



Final Report Form and PowerPoint Guidelines

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.

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 noted as being optional. You can fill out this form in SurveyMonkey Apply or you can type your responses in Word and email them to your project manager with any other files you want to submit. This report is due no later than March 31, 2023.

EXECUTIVE SUMMARY

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

Lack of access to transportation services for Teller County residents has exacerbated mental and physical health, employment gaps, and independent living in the area. Envida used the project funds to build relationships, awareness, and infrastructure to increase access to social determinants of health, behavioral health, substance use, and medical rides in Teller County. The challenge was balancing funding resources with over 1500 demand response and on-demand rides throughout the grant period.

Envida executed the federally funded transit planning study for neighboring Park County to determine the unique needs and gaps in local transportation. The intent of the plan is to assist the residents in gaining access to the urban areas.

Envida we launched two fixed routes from Cripple Creek into Colorado Springs, but neither attracted sufficient ridership to be sustainable within the funding constraints.

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

- Describe where your agency is located and the service area for the project.
 - Envida is based in Colorado Springs, Colorado. Envida serves E Paso County (2,158sm), adjacent Teller County (559sm), a mountain area (avg.8,800ft.) with 37 people per square mile, and Park County (2,211sm).
- What was the problem or need that this project hoped to address?
 - Envida identified the need to partner with providers in Teller County to identify and educate physical and behavioral health providers, schools, employers, and county support services to

connect people to transit services critical to their overall well-being.

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

Envida sought to accomplish the following goals:

- Eliminate barriers to transportation – NRTAP made it possible to offer affordable transportation for vulnerable and low-income population in rural areas was needed access to services.
 - Decrease denials- We established demand-response and on-demand services in rural areas which increased availability of rides, lessened the negative physical and mental health impacts, and reduced the economic impact, and social impact by providing transportation in the hard-to-reach areas. As the project rides increased, the denials also increased which lead us to add another part-time driver.
 - Increase accessibility- Envida worked directly with organizations that provide medical and behavioral health care, employment, education, and recreation. The riders had greater access to the services they wanted and needed which included the social determinants of health rides. Two fixed routes we offered that were not successful.
- Who were your project partners? Who was your most effective partner?

Envida partnered with three service and healthcare providers, and organizations servicing clients in Teller County:

- Aspen Mine Center works closely with numerous social service agencies including the local food pantry, senior club, Peak Vista Community Health, workforce center, Salvation Army, Teller County DHS, Teller Public Health, Tessa, and the Veterans' Administration. Aspen Mine Center proved to be the most effective partner because of the number of clients they referred to Envida and the connections we were able to make through them.
- UC Health Pikes Peak Regional Hospital requested Envida to transport clients from their hospital to the clients home or to larger hospital facilities in Colorado Springs, some twenty to thirty miles away.
- Forest Ridge Senior Living Center reached out to Envida, after the project was launched, to provide resident seniors transport within Teller and El Paso County. A special request was made to transport clients after hours from the UC Health Pikes Peak Regional Hospital facility across the parking lot to their center. This eliminated the need for an ambulance to transport the client to the facility and reduced EMS cost and availability in the community.

Envida partnered with three transit providers to improve coordination and connection for clients.

- Cripple Creek Transit (CCT) serves the communities of Victor and Cripple Creek with a fixed route and demand response services. Two surveys resulted in Envida's Health Care Mobility Manager, CCT, and Aspen Mine Center to coordinate two new fixed routes from Cripple Creek to the urban centers. Both proved to be unsuccessful. Envida continues to collaborate with Cripple Creek Transit to transport clients to services in Woodland Park.

- Ute Pass Regional Health District (UPRAD) offers first responder transport from the local hospital, behavioral health, and substance services in Colorado Springs. Envida and UPRAAD have an agreement to return clients from Colorado Spring facilities back to Teller County when released. The facilities would not accept the clients unless they had a return ride back up the pass, approximately 25 miles. Our partnership eliminated the need for taxi to be used for transport.
- DayBreak is an adult day program that provides socialization for participants and respite for caregivers. DayBreak was gifted a vehicle from another transit agency to assist in transporting clients from Colorado Springs to their location in Woodland Park. The organization had no prior experience with transit regulations in Colorado. Envida offered to train the driver, assist with inspections, technology, registrations, and to get the vehicle on the road. Issues surfaced with differences in requirements based on state-level licenses and certifications and we had to discontinue our collaboration.
- Who was the target audience for the project?
 - The target audience was vulnerable and low-income populations. We provided services for older adults through target services with Forest Ridge.
- What strategies did you use to implement the project?
 - The most successful strategy was meeting and coordinating with the service providers in the rural areas. As in any small town, residents are skeptical of new providers offering services in the area because they usually are not sustained. Envida was able to establish successful working relationships with over 20 agencies in the area.
 - The mobility manager met monthly with three different alliance and community groups that consisted of over 70 organizations. The different organizations would express transit needs for their clients and Envida would work to meet those needs. We found that it was important to “hear” what the community needed and figure out how we could support those needs. For example, the regional hospital was using an ambulance to transport clients, after hours, to Forest Ridge which was .2 miles across a parking lot. Envida provided the after-hours service replacing the ambulance service.
 - Our Mobility Manger attended two luncheons offered at the Aspen Mine Center and talked with the clients about their transit needs. We were invited to speak at City Council, Community of Caring, and to Teller County Probation officers.
 - Monthly the mobility manager met with the Teller drivers who were the eyes and ears in the community. All our drivers are residence of Teller County which proved to have a positive outcome on our ability to spread the word about our services. Word of mouth has generated the greatest business in the area. When surveying our customers, we ask how they heard about Envida. The response, the majority of the time, was from a friend, family member or someone in the community.
 - We advertised using various platforms throughout Teller County. They include partner websites, social media platforms, in vehicles, and rack cards at our partner location. We attended open house at Diversus Behavioral Health and Aspen Mine Center and attended their new client orientation

meetings.

- What resources did you use? (e.g., outside funding, technology, technical assistance, consultant expertise, training, partners, etc.)
 - We used FTC 5311 funding and financial support from Pike Peak Area Council of Governments for older adults and persons with disabilities. 5310 funding to support the rural areas and have applied for a federal grant that will help sustain operations in Teller County.
 - The acquisition of Coach Transportation by Envida required us to merge operational services, databases and, employees. Coach provided on demand services that allowed us to become more proficient in that area.
 - Cripple Creek Transit collaborated with Envida to offer a new route without additional financial support. The CCT Director wanted to offer a variety of transit services to make the county more accessible to the residents.
- Did the project follow your anticipated timeline? If not, why?
 - Yes, we were able to stay true to our timeline as set out in the NRTAP application.
- Is there a website or page where one could learn more about your services related to this project?
 - <https://www.envidacares.org/transportation/>
- *Please include in this document (or submit separately) any maps or other images that help provide context or demonstrate the impact of your project.*
 - See Addendum A

OUTCOMES, IMPACT & PERFORMANCE MEASURES

- What were the project outcomes? Did you achieve your project goals?
 - Access to transportation, particularly for vulnerable and low-income clients increased steadily throughout the grant period. The rides tripled from the beginning of the project (91 monthly completed rides) to the end (265 completed rides). Ridership increased from 9 unique clients to 30 by the end of October 2022. Envida was able to provide social determinant of health rides to clients when no other transportation service was available.
 - Decreasing ride denials was challenging to measure due to transition of staff and our unclear definition of a denied ride. Staff at the beginning of the year recorded a denial as a ride that was refused once scheduled in the scheduling system, the current numbers in our report. Unfortunately, riders who called in and were denied a ride because of capacity were not recorded. We determined

that both ways of denying a ride would provide us with more accurate data to make staffing decisions. The process has since been changed and a new driver was hired due to the increase in denials reported.

- Increase accessibility to services was determined by the needs of the clients. Envida was able to provide early morning and late afternoon rides into Colorado Springs mainly for dialysis and specialty medical appointments not available in Teller County. Envida provided the return service for many Teller residents who came down the pass by ambulance and had no other means of returning home. The majority of rides within Teller County were associated with social determinants of health services. We were unsuccessful implementing a fixed route to Colorado Springs for recreational purposes.
- Envida intended to use its innovative transit technologies to add an additional agency, Day Break, to our system. Unfortunately, due to the state vehicle restrictions we were unable to add their vehicle on our scheduling software. However, we continued to provide rides for their clients and transit expertise to the Executive Director.
- What impact has this project had on passengers, partners, the transit agency, and/or the broader community?
 - According to our survey, Envida has established a reputation in Teller County as being reliable, flexible, and provides great customer service. Lisa Noble, Client Program Director, at Aspen Mine Center says, “I can always rely on Envida to consider our difficult transit request”.
 - Providing transit service from Teller County to Colorado Springs has allowed the residents to access specialty care (medical specialist, treatment, detox, hospitals) services that are not available in Teller County. We offer several clients lifesaving rides to dialysis, chemo, and treatment, all of whom are extremely grateful. Grocery store runs and trips to the pharmacy also proved to be in demand during this project.
 - Expanding and sustaining services in Teller County has enlarged Envida’s transit footprint and reputation in the community. We offer extended hours of operation into the urban areas that were not available before and have integrated ourselves into current services being offered in Teller County. We have created a substantial customer base that rely on us for services.
 - We were awarded the FTC 5304 funding for a Park County Transit Study grant in September with the intention of addressing the transit needs in the neighboring Park County. Our first meeting in Park County was attended by 20 community members and a half- dozen transit agencies. The interest and transit needs are great in this area. The county spans 2,211sq miles with 8 people per sq mile. This creates extensive transit challenges. We are addressing the possibility of a fixed route, connecting Park, Teller, and El Paso counties so client can access the urban services. This project would connect riders to major centers for employment in both rural and urban areas, will improves health outcomes with access to medical services, and integrate public and private transit providers to augment unfilled service gaps.
- If you have testimonials from people impacted by the project, share them here, ideally with their name and

who they are (rider, partner, etc.). You can also share a link to any video testimonials.

- Please share your performance measures here and/or as a chart or spreadsheet attachment.
 - See Addendum B
- Were your initial performance measures valuable, or how have they changed? How will you measure the value of this project going forward?
 - We hoped to open up a new route from the city of Cripple Creek and Victor to the larger urban centers, but what the community needed was door to door access to services in their area. As the population grows in the area, we anticipate increased demand in our on-demand and demand response services. Since the end of the project in October, our rides have continued to grow month to month. The calls for rides from Teller into El Paso County have increased as the population growth in Teller swells.
- *Please include in this document (or submit separately) at least one chart or spreadsheet to show the data you collected for your performance measures and the impact of your project.*
 - See Addendum B

ACCOMPLISHMENTS, CHALLENGES & LESSONS LEARNED

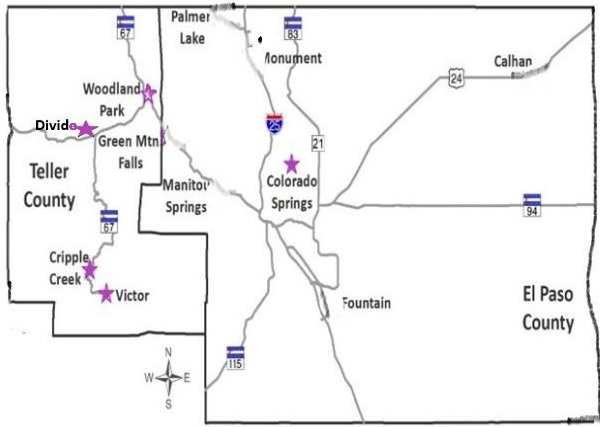
- What about this project are you most proud of?
 - Envida has been able to offer consistent, reliable, and flexible on-demand and demand response transit services to meet the needs of Teller County providers and residence. For example, the Pike Peak Regional Hospital needed after hours transport and one of our drivers stepped up. Rachael needed her dialysis appointments changed to early in the morning and our drivers agreed. Aspen Mine Center frequently calls asking us to deliver clients to specialty appointments in the Denver area. The Woodland Park School District reached out for transit services needed to activities during the holiday break and we stepped up. The NRTAP funding has allowed us to offer rides to clients that no other agency was willing to do.
- What challenges or barriers did you face, internal or external?
 - We administered two separate surveys to the public. Overwhelmingly, the survey responses indicated a needed for transit services on Monday from Cripple Creek into Woodland Park and connecting to Colorado Springs. We ran that route with CCT for two months which resulted in one rider. That route was discontinued because of the cost of gas, and driver commitment from CCT without any funding. Another survey with 31 responses from clients and providers endorsement a Saturday Fun Run directly into Colorado Springs. When implemented we did not have any riders.
 - Envida first partnered with CCT to offer a fixed route into Woodland Park and connecting service into Colorado Springs with a 95% response rate on our survey. Our second attempt at an express route into Colorado Springs also did not prove to be successful. Both routes were discontinued due to lack of ridership, and the operation cost to provide the service.

- We publicized these two routes on both transit web sites, placed advertising in our Teller vehicles, had flyers throughout Cripple Creek, and in the providers offices. We recognize that we may not have been able to give each route enough time, but we were under financial restraints due to our partnership with CCT. We found that surveys do not necessarily translate into desired services and our population prefers the door thru door service that we have been able to provide with the NRTAP funding.
 - Our increase in door-to-door service may have discouraged our riders from using a fixed route with other riders due to the fear of the pandemic.
 - The pandemic continued to interfere with our planned services, especially with older adults. We had trips planned to the Farmer's Market and the theater that were cancelled due to the uptick in the number of COVID cases in Teller County.
 - Staff shortages, particularly reservationist and drivers, continued to plague Envida and the specialized transportation community. It was a challenge to train reservationist who were unfamiliar with unique circumstances in Teller County. Rural roads, mountain passes, weather all impacted scheduled rides.
- What would you do differently if you had the chance?
 - Perhaps the routes from Cripple Creek into Woodland Park and Colorado Springs would have been more successful if we had financial support to offer CCT. With funding, we could have run the routes for several more months and promoted more heavily in the region, because we know it takes a while for a new route to gain ridership.
 - 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?
 - We attended meetings, listened to community request, and surveyed the population for transit options only to discover that what is requested does not always translate into to actual riders. We have experienced this in previous attempt in Eastern El Paso County. We were fortunate to have a transit partner with CCT that was willing to offer their services to launch these new routes. Unfortunately, the funding did not support their expenses. In the future we would have written funding into our grant for partnership services.
 - Building community and collaboration is key to implementing any new programs in rural areas. Be open to ideas that the community shares.
 - *Please include in this document (or submit separately) any other files that demonstrate your project outcomes. (e.g., updated marketing materials, reports from consultants, etc.) – OPTIONAL*

- See addendum C

PROJECT SUSTAINABILITY

- What is the future of the project or service? Is ongoing funding secured?
 - Rides request in Teller County continue to grow month over month in 2023. We are looking into placing another vehicle in Teller County to meet the current demand. We have applied for a FTA and Multimodal Transportation and Mitigation Options funds.
- How will your partnership(s) continue after this project?
 - Envida continues to attend monthly community meetings and listen to the needs of the client. We offer to do transit presentations to inform the public and deliver promotional materials to agencies that help us generates business.
 - The local coordinating council meets quarterly to discuss transit projects in the area and the Park County Transit Study meets bimonthly through April 2023.
- Will any policies, plans, or procedures that were developed during the project continue to be used?
 - Envida was awarded the 5304-planning grant for Park County which borders Teller County. We are entertaining the idea of expanding transit services from the southern part of Park County into Colorado Springs so riders can access shopping and specialized medical services, as indicated during the planning study.
- Would you have been able to implement this project/service without this grant? (Yes, No, Unsure)
 - We may have been able to implement the service expansion on a much smaller scale and at a much slower pace without the funds, but the impact would have been greatly limited.
- Is there anything else you want to share about your project that did not fit into any of the questions above?
– OPTIONAL



Client pick-up in Teller Count



Envida in Cripple Creek



Envida, Cripple Creek, UPRAD



Collaboration meeting

Addendum B

- Please share your performance measures here and/or as a chart or spreadsheet attachment.
- Please include in this document (or submit separately) at least one chart or spreadsheet to show the data you collected for your performance measures and the impact of your project.

Rides in Teller County	Jan-22	Feb-22	Mar-22	Apr-22	May22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Total number of rides scheduled	101	52	172	161	169	179	186	191	292	281
Total number of completed rides	91	38	134	132	145	163	167	173	265	249
Percentage of completed rides	90.1%	73.1%	77.9%	82.0%	85.8%	91.1%	89.8%	90.6%	90.8%	88.6%
No Show	1	1	1	7	1	3	1	3	4	6
Percentage No Show	1.0%	1.9%	0.6%	4.3%	0.6%	1.7%	0.5%	1.6%	1.4%	2.1%
Cancellations	9	13	37	22	23	13	18	15	23	26
Percentage Cancellations	8.9%	25.0%	21.5%	13.7%	13.6%	7.3%	9.7%	7.9%	7.9%	9.3%
Number of Riders	9	12	21	21	23	20	18	25	32	30
Denials	4	9	2	5	14	5	7	4	3	24

New transportation Connection Survey results

1.) Would you use a transit services from Cripple Creek to Woodland Park?	Yes	95%
	No	5%
2.) Would you use a transit service if we had a stop in Florissant?	Yes	72%
	No	28%
3.) Would you use a transit service from Woodland Park to Colorado Springs?	Yes	88%
	No	12%
4.) If taken to Colorado Springs, where would you like to go?	Medical	48%
	Mall	3%
	Recreation	16%
(responses: Walmart, Hobby Lobby, Costco, Sam's Club)	Other	32%
5.) What time of day would you like to leave Cripple Creek?	8-9 AM	54%
Top two choices	9-10 AM	46%
6.) What time would you prefer to leave Woodland Park to return to Cripple Creek?	1:30 PM	40%
Top two choices	4:30 PM	60%

Addendum C

Please include in this document (or submit separately) any other files that demonstrate your project outcomes. (e.g., updated marketing materials, reports from consultants, etc)

Survey One-Teller Moves

<https://www.surveymonkey.com/r/2NFTX2L>

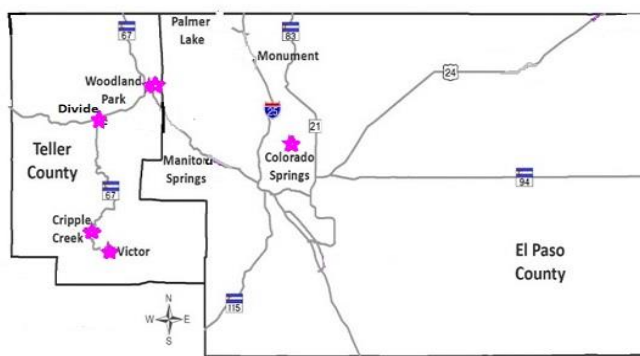
Survey Two- New Transportation Connection

<https://www.surveymonkey.com/r/K6FWK9R>

Cripple Creek to Woodland Park connection to Colorado Springs schedule

MONDAY ONLY- EFFECTIVE APRIL 4, 2022

Depart Victor 8:30am
Arrive Cripple Creek Aspen Mine 8:40am
Depart Cripple Creek Aspen Mine 8:45am
Arrive Health Center Divide 9:10am
Depart Health Center Divide 9:15am
Arrive Woodland Park Library 9:25am
Depart Woodland Park Library 9:30am
Arrive Health Center Divide 9:40am
Depart Health Center Divide 9:45am
Arrive Cripple Creek Aspen Mine 10:10am
Depart Cripple Creek Aspen Mine Center 12:45pm
Arrive Health Center Divide 1:10pm
Depart Health Center Divide 1:15pm
Arrive Woodland Park Library 1:25pm
Depart Woodland Park Library 1:30pm
Arrive Health Center Divide 1:40pm
Depart Health Center Divide 1:45pm
Arrive Cripple Creek Aspen Mine 2:10pm



SATURDAY FUN RUN EXPRESS

CRIPPLE CREEK → COLORADO SPRINGS



Make a reservation by calling Envida at 9633-4677

Saturday Express Fun Run