

[View Summary](#)[Browse Responses](#)[Filter Responses](#)[Crosstab Responses](#)[Download Responses](#)[Share Responses](#)

Default Report

Displaying 135 of 378 respondents

Response Type:

Normal Response

Collector:2012 STAR Award Application
(Web Link)**Custom Value:**

empty

IP Address:

209.184.91.2

Response Started:

Monday, January 23, 2012 2:36:09 PM

Response Modified:

Wednesday, February 1, 2012 4:11:28 PM

1. Applicant Contact Information

Your Name: - Paulette Shelton

Your Title: - Public Transit Director

Organization: - Fort Bend County Public Transportation

Address: - 12550 Emily Court

City/Town: - Sugar Land

State: - TX

ZIP: - 77478

Phone Number: - 2812436702

Email Address: - paulette.shelton@co.fort-bend.tx.us

Website: - www.co.fort-bend.tx.us

2. In what year did your organization begin providing transportation services to senior passengers?

2002

3. Are the senior transportation services or activities for which you are submitting this application part of a menu of services (e.g. a subsection, division, or department) within a larger organization or are they located within a free-standing organization? (Check only one)

#3 Our senior transportation activities are located within another type of organization.

4. What is the status of your senior transportation organization or the organization within which your senior transportation services and activities are located? (Check only one).

Government agency

5. Which of the following agency/organization types best describes your senior transportation organization or the organization within which your transportation services and activities are located? (Check only one).

Public or community transit

6. What is the primary service area within which you provide transportation to senior passengers?

Urban

7. In 2011, what was the budget for your senior transportation organization or the budget for

elements such as equipment, staff, infrastructure, and even overhead).

\$500,000 - \$999,999

8. What was the total number of senior passengers (unduplicated) you served in 2011? (Please note: the 65+ age group includes all senior passengers, while those in the 85+ group are a portion of the 65+ age group).

Age 65+ passengers - 96

9. Please check all groups, other than seniors, you served in 2011. (Check all that apply).

Non-senior persons with disabilities

Non-senior low income persons

Non-senior general public riders (20-64 years old)

Children

Teens

10. In 2011, how many paid and volunteer drivers (unduplicated) provided rides to the senior passengers you served? (Enter "0" if none).

of paid drivers - 11

of volunteer drivers - 0

11. If you involve volunteer drivers in providing transportation services to senior passengers, how many hours did your volunteer drivers spend or contribute in 2011? This includes providing rides to and from destinations as well as providing transportation assistance and support. (Please click on the appropriate box below and indicate the number of hours if you know the answer).

No Response

12. What are the hours and days of service you provide transportation services to senior passengers? (Check all that apply).

Daytime

Weekdays

13. In 2011, how many vehicles in each category below did you use to provide transportation to senior passengers? (Please only give a numerical answer. Enter "0" if none)

of buses - 11

of lift-equipped vans - 11

of non-lift-equipped vans - 0

of service-owned vehicles (autos, limousines, NEVs, etc.) - 0

of personal autos (owned by volunteers) - 0

of other types of vehicles - 0

14. What types of destinations do you make available to your senior passengers?

Both life sustaining and life enriching destinations

15. Please review the list below. In 2011, what were the top three destinations of your senior passengers? (Check only three).

Medical services (non-emergency)

Shopping

Social activities

16. What types of transportation assistance did you provide to senior passengers in 2011? (Check all that apply).

Curb-to-curb

Door-to-door

Transportation escort (e.g. may help on and off vehicle, etc.)

17. What is the total number of rides (one-way please) you provided to senior passengers in 2011? (Check only one).

20,000 - 49,999

18. What is the cost per ride (per one-way ride please) your transportation service/program incurs in providing rides to senior passengers? (See the Application Guidelines for information on cost per ride).

\$20.00 - \$29.99

19. What is the total number of miles driven by your transportation service/program on behalf of senior passengers in 2011?

200,000 - 499,999

20. What is the primary method your senior passengers (and/or their family members) pay for rides and/or contribute funds to support the transportation services they receive? (Check one).

We do not receive payments or contributions from senior passengers or family members.

21. Please write a brief narrative (no more than 500 words) that describes your senior transportation service/program. You should identify: (a) how and why it provides transportation to older adults; (b) a major challenge you faced and how you have solved (or hope to solve it); and (c) how you plan to use the funds if you are selected for a STAR Award. You are welcome to include pertinent data.

Fort Bend County Public Transportation began providing services to the urban and rural areas of the county in 2002. The Commissioners Court of the County determined local citizens had an unmet need for transportation and voted to fund a portion of transportation through the annual budget as long as grant funds were available. As one of the fastest growing counties in the State, Fort Bend County's public transportation services continue to work diligently to keep up with the unmet demand for public transportation services. Due to an increasing population of elderly and disabled residents, demand continues to outpace funding available for services. Fort Bend County provides general public demand response, deviated fixed route and commuter services. Elderly and disabled demand response transportation services are part of our overall program. Demand response and deviated fixed route services are operated Monday through Friday to accommodate first drop offs at 8:00am and last pick up at 5:00pm. The Senior Transportation program began in 2007 through a contractual agreement with Fort Bend County Seniors Meals on Wheels and Much Much More. Prior to that, both agencies were providing separate duplicated services for seniors and decided to collaborate and contract together. Fort Bend County provides daily pick up for 96 seniors to and from 5 senior citizen locations within the county. The Fort Bend Seniors County Meals on Wheels and Much Much More program determines eligibility for the program utilizing the Houston Galveston Area Agency on Aging requirements and refers the applicants to Fort Bend County Public Transit for pick up and return home services free of charge. The seniors enjoy enhanced daily activities of living and participate in various programs at the senior centers from bingo to social activities and a nutritional meal. Enhancement Services to the Fort Bend County Seniors Program Ambassador Program- Since 2010, Fort Bend County has been pleased to provide this unique program free of charge countywide. This program is provided to all who request it on an as needed basis, however is highly utilized by our senior riders. Of the eleven routes utilized by our seniors, all but two have requests for Ambassadors on board. An Ambassador is a riding companion to assist participants/seniors from their door to the vehicle or from the vehicle to their final destination. Additionally, the Fort Bend County's Ambassadors provide physical support with balancing problems, climbing steps, handling small packages and delivering riders to an attendant at their destination. The Ambassadors act in the training capacity by assisting/training riders to travel independently as well. Fort Bend County, if selected for a Star award intends to use the funds awarded to leverage funds as a local match for federal grants to expand programs for seniors.

22. In 2011, what were your top three sources of revenue for supporting your senior transportation services? (Check only three).

Tax revenue

Government grants

Fee for service contracts

on the correlation of receiving federal funding and utilizing tax revenue as match. Local tax revenue has been stable it has been constant, with not increases for transit in the last 3 years.

23. In 2012 are you initiating (or do you plan to initiate) any of the measures below to reduce the costs of providing transportation services to senior passengers? (Check only top three measures).

Collaborate with other organizations

Collaboration with other entities could expand the opportunities for Fort Bend County to reduce costs to its existing senior program. One example would be to look into volunteers to assist as Ambassadors versus utilizing paid assistants. The Retired Senior Volunteer Program (RSVP) funded through the Corporation for National and Community Service is America's largest volunteer network for recently retired seniors age 55 and above could possibly assist with funding volunteer hours. We are also considering opportunities that would help in reducing our overall capital maintenance costs by collaborating with dealers and or repair vendors for donated services.

24. In 2011, how many crashes involving property damage or bodily injury requiring medical treatment did your transportation service/program experience in providing transportation senior passengers? (Check only one).

0

25. Overall, how satisfied with your transportation services are the seniors who receive them? (Check only one level of satisfaction).

Somewhat satisfied

The seniors are somewhat satisfied with services received citing on-time performance and vehicle maintenance problems as the primary concern. Fleet age and driver turnover contributed to these issues. The Ambassador program has been a plus to our senior program services and has received numerous compliments from seniors and their families.

26. How do you measure the satisfaction of your senior passengers with the transportation services they receive. (Check all that apply).

Collect feedback on an informal basis

Keep logs of late pick-ups and missed trips

Keep logs of complaints and compliments

Information is collected informally through monthly meetings with the directors of both the public transit system and the senior centers. Additionally, monthly data reports are reviewed and quarterly site visits are conducted by transportation staff at the senior centers.

27. What method or methods do you use to verify or examine the status of paid and volunteer drivers? (Check all that apply).

	Paid drivers	Volunteer drivers
Driver record checks (e.g. local police or motor vehicle dept.)	X	
Live scans (fingerprinting)		
Physical exam	X	
Drug testing	X	
Criminal background checks	X	
Other		
None (we do not evaluate or examine this group of drivers)		

Below, please briefly identify any other methods you use to examine your drivers; if you do it only before they begin driving or if you do it on a periodic basis; the approximate cost per driver; and who pays for it. :

28. Please select (on the list below) the factors that you believe contributed to the success of your senior transportation program/service in 2011. (Check only the top three).

Local community acceptance

Leadership

Links (coordination) with social service agencies

The willingness to coordinate and not duplicate services has created a successful program. Monthly service monitoring, aided by data produced from our automated scheduling software, enables the opportunity to revise schedules and services to meet changing needs

29. In thinking of the seniors who use your transportation services, how would you say the lives have changed because of using your services (in less than 100 words)? You might consider identifying three or four specific outcomes that have resulted from your services

Seniors are afforded the opportunity free of charge to enhance their quality of life by attending programs daily. Seniors maintain their independence by taking control and scheduling their own rides for medical appointments, social activities, health and nutritional needs, as well as everyday shopping needs. The Ambassador Program assists families who might be caretakers enabling them to work or do to other activities in lieu of transporting their loved ones to these activities.

30. Do the transportation services that you provide meet all the transportation needs of seniors in your community?

No

System wide we deny approximately 20 trips per day due to capacity constraints. Roughly 60% of these requests are made by seniors. Shopping trips, sponsored by the Seniors Centers are limited to one per month due to financial constraints. Additional funding will address these concerns. Implementation of the Ambassador Program fulfilled an unmet need for mobility and family assistance.

Follow Us: [Facebook](#) • [Twitter](#) • [LinkedIn](#) • [Our Blog](#)

Help: [Tutorials](#) • [Answers & FAQs](#) • [Contact Support](#)

About Us: [Management Team](#) • [Board of Directors](#) • [Partners](#) • [Newsroom](#) • [Contact Us](#) • [We're Hiring](#)

Policies: [Terms of Use](#) • [Privacy Policy](#) • [Anti-Spam Policy](#) • [Security Statement](#) • [Email Opt-Out](#)

[Dansk](#) • [Deutsch](#) • [English](#) • [Español](#) • [Français](#) • [□□□](#) • [Italiano](#) • [Nederlands](#) • [□□□](#) • [Norsk](#) • [Português](#) • [Русский](#) • [Suomi](#) • [Svenske](#)

[Use Cases](#) • [Customer Feedback](#) • [Product Feedback](#) • [Market Research](#) • [Employee Satisfaction](#) • [Performance Reviews](#) • [Healthcare Surveys](#) • [Education Surveys](#) • [Non Profit Surveys](#) • [Phone Polling](#) • [Forms By Wufoo](#) • [SurveyMonkey Audience](#)

Copyright © 1999-2012 SurveyMonkey