

MEASURE X 2022-2023 QTR 4 PROGRESS REPORT

Summary on the Status of Project to Date

Accomplishments – In our final quarter we delivered an average of 881 rides per month, 2,645 total trips with over 58% being for medical purposes. We continue our steering committee meetings, now bimonthly for both rural projects and value the incredible input we have from key community stakeholders. Since April, we added 2 individual riders and 1 family account, a total of 53 riders in NorthLine; delivering 73 total trips in QTR4. In ValleyLine; no new riders joined, 31 total riders with 30 round trips delivered; this rural portal data includes Aspire Healthplan sub-riders. Our rural trip mileage was 15.8 in Northline; 23.01 in ValleyLine, with 75% of rural trips being covered by paid drivers.

ITNAmerica continues software improvements which are improving efficiencies on internal scheduling/dispatching level. They've requested monthly participation and feedback around specific 2.0 development priorities moving forward. ITN continues to find balance to conduct outreach or host monthly "Age Well Drive Smart" workshops and attending regional events.

Lessons Learned/Challenges- Our ride volume continues to climb, and we have been very unfortunate to not recruit any new volunteers this quarter. Our service model of honoring a ride for any reason 24/7/365 is in place, although growing very difficult to honor. We advise riders of high volume days/times to avoid denying a ride due to driver shortages. Marketing efforts continue mainly in our rural communities. Our board is considering increasing riders mileage rates due to volume of rides and expenses tied to mileage reimbursement at year end. ITN unfortunately lost both a full-time dispatcher and our Operations Manager within 1 month, and that has significantly impacted our functional capacities. This kept ITN from attending many summer events, and outreach opportunities due to lack of staff support.

Work Remaining- In closing out this fiscal year and full cycle of funding for Measure X; ITN is grateful to have successfully launched both rural projects and have gotten past the growing pains of a software migration on top of significant staff turnover. We are pleased with goals achieved and continuing to see a rise in trips and riders signing up for service. We hope to be able to relaunch our marketing efforts to secure more volunteers in the new fiscal year.

Grant Activities- ITNMontereyCounty continues applying for regional grants, and had great support through Community Foundation North County grant efforts, benefiting NorthLine projects next fiscal year. Efforts continue towards build community support from regional Companies, and management is hopeful in the next year. Outreach efforts continue both in rural project areas and on the peninsula which leads to volunteer recruitment success.

Number of People Served and Communities Served

Rides Data -Provide the total number of people served – Our trips and unique ridership increased substantially from the previous quarter likely due to better weather and longer days. Our average ridership was 140 for our affiliate service area; in April 146 (813 trips) 136 in May (907 trips) and 139 in June (925 trips). Through the last quarter in our rural projects, Northline gave 73 rides to 14 rides; ValleyLine 6 riders took 30 trips.

Photos-

Meals on Wheels Sally Griffin Center attendees at Disaster Preparedness workshop March 23.



SoCoSocial in Soledad where Executive Director presented on Disaster Preparedness to over 90 attendees and City Public Service officers.



ITNMontereyCounty
Fiscal Year 22-23, Quarter #4



Left : Executive Director being recognized for 5 years of service on Mobility Advisory Council, along with Renee Gross, Outreach Specialist for Alliance on Aging.

Below: Volunteer Appreciation Spring Social where active volunteers got awards and a chance to meet other dedicated supporters of ITNMontereyCounty.

