

Success Equation – Metro Transport

Priority Outcomes

What changes in behavior, condition, or status are required to achieve the impact?

Impact

What are you ultimately trying to accomplish?

Meet physical, social & emotional needs of riders

Provide caring, reliable, safe service to riders

Service provides relief for families

Provide high quality transportation for seniors & individuals with special needs

A

+

B

+

C

=

D

-70% rides for medical & 30% for social reasons
-100% phone calls returned w/in day

-100% riders rate driver as courteous
-100% riders report driving felt safe
-100% riders report driver was on time

-100% riders motivated by removing burden from family member

Performance Measures

How do we measure progress against our outcomes?

Create intake form
Offer services in many counties
Educate/collaborate with other agencies re: services offered
Record all feedback from riders

Periodic follow-up with riders
Personalized "chauffeur like" services
Offer subsidies
In service education for drivers

Ask re: motivation on intake
Outreach to families when appropriate, record all feedback

Key Strategies
Which programs or activities will drive results?

Metro Transport

door to door with care



HOW WE DID....

Based on a survey of 21 participants in Q4 2017 and 13 participants in Jan/Feb 2018



- 100% of our clients rated our service above average or higher.
- Our drivers received top ratings in being courteous, prompt and helpful.
- Our clients feel that Metro Transport relieves the need for their family members to help out.
- Our clients have or would strongly recommend us!

"The drivers are so nice and helpful."

"I get to go to the JCC because of Metro Transport."

"I don't know what I would do without Metro Transport."