



2010 Annual Report

Who We Are

The mission of the Denver Regional Mobility and Access Council (DRMAC) is to reduce barriers to mobility and access in the Denver metro region by fostering interagency and organization collaboration.

Through events, facilitation, informational meetings and active collaboration, DRMAC seeks to coordinate and bring together transportation providers, human services agencies and funders to maximize efficiencies of scale, provide access to specialized transportation for each citizen who requires it and to improve the overall specialized transportation system.

We are committed to providing mobility and access for all.



Dear friends and supporters,

I am proud of the things DRMAC finished in 2010 that involve our mission to reduce barriers to mobility and access in the Denver metro region by fostering interagency and organizational collaboration, while working towards area-wide coordination of resources.

The continuing effort by DRMAC regarding transportation issues in the area has opened long-needed dialogue between providers, funders, riders, and agencies.

DRMAC membership has more than doubled in the past year as recognition of the problems many people who don't drive face when trying to get somewhere.

DRMAC was also honored to have a growing partnership with the Denver Regional Council of Governments (DRCOG). The shared goal of increasing transportation options to metro area seniors is reflected in their recent study on transportation funded by Older American Act and State Senior that suggested service delivery changes be made, including the DRMAC provider database/call center project currently underway.

DRMAC is very grateful for the continued support from the Getting There Collaborative, an initiative of Rose Community Foundation and The Colorado Health Foundation, which continues to provide funding to keep DRMAC viable.

Working together we will reach our goal of mobility and access!

Sincerely,

A handwritten signature in black ink that reads "H. Braaksma". The signature is fluid and cursive, with a long horizontal stroke at the end.

*Hank Braaksma, Chair,
DRMAC Board of Directors*

2010 DRMAC Members

AARP Colorado

Adams County

American Cancer Society

American Red Cross, Mile High Chapter

Arapahoe County, Community Resources Department

Boulder County Transportation Department

Broomfield County Health and Human Services

Castle Rock Senior Center, Inc.

Catholic Charities

City of Centennial

City of Lakewood, Lakewood Rides program

Colorado Association of Transit Agencies (CASTA)

Colorado Cab Company, LLC

Colorado Department of Human Services,
Division of Vocational Rehabilitation

Colorado Department of Human Services,
Division of Aging and Adult Services

Common Works, dba Community Intersections

Comprehensive Care Services,
Division of Developmental Pathways

DaVita Dialysis



Dear friends and supporters,

As I began putting together this annual report, I was amazed at the amount we accomplished last year! With hard work and dedication, our board of directors, committees, and staff substantially increased our membership, created a Veterans Transportation Task Force, held successful symposiums and forums, spread the word across Denver about travel training, and distributed 10,000 Getting There

Guides! DRMAC has proven itself time and time again as a leader in transportation coordination in the region and the state.

One of the many phone calls I received in 2010 was from a gentleman, Jack, who was looking for transportation to a medical appointment. Jack had suffered a stroke and I had a hard time understanding the answers to some of the questions I was asking- "When is your appointment?," "Where do you live?." Jack had never had to rely on someone else to provide a ride for him and was understandably scared and nervous. He knew if he couldn't find transportation, he wouldn't be able to rehabilitate properly. Luckily, because of the vast network DRMAC has become a part of, I was able to connect him with Lakewood Rides and Jack made it to his medical appointment.

No doubt, we still have a lot of work ahead of us before we truly reach a coordinated transportation system. Jack was fortunate to have found transportation but there are many who get lost in the system and simply give up. But with the foundation we laid in 2010, we are well on our way to mobility and access for all!

I invite you to read about our accomplishments in this publication. Happy reading!

Sincerely,

Angela Schreffler, Executive Director

2010 Board of Directors

Hank Braaksma, Chair
Seniors' Resource Center

Lenna Kottke, Vice Chair
Special Transit

Elena Wilken, Secretary
Colorado Association of Transit Agencies (CASTA)

Travis Menefee, Treasurer
Colorado Cab Company

Steve Allen
(joined October, 2010)
Colorado Department of Human Services, Division of Vocational Rehabilitation

Margaret Rendon
First Ride

Sharon Terranova
(resigned April, 2010)
Denver Regional Council of Governments (DRCOG)

Sylvia Labrucherie, Ex Officio Member
Colorado Department of Transportation (CDOT) Division of Transit and Rail

STAFF
Angela Schreffler
Executive Director

Denver Housing Authority
Denver Regional Council of Governments (DRCOG)
Developmental Disability Resource Center
Disability Center for Independent Living
Easter Seals Colorado
Tex Elam, Ph.D, Citizen Member
First Ride
First Transit, Inc.
Imagine!

Jewish Family Service of Colorado
LogistiCare Solutions, LLC
Metro Taxi and South Suburban Taxi
Regional Transportation District (RTD)
Rocky Mountain Stroke Center
RouteMatch Software
Seniors' Resource Center
Special Transit

The Year In Review

It's been a tremendously successful– and productive– year at DRMAC. Some of our biggest accomplishments include...



Creation of a Transportation Provider database

In 2010, DRMAC asked several human service organization to test the beta version of our Transportation Provider Database. Catholic Charities, the Denver Regional Council of Governments (DRCOG) Area Agency on Aging, and Special

Transit, among others, tested the database and provided feedback to DRMAC on what worked and what needed improvement. Using that feedback, we are making final revisions before launching the database to the general public in the spring. A name, logo, and marketing materials are being developed and will be rolled out with the launch.



Medical Campus Impact Study

In 2009, DRMAC hired TransitPlus, Inc. to complete a unique study about current and near-term needs around human services transportation coordination in the isolated and developing Anschutz Medical Campus facility in Aurora.

DRMAC expected to find ways in which trips to the campus could be better coordinated between transportation providers, but TransitPlus found that trip coordination was occurring, though there was room for improvement. Their study, released in 2010, found that while RTD's access-a-Ride vehicles are coordinated, 50 percent of the trips were from small carriers providing single-passenger trips. This is an opportunity for DRMAC to work with these carriers. In addition, TransitPlus found that the main transit concern at the



Project Spotlight

On The Move: Travel Training Partnership with Special Transit

Building on momentum from 2009, DRMAC continued to strengthen our partnership with Special Transit with our On The Move program. On The Move received a makeover in 2010, increasing the number of travel training options to organizations across the Denver region. The new format was launched with a Travel Training Forum in March, which drew about 15 people. The new format allows organizations to choose one or several options for travel training, all designed to get more people riding public transportation, such as the RTD bus or light rail.

The first is a Group Instruction and Outing, which provides organizations with the resources and expertise they need to start their own group instruction and outing program. It consists of two segments, the first being a

The Year In Review

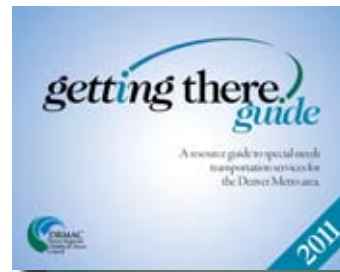
campus was congestion and confusion in dropping off and picking up passengers. Working with staff at the campus, they were able to suggest an alternate location for access-a-Ride vehicles, to assist in easing the traffic flow.



Contact/Call Center

DRMAC made great strides in the last few months of 2010 toward a regional contact/call center. DRMAC hired CO WIN Partners/University of Colorado Denver as the consultant to lead stakeholders from across the region in creating a vision for a contact center. In December, CO WIN Partners surveyed transit providers, case managers, specialized transit riders, and other

stakeholders to gather input about visions, ideas, and potential barriers around a coordinated contact center. This survey paves the way for two stakeholder strategy planning sessions taking place in early 2011.



Getting There Guide

The ever-popular *Getting There Guide* was reprinted in late 2010. The new, larger Guide features updated information, new providers, easier-to-read tabs, and is slightly larger than previous versions. The Guide is also available

in Spanish. Both versions can be found at www.gettingthereguide.com and at www.DRMAC-CO.org.

class which covers important basic information concerning the use of public transit. The class is then followed by a group outing on public transit, which provides everyone with an opportunity to practice what they learned in class.

The Volunteer Bus Buddy program provides organizations with the resources and expertise they need to equip volunteers with the skills they need to accompany riders on trips, offering information and encouragement while participants build their confidence and bus riding skills.

The final offering is a Train-the-Trainer, a more intensive and comprehensive two-day workshop for those interested in establishing an ongoing travel instruction program to serve individuals with disabilities, older adults, and others.

In the last few months of 2010, we trained staff of two organizations, Disability Center for Independent Living

and Lutheran Family Services of Colorado's refugee program. Alula Arega, Matching Grant and Reporting Coordinator at Lutheran Family Services, is extremely appreciative of the training he received. "When refugees come to the Denver area to start new lives, one of the first things they must do is learn to navigate the bus system," said Arega. "Understanding how to get to various appointments and job interviews is critical to successful resettlement for ever refugee family.

"With the training and support we received from DRMAC and Special Transit, we gained confidence in our ability as educators to effectively teach our clients how to get to any place they need to go, on their own. We are grateful to DRMAC and Special Transit for helping us to promote our clients' self-sufficiency as they adjust to life in America."

The Year In Review



Local Coordinating Councils

DRMAC also became active in the formation of Local Coordinating Councils in the region. Broomfield, Jefferson, and Clear Creek/Gilpin counties all received funding from the Colorado Department of Transportation to form councils to address local or regional coordination issues. When possible, DRMAC staff attended meetings, provided technical assistance and resources, and served as a liaison between these local coordinating councils and the State Coordinating Council.

Interns and Volunteers.

Under a partnership with the Division of Vocational Rehabilitation, DRMAC was able to hire an intern for two months over the summer, with the salary paid for by the Jefferson County Workforce Center. We also hired two volunteers in 2010 to help with project coordination. These positions greatly increased the capacity of DRMAC.

Membership Expands to 35.

DRMAC added 19 new members in 2010, following the publication of new marketing materials, our first Open House, and a successful recruitment/outreach campaign. This more than doubled our membership from 2009.



Project Spotlight

Symposiums and Forums

DRMAC was pleased to partner with DRMAC member Colorado Association of Transit Agencies (CASTA) on their Spring Training Conference in Denver. Along with sponsors AARP and the Denver Regional Council of Governments, DRMAC held the Transportation Coordination Symposium, which featured speakers from the Federal Transit Administration (FTA), Colorado Department of Transportation (CDOT), and Easter Seals Project ACTION, among others.

Regarding DRMAC's efforts, Elena Wilken, CASTA Co-Executive Director, said, "The CASTA membership appreciates DRMAC's work on behalf of all transportation users in facilitating efficient, effective, and accessible transportation in the Denver metro region."

DRMAC Celebrates Five Years... A Look Back at Where We've Been

- 2005** Established Denver Regional Mobility and Access Council. Within a year, DRMAC had a core membership of 14 organizations.
- 2006** Became a project of Colorado Nonprofit Development Center, thus securing a 501(c)3 status and laying the foundation for established bylaws and leadership.
- 2007** Received funding from the Getting There Collaborative, an initiative of Rose Community Foundation and The Colorado Health Foundation.
Received funding from American Red Cross to hold the Building Transportation Coordination Symposium
- 2008** Hired first Executive Director and secured office space.
Published first issue of *Mobility Messenger*, DRMAC's newsletter.
Designated regional coordinating council by Colorado Department of Transportation (CDOT) and Regional Transportation District (RTD).
Redesigned and published the *Getting There Guide*, a transportation resource guide for older adults.
- 2009** Held first Breakfast Forum, generating ideas for future projects and partnerships.
Published the *Getting There Guide* in Spanish
Began quarterly Volunteer Driver Program forums as a way for the existing twelve programs to become more efficient and effective by sharing resources and knowledge.
Developed the first Transportation Provider Database– an interactive tool for people to locate transportation providers.
- 2010** Created first DRMAC marketing brochure, the key component of the first membership recruitment campaign.
Doubled DRMAC members.
Recognized as a regional coordinating council by Denver Regional Council of Governments (DRCOG).
Completed an Anschutz Medical Campus Impact Study.
Kicked off a new partnership with Special Transit with a Travel Training Forum.
Held a Transportation Coordination Symposium, featuring local, state, and national speakers.

The symposium drew more than 75 participants from across the state, becoming DRMAC's largest symposium to date! One attendee stated, "The symposium presented new info that will be helpful in program and grant development."

In addition, DRMAC held an access-a-Ride informational forum in December. Larry Buter with the Regional Transportation District's (RTD) access-a-Ride program and Rob Andresen with First Transit spoke to human service organization employees.

Topics included how access-a-Ride works for their clients, including eligibility and how to schedule rides; expectations access-a-Ride has of its riders; expectations riders should have of access-a-Ride; and how the access-a-Ride call center functions.

Due to limited space, only 40 participants were allowed to attend.

Ninety-four percent of attendees increased their knowledge of access-a-Ride and DRMAC received overwhelmingly positive feedback. One attendee said "I learned so much! Before, I had only seen the access-a-Ride buses but couldn't tell you what they are for. This was good, straight-forward information."

Finances

Financial Position Summary

As of December 31, 2010

Assets

Cash	29,085
Other Current Assets	50,192
Fixed Assets	47,167
Total Assets	<u>\$126,443</u>

Liabilities

Current Liabilities	8,383
Long-term Liabilities	0
Total Liabilities	8,383
Net Assets	<u>\$118,061</u>
Total Net Assets and Liabilities	<u>(1,360)*</u>

Statement of Revenues and Expenses

As of December 31, 2010

Revenue

Foundation	\$55,000
Government – Federal Funds	92,857
Corporate	1,000
Individual	100
Board Donations	150
Sponsorship	<u>2,500</u>
Total Revenue	\$151,607

Expenses

Personnel	\$63,351
Operating	<u>\$89,616</u>
Total Expenses	\$152,967*

*Deficit is due to use of carry-over funds from 2009