

United Way of Laramie County End-of Year Report

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Agency Name: Cheyenne Transit Program	Program: Bus Token Assistance for low to Moderate Income individuals	Reporting Period: Jan - Dec 2008-2009
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Agency Mission/Vision: "To provide safe reliable public transportation to the members of our community and to promote their self sufficiency"

Community Issue Program Targets: Building a Healthy Community

Program Target Population: Low to Moderate Income individuals
Using bullet format; describe the individuals who are the focus of your work, and are influenced by your activities? * Primarily persons who are transportation disadvantaged due to financial, medical or other life circumstances. What are the specific characteristics, needs and requirements of these individuals? * Often we find they need transportation for employment, social services, medical, training and general life needs. Are there any additional characteristics of these individuals, or group as a whole, that influence the design and delivery of your activities? * They need assistance from others to sustain their financial help and sustaining their self sufficiency.

Program Significance to the Community Helping persons who are in financial crisis meet their basic transportation needs so they may sustain and improve their self sufficiency.
Using bullet format: Describe how the program ties to the United Way Investment team priority area(s) as was addressed in your Invitation for Proposal? Why was this program important to the target population described above? What impact did the program have on the specified target population and community? Have there been any significant trends over the past years regarding your target population? This program has helped low to moderate income individual recipients to have better access to job opportunities, job training, educational opportunities and counseling. This program is important to disadvantaged persons because it makes their financial resources go further. We have been able to help on average over 400 bus rides each month on the public bus system, because this grant exists. We know our current rate of demand for bus token assistance has grown from around 36,000 tokens per year in 2007 to nearly 72,000 tokens per year based upon our most recent rates of demand. We feel this is because more people are in financial crisis at the current time.

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Program Resources	Program Activities
<p>Using bullet format: List all resources dedicated to or consumed by this program to provide services to the target population.</p> <p>United Way token Assistance/ \$5000 per year CDBG Token Assistance/ \$15,000 per year Mayors General Fund Token Assistance, /\$18, 000</p>	<p>Using bullet format: List the type of service the program provides to fulfill its mission.</p> <p>This program provides free public transportation bus rides to low to moderate income individuals</p>

Outcome	Performance Measure	Method of Measure
<p>List the outcomes you identified in Appendix A of your United Way contract that you used to report for the 2008/2009 funding cycle.</p> <p>* Tokens are distributed 100% to persons who certify they are low to moderate income individuals with most reporting to be in low income range.</p>	<p>List indicator(s) the program is using to track success.</p> <p>* Nearly 58% of all people using tokens recently reported utilizing them for employment 9% Medical 6.6% Shopping 3.8% Education 19.6% Personal use</p>	<p>Show what data collection methods the program is using.</p> <p>DATA</p> <p>Name, date, income level, income guidelines, race, identification verified.</p>
Program Results	Results Analysis and Next Steps	
<p>Using bullet format and indicator(s) identified to measure the performance of the program: Explain how much (quantity) service the program delivered.</p> <p>How well (quality) the services was delivered and describe if anyone was better-off because of the service the program delivered? Explain how the trend analysis of performance measure data collected over the past year tells you about what is happening to the target population the program serves?</p> <p>CTP gave over 280,000 rides in 2008 slightly over 300,000 rides in 2009, most of these people rode the bus system because they were transportation disadvantaged and therefore had difficulty sustaining their self sufficiency. We do know that demand for free tokens has nearly doubled since 2007. That indicates, most likely, the number of financially disadvantaged people has grown, probably in direct correlation to the national economic conditions.</p>	<p>Using bullet format: Explain how program components worked over the past year or could have worked better. Based on your data analysis, what next steps will you take to address any issues identified as part of your data analysis?</p> <p>Free rides would make the demand for free rides go away. Unfortunately we do not have the options of providing free rides as it would greatly reduce our local match and fare box revenue needed to sustain our local match needed to sustain our federal funding. Our main response to growing demand for free bus token assistance has been to continue to look for more funding from local and federal grant resources interested in helping financially disadvantaged persons.</p>	