

## About Via in Erie 2015

Thank you for your support. We hope you find this impact report on how Via serves the Erie community valuable.

Cordially,  
Wendy Reynolds, President, Board of Directors  
Lenna Kottke, Executive Director

## Community Impact 2015

- The on-demand paratransit program provided 791 trips. Of those trips:
  - 85 were for medical/access to health care purposes;
  - 308 were for Senior Center meals and programs;
  - 28 were to transport older adults to and from Boulder in order to attend the Care Link Adult Day Program;
  - 200 were for employment.
- 18 Erie residents were served in the paratransit program.
- Two Erie residents were served in the Mobility Options Information and Referral program.

## Human Impact

- 20 unduplicated Erie residents were served in the paratransit and mobility options programs, representing less than 1% of all people Via served in 2015.
- 40% were over the age of 80; 80% were over the age of 60. We served three people who were over the age of 90.
- 100% lived with a disability or chronic disease.
- 35% lived on annual incomes at or below \$11,770.
- 2015 Program Outcome Evaluations indicated that 96% of our riders agreed or strongly agreed Via helps them to be more independent and self-sufficient.

## Funding Impact 2015

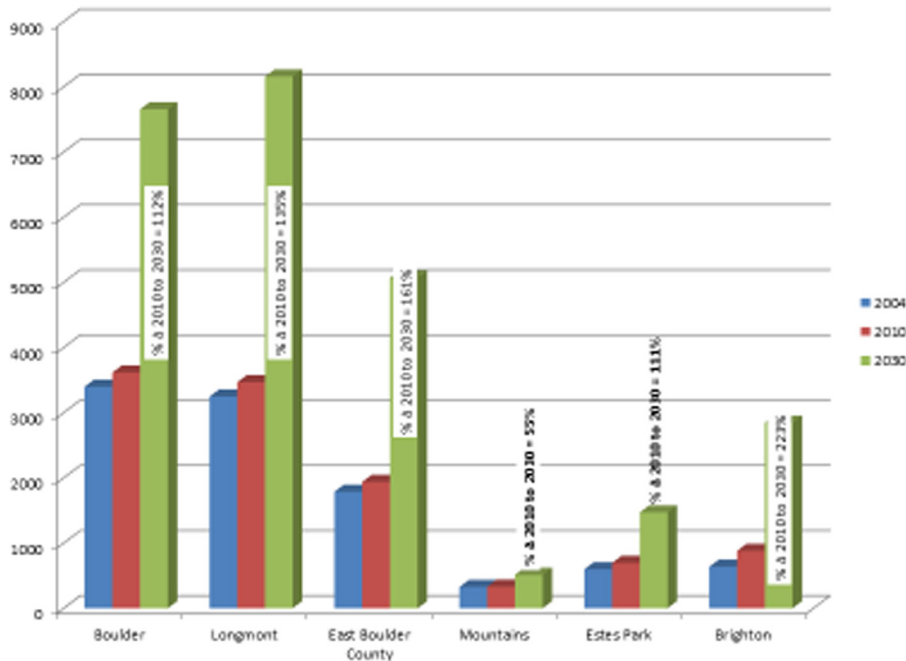
- Via's cost of Erie paratransit and mobility options information and referral services was approximately \$31,000 in 2015.
- The Town of Erie provided \$10,335, representing 34% of the cost of Via's core services to Erie residents.
- Via's total core mission services expense budget in 2015 was close to \$4.6 million. Erie service represents less than 1% of that cost.
- In 2015, Via core mission services in Erie were supported by (in order of amount) RTD, Boulder County, the Town of Erie, FTA Section 5310, philanthropic gifts, Weld County United Way, Foothills United Way and rider fares. Rider fares comprised less than 1% of the revenue.
- For Erie residents who live in Weld County (45% of all Erie residents served), the Town of Erie's funding is a major source of revenue for those individuals.

## Information for the Community

- Via's paratransit service within Erie is available M-F on a space-available basis, with dedicated service on Thursdays for transportation to the Erie Senior Center for the lunch time meal and program. Via also provides service from Erie to Lafayette/Louisville M-F; into Longmont on Tuesdays as well as into Boulder on Wednesdays and Fridays. Via has two full-time vehicles M-F to serve all of East County, including Lafayette, Louisville and Erie. All service is on a space available basis and between the hours of 7:30 a.m. to 5 p.m.
- Trip denials in Erie averaged almost 10% of all trip requests for the year. In the month of February, the trip denial rate was 25%, which means that one quarter of all trip requests was denied.
- Via implemented a volunteer driver program in late 2015 to assist with wait list/denials of service. We currently have two volunteer drivers serving East County communities.

- Via developed a collaboration with Senior Resource Services (SRS) of Greeley in mid-2015 to support and expand their volunteer driver program into the Carbon Valley area, including Erie. SRS will provide trips within the communities as well as to adjacent counties. Via has access to federal transportation funding (\$11,200) that we can use to support expanded service to this area through SRS' already established volunteer driver program. First time funding from United Way of Weld County was secured to provide the required match for this federal grant. This collaboration provided 164 trips in 2015.
- Via's target population for the east county communities of Erie, Lafayette and Louisville continues to have one of the highest projected growth rates of all of Via's service area. See chart below.

### Serviceable Population - 2004-2030



### Advocacy

- Via endorsed House Bill 1033, which was passed by the State legislature. The legislation creates an independent expert study group to identify and review the significant long-term issues posed by the aging of Colorado's population and to recommend concrete steps that the Legislature and others can take to improve how public and private entities respond to the challenges. This legislation is Colorado's path to a comprehensive plan for our state's aging population.

### Issues and Concerns

- Via will raise rider fares effective September 1, 2016. The last fare increase was in 2003. Within Erie fares will increase from \$2 to \$3 per trip. Riders may apply for a 50% discounted fare based on income. Riders eligible for Medicaid or older American Act funding may continue to ride at no cost. Agency-wide, rider fares brought in less than three percent of the cost of a paratransit trip or less than \$94,000 total in 2015.
- Due to the driver shortage and competitive driver market, Via increased driver wages effective in 2016. Entry level drivers start at \$11.50/hour (from \$9). In addition, in order to retain many of our more experienced drivers and to provide an equitable wage structure, all drivers received hourly increases, projected to cost Via over \$200,000 in 2016. Every ten cent across-the-board wage increase in driver wages cost Via over \$40,000. We have no new dedicated funding to support these wage increases.



**THANK YOU.** Learn more about Via at [viacolorado.org](http://viacolorado.org)

Via is a private, nonprofit organization dedicated to promoting independence and self-sufficiency for individuals living with mobility limitations. | Learn more about Via's services at [viacolorado.org](http://viacolorado.org)