please share them here, ideally with their name and who they are (rider, partner, etc.). You could also share a link to any video testimonials.

Comments about the service were favorable, but i don't have any quotes to share.

Please share your performance measures here and/or as a chart or spreadsheet attachment in the next question.

the added hour of service yielded 5.6 passengers per hour, which exceeds our productivity in general. Excellent result!

Upload at least one chart (or spreadsheet) to show the data you collected for your performance measures and the impact of your project.

A chart with data about performance measures is provided at the end of this document.

Were your initial performance measures valuable, or how have they changed? How will you measure the value of this project going forward?

ridership was the main goal, and we achieved it. no changes expected.

ACCOMPLISHMENTS, CHALLENGES & LESSONS LEARNED

What about this project are you most proud of?

expanded service to the community.

What challenges or barriers did you face, internal or external?

none

What would you do differently if you had the chance?

nothing

If another transit agency was about to start a similar project, what would you want them to know? What could other stakeholders (government agencies, local businesses, advocates, riders, etc.) learn from your project?

understand the effects on the schedule. Sometimes it is not easy to add one hour to a schedule of drivers.

Are there any other files you would like to upload that demonstrate the project outcomes? (e.g., updated marketing materials, reports from consultants, etc.)

PROJECT SUSTAINABILITY

What is the future of the project or service? Is ongoing funding secured?

the service will continue.

How will your partnership(s) continue after this project?

the relationships I established will definitely continue.

Will any policies, plans, or procedures that were developed during the project continue to be used?

nothing new was established here.

Would you have been able to implement this project or service without this grant program?

Not sure

Is there anything else you want to share about your project that did not fit into any of the questions above?

Just that the community aspect of the grant program was excellent. Liz Taylor is a rockstar!

Extended Hours...
COMING SOON!



Cost Per Ride:
\$2.40-\$4.20

*Cost depends on
zone. Refer to web
page below.*

Call for
Reservations:
(760) 872-1901

Extended Hours **DIAL-A-RIDE**

Effective January 3, 2022, Dial-a-Ride open until 6:30pm,
Monday through Thursday. Current Dial-a-Ride hours are:

Mon – Thurs: **7:00am – 5:30pm**

Friday: **7:00am – 2:00am**

Saturday: **8:30am – 2:00am**

Sunday: **8:00am – 1:00pm**

STARTING JANUARY 3, 2022

Mon – Thurs: **7:00am – 6:30pm**

www.estransit.com/routes-schedule/dial-a-ride/bishop/