



QUARTERLY NEWS

S E C O N D Q U A R T E R 2 0 1 0

LEGISLATIVE MEETING HELD

The Washington County Transportation Authority Board of Directors hosted its annual breakfast for local elected officials on May 21st. This event was held to update public officials on emerging transportation issues and to request their continued support for public transportation.

Topics for the meeting included: a progress report on the Authority's ridership and financial position, an update on the rural fixed-route demonstration project that will begin in the fall, and the Authority's participation in a Human Services Transportation Regional Pilot Project to coordinate services.

In addition, state elected officials were encouraged to identify a solution to the state's transportation funding crisis. The Board of Directors also took the opportunity to thank the local leaders in attendance for their commitment to public transportation in Washington County.



Washington Ride's Executive Director Sheila Gombita and Washington County Commissioner Larry Maggi.

PASSENGER SURVEY 2010 RESULTS

614 Passengers Participated in a Passenger Survey held in April.

- 56% of participants have been using the service for more than three years.
- 97% felt the program met their transportation needs.
- 100% rated the Reservation Staff as "Helpful and Accommodating."
- 98% rated the Drivers as "Helpful and Courteous."
- 84% of participants stated their ride arrived regularly within the 15-minute window.
- 98% of participants felt that the Drivers' level of assistance to them during their trips met their needs.
- 93% of participants stated they did not experience excessive time on hold when calling to make a reservation.



94% Overall Satisfaction Rate



Passengers Beverly Bell and Mary Emma Porter with driver Glenn Furbee of Aging Services.



UPCOMING OFFICE CLOSING REMINDERS

Please listen closely to our phone announcements when you call in to our office, as they will give you detailed instructions on how and when to schedule a ride on or after a holiday.

Washington Rides' offices will be closed on **Monday July 5, 2010** in observance of **Independence Day**. However, service will still be provided. You will need to schedule your trips by 4:00 p.m. on Friday, July 2, for Monday and Tuesday, July 5th and 6th.

Washington Rides' offices will be closed on **Monday September 6, 2010** in observance of **Labor Day**. However, service will still be provided. You will need to schedule your trips by 4:00 p.m. on Friday, September 3, for Monday and Tuesday, September 6th and 7th.

TRANSPORTATION 101

Washington Rides participated in the Mid Mon Valley Transportation 101. The event was held March 17th at the Mid Mon Valley Transit Center.

Transportation 101 is a class designed for human services professionals who are interested in learning more about the transportation options available in their area.

The approach is to train the participants so they can take the information back to their workplace and share it with co-workers and clients.

The event was collaboratively hosted by the Mid Mon Valley Transit Authority, Washington Rides, Westmoreland County Transit Authority, and CommuteInfo.



The PACommutes website offers commuters a one-stop shop for ways to save money on transportation, tips on "greening" their commute, and shows them how they can access your services. An array of topics are covered, including how to begin a biking or walking routine, how to set up a car or van pool, and how employers can benefit from promoting these modes in the workplace.

www.PACommutes.com

HOW TO CONTACT US

382 West Chestnut Street
Suite 108
Washington, PA 15301

Our staff is available to take your calls Monday through Friday from 7:30 a.m. to 5:00 p.m.

Trips can be booked as late as 3:00 p.m. the day before your trip or as early as 14 days prior to your trip.

Phone:

1-800-331-5058

Email:

Info@washingtonrides.org

Fax:

724-223-9474

Website:

www.washingtonrides.org