

***Georgia Transit Association's
Frank J. Hill Outstanding Service Award
Evaluation Form***

Frank J. Hill Award for Outstanding Public Service

The Department (GDOT) is especially interested in highlighting rural transportation systems that have worked in communities to enhance transportation services to bridge gaps between people, places and meaningful connections.

Eligibility

A nominee may be any local rural transit provider (individual and/or system) receiving assistance under FTA's Section 5311 Program with the exception of past recipients of the award.

Evaluation Criteria

1. Whitfield Count's commitment to improving rural transportation opportunities:
 - Added FT Operations Manager, FT Grant Coordinator, 1 new dispatcher and 2 new drivers.
 - Added 2 expansion routes since 2009 due to steady increase in ridership
 - Cross Training- Hired administrative & dispatch staff that are certified drivers in order to utilize their ability to serve as backup drivers when needed. By doing this, quality service remains intact while routine drivers are out of rotation for personal reasons or in times when we have more trips than our staff drivers can maintain on a given day.

2. Describe circumstances that exemplify the nominee's ability to recognize needs/problems and come up with innovative ideas and solutions for rural transit.
 - *Increased Advertising:
 - Cross Training staff
 - Place bilingual information flyers in area Library, Churches, Grocers, Health Department, Hospital Admissions and Physicians office.
 - Attend Senior Fair to promote awareness and to gage future needs
 - Consult with Nursing Home Activity Directors to learn about needs and to offer transit service to and from recreational events hosted outside parent facility- Bowling, Fishing, and Nutritional trips
 - Attend Job Fairs
 - Offer transit discount Coupon Book- Cost savings to consumers.

3. How has this system enhance transportation services to bridge gaps between people, places, and meaningful connections?
 - Ongoing Recession- service allows unemployed consumers the means to get to job interviews and or transportation to /from their job daily.
 - Solicit Hospital Care Coordinators offering services for the independent living consumers who are ineligible for Medicaid NET benefits and need transportation to get to and from critical appointments and treatment centers. i.e. Renal/Cancer Centers.
4. What innovative strategies were used to address specific gaps or unmet needs?
 - Dedicated expansion route to meet demand for increase farebox trips
 - Dedicated additional driver to assist “Will Call” consumers who work past 4:30 pm
 - Cross train administrative staff to cover driver and dispatch staff as needed
 - Cross train drivers to cover dispatch duties.
5. Has ridership increased? How much? (Explain)
 - Since startup in January 2009, Ridership has increased approximately 200 %
 - Monthly Cashbox averaged around \$1400.00 in January 2009. Today’s average is approximately \$3700.00
6. Other comments –
 - Implemented Annual Self- Survey- as a tool to gage how others view our service delivery and etc.
 - Attend webinars, online training to stay fresh on software changes, report challenges and suggest time saving ideas.
 - Installed GPS enhances radio software adding a layer for driver safety as well as a tool to promote cost savings.
 - Added free or low cost training materials (DVD or online) as another ways to enhance our ongoing commitment to safety education.
 - Conduct Random Pre-Trip Inspections to insure a healthy fleet; promotes safety also.
 - Currently soliciting Georgia Medicaid broker to become a provider for area consumers whose travel remains local and covered as a Medicaid NET benefit.