



**Statewide Transportation Improvement Fund  
Discretionary and Statewide Transit Network Programs  
Supplemental Guidance on Outcomes Achieved Reporting  
FINAL, December 5, 2019**

The purpose of this document is to provide supplemental guidance for STIF Discretionary and Statewide Transit Network (STN) recipients on the reporting of “outcomes achieved.” Please review the [STIF Discretionary and STN Reporting Guidance](#) for general guidance on project reporting.

Outcomes achieved reporting provides an opportunity for storytelling that demonstrates the value of STIF investments, including how they advance Oregon Public Transportation Plan (OPTP) Goals. These narrative responses might also highlight project outcomes that support future funding of these and related projects. Compelling stories will be shared with the Oregon Legislature to emphasize the importance of this fund program to transportation providers and the public.

As a reminder, recipients should consider the project selection criteria when reporting on outcomes achieved. Those selection criteria include:

- Equity and Public Transportation Service to Low-income Households,
- Coordination of Public Transportation Services,
- Statewide Transit Network Connections,
- Environmental and Public Health,
- Sustainable Funding, and
- Safety, Security, and Community Livability.

Pages 25-29 of the [Program Guidance](#) provide useful indicators of these criteria.

See the **below chart** of questions and response examples that reflect additional project benefits of interest to RPTD. Recipients are not limited to reporting on the project outcome topics identified in this document nor are they required to address any one of these topics. Outcomes reporting should, as much as possible, include quantitative information (e.g. number of new stops visited, number of buses equipped with new technology).

As expressed in the Reporting Guidance document, ODOT Rail and Public Transit Division (RPTD) will collect an optional Biennial Outcomes Achieved Report that aims to capture a more detailed picture of the cumulative benefits a project has for the project area and the statewide transit network. This biennial report will include the **same or similar questions** as those posed in the below chart. A recipient that uses these questions as prompts during quarterly reporting might draw from their quarterly responses to easily complete the biennial report.

Outcomes Achieved Questions and Example Responses	OPTP Goals Addressed
<p><b>Question 1:</b> What actions has your agency/organization taken to improve coordination with other PTSPs? (This could include, but is not limited to, connections made with other transit providers at transit hubs, open-sharing of scheduling information and other data, or planning efforts made to improve the efficiency and connectivity of regional transportation systems.)</p> <p><b>Example response:</b> During the course of this project, our agency has communicated service schedule changes and new stop destinations to agencies that share stops served by the service, including Agency X and Agency Y. Moreover, we have worked with these agencies to develop signage and informational materials that inform passengers of the possible transfers between our new service and existing services.</p>	<p>Goals 2 and 10</p>
<p><b>Question 2:</b> What actions has your agency taken to better connect the funded service with other transit services and other modes (i.e. biking, walking, train, lightrail, etc.)?</p> <p><b>Example responses:</b> An objective of this project was to make improvements to several bus stops in the county. This included improving sidewalk conditions near the bus stops, adding bike racks near the stops, and adding pedestrian crossing signs to nearby crosswalks. These changes help keep pedestrians safe as they travel to and from a bus stop and encourage people to ride the bus by making the stops more accessible to bikers and people on foot. This biennium, we have seen a 4% increase in ridership our services visiting these bus stops.</p> <p>After we used this grant to double the frequency of this service, we administered a passenger survey that included questions about why new passengers chose to use the service. We learned that more than half of new passengers now used the service because the increased frequency allowed them to make more efficient and reliable connections to other public transportation services.</p>	<p>Goal 2</p>
<p><b>Question 3:</b> How has this project improved access to public transportation for vulnerable or underserved communities? (Communities considered might include low-income households, veterans, Tribal communities, individuals aged 65 and older, individuals with disabilities, and individuals with limited English proficiency.)</p> <p><b>Example responses:</b> This project included the purchase of replacement vehicles for use in a demand-response service frequently used by passengers with mobility limitations. The new vehicles are designed with special features, such as additional and easy-to-reach hand bars, that make boarding and exiting the vehicle easier.</p> <p>As part of the communication and marketing campaign for this new service, we created informational materials in English and Spanish to reach a broader audience.</p> <p>This grant made it possible to lower the fare cost charged to passengers in our transportation district from \$XX to \$XX per ride.</p>	<p>Goal 4</p>

<p>As part of the marketing aspect of this project, our agency held multiple training sessions to teach community members about using public transportation and ask for public feedback about how we might improve our services in the future. We learned that addressing safety concerns in and around bus stops would encourage more residents to use our service. We also learned that some older passengers would like help learning how to use electronic fare applications, which will be the subject of a new training this coming Fall.</p>	
<p><b>Question 4:</b> How has this project helped to make transit service easier to use?</p> <p><b>Example responses:</b> This project resulted in the creation of real-time bus location data, which was incorporated into a new trip planning app that passengers can use to get updates on bus arrival times. We have had X new users of our trip planning app since its creation and have received positive feedback about its helpfulness for catching the bus.</p> <p>This project included the design and implementation of a series of trainings open to the public. These trainings taught riders how to navigate our agency website to look for route and scheduling information. Attendees also learned how to navigate fare purchase, both for electronic and paper fare, and how to take advantage of available reduced fare programs.</p>	<p>Goal 1</p>
<p><b>Question 5:</b> What gaps in public transportation service has this project filled? If none, respond N/A.</p> <p><b>Example response:</b> This project filled a gap in the Statewide Transit Network by providing service between City A and City B with multiple stops at communities between these two destinations. Passengers of this service can now benefit from recreational opportunities and public services that they were previously unable to access. They can also now make connections to the following services: Service 1; Service 2; and Service 3.</p>	<p>Goals 4 and 10</p>
<p><b>Question 6:</b> What has the recipient done to ensure that the service associated with this project will receive adequate and sustainable funding beyond FY 2019-21?</p> <p><b>Example responses:</b> In partnership with three of the communities visited by this service, we have secured local funding that will support the continuation of this service beyond the current funding period.</p> <p>We are planning to incorporate this successful pilot service into our STIF Plan during the next STIF Formula solicitation period.</p>	<p>Goal 9</p>