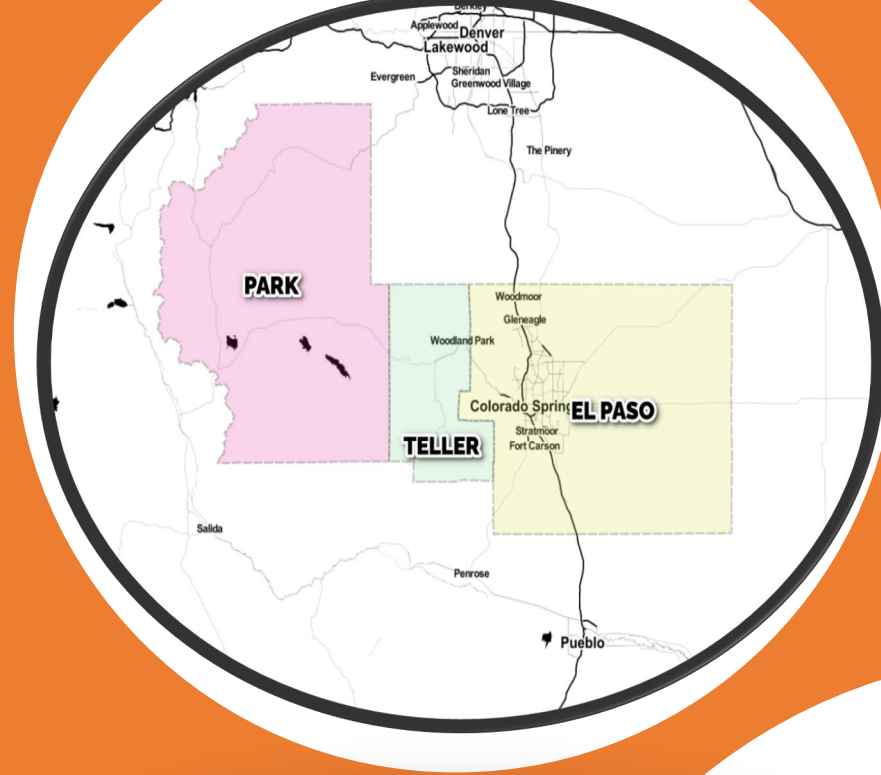


# Coordinating Transportation Improves Lives For Rural Residence



We serve riders in El Paso, Teller, and Park Counties, Colorado



El Paso County (2,158sm), rural Teller County (559sm), a mountainous area (avg. 8,800 ft.) with 37 people per square mile, and Park County (2,211sm) with 5 people per square mile.



All Teller residents regardless of age, disability, income level, racial or ethnic status will have access to transit services in Teller and El Paso County.



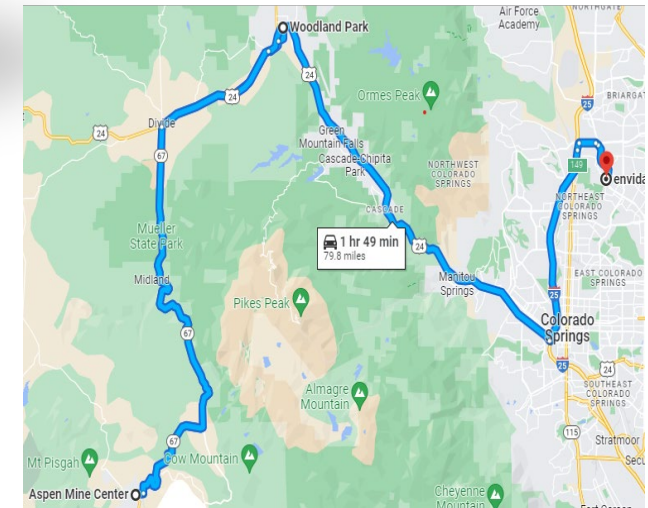
# GOAL 1

## Eliminating Barriers to transportation

We offer free rides from Teller County into El Paso county

Low income and vulnerable adults were able to access life saving physical and behavioral treatments in EL Paso County

Transportation was provided to the grocery store, pharmacy, AA, and other request to support social determinant of health.



## GOAL 2

### Decrease ride denials

Increase hours of operation

Add an additional driver

Provide rides to specialty appointments in Denver and Colorado Springs

Increase on-demand and demand response ride availability





## GOAL 3

### Increase accessibility

Develop relationships with providers in the area to increase trust and access.

Provide return rides from hospitals, treatment centers, and detox facilities.

Become an integral part of the community.



## Success-

Provided 1,570 rides in ten months.

Healthcare Mobility Manager built relationships with over 20 organizations.

Attended over 30 community meetings and listened to the transit needs.

Hired drivers with roots in the community.



# Success-

Created and distributed promotional materials specific to the area.

Administered two community surveys



transportation  
FOR LIVING FULLY

TELLER COUNTY

We know your sense of freedom and connection is directly related to your ability to get around. Our drivers are trained and sensitive to your specific needs. Schedule your next ride by phone, online, or through our mobile app.

- Rides for medical appts., work, education, day programs, and social events. Just ask!
- Rides Monday-Friday, 6 a.m. to 5:30 p.m.
- All ages; children under 14 must be accompanied
- Drivers meet highest safety and training qualifications
- Courteous, respectful, and helpful service
- To request your first ride, please call 719-633-4677.



SurveyMonkey®

- 82 % needed rides into EL Paso County for services
- 100% of new riders surveyed strongly agreed or agreed that their healthcare outcomes have improved since using Envida.



# Lessons Learned

New fixed routes take a long time to set-up and attract riders.

Funding must include services for older, vulnerable and low-income clients all need social determinants of health rides.

Behavioral health and substance use rides are on the increase.

Especially in rural areas, building trust in the community is the first task.

Hire drivers who are from the area. They know the roads and the community.



NRTAP, thank you for this opportunity!

# Success stories

Lucas, a person with cancer needed rides to work three day a week and visits with his brother.

Woodland Park school received an anti-drug grant offering kids' activities during the school breaks. We provided rides to/from the activities the last three breaks.

Rachael, a 27-year-old with renal failure moved to Woodland Park last winter and needed rides to dialysis three times a week in Colorado Springs, a 37- each way ride. After being hospitalized she needed meals, pharmacy trips, and rides to the laundry mat. We were able to connect her to community resources and provided rides around town to do errands.



Jeremiah and driver Brian

Teller County Fire District contacted Envida asking if we could provide wheelchair transports in a housing development during an active fire. We agreed to be part of the disaster transport plan.

We took Jared to Alcoholics Anonymous so he could get off probation.

We transported Krystal, Nathan and Jeremiah, all clients with special needs, to school and therapy.

Jeff fell and injured his back which left him using a power wheelchair. For months, we drove him 3 times a week to therapy, 5 days a week to work, and into Denver for his specialty medical appointments.

# DATA

Rides in Teller County	Jan-22	Feb-22	Mar-22	Apr-22	May-22	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

\* Snow days

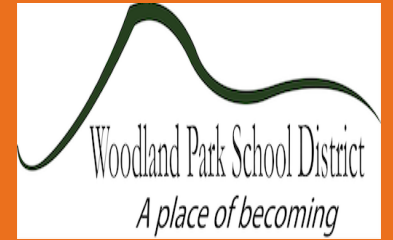


# Partnerships

uchealth



DayBreak - An Adult Day Program



UTE PASS REGIONAL  
HEALTH SERVICE DISTRICT

