



March 25<sup>th</sup>, 2021

# Region 16 FY2021 Passenger Transportation Plan



Prepared by:  
Southeast Iowa Regional  
Planning Commission

**RESOLUTION #156-2021**

**INTRODUCED BY: SEIRPC**

**INTENT: A RESOLUTION ADOPTING THE FY2021 PASSENGER TRANSPORTATION PLAN (PTP) AND AUTHORIZING SUBMISSION TO IOWA DEPARTMENT OF TRANSPORTATION (DOT), FEDERAL HIGHWAY ADMINISTRATION (FHWA), AND FEDERAL TRANSIT ADMINISTRATION (FTA)**

**WHEREAS**, the Passenger Transportation Plan is a regional passenger transportation plan that facilitates transportation coordination and efficient use of public transportation funding; and

**WHEREAS**, the Passenger Transportation Plan is a required plan by the Iowa Department of Transportation Office of Public Transit to maintain eligible for public transit funding and to justify applications for public transit funding; and

**WHEREAS**, the planning process of the Passenger Transportation Plan included a wide array of regional representatives, including representatives human service agencies, public transportation officials, elected officials, members of the general public and non-profit representatives; and

**WHEREAS**, the Passenger Transportation Plan is an ongoing plan to be updated annually by Southeast Iowa Regional Planning Commission staff; and

**BE IT RESOLVED**, The Southeast Iowa Regional Planning Commission Board of Directors adopts the Region 16 Passenger Transportation Plan update on this 25<sup>th</sup> Day of March 2021 and authorizes staff to submit to Iowa DOT, FHWA, and FTA.



Brent Schleisman, Chairman



Mike Norris, SEIRPC Executive Director

# Acknowledgements

In addition to the many community members who provided invaluable knowledge to assist us in the development of this plan, we would like to thank the following individuals for their added input:

## **Transportation Advisory Committee/**

## **Passenger Transportation Coordination Workshop participants**

**Pam Taylor**, *Services Director, Milestones AAA*

**Gary See**, *Board of Supervisors, Henry County*

**Nick MacGregor**, *Assistant City Manager to Public Works, City of Burlington*

**Dan Eberhardt**, *Director, Autumn Heights Apartments*

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**Mary Maine**, *Coordinator, RSVP Mount Pleasant*

**Randy Griffin**, *Supervisor, Louisa County*

**Ryanne Wood**, *Administrator, Lee County*

**Sarah Berndt**, *Coordinator of Disability Services/ General Assistance Director, Henry County*

# Acknowledgements

## SEIRPC Board

**Matt Rinker**, *City of Burlington*

**Hans Trousil**, *City of West Burlington*

**Jim Cary**, *Des Moines County*

**Tim Fencil**, *Private Sector, Danville Telecom*

**Mark Huston**, *City of Columbus Junction*

**Brett Shafer**, *City of Wapello*

**Brad Quigley**, *Louisa County*

**Christine Plunkett**, *Iowa Wesleyan University*

**Dr. Michael Ash**, *Southeastern Community College*

**Carolyn Farley**, *Workforce Representative*

**Brent Schleisman**, *City of Mount Pleasant*

**Kirk Miller**, *City of New London*

**Greg Moeller**, *Henry County*

**Chad Hudson**, *Private Sector, Wayland State Bank*

**David Varley**, *City of Fort Madison*

**Cole O'Donnell**, *City of Keokuk*

**Garry Seyb**, *Lee County*

**Barb Smidt**, *Private Sector, Two Rivers Bank & Trust*

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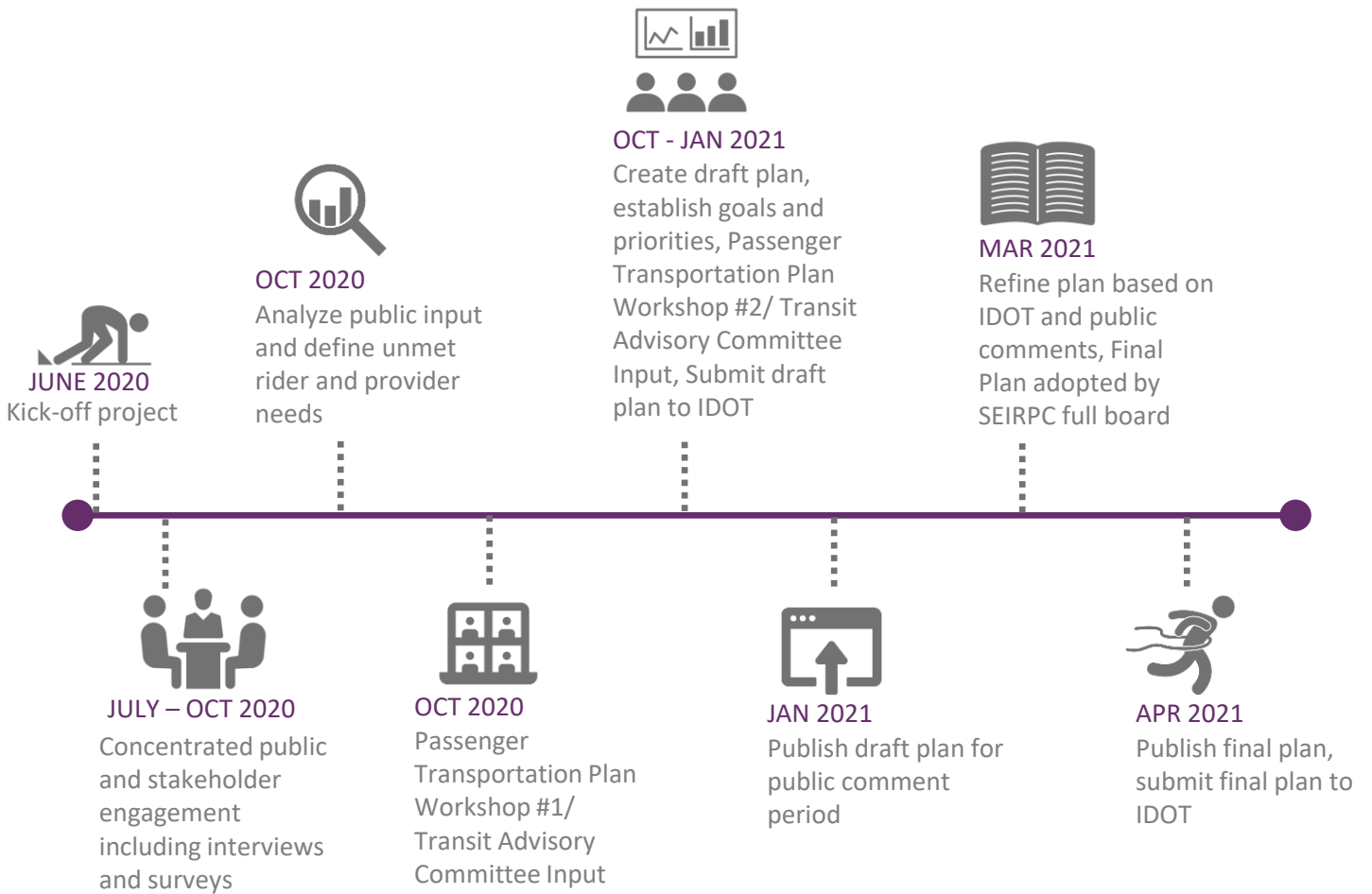
**Zach James**, *Assistant Director*

**Kansha Tiwari**, *Regional Planner*

**Aya Higuchi**, *Planning Intern*

# Plan Development Schedule

The development of the Passenger Transportation Plan FY21 was an 11-month process, which began in the summer of 2020 and concluded in the spring of 2021. Key project milestones have been identified in the timeline below.



# Transit Advisory Committee Meetings

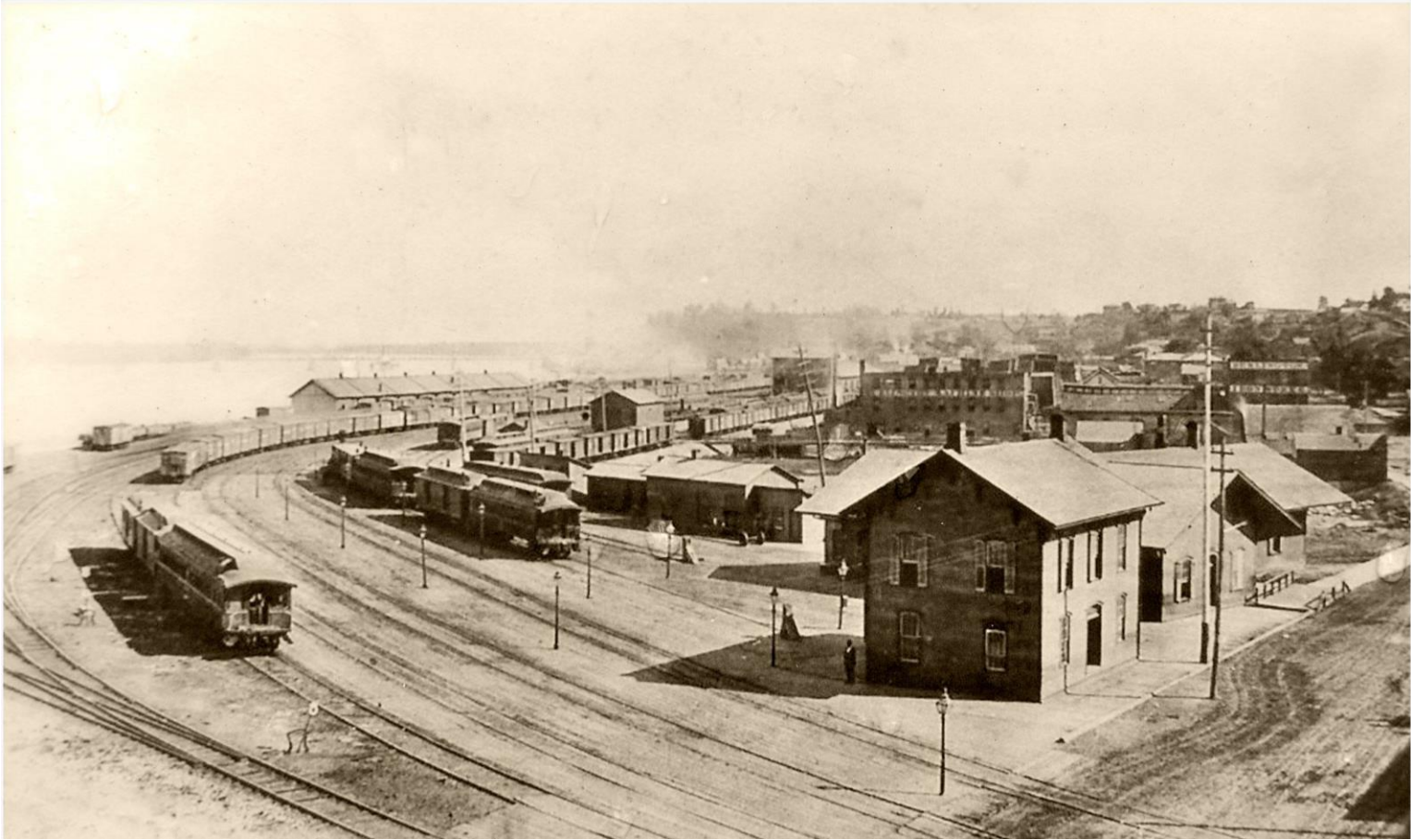
SEIRPC held two Transit Advisory Committee (TRAC) meetings to provide input and review the development and implementation of PTP FY21. . The first meeting was held on October 5<sup>th</sup>, 2020. The second meeting was held on January 26<sup>th</sup> , 2021. All TRAC members (listed in the Acknowledgements) were invited to the meeting. Due to COVID-19 social distancing guidelines, the meetings were held on Zoom.

The meetings were open to the public and the TRAC members were encouraged to invite their co-workers or anyone that might be interested in the planning process of PTP FY21. Several participants that attended the meetings were not TRAC members. Appendix B includes meeting notes, sign in sheets, and Appendix C includes presentations from the two TRAC meetings.



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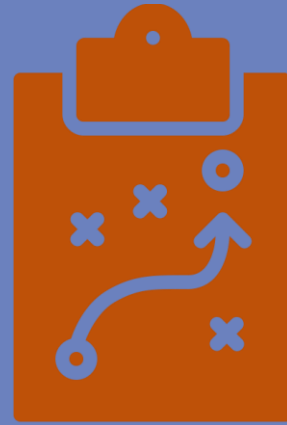
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- Appendix E – Transportation Inventory (Private/ Non-Profit Providers)



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# 1 Introduction and Plan Development



# What is the Passenger Transportation Plan (PTP)?

Southeast Iowa Regional Planning Commission (SEIRPC) serves as Southeast Iowa’s transportation planning body and is the organization responsible for the creation of Region 16 Passenger Transportation Plan (PTP), which is updated every 5 years. The Passenger Transportation Plan (PTP) was created by the Iowa Department of Transportation’s (IDOT) Public Transit Bureau to promote joint, coordinated passenger transportation planning programs that further the development of the local and regional public transportation systems. The plan provides needs-based justification for passenger transportation projects as well as to incorporate federal requirements for coordinated planning. The outcomes of the plan are to:

- Provide a better understanding of passenger transportation services in Region 16;
- Facilitate coordinated transportation services within the region;
- Provide options to address service gaps, fleet needs, and facility needs;
- Assist in creating a better passenger transportation system in Region 16; and
- Provide justification for state and federal funding.

## What is the purpose of this plan?

The purpose of the Region 16 PTP is to improve passenger transit services in the Southeast Iowa Region and provide justification for transit projects in the Transportation Improvement Program (TIP). Specific outcomes of the Region 16 Passenger Transportation Plan are to:



**Improve transportation services to Iowans**



**Assist decision-makers, advocates, and consumers in understanding the range of transportation options available**



**Increase passenger transportation coordination**



**Create awareness of unmet needs**



**Develop justification for future passenger transportation investments**



**Develop new working partnerships**



**Save dollars and eliminate overlapping of services**

# Public Engagement Process

The FY2021 Passenger Transportation Plan was developed through a comprehensive and robust public involvement process. A variety of traditional and innovative techniques were used to gather input from the transit users, transportation providers, and other stakeholders. Major engagement techniques included regional surveys, interviews with transit providers, and Regional Passenger Transportation Coordination Workshops. See Appendix D for plan public notice and media coverage.

Upon completion of the draft plan, it was made available for public comments. Specifically, the document was sent to Iowa DOT for review, Transit Advisory Committee members, and attendees of the regional Passenger Transportation Coordination Workshop to provide input. The final step of the process was an approval and adoption of the plan by SEIRPC Full Board.



## Regional surveys

To understand the perspective of both the transportation providers and the users, two separate surveys, one for transportation providers and one for transportation users, were put out in the region.

The purpose of the transportation providers' survey was to identify all agencies that provide transportation service in the Southeast Iowa region, their vehicle fleet and facility needs, and priorities in the region. A total of 19 responses were received for this survey. The transportation user survey received a total of 37 responses. The survey requested input on unmet needs, difficulties, preferences, demographics of transit users, and priorities in the region.

The surveys were made available and were open to public from July through October. The surveys were distributed online through several regional mailing lists and regional partners as well as shared on social media platforms such as SEIRPC Facebook page, Healthy Henry County Communities' official Facebook page etc. Hard copies of the transportation rider surveys were distributed at Autumn Heights, a low-income senior living facility in Burlington. They were also made available on SEIBUS and BUS for the riders to take them.



## Interviews with transit providers

Planners also held one on one interview with transportation providers who could provide specialized insight into the existing transportation system, and what improvements should be considered. Interviews were held with SEIBUS transit director and BUS transit manager.



## Transit Advisory Committee (TRAC) / Regional Passenger Transportation Coordination Workshop

A regional passenger transportation coordination workshop was held on October 5<sup>th</sup>, 2020 that was attended by several stakeholders and TRAC members that guided planners with thorough, in-depth local regional perspectives and provided input throughout the planning process. The input received was used to identify and develop an inventory of existing transportation providers, determine regional unmet transportation needs, and regional priorities and strategies. A second workshop was held on January 26<sup>th</sup>, 2021 to present a draft PTP plan and seek feedback on proposed priorities, goals and strategies.

# What is THE TRAC?

## WHO ARE TRAC MEMBERS?

The Transit Advisory Committee (TRAC) is made of representatives of the following agencies. Input from other stakeholder groups was encouraged throughout and were invited to TRAC meetings as opportunities are presented.

- Burlington Urban Service
- Des Moines County RSVP
- Des Moines County CPC
- Des Moines County Supervisor
- Fort Madison United Way
- Milestones Area Agency on Aging
- Mount Pleasant RSVP
- Henry County CPC
- Henry County Supervisor
- Hope Haven Development Center
- Louisa County CPC
- Louisa County Supervisor
- Burlington Trailways
- Lee County CPC
- Keokuk City Council
- Fort Madison City Council
- Southeast Iowa BUS
- Iowa Workforce Development
- Burlington City Council
- SEIRPC Planning and Transit Department Staff

## WHAT WAS TRAC'S ROLE IN PTP?

The TRAC played a vital role in the Region 16 Passenger Transportation Plan (PTP) and provided input and review for its development and implementation. The PTP provides information on transportation services and needs, gathers input and ideas from regional transportation partners on regional passenger transportation needs, identifies regional passenger transportation priorities, and provides justification for any state or federal transit funding in Southeast Iowa. The PTP is required to be prepared by SEIRPC for Region 16 with regular, scheduled input from stakeholders forming the TRAC.

The TRAC monitors the progress of the PTP throughout the year, offers general guidance, and recommends the final version of the PTP to the SEIRPC Board of Directors for approval. The main tasks performed by the Transit Advisory Committee are to identify passenger transportation needs, identify projects to address these needs, prioritize projects, and work to implement priority projects/improve coordination amongst different agencies.

**TRAC Meeting**  
**FY 2021 Passenger Transportation Plan**  
October 6, 2020

**Today's Agenda**

1. Introductions
2. About Passenger Transportation Plan (PTP)
3. Plan elements
  - Socioeconomic Trends in SE Iowa
  - Transit Provider Survey
  - Transit User Survey
4. Discussion
  - Existing Transit Providers
  - Priorities from 2013 Passenger Transportation Plan
5. Next Steps

# Transportation Planning Area

## Region 16

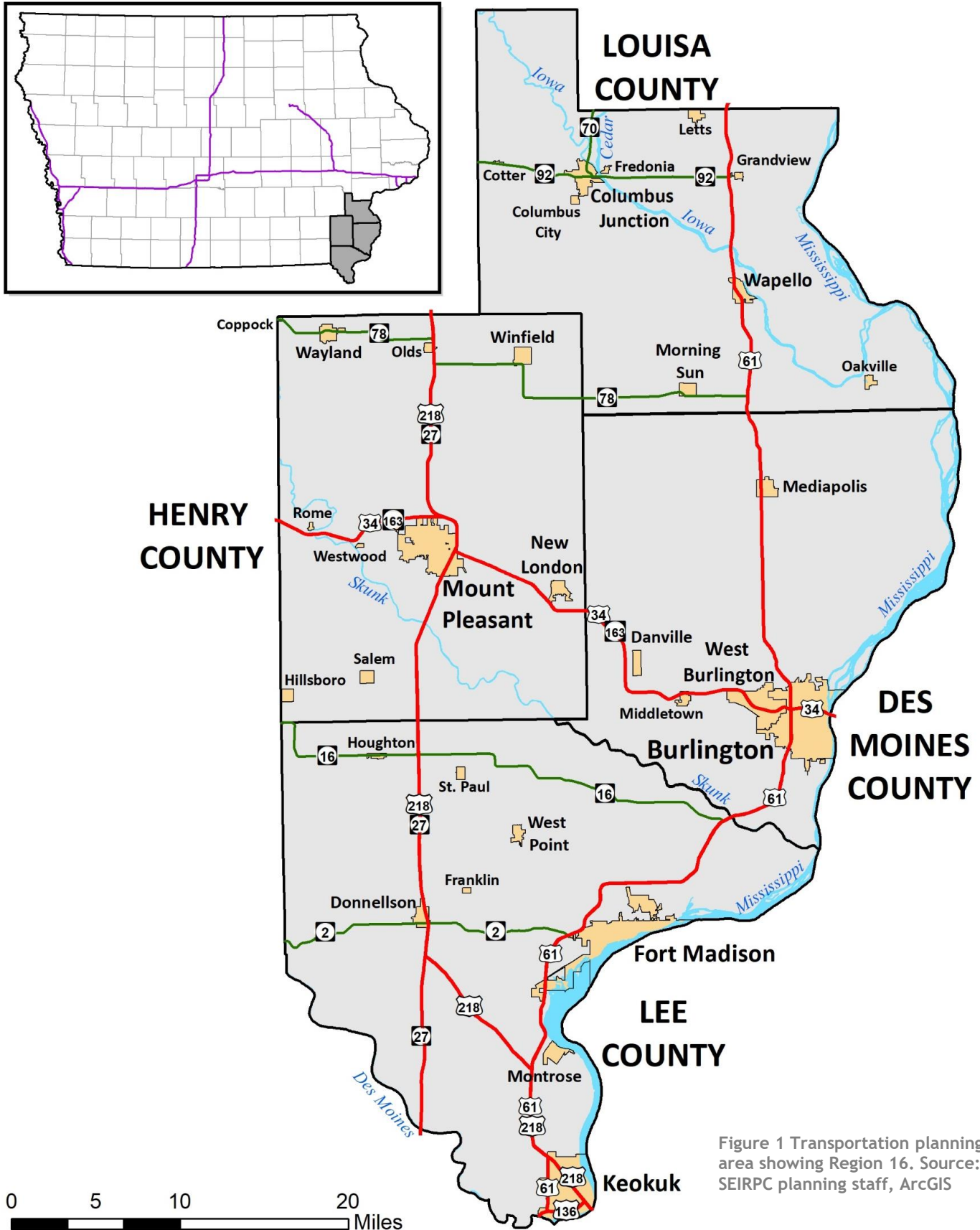


Figure 1 Transportation planning area showing Region 16. Source: SEIRPC planning staff, ArcGIS

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# 2 Transportation

Provider

Inventory



# Southeast Iowa Transportation Providers

## To build a better transit system...

We must first understand the current transit system and its functioning. Southeast Iowa is served by several transportation providers ranging from public transit providers, intercity transit providers, private/non-profit transportation providers to rail and air passenger transportation services. This section will provide an overview of the agencies that provide transportation service and a description of the services that they provide to the residents of Southeast Iowa.

## What type of services are available?



Private Intercity/Charter Services



For-Profit Door-to-Door Transportation/ Taxi Services



Private/ Non Profit Providers



Public Transit Providers (Fixed Route & Demand Response)



Commercial Airline Service



Passenger Rail Service

## Where do Southeast Iowans work?

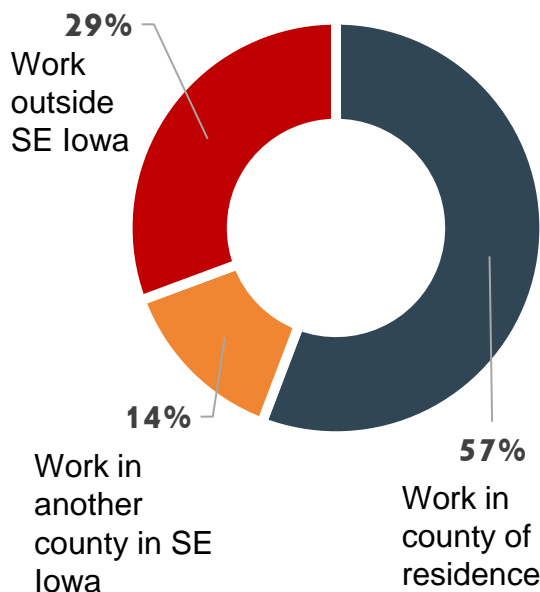
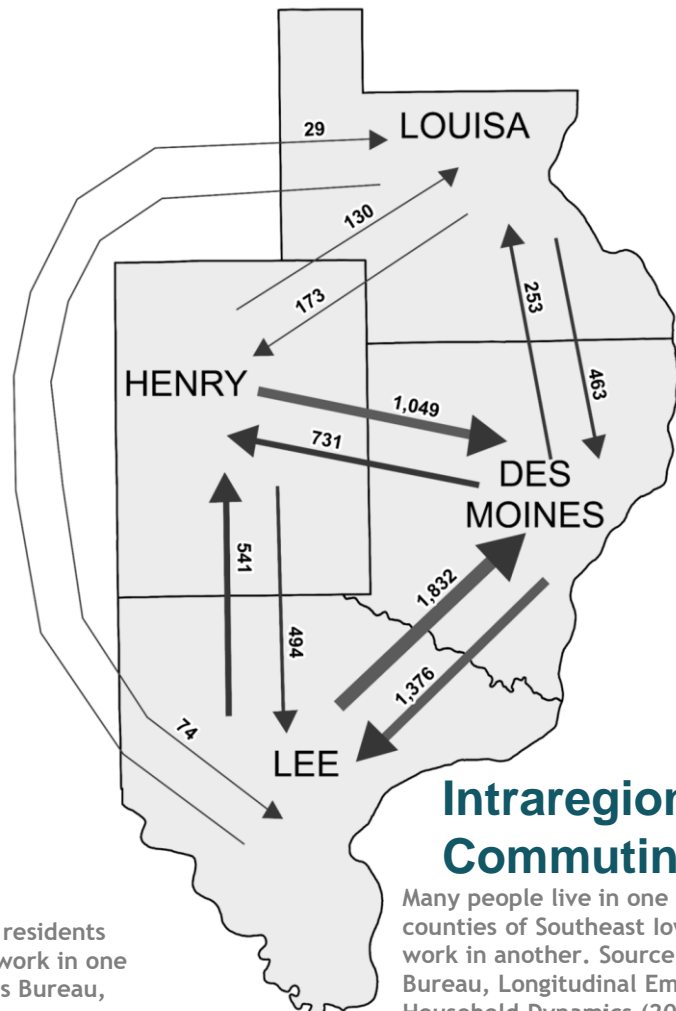


Figure 2 shows a majority of Southeast Iowa's working residents are employed in their county of residence, while 14% work in one of the region's other three counties. Source: US Census Bureau, Longitudinal Employer Household Dynamics (2015)



## Intraregional Commuting

Many people live in one of the four counties of Southeast Iowa, and work in another. Source: US Census Bureau, Longitudinal Employer Household Dynamics (2015)



# Transportation Provider Inventory

## Private Intercity/Charter Services

Burlington Trailways is a private for-profit transportation provider based in West Burlington, Iowa that specializes in scheduled inter-city and charter services. In 2012, all over road buses were required to be 100% ADA equipped. Currently Burlington Trailways has 33 lift-equipped buses with two-wheelchair positions on each bus. The map below illustrates the current Iowa intercity bus travel according to the Iowa DOT. Below is additional information about the different services provided by Burlington Trailways.


### SCHEDULED INTERCITY SERVICE

Burlington Trailways intercity bus service is a regularly scheduled bus service for the general public operating with limited stops over fixed routes connecting urban areas. The main service area for Burlington Trailways includes Iowa, Illinois, Indiana, Nebraska, Colorado, and Missouri, but services are provided in nearly all states and connects with other intercity bus services for long distance trips. This service also has the capacity for transporting baggage carried by passengers. This service can be compared to and connects with Greyhound Lines, Inc., another commonly known intercity bus service provider.

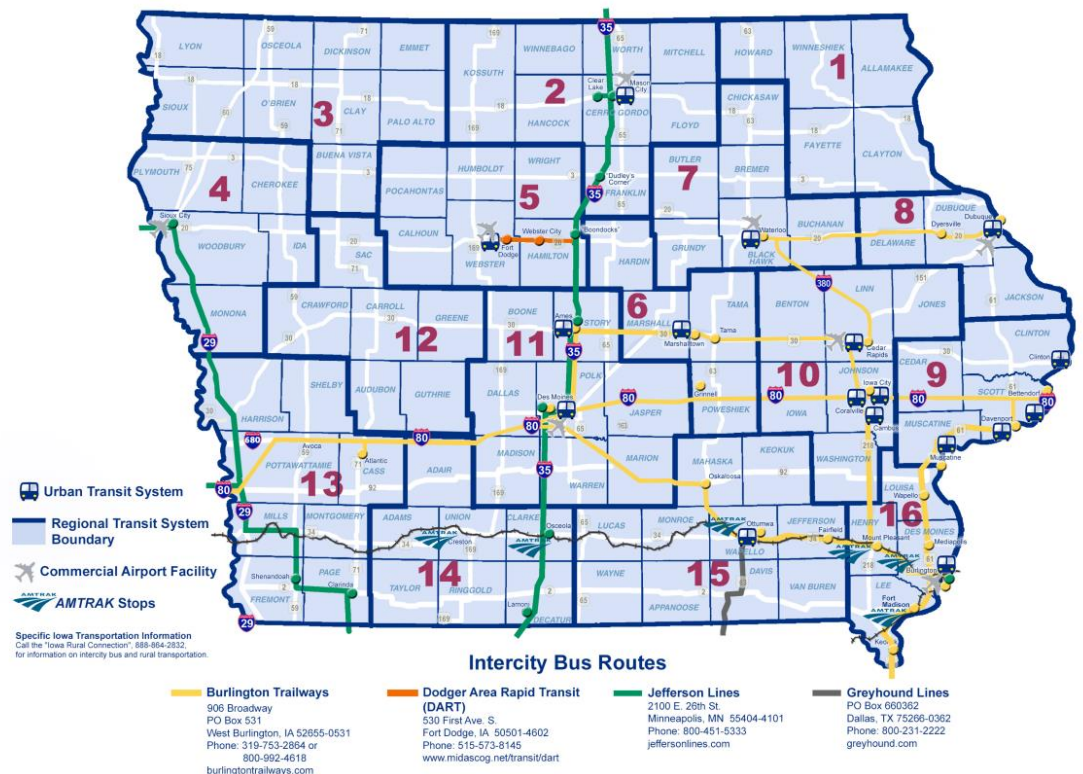
### CHARTERED BUS SERVICE AND ESCORTED TOURS

Burlington Trailways offers charter bus services and tours. These services include transportation provided at the request of a third party for exclusive use of a transit vehicle and/or transportation provided for events or functions that occur on an irregular basis or for limited duration of time. Some examples of charter and tour services that Burlington Trailways provides include sporting events, shopping trips, regional tours, tourism tours, and vacation packages.

Figure 3 regional transit systems in Iowa 



Burlington Trailways has direct roots in Region 16. It was founded in Burlington in 1929, as a subsidiary of the CB&Q railroad. Not long after, it was one of the charter members of what is today known as the Trailways Transportation System.



# Transportation Provider Inventory

## For-Profit Door-to-Door Transportation Services

UNITED AMERICAN CAB is a taxi/limo service based in Keokuk that provides services regionally and in some parts of Illinois.

PORT LOUISA TRANSPORT, INC. is based in Louisa County, serving eastern Iowa with non-emergency rides.

YELLOW CAB COMPANY is a private taxi company based in Burlington.

### RIDESHARE

Rideshares such as Uber and Lyft are fairly recent additions to Southeast Iowa. Lyft became widely available to Southeast Iowa cities beginning in 2017. Both these services are app-driven that allow people to request a local driver for a ride. Their popular destination and pickups are from Southeast Iowa Regional Airport



Figure 4 Dan Ross, once of the registered drivers in the area to provide Lyft rides in Henry County and Southeast Iowa. Source: Southeast Iowa Union, January 30, 2020

## Private/ Non-Profit Providers

Multiple private and non-profit transportation providers operate in the Region 16 Planning Area. SEIRPC is continually trying to identify and inventory private and non-profit transportation providers that operate in the Region 16 Planning Area to ensure opportunities for coordination amongst all transportation providers. SEIRPC planners started off with a list of providers from FY15 PTP. They modified and added to the list by conducting a thorough research, analyzing Transportation Provider survey results, reaching out to various organizations directly, and seeking input from the TRAC members. A compiled list of providers is below. A detailed inventory of private/ non-profit providers can be found in Appendix E.

### DIRECT SERVICES

Advanced Home Health Care	Sunnybrook Assisted Living
Bickford Senior Living	Hope Haven
West Point Care Center	Insight Partnership Group
RidgeView Assisted Living	River Hills Village
Oakview Ridge Assisted Living	
Home Caring Services	
The Kensington	
Great Beginnings	
Play Time Day Care & Pre School	
Low Rent Housing Agency of Burlington	
Washington County Ambulance	

### VOLUNTEER SERVICES

Des Moines County RSVP/Elder Services, Inc.  
Henry County RSVP/The Fellowship Cup  
American Cancer Society

### INDIRECT OR SUBCONTRACTED SERVICES

Des Moines County Mental Health and Disability Services  
Henry County CPC  
Lee County Community Services  
City of Fort Madison  
City of Keokuk  
IMPROPCO  
Milestones Area Agency on Aging  
Great River Health Systems  
Optimae LifeServices  
Henry County Health Center  
Louisa County Public Health

# Transportation Provider Inventory

## Regional Public Schools

### TRANSPORTATION INVENTORY

Region 16 has several school districts that own vehicles for student transportation. Below is a list of regional public schools by county and a list of number of vehicles (buses, cars, etc.) at each of the locations. The capacities range from a 5-passenger car to an 84-passenger bus.

School	Buses	Location
<b>Des Moines County</b>		
Burlington Notre Dame	2	Notre Dame School
West Burlington Independent School	9	408 W. Van Weiss West Burlington
Mediapolis CS	27	430 S Blaine St - Mediapolis
Burlington CS	33	3100 Johanson Dr - Burlington
Danville CS	15	Danville
<b>Lee County</b>		
Fort Madison CS	30	1903 19th Ave M Hwy 2-6TH Light FT Madison
Central Lee	30	Bus Lot - Central Lee HS
Keokuk CS	25	Bus Garage
Holy Trinity HS	3	1903 Ave M FT Madison
<b>Henry County</b>		
Waco CS	13	706 N Pearl St - Wayland
Winfield-Mt Union CS	10	208 S Olive St - Winfield
New London CS	12	New London
CASEIA Headstart	1	Ball field - Mount Pleasant
Mount Pleasant CS	26	Ball field - Mount Pleasant
<b>Louisa County</b>		
Columbus CS	16	1004 Colton St COLUMBUS JCT
Louisa Muscatine CS	22	Hwy 61 South Of Grandview High School
Wapello CS	15	933 Pleasant St - Wapello
Morning Sun CS	4	311 Division St - Morning Sun

Source: Iowa Department of Education

# Transportation Provider Inventory

## Regional Public Schools

### ANNUAL TRANSPORTATION DATA

Iowa Department of Education maintains annual transportation data for all Iowa Public Schools. The table below lists 2018 – 2019 annual transportation data for Region 16 counties that includes enrollment, route miles, non-route miles and net operation cost (ATR). The enrollment (cert less share time) means the students are enrolled in only that school and excludes homeschool, non-public schools and open school enrolled students.

It is apparent that large cities such as Burlington, Fort Madison, Keokuk, and Mount Pleasant have higher enrollment. Their school districts own a higher number of vehicles to provide student transportation. This accounts for a higher number of route and non-route miles traveled and a higher net operating cost. However, rural school districts that cover large rural square mile areas such as Mediapolis, Columbus, Wapello, Louisa- Muscatine, Central Lee, Waco (Wayland) own fewer vehicles that have to travel longer distances to provide student transportation. This accounts for their vehicles travelling more miles in rural areas as compared to larger city school district vehicles that travel within city limits or closer to dense urban cores.

School	Enrollment (cert less share time)	Route	Non-Route	Net Operating	Ave. Cost Per Mile (\$)	Approx. District Sq. Miles
<b>Des Moines County</b>						
Burlington	4,133.6	192,560	106,350	\$836,464.42	4.35	70
West Burlington Ind	473.3	924	17,875	\$4,225.97	7.72	2
Mediapolis	807.6	136,716	19,932	\$527,202.45	3.86	220
Danville	508.4	59,841	16,229	\$249,239.86	4.17	71
<b>Lee County</b>						
Fort Madison	2,104.6	173,314	81,093	\$572,542.96	3.3	240
Central Lee	764.0	160,111	26,652	\$514,381.31	3.23	190
Keokuk	1,874.4	45,799	50,940	\$271,086.62	5.97	47
<b>Henry County</b>						
Waco, Wayland	482.1	106,280	31,435	\$152,112.86	1.44	128
Winfield-Mt Union	321.3	35,244	10,934	\$100,250.60	2.84	93
New London	495.2	31,479	9,386	\$150,321.88	4.78	67
Mount Pleasant	1,922.0	172,750	57,700	\$640,021.57	3.71	303
<b>Louisa County</b>						
Columbus	752.9	52,009	10,090	\$283,564.44	5.45	142
Louisa-Muscatine	711.7	96,376	24,265	\$440,882.94	4.57	110
Wapello	619.1	41,777	34,054	\$145,293.66	3.48	122
Morning Sun	205.6	20,927	1,094	\$46,058.18	2.2	50

Source: Iowa Department of Education

# Transportation Provider Inventory

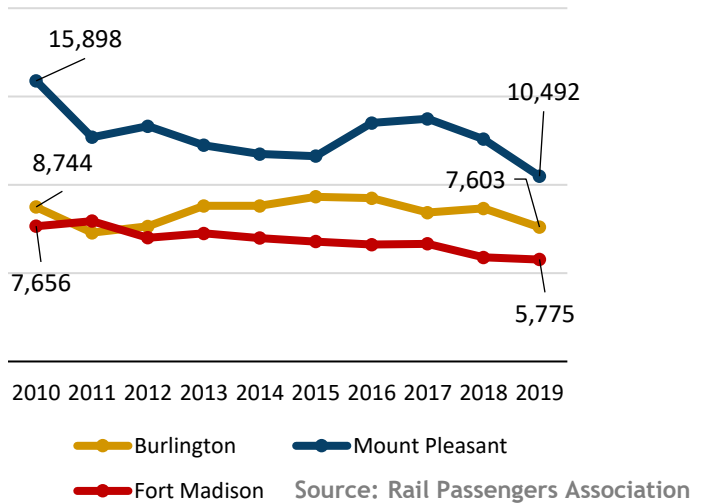
## Passenger Rail Service

Currently there are two Amtrak routes that serve the Region 16 Area including the California Zephyr and the Southwest Chief. These routes can be seen in maps below. The California Zephyr Route has stations in Burlington and Mount Pleasant, while the Southwest Chief Route has a station in Fort Madison. The Zephyr travels from Chicago to San Francisco, with connections to Omaha, Denver, and Salt Lake City. The Chief travels from Chicago to Los Angeles, passing through Kansas City and Albuquerque.

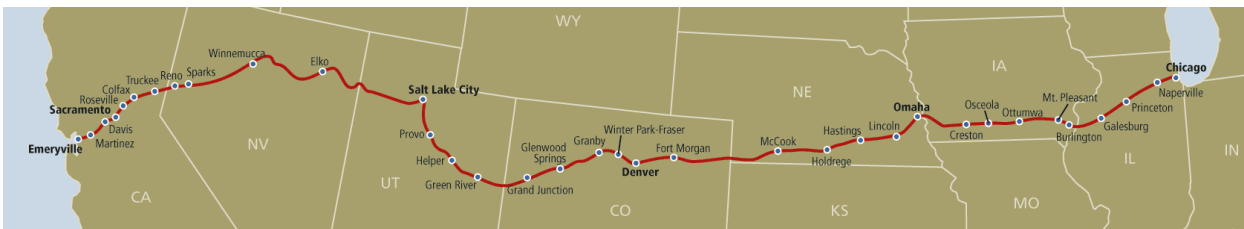
Currently, transit service to and from these stations is very limited. The only location with regular service to an Amtrak Station is in Burlington. Burlington Urban Service (BUS) currently has their main transfer point at the Amtrak Depot. Other transportation service to Amtrak Stations are provided on a demand response basis.



Amtrak Ridership by Station



### California Zephyr Route Map



### Southwest Chief Route Map



# Transportation Provider Inventory

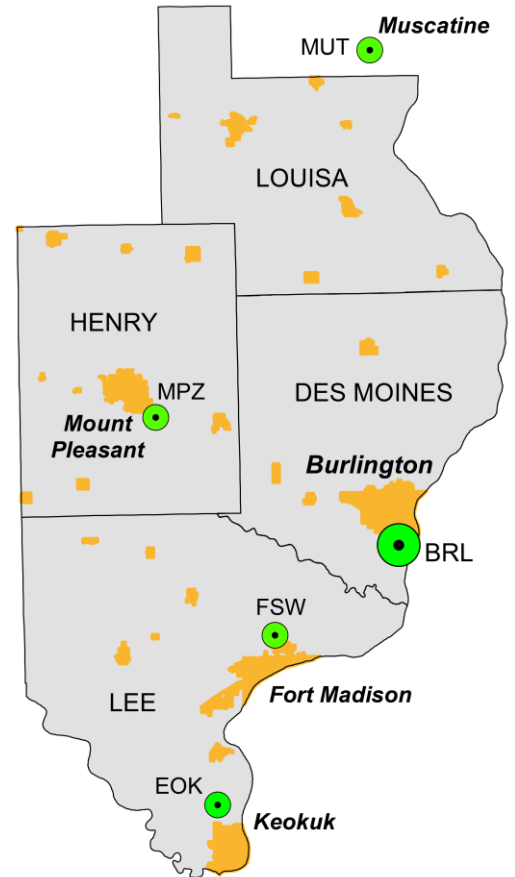
## Commercial Airline Service

Burlington is home to the Southeast Iowa Regional Airport (BRL), the region’s only commercial service airport. The airport is owned by the Southeast Iowa Regional Airport Authority (SIRAA), an independent entity, supported by a multi-government coalition including the City of Burlington, City of West Burlington, and Des Moines County. The airport is currently upgrading their runway.

Passenger service for the Southeast Iowa Regional Airport is provided by Air Choice One, and daily flights are available to Chicago, St. Louis, and Minneapolis (through Mason City). However, the bulk of the airport’s operations are general aviation flights.

Funding for its commercial service operations is provided through Essential Air Service, a federal government program designed to keep commercial air service in smaller cities with comparatively low passenger volume.

In October 2020, the Airport completed the new primary 6,100-foot-long runway at 100 feet wide as a part of a \$12 million project. The airport was awarded a \$10.95 million federal grant in Federal Fiscal Year 2020. The Airport, Des Moines County, City of Burlington and West Burlington provided match of 10% of the project cost. Phase 3 work continues with the intersection of runways 18/36 and 12/30.



### Southeast Iowa Regional Airport – Annual Enplanements

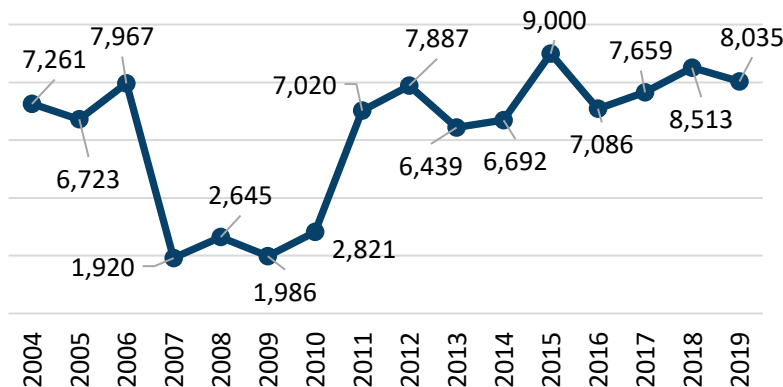


Figure 5 Southeast Iowa Regional Airport - annual enplanements. Source: Federal Aviation Administration

The Southeast Iowa Regional Airport has successfully rebounded from a significant and prolonged slump in passenger usage, between 2006 and 2011, when total enplanements barely exceeded 2,000 a year. Thanks to a switch in service providers, and an aggressive new marketing campaign, the number of passengers has returned to prior levels, generally around 7,500 to 8,000 per year.

Currently the only transit service available at the Southeast Iowa Regional Airport is on a demand response basis via BUS or SEIBUS. The Airport provides free parking and rental car services that makes it convenient for passengers to get to and from the airport. Additional planning is needed to see if there are coordination opportunities for providing transit service to the Southeast Iowa Regional Airport.

# Transportation Provider Inventory

## Public Transit Providers

Two public transit providers, Southeast Iowa Bus (SEIBUS) and Burlington Urban Service (BUS), offer services in Southeast Iowa.

### Southeast Iowa Bus (SEIBUS)

SEIBUS (Southeast Iowa BUS) is the regional transit provider for Southeast Iowa, with service provided throughout Des Moines, Henry, Lee, and Louisa Counties, Monday through Friday. It is operated by the Southeast Iowa Regional Planning Commission, with scheduling and management operated out of the SEIRPC office in West Burlington. SEIBUS provides a safe, comfortable, economical transportation service to the general public.

SEIBUS does not have fixed routes. Instead, rides are available to the general public on an on-demand basis, with different schedules for the cities in which buses are stationed. One-way and round-trip fares are offered, along with a monthly pass within individual counties. Much of the SEIBUS services are based on providing transportation to county mental health and disabled clients, while operating open to the general public during these trips. Basic general public services are also offered to all cities and counties in the SEIBUS service region.

The regular hours of service from SEIBUS vary among communities. Fort Madison and Keokuk services run from 11:00am to 3:00Pm on Mondays, Wednesdays, and Fridays. Mount Pleasant service runs from 9:00am to 3:00pm Monday to Friday. On Mondays, Wednesdays, and Fridays, SEIBUS also operates a route from Mediapolis to Burlington at 9:30am and from Burlington to Mediapolis at 1:00pm. Columbus Junction, Grandview, Wapello, and Morning Sun riders are directed to call SEIBUS to check bus availability.

City	Day	Start Time	End Time
Fort Madison	Monday	11:00 AM	3:00 PM
	Wednesday	11:00 AM	3:00 PM
	Friday	11:00 AM	3:00 PM
Keokuk	Monday	11:00 AM	3:00 PM
	Wednesday	11:00 AM	3:00 PM
	Friday	11:00 AM	3:00 PM
Mount Pleasant	Monday to Friday	9:00 AM	3:00 PM

City (to and from Burlington)	Day	Start Time	End Time
Mediapolis	Monday	9:30 AM	1:00 PM
	Wednesday	9:30 AM	1:00 PM
	Friday	9:30 AM	1:00 PM
		(Departure from home)	(Arrival back home)
Columbus Junction, Grandview, Wapello, Morning Sun	Passengers can call SEIBUS for bus availability		

# Transportation Provider Inventory

## Southeast Iowa Bus (SEIBUS)

Part of the general public service includes a Medical Shuttle to the Iowa City hospitals two days each week. The medical shuttle travels to Iowa City hospitals (University, Mercy, Veterans, Iowa River Landing, etc.) on Tuesday, Wednesday and Thursday each week, excluding holidays. Most medical shuttle pick ups are from passenger’s home, but alternate pick-up sites can be arranged.

Rides to the Cedar Rapids Airport are also available, arriving at the airport at approximately 9:30 AM. Departure from the airport is at 1:30PM on Tuesday and Thursday; 12:30PM on Wednesday. Table below shows the medical shuttle schedules.

County/City	Pick Up From Your Home On Tuesday & Thursday	Arrive In Iowa City	Leave Iowa City On Tuesday & Thursday	Arrival Back Home On Tuesday & Thursday (Approximate Time)
Keokuk	5:30 - 6:00 AM	Drop off in Iowa City at 9:00 AM (approximate time)	Depart VA hospital promptly at 2:30 PM	5:15 PM
Fort Madison	6:15 – 6:30 AM			4:30 PM
Henry County	7:00 - 7:30 AM			3:45 PM
Des Moines County	6:00 - 6:30 AM		Depart UI hospital promptly at 2:45 PM	4:30 PM
Louisa County	7:00 – 7:15 AM			3:45 PM

SEIBUS also contracts with other private transportation providers to provide general public transportation such as Hope Haven and Milestones AAA. These providers are often elder care, sheltered workshop or assisted living facilities that have access to transit vehicles. SEIBUS also provides general public services for several regional events including Fort Madison Rodeo and Midwest Old Threshers.

Below is a listing of community and agency partnerships SEIBUS was able to maintain or establish during FY2020:

- Milestone AAA
- Des Moines County
- Henry County
- Louisa County
- Lee County
- City of Fort Madison
- City of Keokuk
- Old Threshers Reunion
- UnitedHealthcare
- Access2Care
- Tri-State Rodeo
- The Madison Healthcare Facility
- Great River Medical Center
- Hope Haven
- Logisticare
- Donnellson Healthcare and Rehabilitation Center LLC



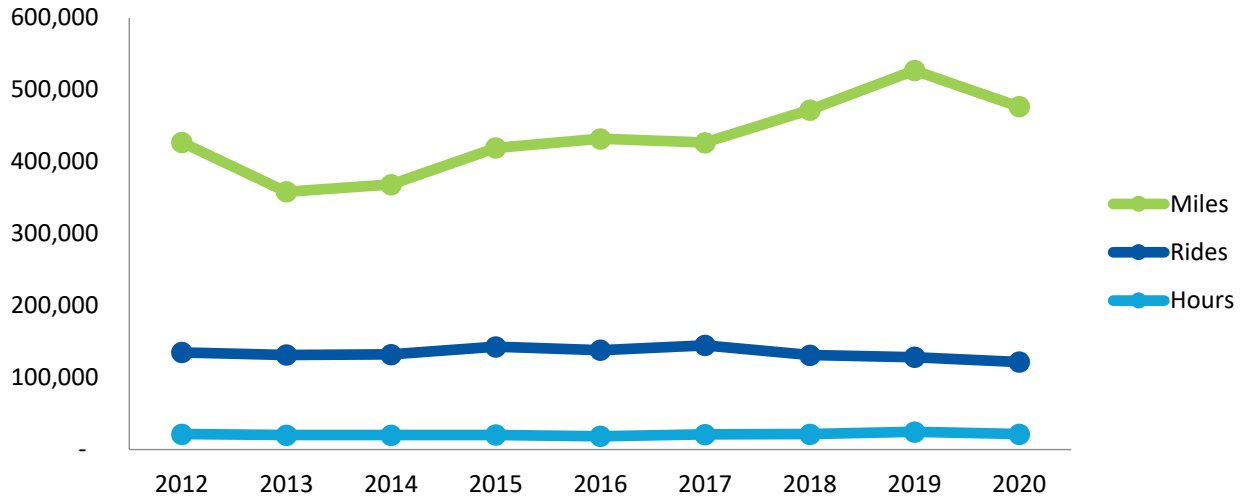


# Transportation Provider Inventory

## Southeast Iowa Bus (SEIBUS) – Past Trends

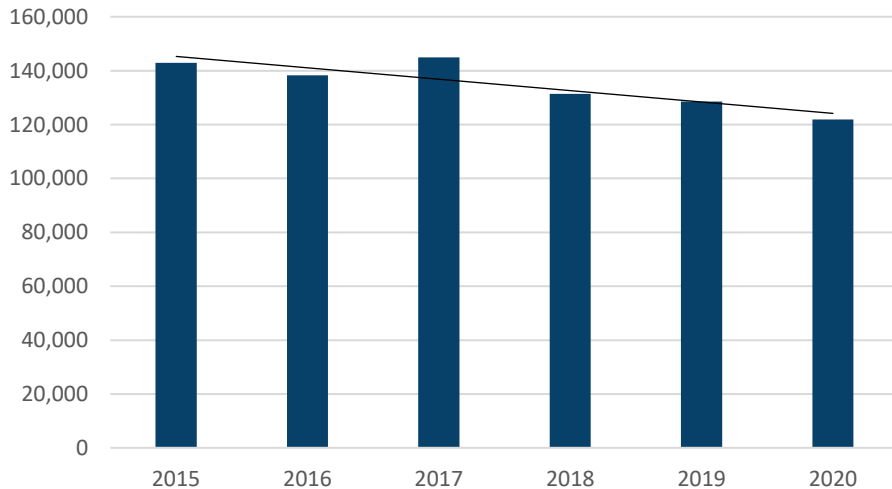
This page provides an overview of the past trends of SEIBUS and studies the change in ridership, vehicles miles traveled and hours of operation in the past 6 years.

### KEY SERVICE MEASURES



Between 2015 - 2020, the ridership, hours and miles were pretty stable. However, BUS ridership dropped significantly in 2020, which reflects in the drop in miles of operation.

### RIDERSHIP FY2016 TO FY2020



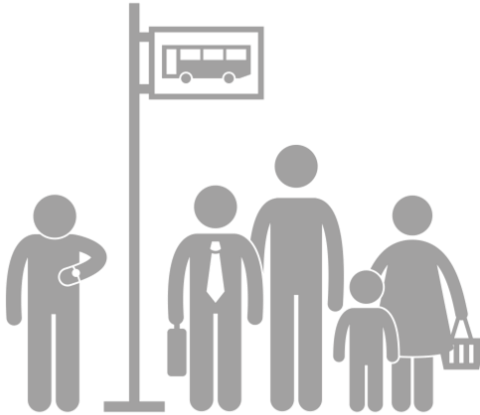
Overall, the ridership between 2015 and 2019 was fairly consistent. Ridership saw a modest rise in 2017. However, the number of rides saw a slight decline again in 2018, dropping by 10.3% from 2019. SEIBUS experienced an overall reduction of 6,740 rides in fiscal 2020 compared to fiscal 2019. The major cause of this ridership decline was due to COVID-19 pandemic and limited travel needs of the riders, especially during the last two quarters of the fiscal year.

'Recent Developments' section of chapter 4 provides a closer overview of rides by month in FY20 and how COVID-19 impacted the overall BUS ridership.

# Transportation Provider Inventory

## SEIBUS - Today

FY 2020 BY THE NUMBERS



### System Ridership

- Total Rides – 121,846
- Elderly Rides – 26,770
- Disabled Rides – 42,577



Annual Hours of Operation  
21,512



Employees  
23 total employees



Fleet  
28 Buses  
(all ADA compliant)



Bus Service Operation Days  
Monday through Friday



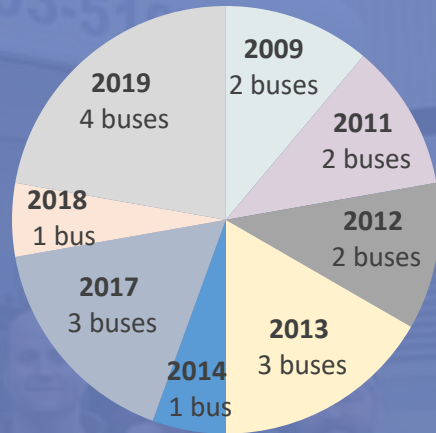
Annual Miles Traveled  
476,597



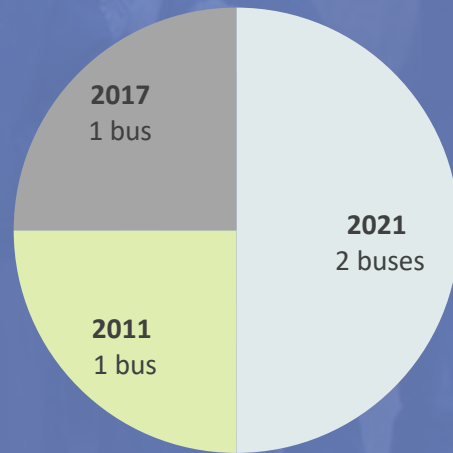
# Transportation Provider Inventory

## Southeast Iowa Bus (SEIBUS) – Fleet Characteristics

As of 2020, SEIBUS fleet includes 29 buses, 23 of which are ADA compliant. This includes a mix of 18 light duty, 4 medium duty buses, and 2 heavy duty/ school buses. SEIBUS also has 5 SV vans. The average age of SEIBUS vehicles is 7 year old. In FY2020, SEIBUS purchased and delivered four new Light Duty buses to replace 4 older and high mileage buses.



Light duty



Medium duty

# Transportation Provider Inventory

## Burlington Urban Service (BUS)

Burlington Urban Service (BUS) is the transit provider for the Burlington urban area, which includes the cities of Burlington and West Burlington. It is operated by the City of Burlington Public Works Department. Services are available to the general public 6 days a week during the morning and afternoon, with Saturday rides required to be scheduled in advance. Fares are calculated on a per-ride basis or with monthly, 6-month, and annual passes.

BUS provides several different services based on deviated fixed routes, demand response and paratransit. BUS has a series of ten fixed routes, operating at certain times of day, along with two shuttles and a para transit vehicle, for on-demand response. Although BUS has fixed routes, they can be modified as needed to pick up passengers. The deviated fixed routes radiate outward from the main transfer hub at the Amtrak depot. Major destinations include medical facilities, schools, major employers, and shopping areas.

BUS and SEIBUS have an operating relationship that is governed by the BUS service area. SEIBUS does not provide service that originates in the BUS area unless a previous agreement has been reached allowing SEIBUS to provide service.

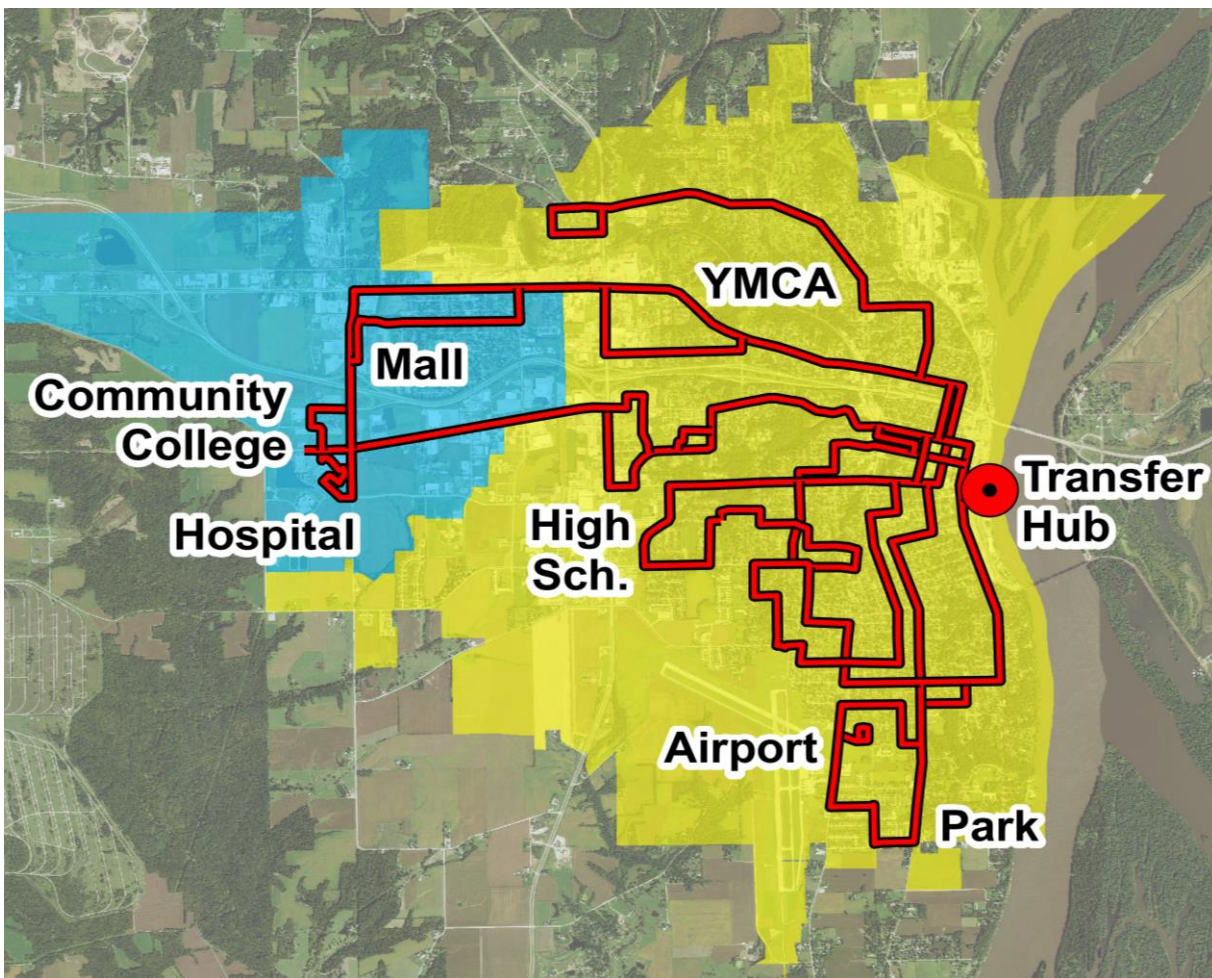


Figure 5 Map showing Burlington Urban Service fixed routes and transfer hub

# Transportation Provider Inventory

## Burlington Urban Service (BUS)

Hours of operation start at 6:40 AM and run until 9:00 AM Monday through Friday for most deviated fixed route-based services. Demand response buses provide service from 9:00 AM to 5:40 PM, with para transit service available from 6:30 AM to 5:40 PM. Saturday service is provided via one bus on a fixed route from 8:10 AM to 3:00 PM.

Route	Route Type	Start Time	End Time
Crapo Park	Deviated Fixed Route	6:40 am	9:00 am
South hill	Deviated Fixed Route	6:40 am	9:00 am
Sunnyside	Deviated Fixed Route	6:40 am	9:00 am
West Avenue	Deviated Fixed Route	6:40 am	9:10 am
Flint Hills	Deviated Fixed Route	6:40 am	3:10 pm
Westland Mall	Deviated Fixed Route	6:50 am	3:00 pm
Shuttle 1	Demand Response	9:00 am	5:40 am
Shuttle 2	Demand Response	9:00 am	5:40 pm
Para Transit	Demand Response	6:30 am	5:40 pm
Saturday Service (must be scheduled during weekdays)	Deviated Fixed Route	8:10 am	3:00 pm

School children that do not qualify for busing in the Burlington Community School District tend to be heavy users of BUS. The school district does not provide busing service to students located within 3 miles of the high school, 2 miles of the junior high schools, or 1 mile of the elementary schools. BUS does not, however, offer any exclusive service for student transportation.



# Transportation Provider Inventory

## Burlington Urban Service (BUS)



Apart from their regular fixed routes, deviated fixed routes, demand response and paratransit services, BUS also offered a successful Kids Ride Free program for several years. This helped children and teens under 17 and younger get out of the house and out in the community by waiving the usual \$1.25 bus fare for children.

Flyers were distributed throughout the city with information about the program. Children and teens could travel for free around the city and were not bound to a specific set of destinations. In 2019, for the second time since the program started several years ago, the kids could ride buses for free regardless of their designation.

BUS provided a total of **7,233** free rides to kids during summer 2018 and **8,447** free rides to kids during summer 2019

Let Burlington Urban Service take you where you need to go.



# Kids Ride Free Summer 2018

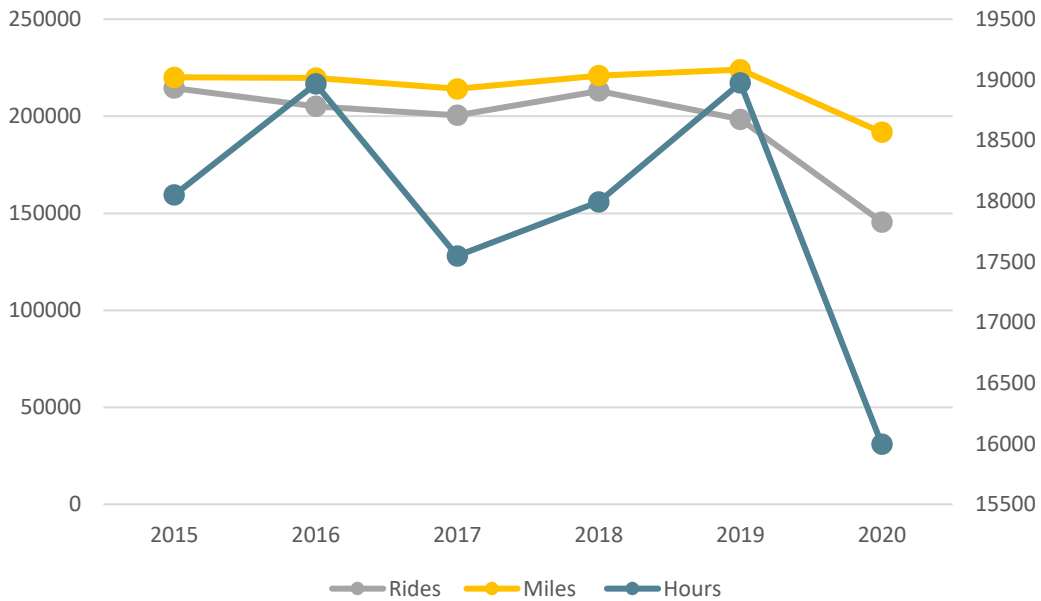


June 4th—August 22nd

# Transportation Provider Inventory

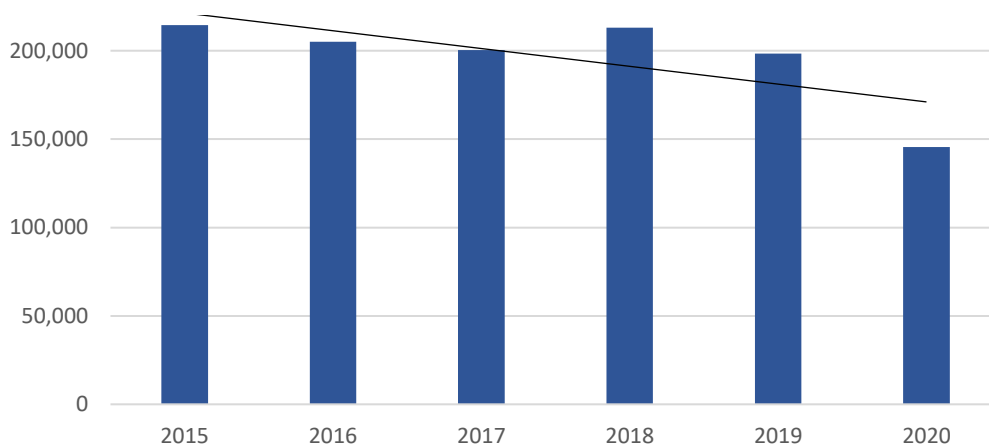
## Burlington Urban Service (BUS) – Past Trends

### KEY SERVICE MEASURES



Between 2015 - 2020, the ridership, hours and miles were pretty stable. However, BUS ridership dropped significantly in 2020, which reflects in the drop in miles and hours of operation.

### RIDERSHIP FY2015 TO FY2020



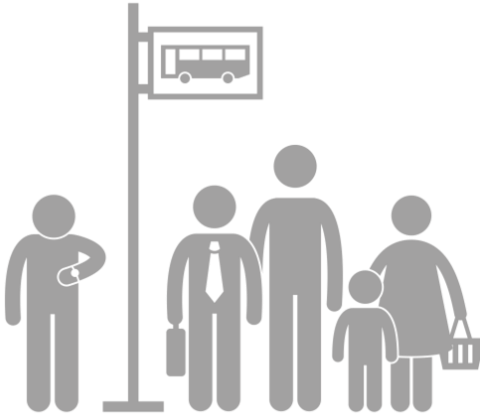
Overall, the ridership between 2015 and 2019 was fairly consistent. Ridership saw a modest rise in 2018, from 2017 to 2018. However, the number of rides saw a decline again in 2019, dropping by 6.9% from 2018. It dropped significantly by 26.6% in FY2020. The major cause of this ridership decline was due to COVID-19 pandemic and limited travel needs of the riders, especially during the last two quarters of the fiscal year.

'Recent Developments' section of chapter 4 provides a closer overview of rides by month in FY20 and how COVID-19 impacted the overall BUS ridership.

# Transportation Provider Inventory

## Burlington Urban Service (BUS) - Today

FY 2020 BY THE NUMBERS



### System Ridership

- Total Rides – 145,530
- Elderly Rides – 20,735
- Disabled Rides – 10,587



### Annual Hours of Operation

15,995



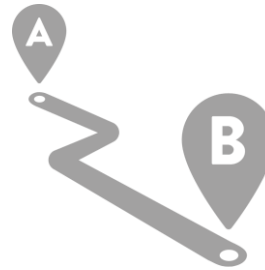
### Employees

15 total employees



### Fleet

14 Buses  
(all ADA compliant)



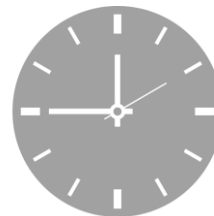
### BUS Routes

10 Deviated Fixed Routes



### BUS Mileage

Annual Miles Traveled –  
195,789



### Bus Service Operation Days

Monday through Friday  
(Saturday service to be scheduled during weekdays)



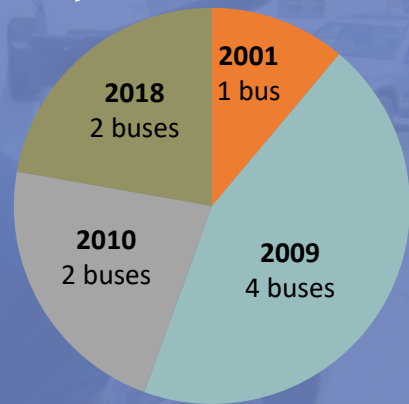


# Transportation Provider Inventory

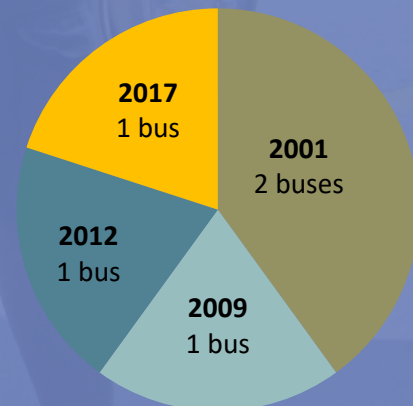
## Burlington Urban Service (BUS) – Fleet Characteristics

As of 2020, BUS fleet includes 14 buses, all of which are ADA compliant.

This includes a mix of 5 light duty and 9 medium duty buses. 8 out of 9 medium duty buses are a 2009 or newer models, with 2 being fairly recent purchases in 2018. 3 out of 5 light duty bus models are 2009 or later, and the newest model is from 2017 while only 1 bus is over 15 years old.



Medium duty

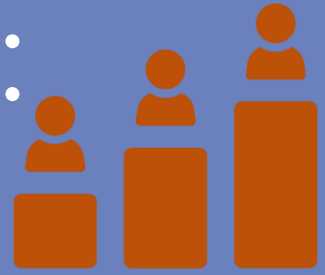


Light duty

BUS has already secured funding from Iowa DOT to replace 5 of its older buses in FY21. These include 3 light-duty buses (723B, 726, 725 - all 2009 make) and 2 medium-duty buses (722 - 2002 and 727 - 2009 make).

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# 3 Regional Profile: Southeast Iowa



# Regional Profile – Southeast Iowa

## Demographic Characteristics

Region 16 is predominantly a rural area where a majority of residents rely on private automobiles for transportation. Approximately 83% of population aged over 16 in the region commute alone using their own vehicles. However, many residents depend on public transit services to access medical services, to participate in the workforce, and to use social service programs, or to meet other basic needs.

The elderly, people with physical and mental disabilities, and people with low income are often those most dependent on transit services. This section provides socioeconomic snapshots of the region to provide context for the passenger transportation plan and identify the needs of transportation in each county.

### POPULATION DENSITY

Understanding population density helps evaluate the size and scope necessary to provide adequate service. In Region 16, the largest “activity hubs” are the four largest cities: Burlington, Fort Madison, Keokuk, and Mt Pleasant. The map on the right illustrates population density in Region 16, which consists of Des Moines, Henry, Lee and Louisa Counties.

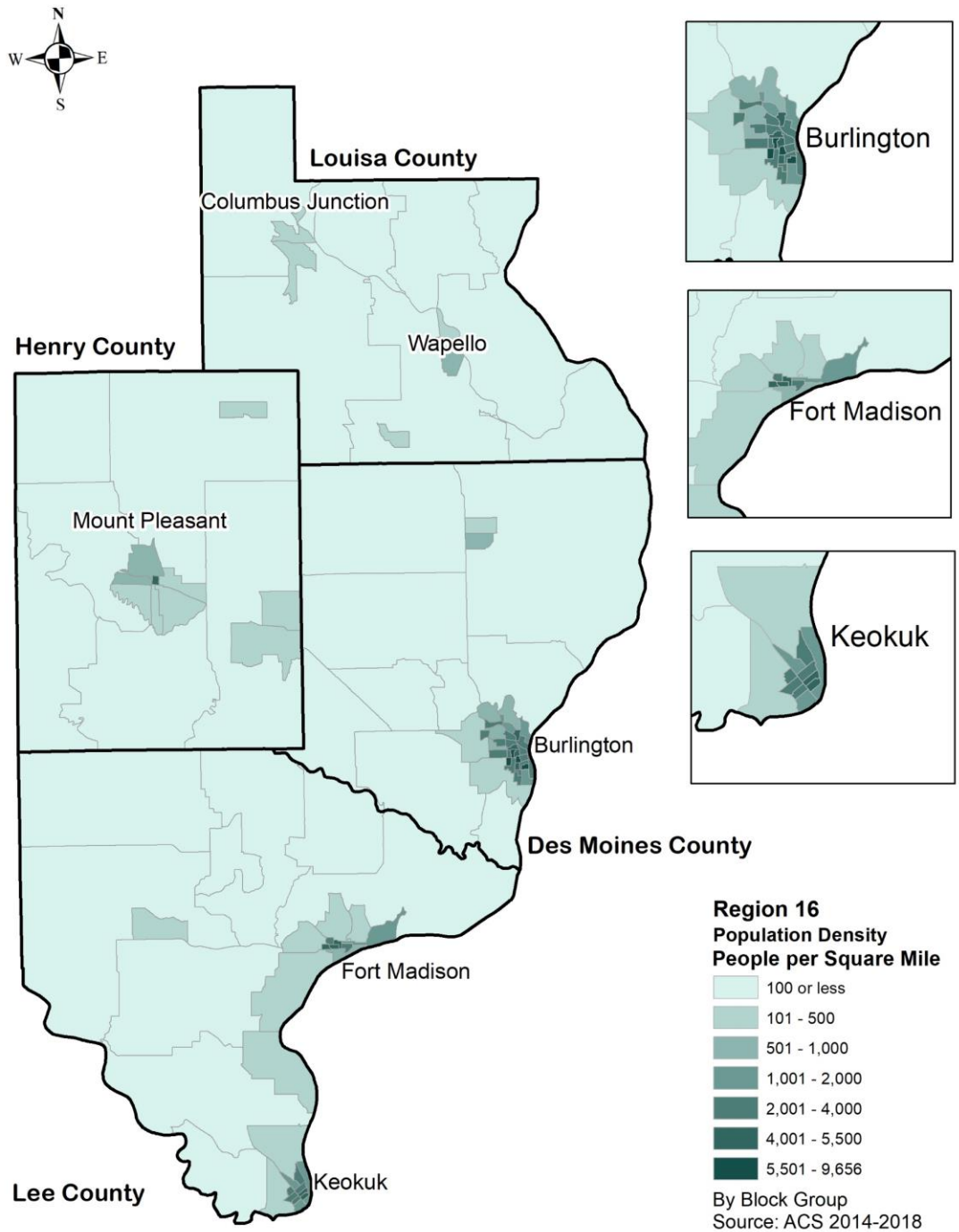
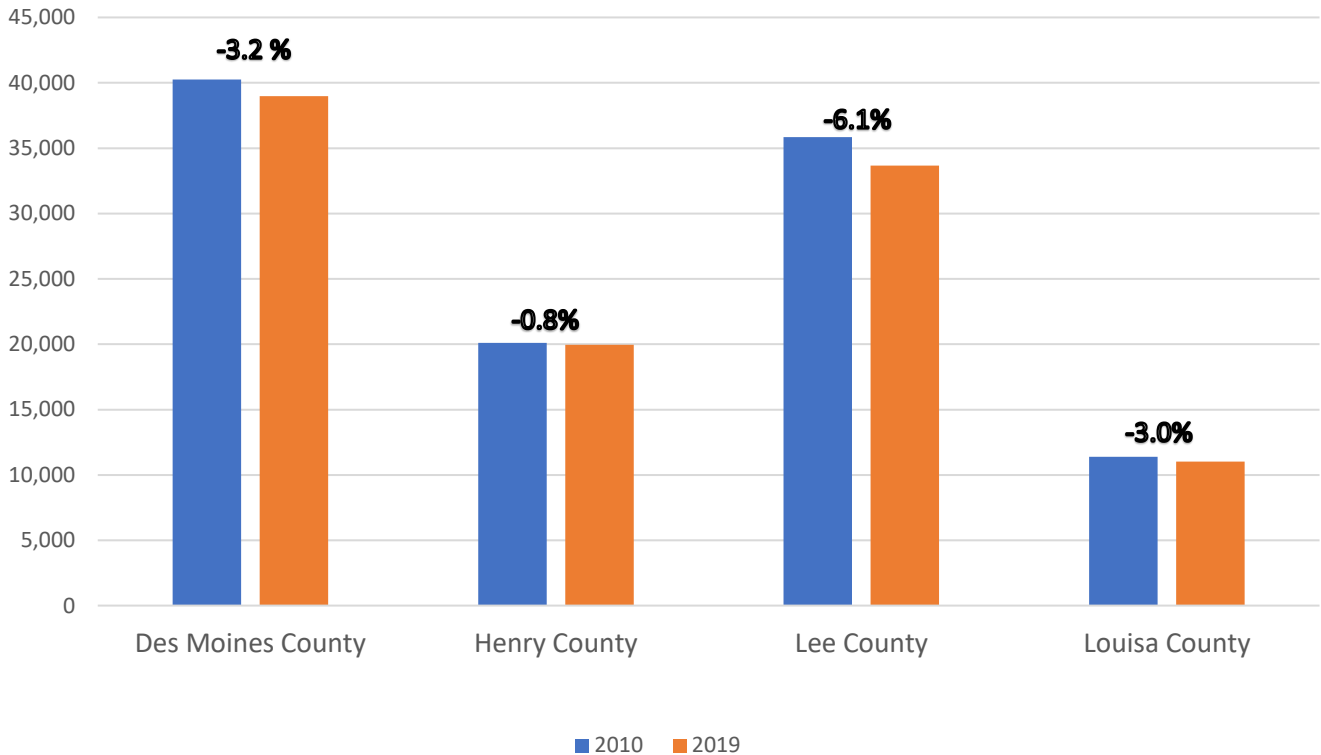


Figure 6 Region 16 map showing population density by Block Group

# Regional Profile – Southeast Iowa

**County Population Change**  
2010 - 2019



## POPULATION CHANGE

Over the last decade, total population in the region has declined by 3.7%. Each county lost its population by an average of 3.3%. Henry County had the lowest decline by 0.8%, whereas Lee County had the highest decline by 6.1%. Despite the overall decline in population in Southeast Iowa, population segments most likely to rely on public transit have grown.

As it is shown in the chart below, from 2010 to 2018, population aged over 65 and households below poverty level in the region increased. From 2012 to 2018, the population of Southeast Iowans with disability has grown by 4.2% as well. Furthermore, carless households in Des Moines County increased by 2.6% and in Louisa County by 30%.

## Population that relies on public transit has grown since 2010..



Population aged 65+ **:+13%**



**Households with no cars:**



Population below poverty level **:+1.8%**

Des Moines County: **+2.6%**  
Louisa County: **+30%**



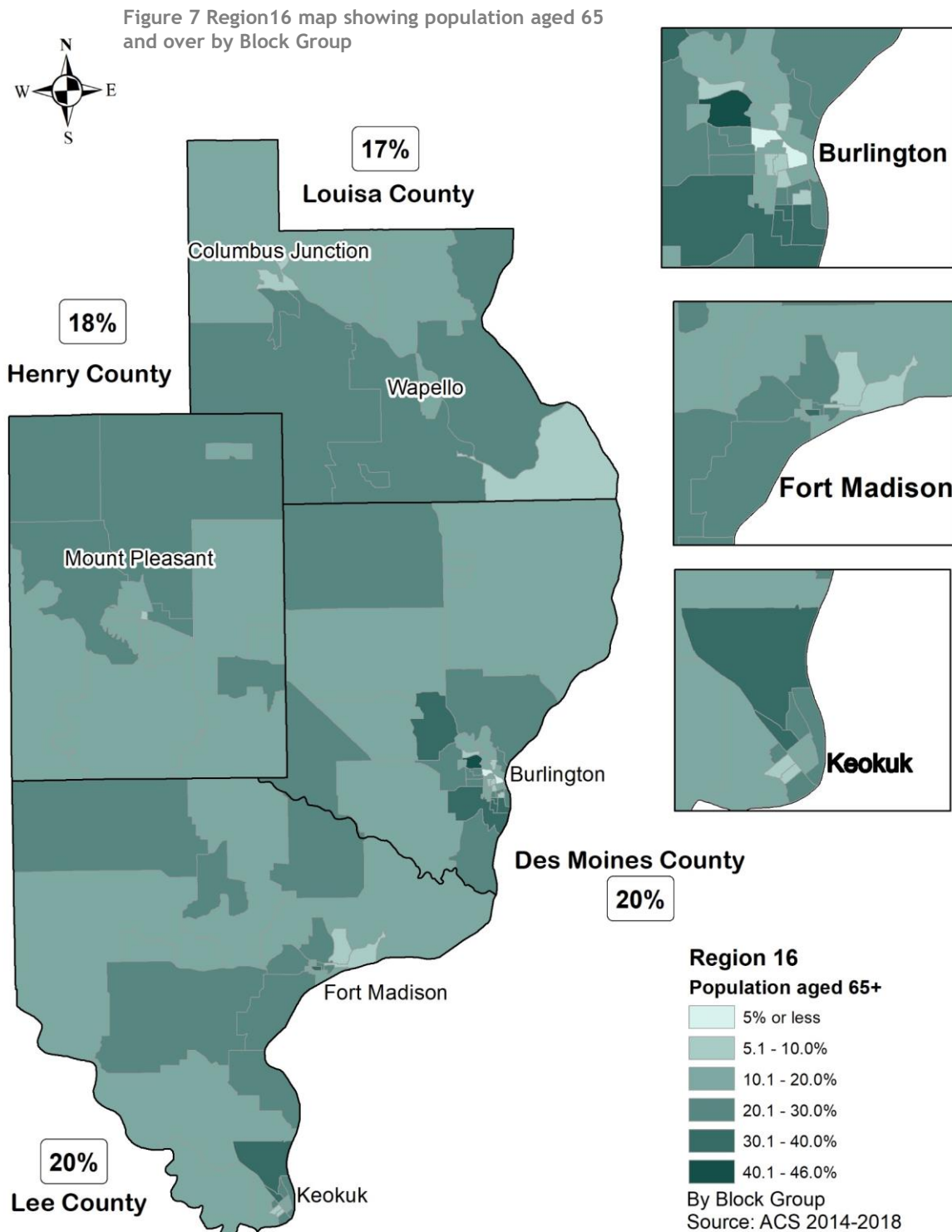
Population with disability **:+4.2%**

**Note: compared with 2012 ACS 5-year estimate instead of 2010**

# Regional Profile – Southeast Iowa

## POPULATION AGED OVER 65

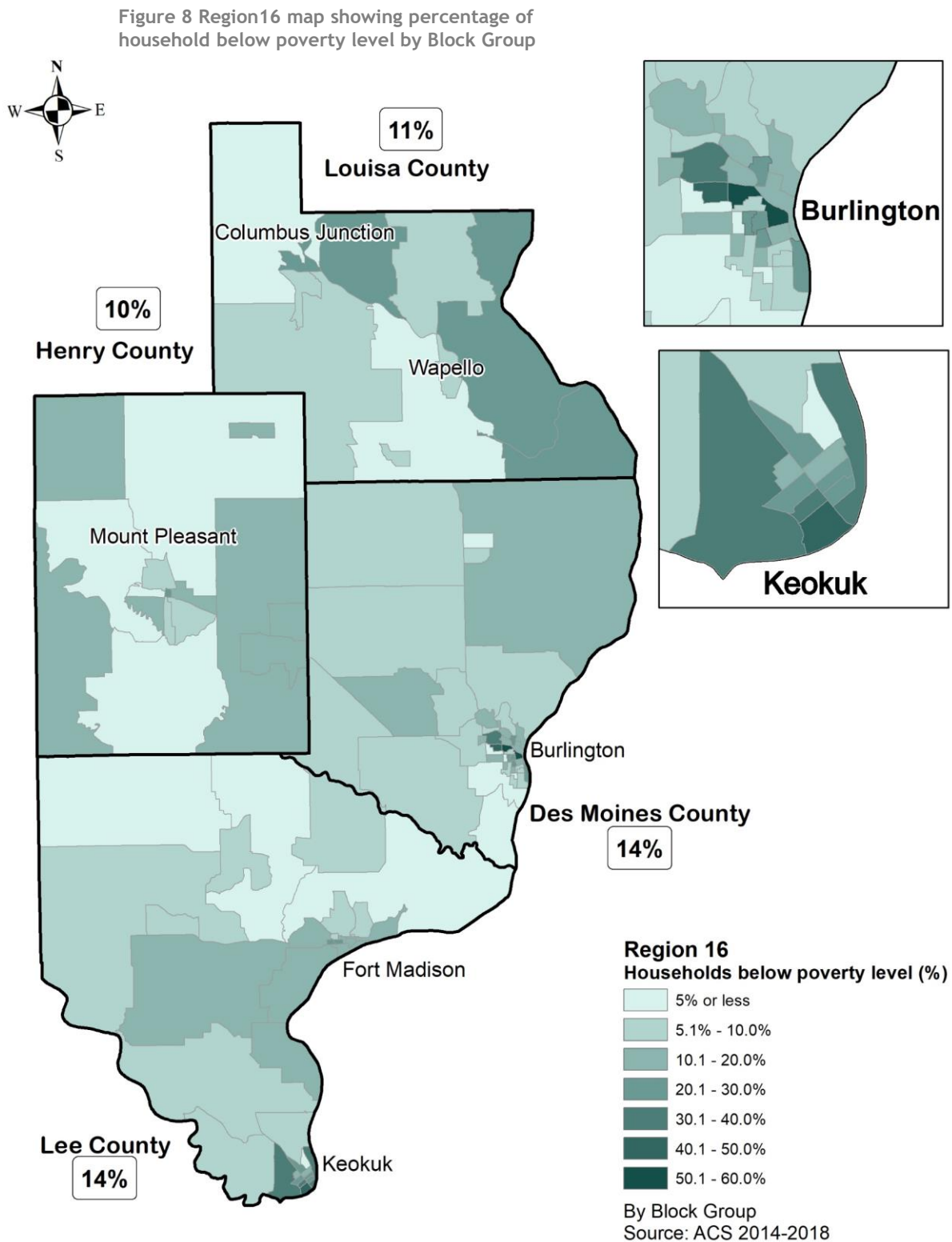
As the data shows in population change in Southeast Iowa in the last decade (see Figure 6), the elderly population increased by 13%. This population is more likely to rely on public transportation due to changes in their mobility and driving capabilities as they age. Having access to reliable transportation means is crucial, especially for those who no longer can drive their own vehicle. As you can see in map below, population aged over 65 are dispersed across the 4 counties.



# Regional Profile – Southeast Iowa

## HOUSEHOLDS WITH INCOME BELOW POVERTY LEVEL

Figure 8 illustrates that the more urbanized areas in the region have higher number of households with lower income. The highest concentration of households below poverty level are in Burlington and Keokuk.



# Regional Profile – Southeast Iowa

## HOUSEHOLDS WITHOUT VEHICLE

The map below illustrates the distribution of households without any vehicles. This map corresponds with the map on the previous page that shows the population below poverty level. Block groups with a higher concentration of households below poverty level are the same block groups that have households with lower vehicle ownership. It is apparent that populations with lower income have lower access to personal vehicles. There is a larger concentration of such population in larger cities in the region like Burlington, Fort Madison, and Keokuk (see Figure 9 below).

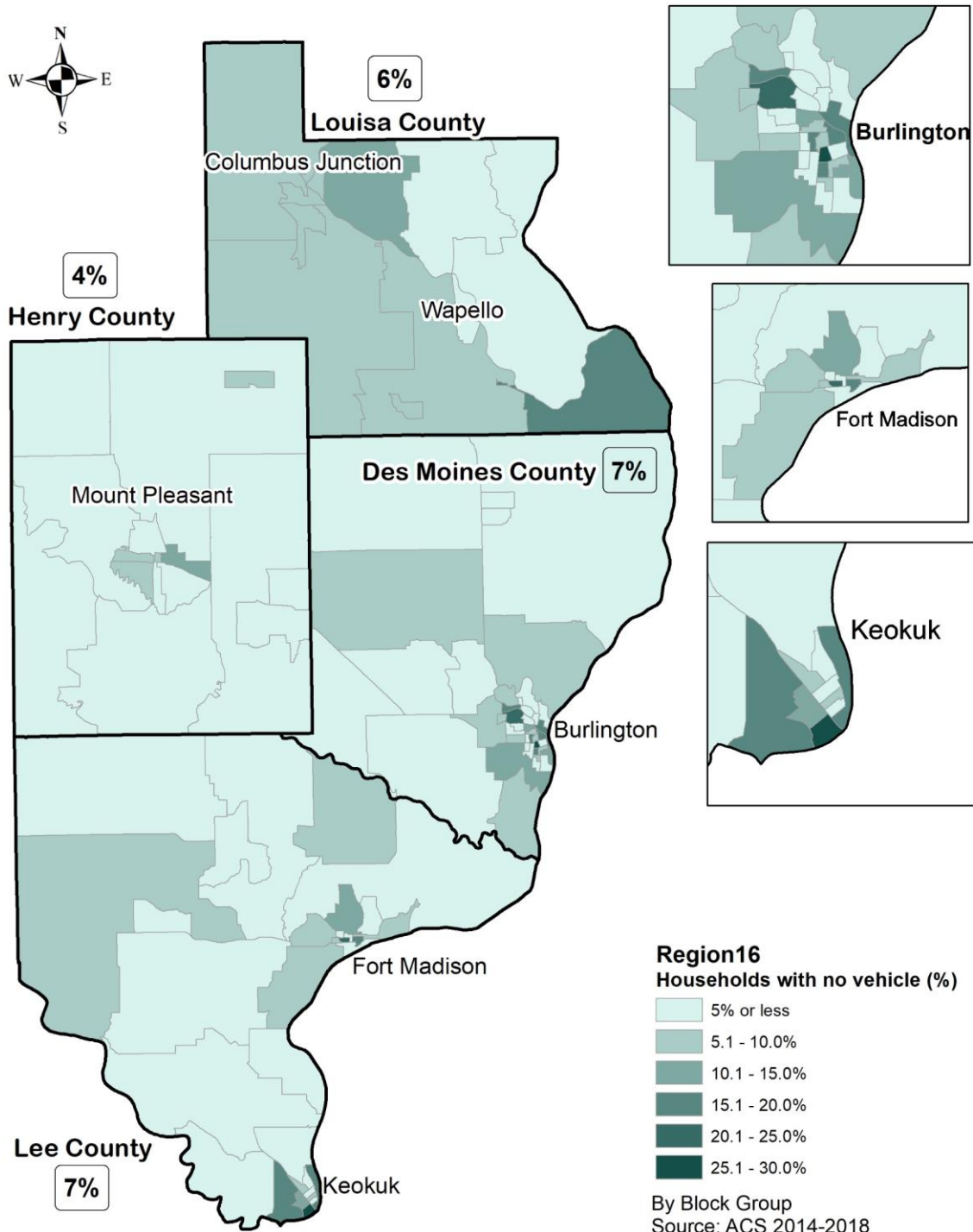


Figure 9 Region 16 map showing percentage of household with no vehicle by Block Group

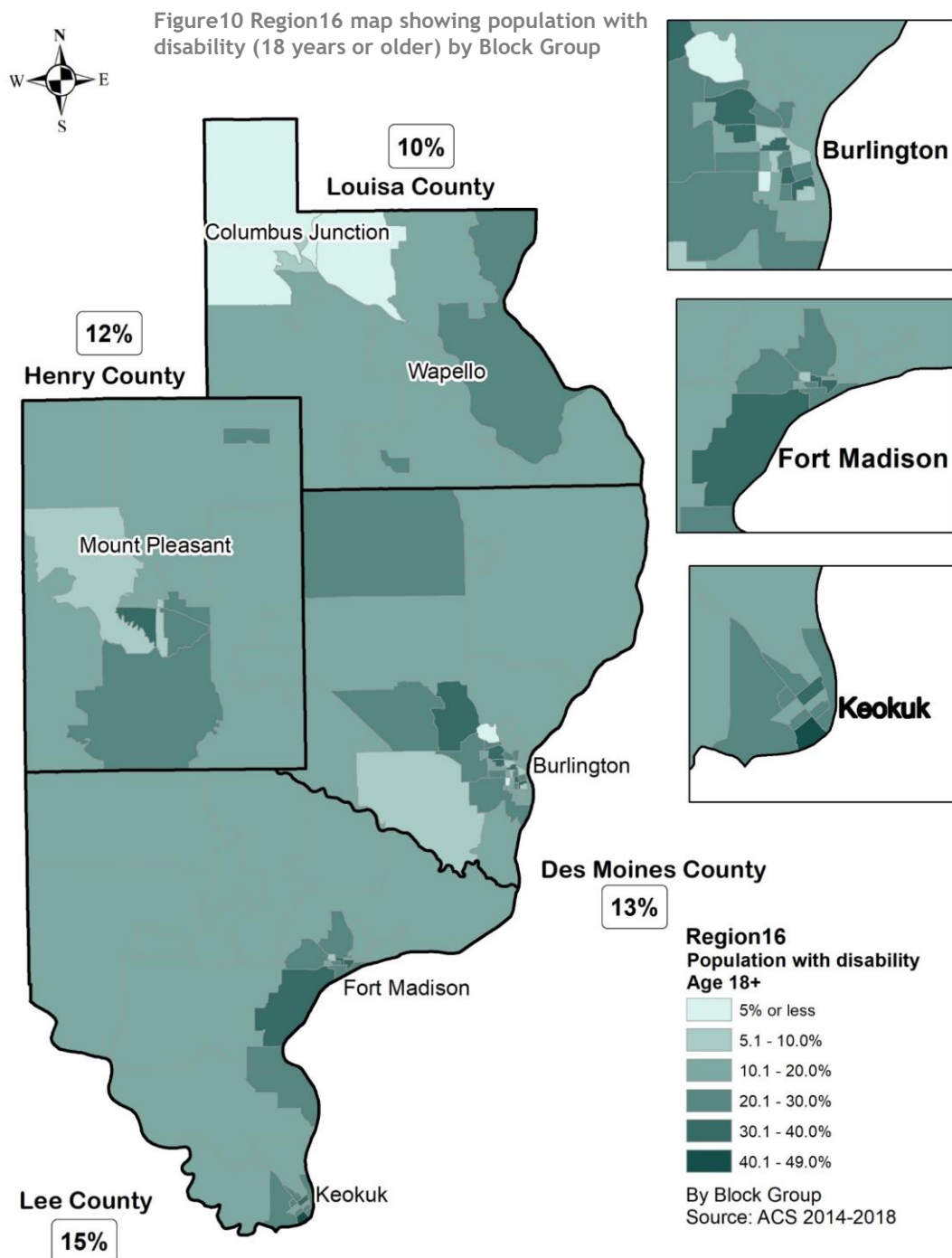


# Regional Profile – Southeast Iowa

## POPULATION WITH A DISABILITY

The map below illustrates the distribution of people aged 18 and above with disability. People with disability live widely across all 4 counties, with its lowest population residing in the northern part of Louisa County and southeastern part of Des Moines County. This population is seen dispersedly around the four-county region like ones aged over 65. As you look closely, populations with a disability are concentrated in block groups with elderly population (over 65 years). It is apparent that disabilities often affect the elderly.

To support transportation needs of these population adequately, coordination between public, private, and non-profit service providers can be critical. ADA-accessible vehicles and origin-to-destination services provide access to health care and other community services. Non-profit organizations and private enterprises also serve as a valuable resource for increasing mobility in the region.



# Regional Profile – Southeast Iowa

## RACE AND ETHNICITY

While Southeast Iowa's population is decreasing overall, it is also becoming more racially and ethnically diverse. Total population has decreased by 3.2%. While the population identifying as 'White alone' has decreased by 5.6%, those identifying as Hispanic, Black, Asian, or multi-racial have seen substantial growth (12% increase in the last decade).

Columbus Junction is by far the most diverse community in the region, with a large number of Hispanic and Southeast Asian residents (only 36% White as of 2016). Burlington, Mount Pleasant, and Fort Madison are slightly more diverse than the region as a whole and have seen an increase in Hispanic, African American, and Asian population in the last decade.

As the region experiences an overall population decline, our regional growth may rely on minority workforce. A large section of Non-White minority population includes Spanish, Indo-European and Asian speaking populations that may have limited English proficiency.

2010 - 2019 % Change in Population by Race in Region 16 (SE Iowa)

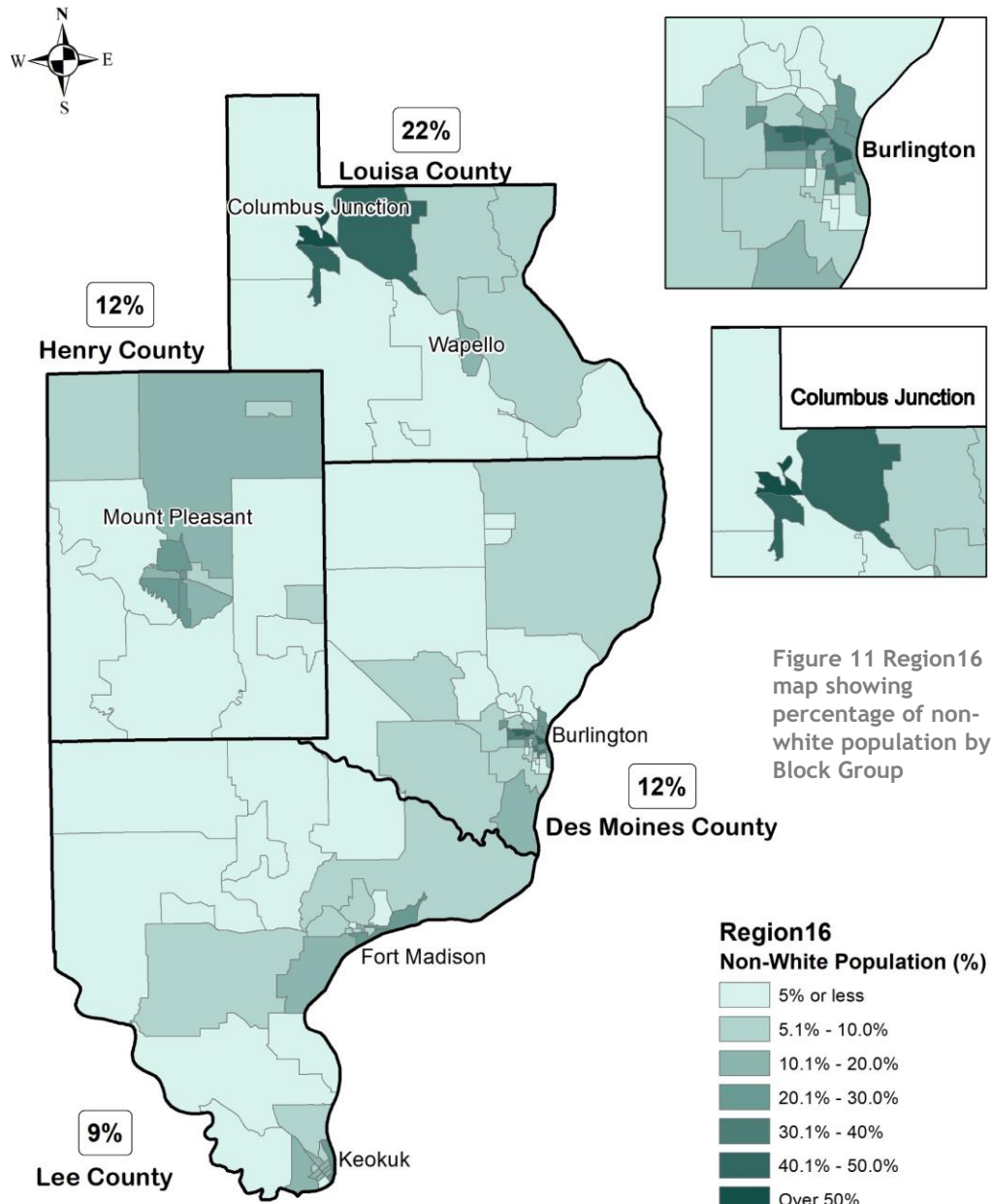
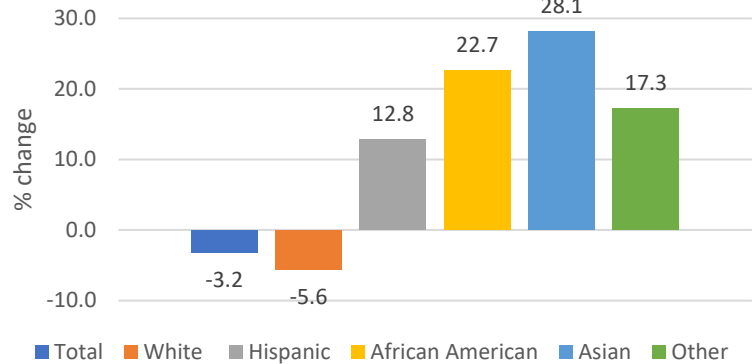
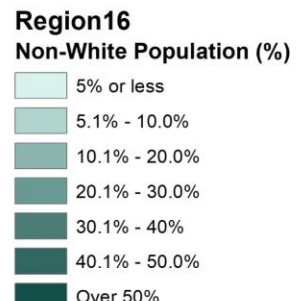


Figure 11 Region 16 map showing percentage of non-white population by Block Group



By Block Group  
Source: ACS 2014-2018

# Regional Profile – Southeast Iowa

## LIMITED ENGLISH PROFICIENCY (LEP)

At the regional level, English language proficiency is not a matter of concern. However, in a few specific areas of the region, the community impact of limited English proficiency is substantial.

As Southeast Iowa became more diverse over time, the overall LEP population has increased by 33.6% since 2012 when the previous PTP plan was completed. Since 2012, Des Moines, Lee, and Louisa County has seen an influx of limited English-speaking population. See table on the right.

As shown in the map on the right, Columbus Junction is by far the most diverse community in the region and has a higher concentration of persons with limited English proficiency (LEP). Since the 1980s, Louisa County experienced large influxes of immigrants from Latin America, attracted by meatpacking job at Tyson Foods plant. Since 2008, considerable number of Burmese refugees have settled in the community as well.

Within these immigrant populations, there are families whose English-speaking abilities are limited. Many of these families often go shopping outside of the region due to the expensive price and lack of variety to meet their cultural needs in their community. According to a regional staff from Lutheran Services in Iowa, this specific population in Louisa County usually relies on their friends, families and local human services agencies to fulfill their basic needs.

A lack of sufficient bilingual resources can cause serious challenges for rural communities. Transportation coordination for LEP individuals needs more attention to ensure meaningful access to passenger transportation services.

County	2012 (Individuals that speak English less than 'very well')	2018 (Individuals that speak English less than 'very well')	% change
Des Moines County	170	421	147.65%
Henry County	547	384	-29.80%
Lee County	92	186	102.17%
Louisa County	590	878	48.81%
<b>Total</b>	<b>1,399</b>	<b>1,869</b>	<b>33.60%</b>

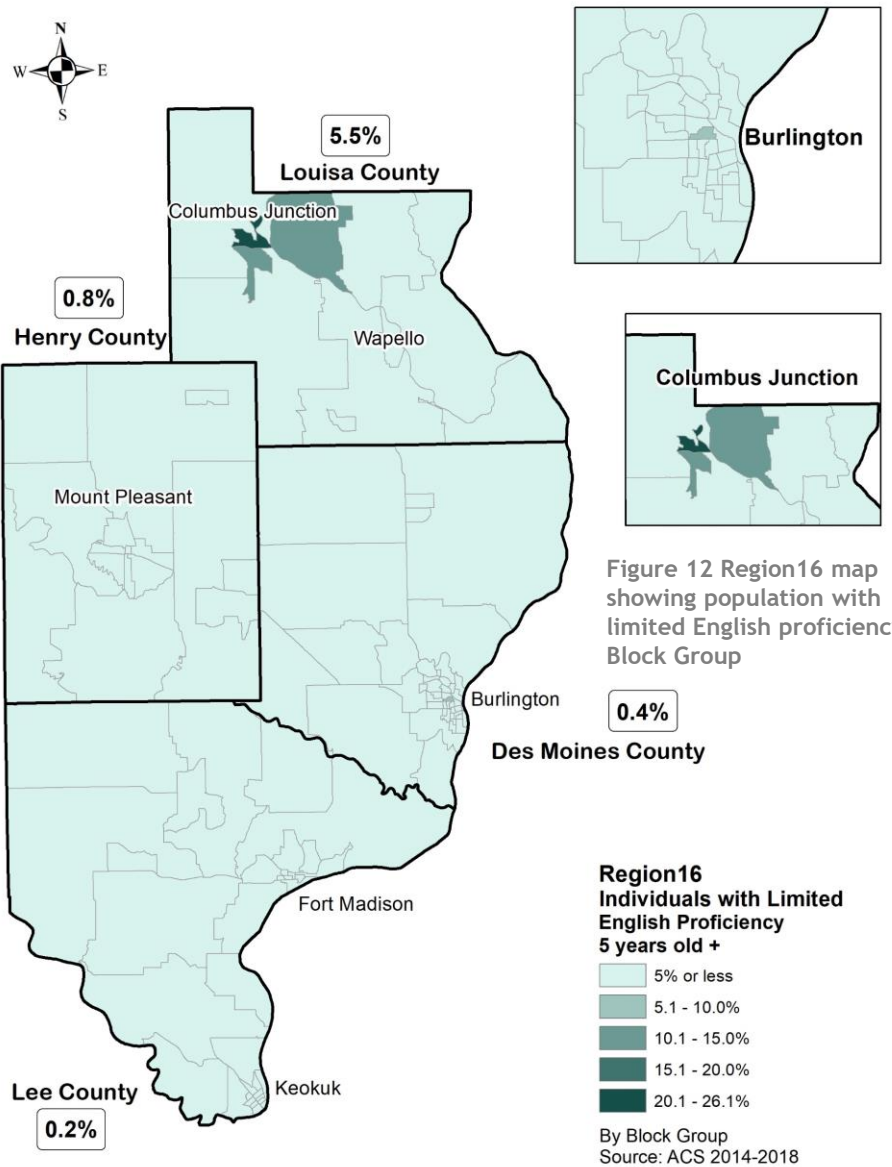


Figure 12 Region 16 map showing population with limited English proficiency by Block Group

# Regional Profile – Southeast Iowa

Tables below show number of people who speak languages other than English and their English proficiency in region 16. Year 2012 data is the same data presented in the last PTP plan developed in fiscal year 2015. The last table on this page shows the percent change from 2012 to 2018 by language spoken and their proficiency. The graph shows English proficiency by language spoken in 2018 and % change since 2012.

A large majority of non-English speaking residents primarily speak Spanish. This stayed the same since 2012, Spanish speakers being the largest number within non-English speakers in 2018. On the other hand, non-English speakers of language other than Spanish, Indo-European, or Asian and Pacific Island languages has the lowest number, 217 people in total. However, speakers of 'other language' had the highest increase among all, doubling the number of people in 2012. Following, Asian and Pacific Island language speakers had increase of 80% since 2012. There is a dramatic decrease by 61% in population who speak other Indo-European language. This is the only language category that experienced negative change in total since 2012.

2012	Spanish	Other Indo-European	Asian and Pacific Island	Other Language
Very Well	1,478	1,476	129	84
Less than Very Well	1,476	165	430	22
Total	2,954	1,641	559	106

Figure 13 Region16 non-English speaking population and English proficiency by language spoken-2012

2018	Spanish	Other Indo-European	Asian and Pacific Island	Other Language
Very Well	2,202	428	451	150
Less than Very Well	1,031	211	560	67
Total	3,233	639	1,011	217

Figure 14 Region16 non-English speaking population and English proficiency by language spoken-2018

2012-2018 (% change)	Spanish	Other Indo-European	Asian and Pacific Island	Other Language
Very Well	49%	-71%	250%	79%
Less than Very Well	-30%	28%	30%	205%
Total	9%	-61%	81%	105%

Figure 15 Region16 the percent change from 2012 to 2018 by language spoken and English proficiency

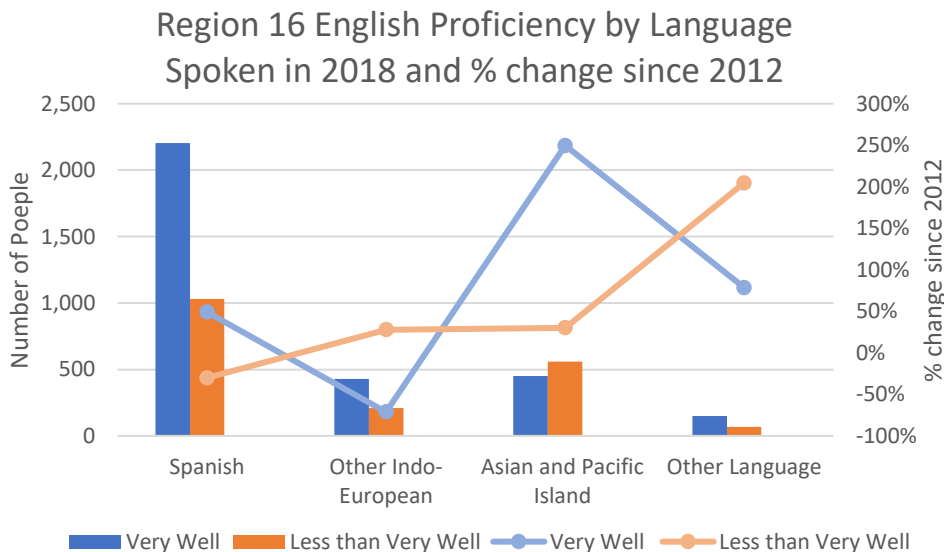


Figure 16 Region16 English proficiency by language spoken in 2018 and % change since 2012.

Sources: ACS 2008-2012, ACS 2014-2018

# Regional Profile – Southeast Iowa

## ACTIVITY CENTERS - MAJOR EMPLOYERS

The map on the right shows major employers in southeast Iowa, categorized based on types of industries. Dotted circles indicate the concentration of the industry with numbers of existing employers in the area.

Across the region, manufacturing companies are commonly seen. Hospitals are seen in major cities like Mt. Pleasant, Burlington, Fort Madison, and Keokuk except Columbus Junction. Depending on employee's place of residence and the ability to transport themselves to workplaces, establishing a transportation coordination can be very important.

In Lee County, some employers identified that employees lacking a reliable means of transportation to and from work is a very noticeable issue. This affects more than 10 employers (Lee County Employer Transportation Survey, 2016). The employees reside primarily in the larger communities such as City of Burlington, City of Keokuk, and City of Fort Madison. These employers were interested in coordination with SEIBUS to provide expanded services and vanpool arrangement.

One employer from Lee County shared that many employees do not have a valid driver's license and have to carpool to work. In cases when the driver of a carpool is absent, a whole group of employees have to miss work.

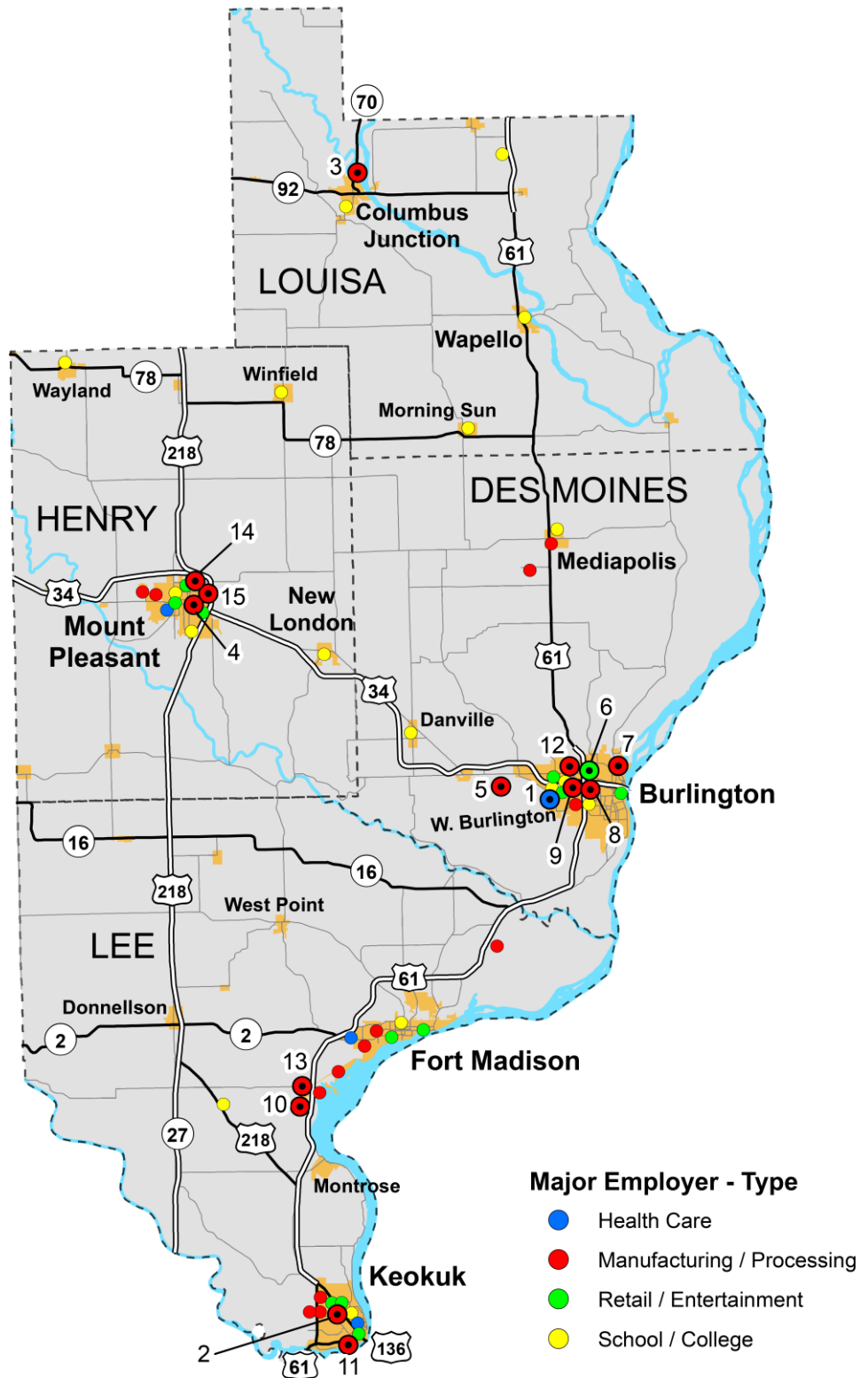


Figure 13 Map showing major employers - Region 16. Source: Iowa Workforce Development, Employer database

# Regional Profile – Southeast Iowa

## ACTIVITY CENTERS – HEALTHCARE FACILITIES AND GROCERIES

Identifying where the medical facilities and grocery stores are located in the region is important to ensure that residents have access to healthy and fresh produce. Access to essentials such as groceries, pharmacies or getting to medical appointments require transportation, which might not be available for everyone at all times.

The map on the right clearly shows that larger cities in the region such as Mt. Pleasant, Burlington, Fort Madison, and Keokuk have goods and services such as hospitals and supermarkets. Smaller rural communities do not have large hospitals or even small clinic in their community.

Moreover, smaller communities like Wapello, New London, Donnellson and Montrose only have limited goods and services options with mostly dollar stores or convenience stores available for groceries. In some case, these residents have to travel outside of their cities to fulfill their needs. Therefore, having access to reliable transportation means are the key to ensure citizens' health and welfare.

## Health and Grocery Access

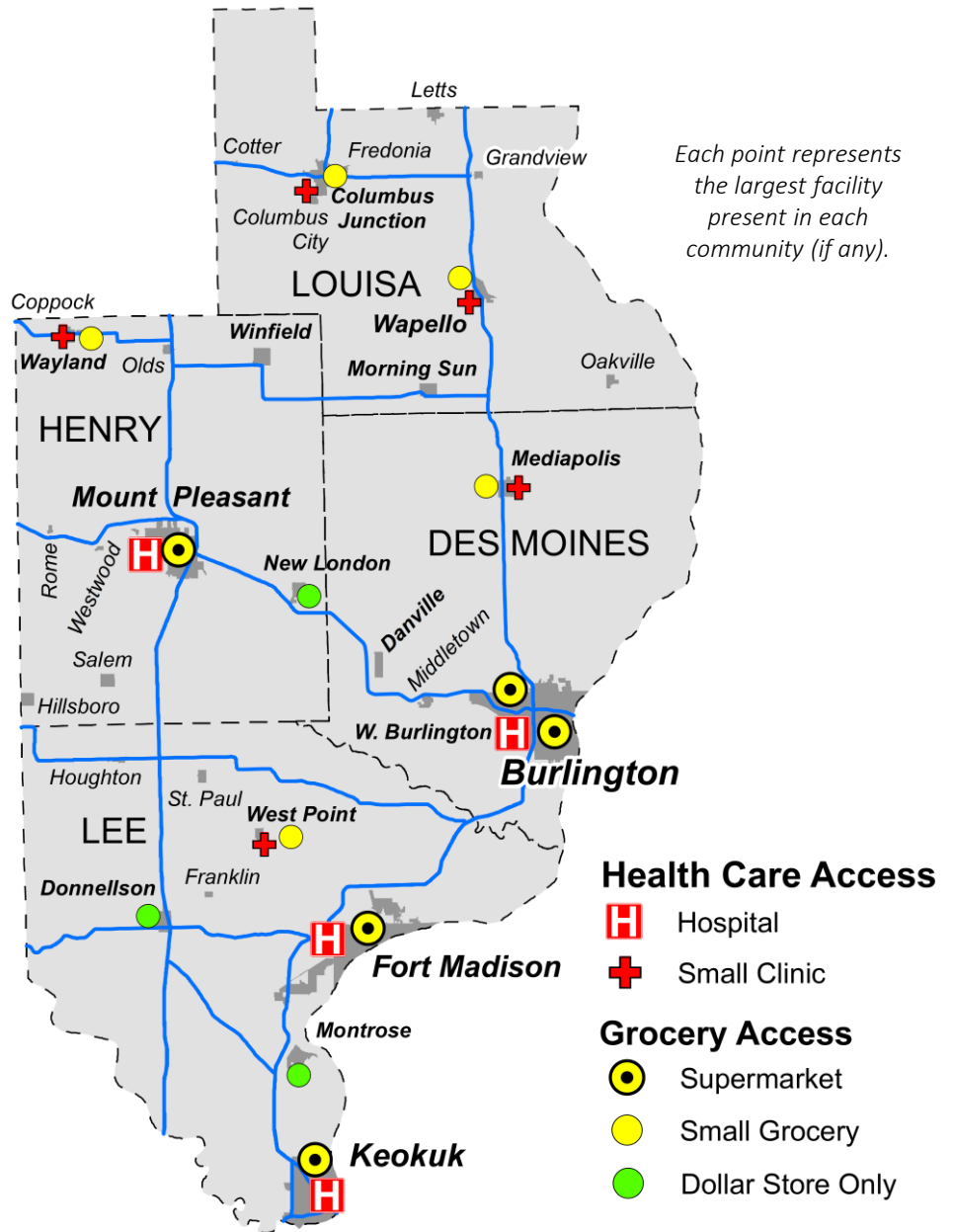
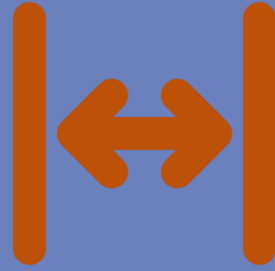


Figure 14 Map showing healthcare and grocery access - Region 16. Source: Google Maps. Map created by SEIRPC planning staff.

# 4 Regional Unmet Needs



# Regional Unmet Needs

## Assessment of service, fleet, and facility needs

Through public input (transportation rider and provider surveys, transportation provider interviews, Passenger Transportation Plan workshops and Transit Advisory Committee) and researched data (regional profile, transportation inventory), the planning staff identified several unmet rider and provider needs that need to be addressed. These are categorized into service needs, fleet needs, and facility needs.

These unmet needs will be used to determine regional priorities and strategies for passenger transportation services in Southeast Iowa.



### SERVICE NEEDS

- 1) Extended hours of operation
- 2) Extended days of service
- 3) Employment Transportation
- 4) Overcoming barriers to accessing services (Easier scheduling, Layovers, Lengthy ride on buses)
- 5) Expanded medical transportation services including appointment coordination with hospitals (UIHC/VA)
- 6) Central dispatch and transportation information center with non-English language (Burmese, Spanish, Vietnamese, French)

Both transit providers and riders that responded to the surveys were asked to identify unmet needs in the region. Both transportation users and providers have similar needs and provided consensus on region's priorities including extended hours and days of service, job access reverse commute, and expanded medical service. 80% of transportation providers and 72% of transportation users see employment transportation/ extended hours of operation as the greatest service need in southeast Iowa. Many transportation providers also identified other unmet needs such as barriers to accessing services, scheduling issues, layovers, lengthy ride on buses. A few transit users expressed difficulties commuting to schools and grocery stores. Slightly over 20% of the respondents found it difficult to obtain transit services that meet their needs in southeast Iowa.

## What do you see as the greatest needs of public transportation riders/ providers in southeast Iowa?



### Transit User Priorities:

- 1) Extended hours of operation
- 2) Extended days of service
- 3) Job access reverse commute (Providing trips for employees to get to work)
- 4) Expanded medical service



### Transit Provider Priorities:

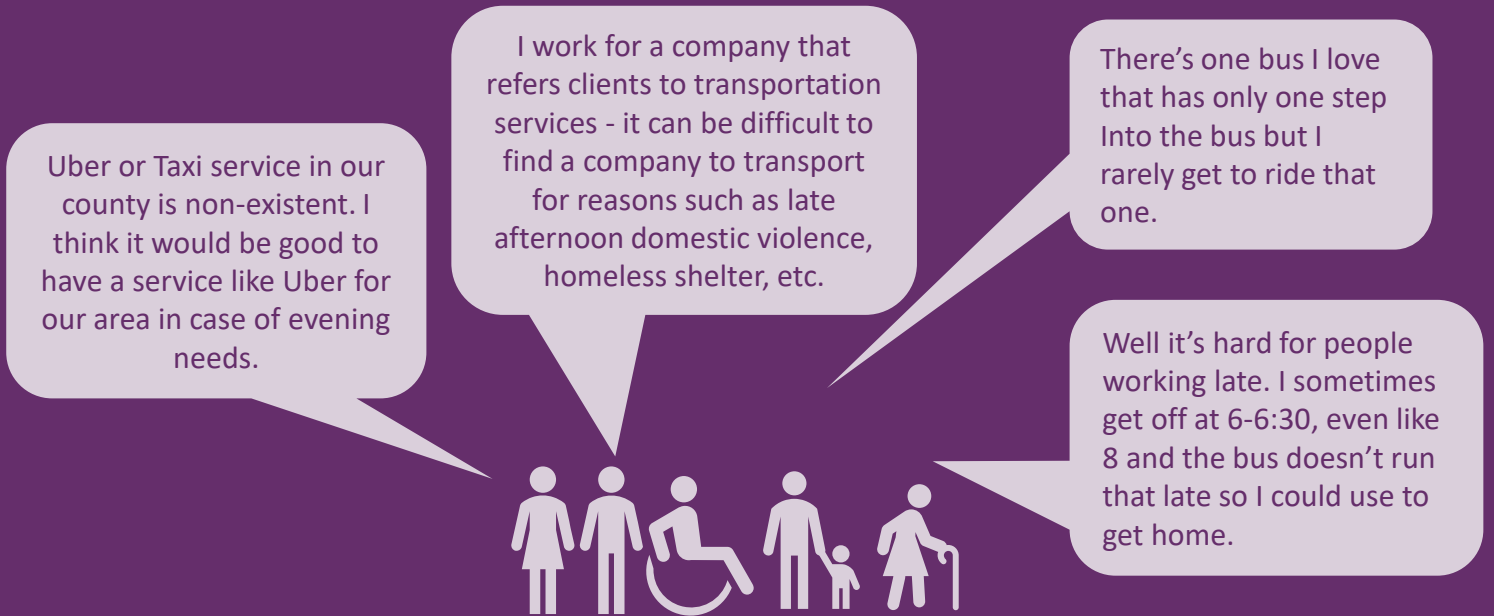
- 1) Extended hours of operation
- 2) Expanded medical service, Scheduling issues, Layover etc.
- 3) Extended days of service, Job access reverse commute (Providing trips for employees to get to work), Expanded medical services, Obtaining new and replacing services

Passenger Transportation Coordination Workshop #1 participants/ TRAC members also identified some of the unmet needs. They expressed concerns about medical rides in general. Louisa County Community Services' representatives pointed out transit needs of Louisa County residents who due to lack of a local hospital have no choice but to commute to another county to receive medical care. The participants also discussed that the transit needs of riders who are not eligible for Medicaid or Medicare rides also need to be addressed.



# Regional Unmet Needs

## Comments heard from transportation users



Uber or Taxi service in our county is non-existent. I think it would be good to have a service like Uber for our area in case of evening needs.

I work for a company that refers clients to transportation services - it can be difficult to find a company to transport for reasons such as late afternoon domestic violence, homeless shelter, etc.

There's one bus I love that has only one step into the bus but I rarely get to ride that one.

Well it's hard for people working late. I sometimes get off at 6-6:30, even like 8 and the bus doesn't run that late so I could use to get home.

### FLEET NEEDS



- 1) Extra cars, vans, and drivers
- 2) Providing assistance getting in and out of the vehicle
- 3) Accommodation for mobility device (wheelchair accessible vehicles)

More than 80% of the transportation providers in the survey (including Mount Pleasant RSVP, Play Time Daycare and Preschool in Wapello, Port Louisa Transport Inc.) said that their vehicles are not ADA compliant. Some agencies specifically state that they are in need of wheelchair accessible vans, extra vehicles and drivers. Better networking and advertising for driver recruitment was suggested by a TRAC member to improve fleet operation issues.

Overall, lack of ADA compliant vehicle and limited hours of operation seems to be major challenges accessing transit services for many in southeast Iowa region. Residents with a disability and age over 65 live across all 4 counties (as shown in Figure 7 and 11). As transit providers serve a wide area, availability of wheelchair-accessible vehicles plays an important role in fulfilling regional transit needs.



### FACILITY NEEDS

- 1) More bus stops and shelters
- 2) New building with an indoor shop for maintenance and a more private office setting

Transit users in the survey identified that more bus stops and shelters are needed. Especially during the harsher weather during winter, shelters play an important role for riders' safety and comfort. Port Louisa Transport also mentioned in their survey response that bus shelters/ stops are an important amenity for transportation service providers in Louisa county. They also expressed a need for buildings for vehicle storage and maintenance.

# Regional Unmet Needs

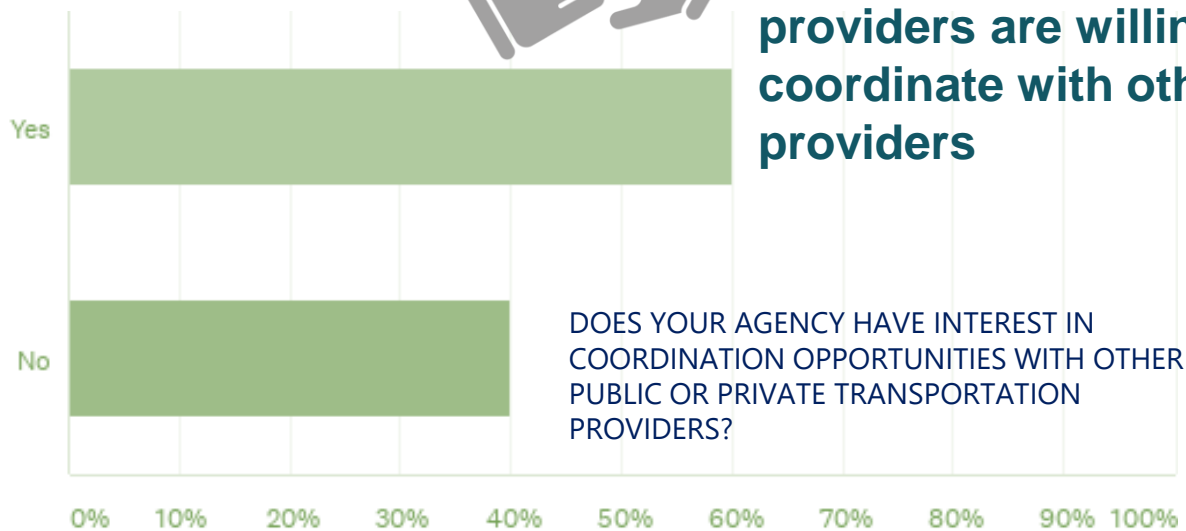
## Comments heard from transportation providers



## More coordination, please?



**60%** transportation providers are willing to coordinate with other providers



60% of the transit providers (survey respondents) said that they are interested in coordination opportunities with other public or private transit providers. The coordination effort among the regional providers might be the key to regional improvements on passenger transportation services.

## Recent Developments

This section discusses new and recent developments since FY15 PTP. These include new funding for facility/fleet/ service improvements, recent staff changes, Medicaid changes, COVID-19 impact on public transit services and their response, recent local and state plans that address coordination issues among various entities throughout the state or particularly in Southeast Iowa.

To summarize, public transit providers in Southeast Iowa were successful within the past 5 years receiving grant funding to implement several transportation services, purchase buses, conduct relevant surveys and studies, transition to web-based digital system etc.



### Iowa Public Transit 2050 Long Range Plan

Iowa Department of Transportation completed a public transit long-range transit plan in the summer of 2020. The plan documents the understanding of past trends and current statistics, identifies needs and gaps that exist now or may in the future, and presents courses of action to address those needs through efficient allocation of resources.

One of the key goals of the plan is to 'establish partnerships with other public and private entities to leverage a more diverse array of resources.'

Some of these strategies included:

- partnering with companies (such as taxi, Uber, Lyft);
- improving workforce development by partnering with businesses to help employees get to and from work;
- partnering with non-profit organizations to help people get to their medical appointments.

All such goals emphasize the need for multiple entities working together to enhance transit options statewide, including Southeast Iowa.

### Burlington Urban Service (BUS) Studies

In 2018, SEIRPC entered a contract with the City of Burlington to create their annual reports for 3 consecutive years and to complete a four-year study to evaluate the Burlington Urban System to identify potential cost savings measures to help reduce shortfalls in the city's budget. This study will be completed in the near future. The findings of these studies will impact operations and services provided by BUS including modifications in transfer points, advertising on certain routes, modifications to services, and changes in data collection and routes. SEIRPC has completed all 3 BUS annual reports for FY18, FY19, and FY20.



## Recent Developments



### Great River Region Long Range Transportation Plan

In 2019, SEIRPC completed a Great River Region Transportation and Development Plan 2050 (Long-Range Transportation Plan) which serves as a regional transportation plan to move the Southeast Iowa Region forward on shared strategies regarding economic development, community development and transportation. The availability of local and regional transit like SEIBUS and BUS was identified as one of southeast Iowa's strengths. One of the goals of the plan was to "improve the coordination of transit services in the region, between Burlington Urban Service (BUS), Southeast Iowa Bus (SEIBUS), Burlington Trailways and local school districts, to increase the efficiency of each system, and better serve the day-to-day transportation needs of area residents."

### Staff Update

Since the launch of SEIBUS, they have always had a transit manager. SEIBUS added additional dispatching staff due to Medicaid changes in 2018 and recently hired a new maintenance person in 2020.

For several years, the City of Burlington has had their public works director serve as BUS transit manager. Not having a full-time dedicated transit manager on board, BUS was unable to conduct many of the much-needed tasks such as re-evaluating routes, recording data more efficiently, advertising different route information better etc. In the Fall of 2020, the City of Burlington created a new position for a transit manager. Given the nature of BUS, the new transit manager will work on transportation issues involving BUS and develop relationships with transportation providers and agencies across the Southeast Iowa region.



# Recent Developments

## SEIBUS and BUS going digital

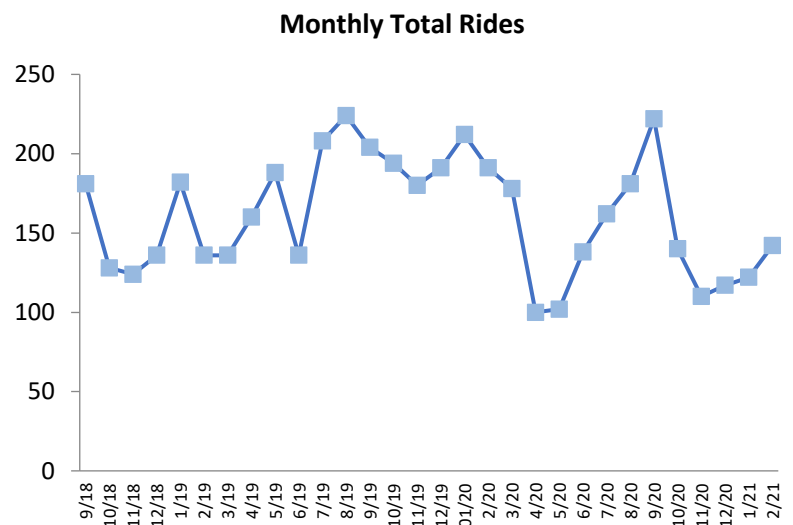
During the summer of 2019, SEIBUS took its first steps to transition to a web based digital system that would track all the information real time on rides, times of pick-ups and drop-offs, as well as Medicaid claims on a single portal. SEIBUS purchased 10 ½ inch tablets and began training the drivers on this new software. SEIBUS went live on this web-based system on July 1st, 2019 when all SEIBUS drivers were well trained. Previously, SEIBUS had a lot of paperwork to record rider information from different routes. As they transitioned to a new-based system, it was expected that the paperwork will reduce tremendously. During the transition period, SEIBUS used hard copies to track all rider information along with the digital system to ensure everything was being captured accurately. However, with time, SEIBUS switched to their digital system with the drivers using their tablets to track riders and routes.

Currently, BUS is also planning to transition to a web-based system to save their staff time in counting fares at the end of the day. BUS is currently compiling information on two separate proposals. There was a definite transition period for SEIBUS and will be similar for BUS.

## SEIBUS coordination with Henry County Public Health

For two fiscal years, 2018 and 2019, SEIBUS signed a contract with Henry County Public Health to provide free transportation services to Henry County residents who have medical appointments within the county. Under the contract, the residents were eligible to use the service for dental, mental health, lab or X-ray appointments. The grant was awarded to Henry County Public Health by the US Department of Health and Human Services. Contract between SEIBUS and county public health sets an example for other transit providers in the region to coordinate and work with various public health agencies in their area. Henry County Public Health applied for but was not awarded the US Department of Health and Human Services grant in 2019. Due to COVID-19 pandemic, they applied for a no-cost extension on the previous grant for another year. Under the extended contract, SEIBUS will continue to provide free medical rides through June 30,2021.

The graph on the right shows monthly total rides since the beginning of the contract in September 2018 until February 2021. The residents used the free rides pretty consistently, with 178 average monthly rides, until March 2020 before COVID-19 pandemic. The ridership took a hit in April and May 2020 with only about 100 rides. The ridership picked up since then but is still below the average monthly rides pre-pandemic.



**Need a lift?**

**We can help!**  
Henry County Public Health, in partnership with SEIBUS, is offering Henry County residents transportation service to or from appointments at health care provider offices within Henry County FREE of charge.  
To arrange services, simply call the SEIBUS scheduler at 1.866.753.5107 no later than 2:00 pm the day before you need a ride.  
Indicate that this is medical transportation and your ride is FREE!

**MEDICAL TRANSPORTATION in Henry County**

**1.866.753.5107**

**Monday - Friday 9:00 am - 3:00 pm**  
*excluding holidays; subject to availability*  
Transportation offer their medical transportation is available at the usual fare.  
This project is supported by the Health Resources and Services Administration.

- Doctor appointments
- Dental appointments
- Mental health appointments
- Vision care
- Labs and x-rays

## Recent Developments



Bus 212 (above). Bus 213 (left) purchased through the Volkswagen Settlement Environmental Mitigation Trust program. Van 135 (below)



## SEIBUS Fleet Updates

In November, SEIBUS announced the arrival of two new clean diesel buses for SEIBUS. This purchase was funded by a grant awarded earlier in 2020 by the Iowa Department of Transportation (DOT), through the Volkswagen Settlement Environmental Mitigation Trust program. This will contribute greatly to SEIBUS's ongoing effort to enhance the SEIBUS fleet, by making it newer and more efficient overall. This purchase will allow SEIBUS to replace two older, high mileage buses, which were much less fuel-efficient by comparison. In addition, these new buses feature a sleek new, eye-catching color scheme. The buses began running in service in December 2020.

During this same time, SEIBUS purchased a new van to help with the growing needs for special medical transportation. This van is ADA compliant and has a wheelchair lift. This addition helped SEIBUS save on fuel cost, as well as haul more passengers in greater comfort.

SEIBUS was also awarded \$126,400 through Surface Transportation Block Grant (STBG) to purchase two light-duty buses in FY2023.

## SEIBUS Public Transit Infrastructure Grant

SEIBUS applied and secured a \$400,000 grant from the Public Transit Infrastructure Grant program (PTIG), for the construction of a new Vehicle Storage Facility adjacent to the SEIRPC/SEIBUS office in West Burlington. This was one of three projects (totaling \$1 million) that was approved for PTIG funding by the Iowa Transportation Commission at its meeting on August 17, 2020. The Iowa Department of Transportation administers the PTIG program, which is used to fund new or improved facilities to support public transit services.

SEIBUS is in the early stages of planning for this new storage facility, which will greatly improve the longevity and security of the bus fleet. For the longest time, the buses were stored 0.5 miles south of the SEIRPC office on West Burlington city property, where all vehicles were stored outside and uncovered. However, in January 2021, the City of West Burlington planned some decommission work on this property. For a temporary period, SEIBUS will park buses in the Westland Mall parking lot for a temporary period until the new facility is built. The new facility will be the first permanent home for SEIBUS vehicles since SEIRPC took over the service in 2004.



# Recent Developments

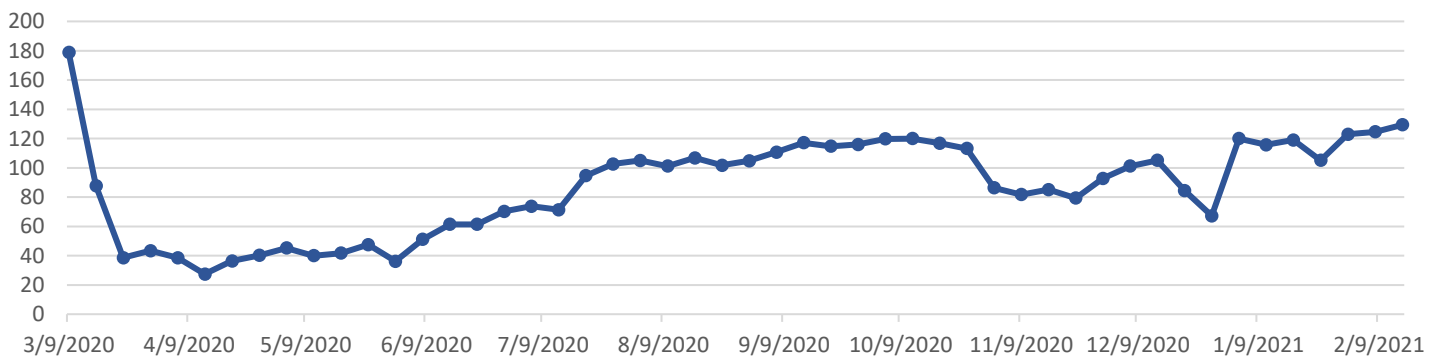
## Southeast Iowa Bus (SEIBUS) – COVID-19 Impact and Response

Since COVID-19 pandemic started in early 2020, many transportation service providers were forced to face a multitude of challenges. The challenges include decrease in ridership, change in operation, cleaning and disinfecting transit vehicles and facilities to ensure safety of drivers and riders, and cost of the applied measures to maintain safety of the transit operation. Service providers in southeast Iowa like SEIBUS were not an exception.

Beginning mid-March, SEIBUS saw a dramatic decrease of approximately 80% fewer daily riders due to State of Iowa and CDC guidelines which were established to control the spread of COVID-19 virus. During the peak of the pandemic in March 2020, many of the SEIBUS drivers, especially those driving part-time did not feel comfortable driving. This was expected as most of SEIBUS drivers are retired from their previous full-time jobs, are older and at higher risk for COVID-19. Issues finding SEIBUS drivers continued through all of May and into June.

As these guidelines to control the spread of COVID19 were gradually relaxed, SEIBUS experienced an average low of 40 rides per day in mid-May of 2020 to an overall gradual increase of 73 rides per day during the last week of June to 120 rides per day in January 2021. This compares to an average high of 178 rides per day as recently as 1st week of March 2020. As of week ending February 19th, 2021 SEIBUS Average Daily Rides rebounded to 130 per day. This represents the 2nd highest weekly average since the first full week of March 2020 when SEIBUS started tracking daily ride counts and the impact of COVID19 pandemic. SEIBUS rides are not where they were before the pandemic hit in March 2020 but ride count seems to be rebounding with more Hope Haven rides occurring each week.

### AVERAGE DAILY RIDES BY WEEK



### COVID-19 PROTOCOL

SEIBUS also continues to use the following protocols to reduce potential exposure to COVID-19:

- Ask screening questions of all riders each time they wish to schedule a ride.
- Request that all drivers and passengers wear masks.
- Have drivers disinfect all areas of the interior of the bus, at both the beginning and end of each shift.
- Have each bus and van undergo a monthly deep cleaning process.



# Recent Developments

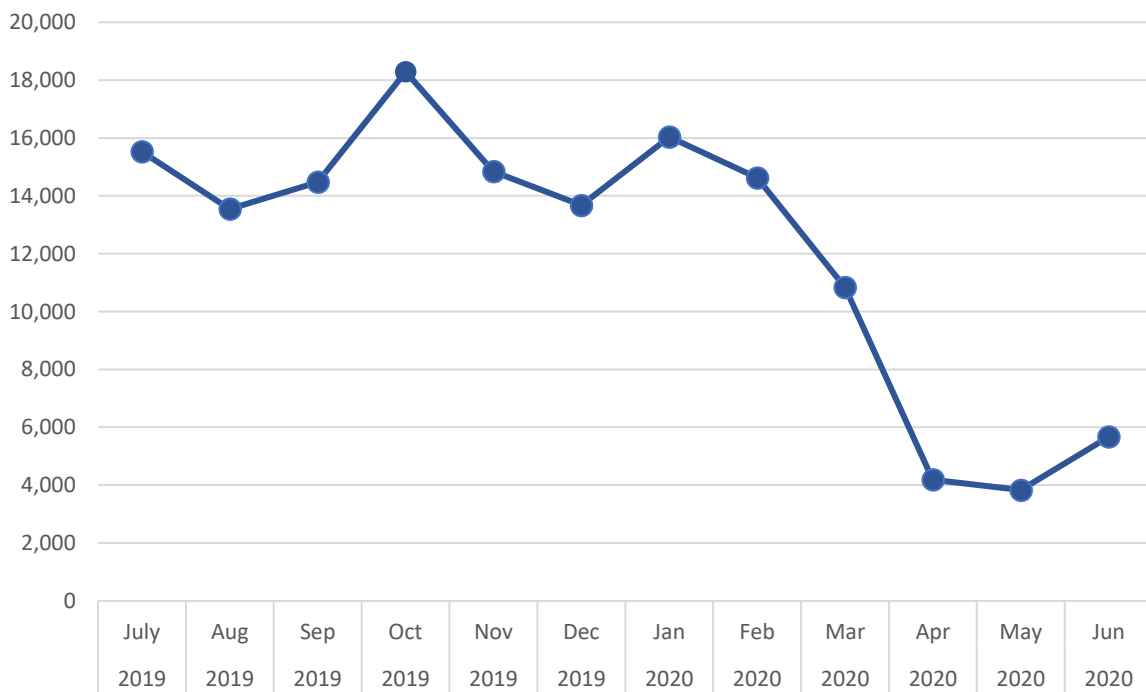
## Burlington Urban Service (BUS) – COVID-19 Impact and Response

Similar to BUS, SEIBUS saw a decline in ridership as the pandemic hit in the 3<sup>rd</sup> quarter of FY20. The graph below displays ridership numbers by month. The ridership saw a substantial decline especially in the last two quarters of FY2020. Rides dropped almost in half from March with 10,839 rides to 4,186 in April and further down to 3,829 in May. This accounts for a 64% decline in ridership in just two months from March to May, 2020. However, the ridership picked up a little in June to 5,667 rides.

In March 2020, BUS had ended their Saturday service for a few months and had also altered the bus routes to reduce the number of buses in service. This accounts for a dip in ridership pattern in March and following months. BUS provided free rides to the passengers from March 13th, 2020 through January 31st, 2021.

For several years, BUS had successfully offered a Kids Ride Free program during summer. Due to COVID-19 pandemic, the summer of 2020 looked different and most of the popular destinations of the season were closed including stores, swimming pool and library. The kids summer programs were also cancelled.

RIDERSHIP BY MONTH





## Recent Developments

### COVID-19 PROTOCOL

As a response to COVID-19 pandemic, BUS personnel regularly clean and sanitize all contact surfaces (seats, handrails, windows) on all the buses. At the end of everyday, personnel fog the inside of buses with Vital Oxide. This is a One Part, Stable, Chlorine Dioxide Disinfectant Sanitizer, which has a dry time of 60 seconds and a kill rate of 100% for all SARS-COV (COVID-19). There is also a mask mandate for riders and drivers. BUS will continue to provide a safe experience for the riders and drivers in the time to come through 2021.

However, there is still the fear among passengers about riding any public transit and although the ridership is improving by the day, it still has not recovered completely. The hope is that the ridership will trend upwards as COVID-19 vaccines become widely available to the general public.



## Recent Developments

### Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding for BUS and SEIBUS



The Coronavirus Aid, Relief, and Economic Security (CARES) Act was introduced in March 2020 to provide emergency assistance and health care response for individuals, families and businesses affected by the COVID-19 pandemic. CARES Act also provides support for public transportation. Federal Transit Administration allocated \$25 billion to recipients of urbanized area and rural area formula funds, with \$22.7 billion to large and small urban areas and \$2.2 billion to rural areas. Funding is provided at a 100-percent federal share, with no local match required and is available to support capital, operating and other expenses eligible under those programs to prevent, prepare for, and respond to COVID-19.

Since the ridership dropped during the pandemic, the City of Burlington anticipated to see fewer dollars from the state due to anticipated decrease in road use tax. BUS received about \$1.3 million in grant funding that came from the Coronavirus Aid, Relief, and Economic Security Act, also known as CARES Act. The CARES funding was to help make up for the loss in state and federal dollars that the City usually receives. In FY22, Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) will provide BUS with another \$602,517 to cover their operating costs and transit salaries. SEIBUS also received about \$900,000 through CARES Act as part of COVID-19 relief fund.

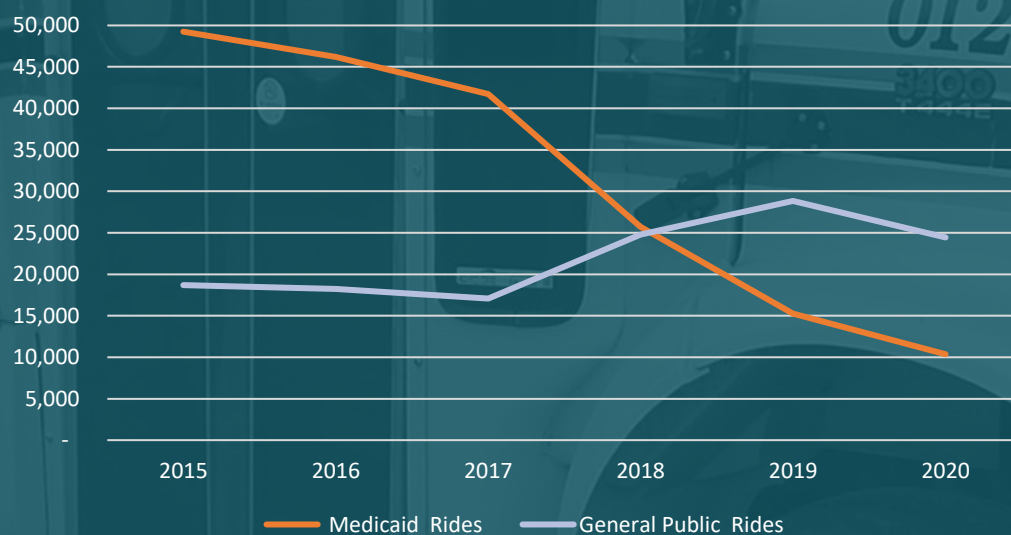
# Recent Developments

## Southeast Iowa Bus (SEIBUS) – Medicaid Impact

Since 2015, Iowa Medicaid has changed substantially with its operation such as privatization, policy change, and reimbursement process. These changes impacted transportation services and Medicaid riders. After Iowa Medicaid was privatized, managed care organizations (MCOs) run Medicaid brokerage. This changed the standardized reimbursement set by the State of Iowa to inconsistent reimbursement policies set individually by MCOs. SEIBUS needed to add an additional staff to deal with the adjustment. SEIBUS continued to navigate through Medicaid reimbursement changes made by the Iowa Private Manage Care reimbursement process for Medicaid rides provided by SEIBUS. These changes resulted in 4,894 fewer Medicaid rides in FY2020 compared to those in FY2014. There has clearly been a need for additional staff to deal with the increased oversight of Medicaid rides, but at the same time overall Medicaid riders are decreasing. It is not economically feasible to increase management costs when the overall number of Medicaid riders is decreasing.

Medicaid rides had also considerably dropped the year before since FY2015. SEIBUS has made up for these lost rides by increasing general public rides over the same period of time. SEIBUS made robust efforts to capture Medicaid rides again with all the recent changes. SEIBUS's web-based system has helped keep track of all Medicaid claims and has reduced chaos by a third.

SEIBUS Medicaid and General Public rides 2015 - 2020



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# 5 Priorities and Strategies



# Priorities, Goals and Strategies

This section outlines priorities and strategies that have been identified to improve the overall passenger transportation services in Southeast Iowa. These priorities are based on review of FY15 PTP, 2020 Passenger Transportation Provider Surveys, 2020 Transportation User Surveys, the two Passenger Transportation Coordination Workshops, as well as regional data trends.

Priorities were also reviewed by regional partners and the Transit Advisory Committee to ensure regional consensus on how to meet the unmet needs of passenger transportation services in Southeast Iowa. A draft of the plan was also shared with the TRAC members that included these goals and strategies.

The following pages present tables to review the status of priorities and strategies previously recommended in FY15 PTP. Strategies are split into three categories, based on their accomplishment status since the last PTP completed in FY15.

- Strategies that have been fully accomplished or partially accomplished but must be continually implemented as part of this plan in order to be effective are categorized as 'Ongoing'. These priorities focus on improving public awareness/marketing of existing services, improving efficiency/effectiveness of existing services,, and identifying opportunities for expanding services.
- The second (pending) category includes those that have not had any noteworthy accomplishments since the last PTP but must be implemented as part of FY21 PTP.
- The third category defines strategies that are 'not relevant for FY21 PTP' and were not identified as a goal from public comments or regional data trends. 3 new priorities were determined and added to the plan based on recent transportation service changes due to COVID-19 pandemic, Medicaid changes, and transit needs of diverse population in the region.

Goals and Strategies (from FY15 PTP)		
Priority 1 : Increase the public awareness and marketing of transportation services in Southeast Iowa		
Goal 1: Create a comprehensive inventory of regional transportations services		
Strategies	Status	Comment
Compile all existing service information on regional transportation provider services from SEIBUS, BUS, Burlington Trailways, non-profits, health agencies, and human service agencies.	Pending	<ul style="list-style-type: none"> <li>• There is a need for compiling service information on regional transportation providers. There have been several discussions during TRAC meetings about compiling service information for SEIBUS and BUS so the general public can find all schedules, appointment details etc. at one spot. Strengthening coordination among transportation providers in the region is apart of PTP process.</li> </ul>
Conduct surveys and interviews to identify detailed information on services offered by different providers.	Ongoing	<ul style="list-style-type: none"> <li>• Since FY15 plan, several transit surveys have been conducted by SEIRPC in the region including Great River Region Transportation and Development Plan 2050, FY21 Passenger Transportation Plan, Lee County Transportation Survey, Employee Transportation Survey for Lee County</li> </ul>
Goal 2: To develop public relations and marketing strategy for existing transportation services in Southeast Iowa		
Strategies	Status	Comment
Create a regional transit marketing committee to research existing regional transit marketing models.	Ongoing	<ul style="list-style-type: none"> <li>• Form a regional transit marketing committee including entities such SEIBUS, BUS, Henry County RSVP/ Fellowship Cup, Hope Haven, Milestones Area Agency on Aging, and other interested private/non-profit providers to market and advertise their public transportation services to general public.</li> <li>• Develop a brochure for Des Moines County to identify notable difference between BUS and SEIBUS public transit.</li> <li>• For the first time ever, SEIBUS has also launched a dedicated website. Users are now able to access the SEIBUS website through SEIRPC's main website. The SEIBUS website breaks down all the information for potential riders to make an appointment and ride the SEIBUS, including its service area, schedules, who to call etc.</li> </ul>
Evaluate all existing public relations and marketing methods used by transportation providers.		
Evaluate need for special marketing materials to groups such as low income, LEP, students, etc.		
Identify funding source and hire a consultant to develop a public relations and marketing plan.	Pending	

# Priorities, Goals and Strategies

Goals and Strategies (from FY15 PTP)		
Priority 2: Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices		
Goal 1: To enhance regional fleets through expansion and replacement of vehicles		
Strategies	Status	Comment
<p>Continue to seek funding for replacement of vehicles including STP Funding, AMOCO Loans, and participating in PTMS through Iowa DOT.</p> <p>Identify opportunities to fund vehicle expansion including STP funding or through local partnerships.</p>	Ongoing	<ul style="list-style-type: none"> <li>Both SEIBUS and BUS file an application for state and federal operation and capital assistance for the support of transit operations annually. These transit operations are generally funding request for bus replacements.</li> <li>SEIBUS also purchased a new van in 2020 to help with their growing needs for special medical transportation. Both BUS and SEIBUS have been successful in keeping their fleet updated.</li> <li>SEIRPC conducted a BUS four-year study that analyzed statewide trends and compared BUS's average STA and FTA subsidy from 2014 to 2018 to other comparable systems in Iowa. It was found that BUS receives similar state subsidy as other passenger transportation services within similar sized urban areas in Iowa (examples include Clinton, Fort Dodge, Marshalltown, Mason City etc.). It was also found that BUS in the middle tier of systems in terms of the average federal subsidy it receives.</li> <li>In early 2020, SEIBUS also purchased two new clean diesel buses through IDOT's Volkswagen Settlement Environmental mitigation Trust program. This purchase allowed SEIBUS to replace two older, high mileage buses, which were much less fuel-efficient by comparison.</li> </ul>
<p>Look for opportunities to incorporate sustainable practices into fleet upgrades such as flex fuel, alternative fuel, electric, or adding bike racks.</p>		
Goal 2: Enhance or build new facilities for storage, maintenance, transit stops/transfers		
Strategies	Status	Comment
<p>Evaluate all existing facilities and needs for new facilities.</p> <p>Create a plan for facility upgrades, new facilities, and identify funding opportunities for improvements.</p>	Ongoing	<ul style="list-style-type: none"> <li>In 2020, SEIBUS secured a \$400,000 grant from the Public Transit Infrastructure Grant program (PTIG), for the construction of a new Vehicle Storage Facility adjacent to the SEIRPC/SEIBUS office in West Burlington. BUS also has plenty of open parking space at their City of Burlington's Public Works building in Burlington.</li> <li>In 2014, the city secured a \$480,000 Iowa DOT Public Transportation Infrastructure grant was used to rehabilitate the Burlington depot waiting area. included installation of a new heating and air conditioning system, sprinkler system and roof. In the Great Room, crews installed new windows, a ceiling and lighting. Private donations were allocated for restoration of the original clock and the phone booths.</li> <li>The new SEIBUS vehicle storage facility will incorporate sustainable practices such as use of LED , occupant motion sensor lights, large windows for natural daylight to cut down on artificial lighting consumption.</li> </ul>
<p>Incorporate sustainable practices into facility improvements.</p>		

# Priorities, Goals and Strategies

Goals and Strategies (from FY15 PTP)		
Goal 3: Modernize data collection, analysis, and service delivery through new technology and software		
Evaluate existing data collection, technology, and software utilized for transportation services.	Ongoing	<ul style="list-style-type: none"> <li>In FY2019, SEIBUS transitioned to a web based digital system to track rides, pick ups and drop offs. BUS is currently in the process of evaluating proposals of web based digital companies to begin transitioning to a web based digital system. Refer to 'Recent developments' section of the plan to find more details.</li> </ul>
Research existing best practices utilized by similar transit systems.		
Create and implement a plan for changes in data collection, technology, and software.		
<b>Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and general public.</b>		
Goal 1: Identify the actual "need" for assisted transportation and medical service		
Strategies	Status	Comment
Perform user surveys to gauge rider needs.	Ongoing	<ul style="list-style-type: none"> <li>Since FY15 plan, several transit surveys have been conducted by SEIRPC in the region including Great River Region Transportation and Development Plan 2050, FY21 Passenger Transportation Plan, Lee County Transportation Survey, Employee Transportation Survey for Lee County.</li> <li>Through PTP FY21 surveys, it was concluded that expanded days and hours of service were two of the highest priorities for transit users. Both transit providers and transit users responded that they see expanded medical service, employment transportation, expanded medical services as the third most priority for regional transportation services.</li> </ul>
Create data collection methods for transit agencies, human service agencies, etc. to document need for assisted or medical transportation.		
Goal 2: Evaluate and propose coordination opportunities between human service providers, public transit agencies, non-profits, and other transportation providers		
Strategies	Status	Comment
Analyze all existing services for potential overlap and coordination opportunities.	Ongoing	<ul style="list-style-type: none"> <li>SEIRPC conducted a four-year study for BUS in 2019 that analyzed all existing services, route analysis, route usage and riderships, transit comparison. The study will include recommendations to re-route, establish new transfer points, coordinate with area employers to improve the overall efficiency of their transit system. The study is anticipated to be completed in the near future.</li> </ul>
Collect data and compile list of times and destinations of riders to determine opportunities for coordination.		
Review past and conduct new surveys to identify potential opportunities for coordination.		<ul style="list-style-type: none"> <li>Since FY15 plan, several transit surveys have been conducted by SEIRPC in the region to identify potential opportunities for coordination. These include Great River Region Transportation and Development Plan 2050, FY21 Passenger Transportation Plan, Lee County Transportation Survey, Employee Transportation Survey for Lee County.</li> </ul>
Organize meetings between regional agencies to discuss specific opportunities for coordination.	<ul style="list-style-type: none"> <li>The TRAC has been an active group and has continued to meet quarterly to discuss transportation service needs in Southeast Iowa. The main tasks performed by the Transit Advisory Committee are to identify passenger transportation needs, identify projects to address these needs, prioritize projects, and work to implement priority projects/improve coordination amongst different agencies.</li> </ul>	



# Priorities, Goals and Strategies

Goals and Strategies (from FY15 PTP)		
Goal 3: Identify opportunities for additional employee transportation services		
Strategies	Status	Comment
Meet with largest employers to determine which companies have an interest in employee transportation.	Ongoing	<ul style="list-style-type: none"> <li>For the creation of the Long-Range Transportation Plan 2018, SEIRPC planning staff set up one on one interviews with at least one big employer in each county. They were asked specific questions about their employee transportation needs. Most of them mentioned that their employees need public transit that runs for extended hours so they can commute back home after their 2nd/ 3rd shift - especially when in most cases they were living outside of the city they worked in.</li> <li>This was also mentioned during Passenger Transportation Plan workshop #1 and the participants agreed that they see value in exploring this more and getting more input from major employers on their employee transportation needs.</li> <li>Two additional transit surveys were conducted in Lee County – a Transportation Survey and an Employee Transportation Survey</li> </ul>
Develop specific services with companies that have identified need and funding for employee transportation.	Pending	
Goal 4: Identify the need for expanding hours and days of service for passenger transportation		
Strategies	Status	Comment
Gather information on existing services including time, ridership, operation cost, hours of operation, etc..	Ongoing	<ul style="list-style-type: none"> <li>SEIRPC conducted a four-year study for BUS in 2019 that analyzed all existing services, route analysis, route usage and ridership, operation cost comparison with other small urban public transit systems in Iowa. The study is anticipated to be completed in the near future.</li> </ul>
Create rider survey for transit agencies, human service agencies, etc. to document need for trips during hours and days not currently served.	Ongoing	<ul style="list-style-type: none"> <li>PTP FY21 transportation provider survey included questions about their greatest service needs - this included extended hours and days of service. The survey also had other areas where they could fill out their needs that were not mentioned in the question options.</li> </ul>
Use collected information to determine the financial feasibility of expanding service.	Pending	<ul style="list-style-type: none"> <li>Any interested human service agency, public transit agency can collect information and find potential funding to explore expanding their hours and days of service, staffing needs etc. SEIRPC would be willing to provide technical assistance to any interested agencies in finding the right funding for their needs.</li> </ul>
Identify potential funding sources for expanding hours and days of service.		
Goal 5: Research existing regional volunteer transportation models to determine the feasibility of and framework for volunteer transportation services in Southeast Iowa		
Strategies	Status	Comment
Research, study, and prepare a report on existing volunteer transportation services around the country.	Not a relevant goal for FY21 PTP	<ul style="list-style-type: none"> <li>There has been no progress on this since the last plan. During FY21 public input process, there was no mention of a need to create and run a volunteer transportation service.</li> </ul>
Create a plan to determine the participation needed from each organization and any potential funding needed for creating and running a volunteer transportation service.		

# Priorities, Goals and Strategies

Considering recent developments and changes with transportation services, 3 more priorities were added to FY21 PTP plan. These are elaborated below:

Goals and Strategies (new for FY21 PTP)		
<b>Priority 4 : Provide safe transportation services in Southeast Iowa during COVID-19 times and beyond</b>		
Goal 1: Identify and implement protocols that would make both drivers/ providers and riders feel safe about using transportation services		
Strategies	Status	Comment
Ensure that the transportation providers are adapting to and following all COVID-19 regulations and restrictions.	Ongoing	<ul style="list-style-type: none"> <li>There could be additional training for transportation providers/ drivers to clean, disinfect the buses regularly, making PPE accessible to them and encouraging them to follow all regulations in place.</li> </ul>
Improve public awareness and marketing of COVID-19 protocols for transportation services.	Ongoing	<ul style="list-style-type: none"> <li>SEIPRC is currently creating a designated SEIBUS website which will include all COVID-19 protocols that they are following. Such marketing efforts will ensure that the riders are aware of the protocols and are following them – this could mean a mask mandate etc. Such efforts will also make riders feel safe about using the transportation services.</li> </ul>
<b>Priority 5: Identify Medicaid changes and its impact</b>		
Goal 1: Adapt to Medicaid changes to ensure steady transportation services		
Strategies	Status	Comment
Keep updated on and evaluate any Medicaid changes to ensure services to Medicaid recipients is available.	Ongoing	<ul style="list-style-type: none"> <li>Privatized Medicaid resulted in reduced ridership and multiplied the staff work for credentialing and claims processing which is an inefficient combination.</li> <li>SEIBUS has already switched to a web-based system that tracks Medicaid claims. This also saves a lot of staff time.</li> </ul>
<b>Priority 6: Analyze and being aware of transportation needs of diverse population</b>		
Goal 1: Making transportation services accessible to LEP population		
Strategies	Status	Comment
Promote and advertise transportation schedules and updates into languages other than English.	Pending	<ul style="list-style-type: none"> <li>The new SEIBUS website could include a 'Google Translate' feature that can translate schedules, alerts and news into a preferred language. This would especially be valuable for Louisa County residents where there is a higher concentration of LEP population.</li> </ul>

# 6 Funding Opportunities



# Funding Opportunities

Funding for transit services is imperative to continue the services currently provided and to provide new services to meet the needs of the Southeast Iowa Region. Financial support for the delivery of passenger transportation services and planning comes from a variety of local, state, and federal funding sources. This section will explore these funding sources, what they can be used for, and identify ways to utilize this funding.

## Local Funding Programs

### PASSENGER REVENUE

Passenger revenue comes from fares paid by users of transportation services. This is one of the most common sources of local financial support.

### CONTRACT REVENUE

Human service agencies, local communities, as well as private businesses are often willing to pay a part or all of the cost for certain types of rides provided as part of the open to the public transit operation. Such subsidies are classified as contract revenues and can count toward the required local match on federal projects. BUS and SEIBUS utilizes contracts to provide specific services throughout the region.

### MUNICIPAL TRANSIT LEVY

Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. Several smaller communities use this authority to generate funding used to support services contracted from their designated regional transit system. BUS currently utilizes a transit levy to cover the cost of operations of their transit services.

### GENERAL FUND LEVY

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who don't have the option of a transit levy, as well as for cities that choose not to use the transit levy.

### ADVERTISING REVENUES

Sale of on-board advertising or advertising space in brochures, etc., can provide some additional revenues to the transit program.



# Funding Opportunities

## State Funding Program

### STATE TRANSIT ASSISTANCE (STA)

STA funds are distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available year. STA funds can be used by the public transit system for operating, capital or planning expenses related to the provision of open-to-the-public passenger transportation. Both SEIBUS and BUS utilize this funding to annually replace their older buses and upgrade their fleet.

### STATE TRANSIT ASSISTANCE (STA) SPECIAL PROJECTS

Iowa DOT provides a \$300,000 set-aside of STA funding each year for special projects to improve transit in the state of Iowa. Individual special projects for the purpose of supporting start-up of new coordination activities. The special projects will be to help transit systems respond to needs identified by human service agencies, with preference given to projects involving match coming from the human services side. Projects must involve open-to-the-public services. Projects would allow start-up funding until the services are reflected in the STA formula.

### CAPITAL MATCH REVOLVING LOAN (AMOCO LOAN)

The Capital Match Revolving Loan Fund was created by the Iowa Legislature with funds from Iowa's share of the federal government's petroleum overcharge settlement against the American Oil Company (AMOCO.) The loan program is subject to an intergovernmental agreement between the Iowa DOT and the Iowa Department of Natural Resources (DNR). All public transit systems are eligible for loans under this program. The program allows "no interest" loans to transit systems, which the transit system uses towards the required local match on a federally-funded capital project, paying it back over a negotiated time period as local funds become available. The loan can be used to temporarily fund the entire local match on capital equipment projects or 50% of the required non-federal match on facility projects.

### PUBLIC TRANSIT INFRASTRUCTURE GRANTS

In 2006, the Iowa Legislature established this new program to fund vertical infrastructure needs of Iowa's transit systems. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. They are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to 80% and cannot, in combination with federal funding, exceed that number. Also, no single system can receive more than 40% of the available infrastructure funding in a given year.

### VOLKSWAGEN SETTLEMENT ENVIRONMENTAL MITIGATION TRUST FUNDING PROGRAMS

This is a Trust funding program made as a result of Volkswagen's settlements after complaint filed by Environmental Protection Agency (EPA) alleging its violation of the federal Clean Air Act. The State of Iowa receives approximately \$21 million in environmental mitigation trust funds for projects that reduce emissions of nitrogen oxides (NOx). 2021 application closes on March 5, 2021. Next round of application is yet to be announced. In 2020, SEIBUS purchased 2 new clean diesel buses through this program funding. The buses were partially funded through this program. This purchase will allowed SEIBUS to replace two older, high mileage buses, which were much less fuel-efficient by comparison.

### ACCESS2CARE NON-EMERGENCY MEDICAL TRANSPORTATION PROGRAM

Access2Care provides transportation coordination for individuals covered by Medicaid insurance for non-emergency medical transportation rides in Iowa. SEIBUS contracts with Access2Care to provide rides to those who are covered under this program.

### MEDICAID

SEIBUS gets reimbursed for its contracted rides with human services organizations. Due to the substantial changes with Medicaid policies and reimbursement process, SEIBUS experienced dramatic decrease in rides by Medicaid riders in 2020. SEIBUS continued to navigate through Medicaid reimbursement changes made by the Iowa Private Manage Care reimbursement process. However, it anticipates being partially funded by Medicaid through the continuous services contracted with human services organizations in the region.

# Funding Opportunities

## Federal Funding Program

### BUS AND BUS FACILITIES FORMULA GRANTS (SECTION 5339)

Section 5339 is a program authorized under MAP 21 to provide capital funding to replace, rehabilitate and purchase buses, vans, and to construct bus-related facilities. In Iowa, approximately \$1,250,000 is received annually for small urban systems under 50,000 population and regional transit systems. Funding is distributed to the small urban and regional transit systems through the Public Transit Management System vehicle rankings. BUS and SEIBUS utilize the Section 5339 funding to replace older, high mileage vehicles. Without funding through Section 5339, it is unlikely for BUS or SEIBUS to replace vehicles in its fleet.

SEIBUS recently received partial funding through this grant to purchase a medium and a light duty bus in FY2020. The remaining funds came from Volkswagen Settlement Environmental Mitigation Trust program. The FY20 funding was also used for bus storage facility that will be constructed in FY2021.

### FORMULA GRANTS FOR OTHER THAN URBANIZED AREAS (SECTION 5311)

This program provides federal funding to support transit activities in rural areas and in urban areas of less than 50,000 in population. The funds may be used for operating, capital, planning, and job access and reverse commute assistance. The formula for allocating 5311 funds uses the past year's performance statistics and allocates 75% to the regional systems and 25% to the small urban systems. Individual allocations for regional systems are based on 40% of the system's percentage contribution to total regional transit ridership and 60% on the system's percentage contribution to total regional revenue miles. The individual allocations to small urban systems are then determined based on 50% of the percentage of total small urban ridership accomplished by that system and 50% of the percentage of total small urban revenue miles provided by the individual system.

### RURAL TRANSIT ASSISTANCE PROGRAM (RTAP) (SECTION 5311(B)(3))

This federal program provides a source of funding to assist in the design and implementation of training and technical assistance programs and other support services tailored to meet the specific needs of transit operators in non-urbanized areas (less than 50,000 in population). By law, the state is the direct recipient of the funding. In Iowa, the Department of Transportation's Office of Public Transit serves as the recipient of these funds. Iowa's RTAP funds are mainly used to provide local transit agencies with training fellowships. In most cases the fellowships pay 80 percent of the cost for Iowa's regional transit systems and their planners to attend Iowa DOT sponsored seminars, as well as transit-related courses or conferences sponsored by other groups. Transit systems may also be reimbursed for training held in-house.

### INTERCITY BUS PROGRAM (SECTION 5311(F))

This program intends to support for the existing intercity bus routes to increase the connectivity of Iowa to the rest of the county, especially connecting smaller communities not served by existing routes and stops along those routes. It also helps providers to improve equipment and facilities, including adding accessibility features required by Americans with Disabilities Act of 1990 (ADA).

### STATEWIDE AND NONMETROPOLITAN TRANSPORTATION PLANNING (SECTION 5304)

This federal funding program is to support regional transit planning. The state directly receives the funding and uses the funds to support a system of regional planning affiliations (RPAs) including SEIRPC. SEIRPC is responsible for local intermodal transportation planning in areas of the state that are not served under a MPO. The combined 5304 and 5311 planning funds are distributed annually to SEIRPC through a funding formula.

# Funding Opportunities

## Federal Funding Program

### SURFACE TRANSPORTATION BLOCK GRANT (STBG) PROGRAM

During the creation of FY15 PTP, this program was called Surface Transportation Program (STP). STBG funds come to the state via MAP-21 legislation and can be used for roadway or transit capital projects on an 80 percent federal and 20 percent local basis. In Iowa, a portion of these funds are programmed by local governments, acting through metropolitan or regional planning agencies. In Region 16, Southeast Iowa Regional Planning Commission administers these funds through a competitive application process. If a transit agency would like to purchase a new bus utilizing STBG funds, an application must be submitted to SEIRPC. Since moving to this competitive process in 2005, two transit vehicles have been purchased. Additionally, SEIBUS was awarded \$126,400 to purchase two light-duty buses in FY2023.

### IOWA'S CLEAN AIR ATTAINMENT PROGRAM (ICAAP)

This program provides funding that can be used for any purpose for which Surface Transportation Block Grant program (STBG) can be used and on the same 80 percent federal and 20 percent nonfederal basis. The applications are selected based on their anticipated air quality or congestion relief benefits.



### CONGESTION MITIGATION & AIR QUALITY IMPROVEMENT (CMAQ) PROGRAM

This program provides funding for projects that need vehicle replacement. Urban and regional transit systems as designated by local officials under Chapter 324A of the Code of Iowa are eligible to apply for this funding. Transit systems may be organized as public bodies or as private, not-for-profit corporations. SEIBUS utilized this funding to purchase one of four new replacement buses in FY2019. This funding was also awarded to BUS to purchase two light-duty buses in FY2020.

### DIESEL EMISSION REDUCTION ACT (DERA) GRANT PROGRAM

This grant program is administered by Iowa DOT. IDOT receives funding from Environmental Protection Agency (EPA) to achieve significant reductions in diesel emissions. A broad range of diesel emission reduction solutions are eligible for DERA grant funding. In fiscal 2020, funding was available for profit, nonprofit, and public entities that own or operate diesel fleets and equipment in any of the 99 counties in the state of Iowa. Application details for FY2021 are to be determined.

## Federal Flexible Funding Program

### COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) CAREER LINK PROGRAM –EMPLOYMENT TRANSPORTATION

This is a grant program administered by Iowa Economic Development Authority (IEDA). It aims to support employment related transportation services in all incorporated cities and counties except designated HUD entitlement area. The funds can be used to address employment barriers by providing funding for employment related transportation services. Eligible activities include transportation services for individuals to job activities and adult students to educational training/instructional opportunities. The maximum grand award for the applicants' projects is \$150,000 with \$1 to \$1 local cash match for the projects. SEIRPC assisted the City of Burlington to file an application for Hope Haven Development Center in January 2021.

# Funding Opportunities

## Other Non- State and Federal Funding Programs

### CTAA - COMMUNITY DEVELOPMENT TRANSPORTATION LENDING SERVICES

CDTLS works by offering borrowers help to create sustainable and profitable business enterprises in the transportation field. Our efforts have included supporting the development of businesses that move people and move freight in a cost-effective way that stresses the use of environmentally sound technology. CDTLS makes this possible by being a source of capital and expertise in transportation.

### EASTER SEALS PROJECT ACTION –ACCESSIBLE TRANSPORTATION TECHNICAL SUPPORT PROJECT

The ATTS technical assistance project specifically supports community's unique goals. Efforts that may be well-served by participation in ATTS could include but are not limited to:

- Forming a local coalition to improve accessible transportation
- Transforming high-level planning efforts into actionable steps
- Improving accessibility in your community to be consistent with the Americans with Disabilities Act (ADA)
- Exploring ways to meet accessibility needs above and beyond the ADA
- Maximizing the effectiveness of existing transportation resources
- Increasing ridership through marketing and outreach

### AREA AGENCY ON AGING

Area Agencies on Aging (AAAs) were established under the Older Americans Act (OAA) in 1973 to respond to the needs of Americans aged 60 and over. Iowa has six AAAs, covering all 99 counties. Southeast Iowa is provided service including congregate meals by Milestones Area Agency on Aging. One of the many services they provide is funding to SEIBUS to assist in offering rides for regional residents ages 60 and above.

### UNITED WAY

United Way organizations across the State of Iowa provide funding for a variety of community organizations and services. Many of these organizations provide funding to organizations or transit agencies to assist in providing transportation assistance. There are 4 United Way agencies located in Southeast Iowa that could provide funding for transportation services including Big River United Way, Burlington/West Burlington Area United Way, Fort Madison Area United Way, and United Way of Mount Pleasant.





# Funding Opportunities

This section of funding opportunities discusses potential state and federal funding that can be utilized to achieve specific strategies. This could imply seeking state and federal monies to replace vehicles, build storage facilities etc. Tables here also mention timelines for each funding source and whether they can be achieved within the life of the plan (within 5 years) or not.

*Note: Although, local funding sources are not listed in the tables, they will help in advancing the identified projects during the life of this plan. Local partners will contribute to funding to fill the gaps for available state and federal funds.*

Goals and Strategies (from FY15 PTP)			
Priority 1 : Increase the public awareness and marketing of transportation services in Southeast Iowa			
Goal 1: Create a comprehensive inventory of regional transportations services			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Compile all existing service information on regional transportation provider services from SEIBUS, BUS, Burlington Trailways, non-profits, health agencies, and human service agencies.	Within 5 years	Not required	
Conduct surveys and interviews to identify detailed information on services offered by different providers.	Within 5 years	Not required	
Goal 2: To develop public relations and marketing strategy for existing transportation services in Southeast Iowa			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Create a regional transit marketing committee to research existing regional transit marketing models.	Within 5 years	Not required	
Evaluate all existing public relations and marketing methods used by transportation providers.			
Evaluate need for special marketing materials to groups such as low income, LEP, students, etc.			
Identify funding source and hire a consultant to develop a public relations and marketing plan.			

# Priorities, Goals and Strategies

## Goals and Strategies (from FY15 PTP)

### Priority 2: Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices

#### Goal 1: To enhance regional fleets through expansion and replacement of vehicles

Strategies	Timeline	Applicable State or Federal Funding	Comment
Continue to seek funding for replacement of vehicles including STP Funding, AMOCO Loans, and participating in PTMS through Iowa DOT.	Within 5 years	<ul style="list-style-type: none"> <li>State Transit Assistance (STA)</li> <li>Volkswagen Settlement Environmental mitigation Trust Funding program.</li> <li>Formula Grants for other than Urbanized Areas (Section 5311)</li> <li>Bus and Bus Facilities Formula Grants (Section 5339)</li> <li>Surface Transportation Block Grant (STBG) Program</li> <li>Congestion Mitigation &amp; Air Quality Improvement (CMAQ) Program</li> <li>Diesel Emission Reduction Act (DERA) Grant Program</li> </ul>	<ul style="list-style-type: none"> <li>STA: deadline May 1 every year for formula funds; variable for coordination projects, training fellowships and emergency funds</li> <li>Section 5311: deadline May 1 every year</li> <li>STBG: deadline end of December every year</li> <li>CMAQ: deadline May 1 every year</li> </ul>
Identify opportunities to fund vehicle expansion including STP funding or through local partnerships.		<ul style="list-style-type: none"> <li>State Transit Assistance (STA)</li> <li>Formula Grants for other than Urbanized Areas (Section 5311)</li> <li>Bus and Bus Facilities Formula Grants (Section 5339)</li> <li>Diesel Emission Reduction Act (DERA) Grant Program</li> </ul>	<ul style="list-style-type: none"> <li>STA: deadline May 1 every year for formula funds; variable for coordination projects, training fellowships and emergency funds</li> <li>Section 5311: deadline May 1 every year</li> </ul>
Look for opportunities to incorporate sustainable practices into fleet upgrades such as flex fuel, alternative fuel, electric, or adding bike racks.		<ul style="list-style-type: none"> <li>Volkswagen Settlement Environmental Mitigation Trust funding programs</li> <li>Surface Transportation Block Grant (STBG) Program</li> <li>Congestion Mitigation &amp; Air Quality Improvement (CMAQ) Program</li> <li>Diesel Emission Reduction Act (DERA) Grant Program</li> </ul>	<ul style="list-style-type: none"> <li>STA: deadline May 1 every year for formula funds; variable for coordination projects, training fellowships and emergency funds</li> <li>STBG: deadline end of December every year</li> <li>CMAQ: deadline May 1 every year</li> </ul>

#### Goal 2: Enhance or build new facilities for storage, maintenance, transit stops/transfers

Strategies	Timeline	Applicable State or Federal Funding	Comment
Evaluate all existing facilities and needs for new facilities.	Within 5 years	Not required	
Create a plan for facility upgrades, new facilities, and identify funding opportunities for improvements.		<ul style="list-style-type: none"> <li>State Transit Assistance (STA)</li> <li>Public Transit Infrastructure Grants (PTIG)</li> </ul>	<ul style="list-style-type: none"> <li>STA: deadline May 1 every year for formula funds; variable for coordination projects, training fellowships and emergency funds</li> </ul>
Incorporate sustainable practices into facility improvements.		<ul style="list-style-type: none"> <li>Bus and Bus Facilities Formula Grants (Section 5339)</li> <li>Surface Transportation Block Grant (STBG) Program</li> </ul>	<ul style="list-style-type: none"> <li>PTIG: deadline first Business day of May every year</li> <li>STBG: deadline end of December every year</li> </ul>

# Priorities, Goals and Strategies

Goals and Strategies (from FY15 PTP)			
Goal 3: Modernize data collection, analysis, and service delivery through new technology and software			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Evaluate existing data collection, technology, and software utilized for transportation services.	Within 5 years	No funding required	
Research existing best practices utilized by similar transit systems.		No funding required	
Create and implement a plan for changes in data collection, technology, and software.		<ul style="list-style-type: none"> <li>State Transit Assistance (STA)</li> <li>Formula Grants for other than Urbanized Areas (Section 5311)</li> <li>Surface Transportation Block Grant (STBG) Program</li> </ul>	<ul style="list-style-type: none"> <li>STA: apply by May 1 for formula funds; variable for coordination projects, training fellowships and emergency funds</li> <li>Section 5311: May 1</li> <li>STBG: end of December</li> </ul>
<b>Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and general public.</b>			
Goal 1: Identify the actual “need” for assisted transportation and medical service			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Perform user surveys to gauge rider needs.	Within 5 years	Not required	
Create data collection methods for transit agencies, human service agencies, etc. to document need for assisted or medical transportation.			
Goal 2: Evaluate and propose coordination opportunities between human service providers, public transit agencies, non-profits, and other transportation providers			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Analyze all existing services for potential overlap and coordination opportunities.	Within 5 years	Not required	
Collect data and compile list of times and destinations of riders to determine opportunities for coordination.			
Review past and conduct new surveys to identify potential opportunities for coordination.			
Organize meetings between regional agencies to discuss specific opportunities for coordination.		<ul style="list-style-type: none"> <li>State Transit Assistance (STA) <b>Special Projects</b></li> </ul>	<ul style="list-style-type: none"> <li>STA: deadline May 1 every year for formula funds; variable for coordination projects, training fellowships and emergency funds</li> </ul>

# Priorities, Goals and Strategies

Goals and Strategies (from FY15 PTP)			
Goal 3: Identify opportunities for additional employee transportation services			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Meet with largest employers to determine which companies have an interest in employee transportation.	Within 5 years	No funding required	
Develop specific services with companies that have identified need and funding for employee transportation.	Within 5 years	<ul style="list-style-type: none"> <li>Formula Grants for other than Urbanized Areas (Section 5311)</li> <li>CDBG Career Link Program –Employment Transportation</li> </ul>	<ul style="list-style-type: none"> <li>Section 5311: May 1</li> <li>CDBG: application accepted on an on-going basis</li> </ul>
Goal 4: Identify the need for expanding hours and days of service for passenger transportation			
Strategies	Status	Applicable State or Federal Funding	Comment
Gather information on existing services including time, ridership, operation cost, hours of operation, etc..	Within 5 years	Not required	
Create rider survey for transit agencies, human service agencies, etc. to document need for trips during hours and days not currently served.			
Use collected information to determine the financial feasibility of expanding service.			
Identify potential funding sources for expanding hours and days of service.	Beyond 5 years	Iowa Department of Transportation funding	
Goal 5: Research existing regional volunteer transportation models to determine the feasibility of and framework for volunteer transportation services in Southeast Iowa			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Research, study, and prepare a report on existing volunteer transportation services around the country.	Not a relevant goal for FY21 PTP	N/A	
Create a plan to determine the participation needed from each organization and any potential funding needed for creating and running a volunteer transportation service.			

## Priorities, Goals and Strategies

Considering recent developments and changes with transportation services, 3 more priorities were added to FY21 PTP plan. These are elaborated below:

<b>Goals and Strategies (new for FY21 PTP)</b>			
<b>Priority 4 : Provide safe transportation services in Southeast Iowa during COVID-19 times and beyond</b>			
Goal 1: Identify and implement protocols that would make both drivers/ providers and riders feel safe about using transportation services			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Ensure that the transportation providers are adapting to and following all COVID-19 regulations and restrictions.	Within 5 years	Not required	
Increase the public awareness and marketing of COVID-19 protocols for transportation services.	Within 5 years	Not required	
<b>Priority 5: Identify Medicaid changes and its impact</b>			
Goal 1: Adapt to Medicaid changes to ensure steady transportation services			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Keep updated on and evaluate any Medicaid changes to ensure services to Medicaid recipients is available.	Within 5 years	Not required	
<b>Priority 6: Analyze and being aware of transportation needs of diverse population</b>			
Goal 1: Making transportation services accessible to LEP population			
Strategies	Timeline	Applicable State or Federal Funding	Comment
Promote and advertise transportation schedules and updates into languages other than English.	Within 5 years	Not required	

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# **Appendix A**

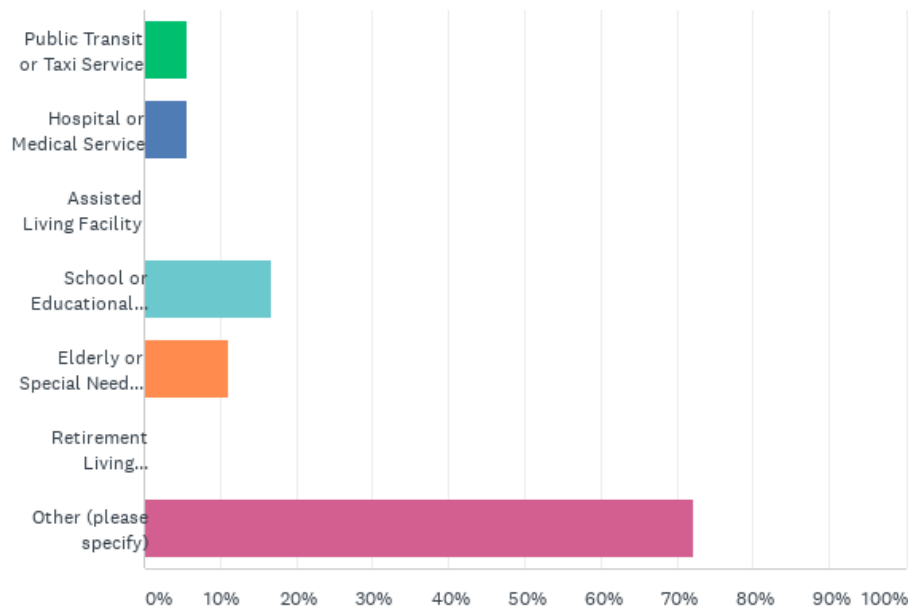
## Transportation Provider and Transportation User Survey

# FY2021 Passenger Transportation Plan - Transportation Service Provider



# Q4: What type of organization is this?

- Answered: 18 Skipped: 1



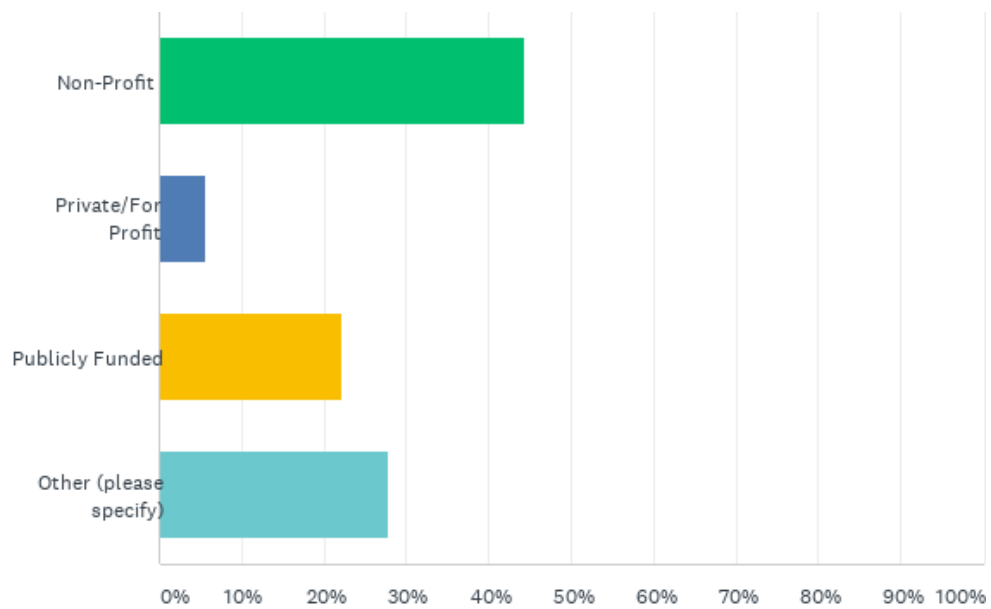
# Q4: What type of organization is this?

- Answered: 18    Skipped: 1

ANSWER CHOICES	RESPONSES	
Public Transit or Taxi Service	5.56%	1
Hospital or Medical Service	5.56%	1
Assisted Living Facility	0.00%	0
School or Educational Institution	16.67%	3
Elderly or Special Needs Care	11.11%	2
Retirement Living Community	0.00%	0
Other (please specify)	72.22%	13
Total Respondents: 18		

# Q5: Is this agency?

- Answered: 18 Skipped: 1



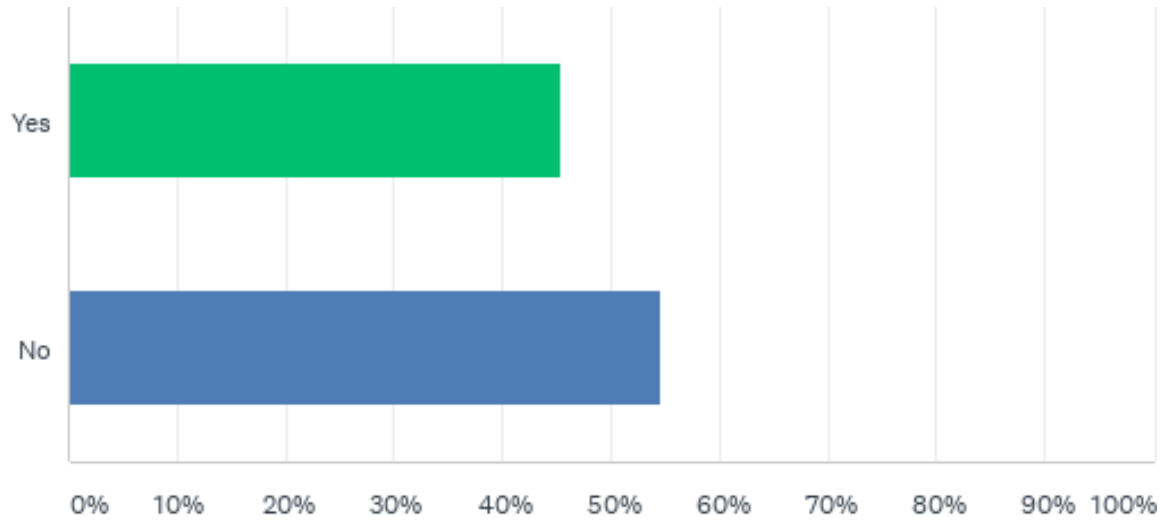
# Q5: Is this agency?

- Answered: 18   Skipped: 1

ANSWER CHOICES	RESPONSES	
Non-Profit	44.44%	8
Private/For Profit	5.56%	1
Publicly Funded	22.22%	4
Other (please specify)	27.78%	5
Total Respondents: 18		

# Q6: Does your agency receive/use funding to provide passenger transportation service?

- Answered: 11    Skipped: 8



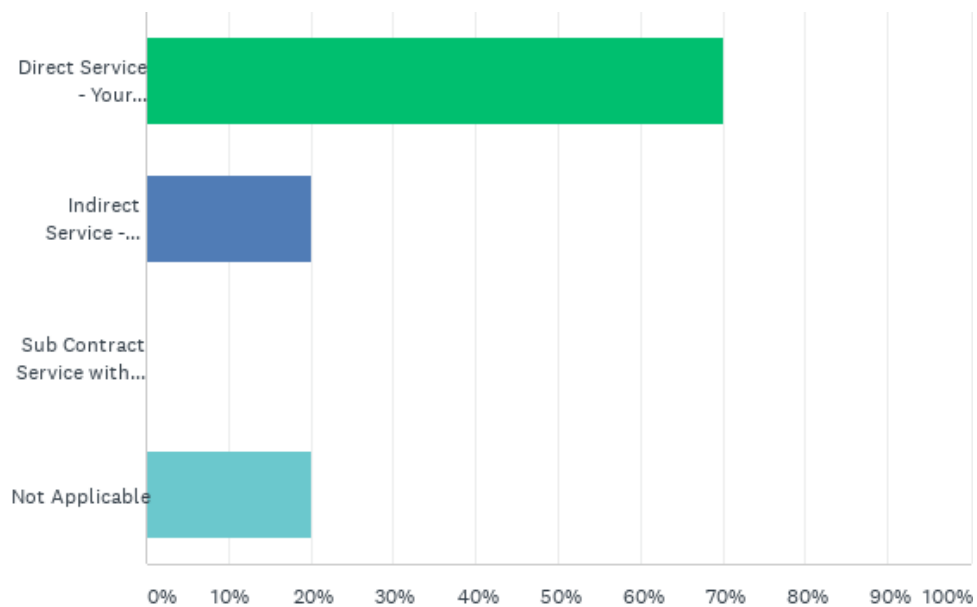
# Q6: Does your agency receive/use funding to provide passenger transportation service?

- Answered: 11    Skipped: 8

ANSWER CHOICES	RESPONSES	
Yes	45.45%	5
No	54.55%	6
Total Respondents: 11		

# Q7: If you provide service, what type of service do you provide?

- Answered: 10   Skipped: 9



# Q7: If you provide service, what type of service do you provide?

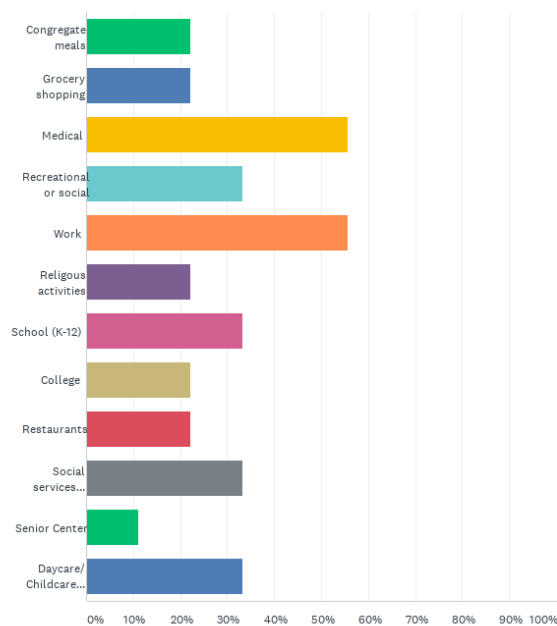
- Answered: 10   Skipped: 9

ANSWER CHOICES	RESPONSES	
Direct Service - Your organization provides transportation services	70.00%	7
Indirect Service - Provide vouchers or funding assistance for people to access transportation services	20.00%	2
Sub Contract Service with an existing transportation provider	0.00%	0
Not Applicable	20.00%	2
Total Respondents: 10		



# Q10: What types of trips does your agency provide? (Click all that apply)

- Answered: 9 Skipped: 10



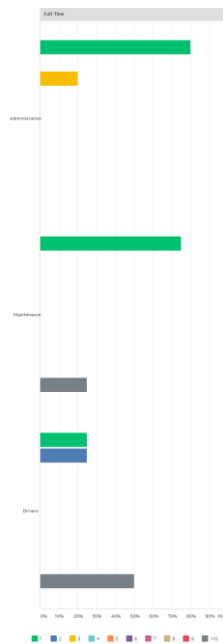
# Q10: What types of trips does your agency provide? (Click all that apply)

- Answered: 9   Skipped: 10

ANSWER CHOICES	RESPONSES	
Congregate meals	22.22%	2
Grocery shopping	22.22%	2
Medical	55.56%	5
Recreational or social	33.33%	3
Work	55.56%	5
Religious activities	22.22%	2
School (K-12)	33.33%	3
College	22.22%	2
Restaurants	22.22%	2
Social services (appointments, human services, general assistance etc.)	33.33%	3
Senior Center	11.11%	1
Daycare/ Childcare center	33.33%	3
Total Respondents: 9		

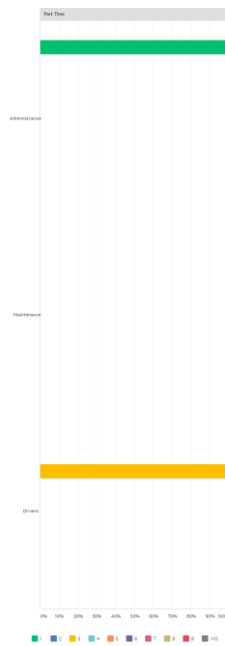
# Q11: Number of employees involved in passenger transportation:

- Answered: 8   Skipped: 11



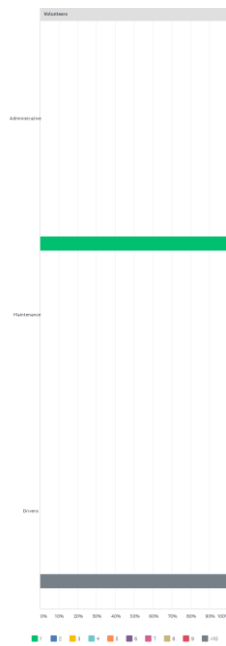
# Q11: Number of employees involved in passenger transportation:

- Answered: 8   Skipped: 11



# Q11: Number of employees involved in passenger transportation:

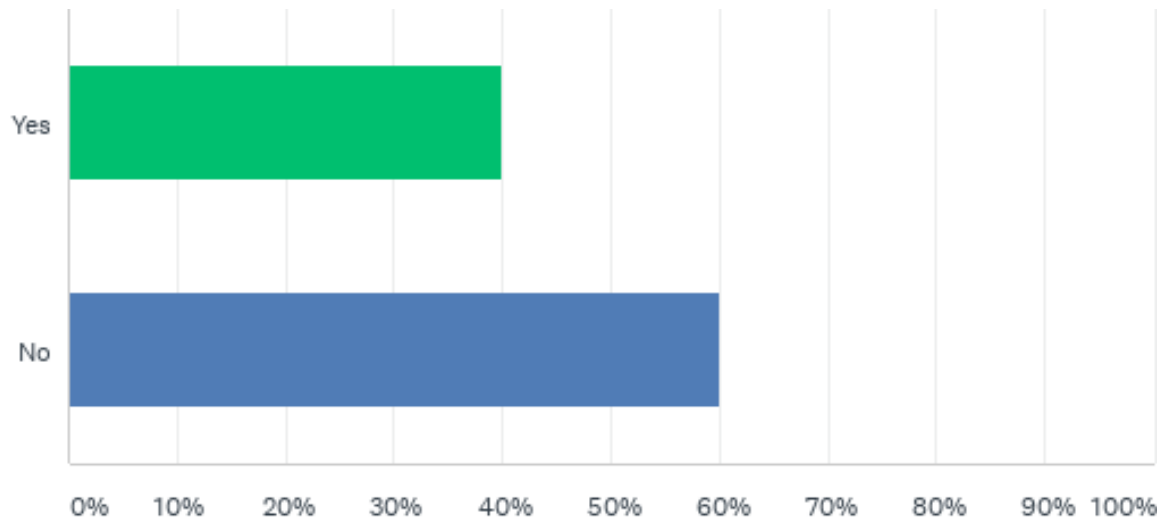
- Answered: 8 Skipped: 11





# Q12: Does your agency keep statistics on ridership or number of trips provided?

- Answered: 10   Skipped: 9



# Q12: Does your agency keep statistics on ridership or number of trips provided?

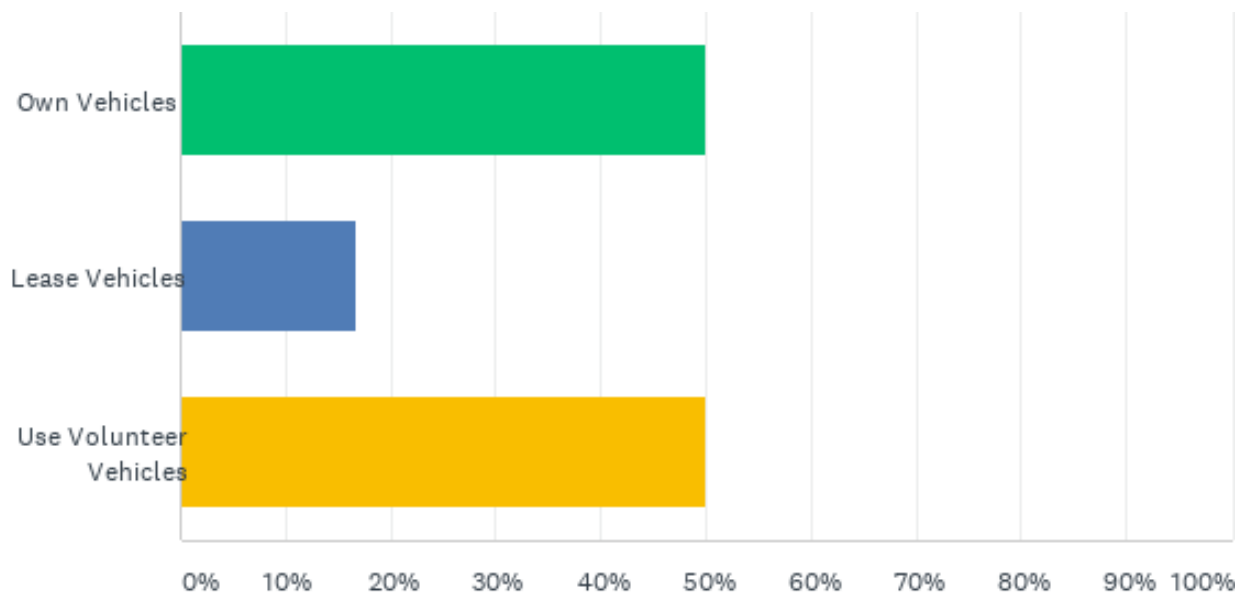
- Answered: 10   Skipped: 9

ANSWER CHOICES	RESPONSES	
Yes	40.00%	4
No	60.00%	6
Total Respondents: 10		



# Q13: Does your agency

- Answered: 6 Skipped: 13



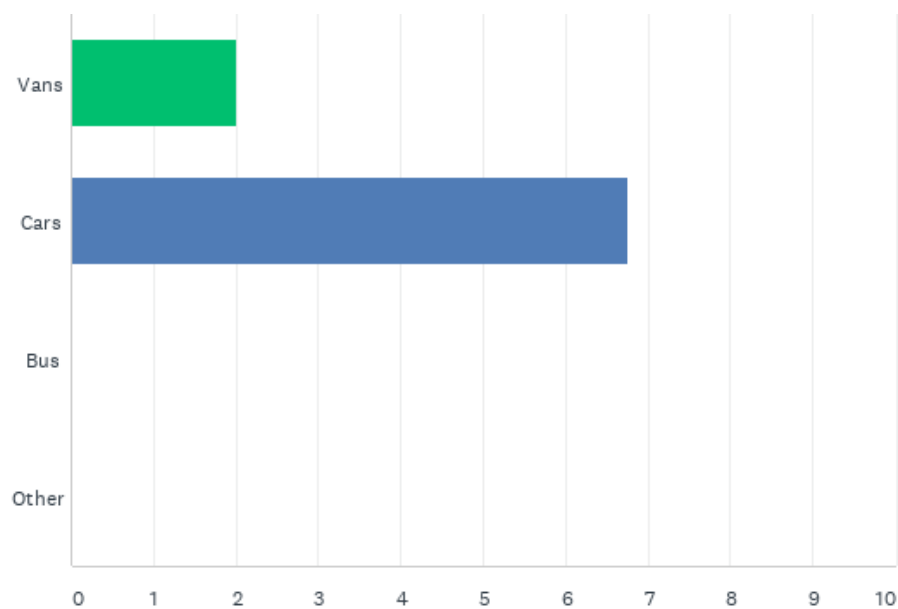
# Q13: Does your agency

- Answered: 6 Skipped: 13

ANSWER CHOICES	RESPONSES	
Own Vehicles	50.00%	3
Lease Vehicles	16.67%	1
Use Volunteer Vehicles	50.00%	3
Total Respondents: 6		

# Q14: What kind of vehicles do you have and how many of each?

- Answered: 5    Skipped: 14



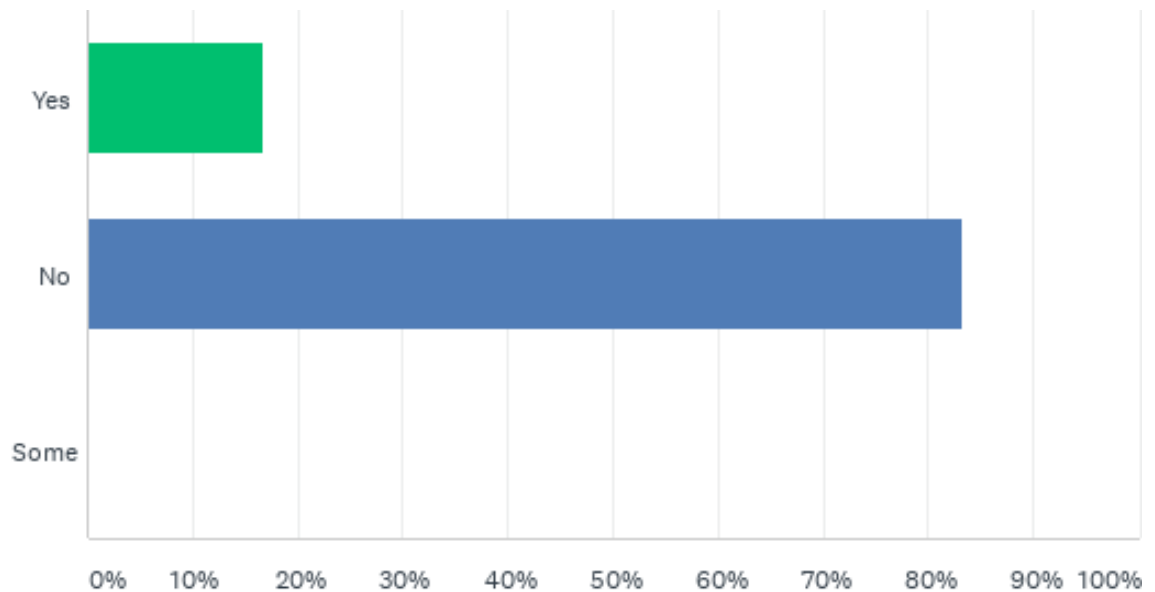
# Q14: What kind of vehicles do you have and how many of each?

- Answered: 5   Skipped: 14

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Vans	2	6	3
Cars	7	27	4
Bus	0	0	2
Other	0	0	1
Total Respondents: 5			

# Q15: Are your vehicles ADA Accessible?

- Answered: 6 Skipped: 13



# Q15: Are your vehicles ADA Accessible?

- Answered: 6 Skipped: 13

ANSWER CHOICES	RESPONSES	
Yes	16.67%	1
No	83.33%	5
Some	0.00%	0
Total Respondents: 6		

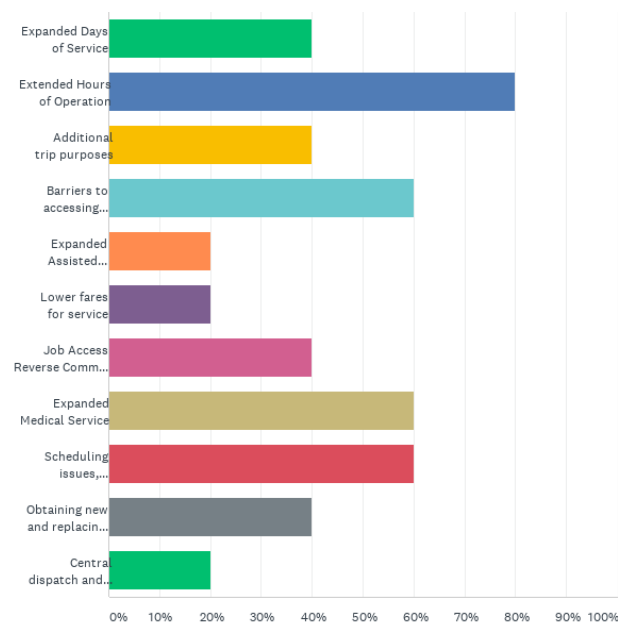
# Q17: Does your agency have a facility for storing vehicles for:

- Answered: 0 Skipped: 19

ANSWER CHOICES	RESPONSES	
All vehicles	0.00%	0
Some vehicles	0.00%	0
Total Respondents: 0		

# Q19: What do you see as the greatest service needs in southeast Iowa?

- Answered: 5 Skipped: 14





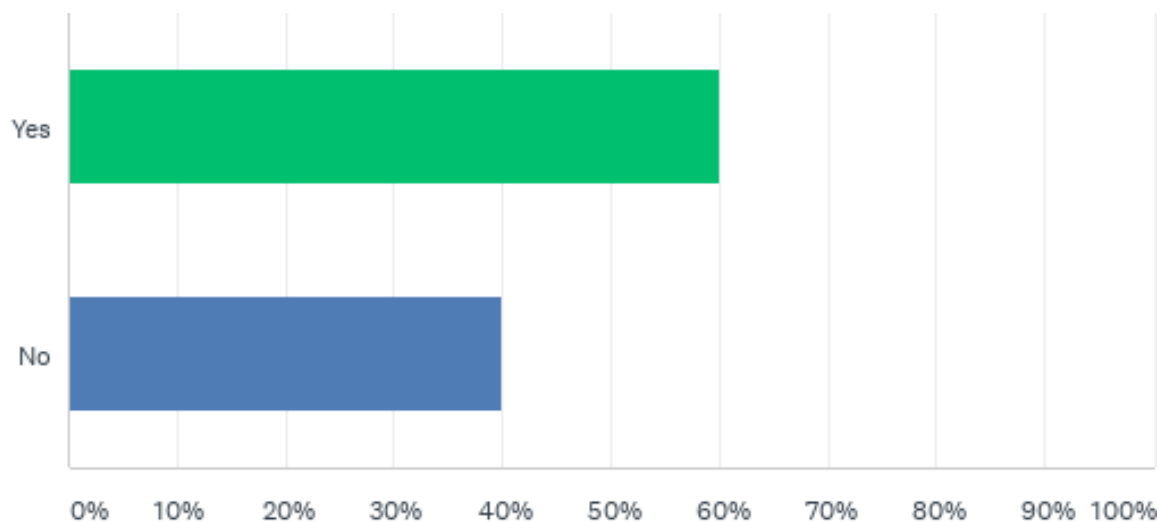
# Q19: What do you see as the greatest service needs in southeast Iowa?

- Answered: 5 Skipped: 14

ANSWER CHOICES	RESPONSES	
Expanded Days of Service	40.00%	2
Extended Hours of Operation	80.00%	4
Additional trip purposes	40.00%	2
Barriers to accessing services	60.00%	3
Expanded Assisted Transportation	20.00%	1
Lower fares for service	20.00%	1
Job Access Reverse Commute (Providing trips for employees to get to work)	40.00%	2
Expanded Medical Service	60.00%	3
Scheduling issues, layovers, and long times on bus	60.00%	3
Obtaining new and replacing vehicles to provide efficient service	40.00%	2
Central dispatch and transportation service information center	20.00%	1
Total Respondents: 5		

Q21: Does your agency have interest in coordination opportunities with other public or private transportation providers?

- Answered: 5 Skipped: 14



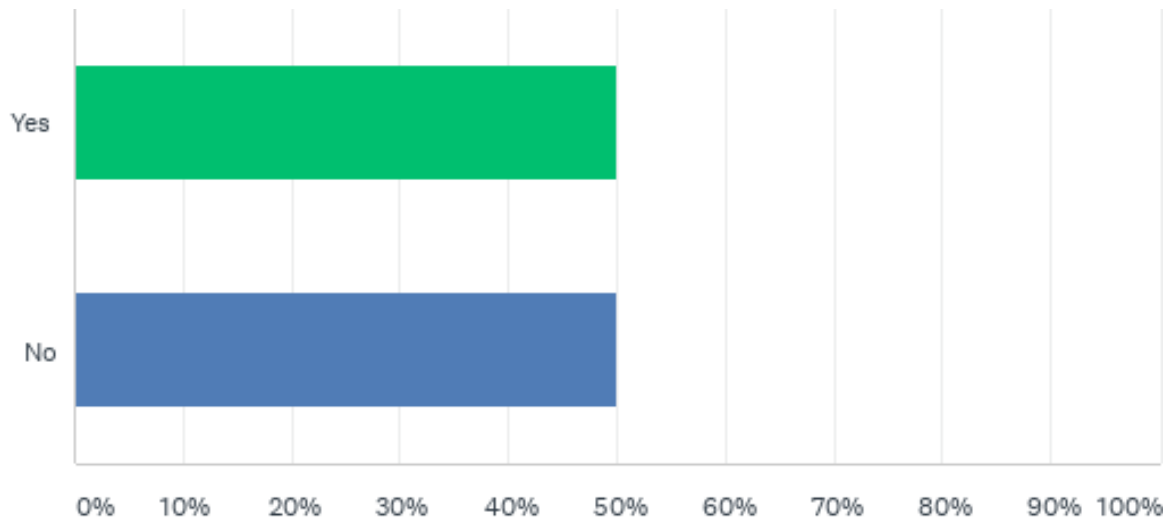
Q21: Does your agency have interest in coordination opportunities with other public or private transportation providers?

- Answered: 5 Skipped: 14

ANSWER CHOICES	RESPONSES	
Yes	60.00%	3
No	40.00%	2
Total Respondents: 5		

# Q22: Would you be interested in participating in the FY2021 Passenger Transportation Plan creation?

- Answered: 6   Skipped: 13



# Q22: Would you be interested in participating in the FY2021 Passenger Transportation Plan creation?

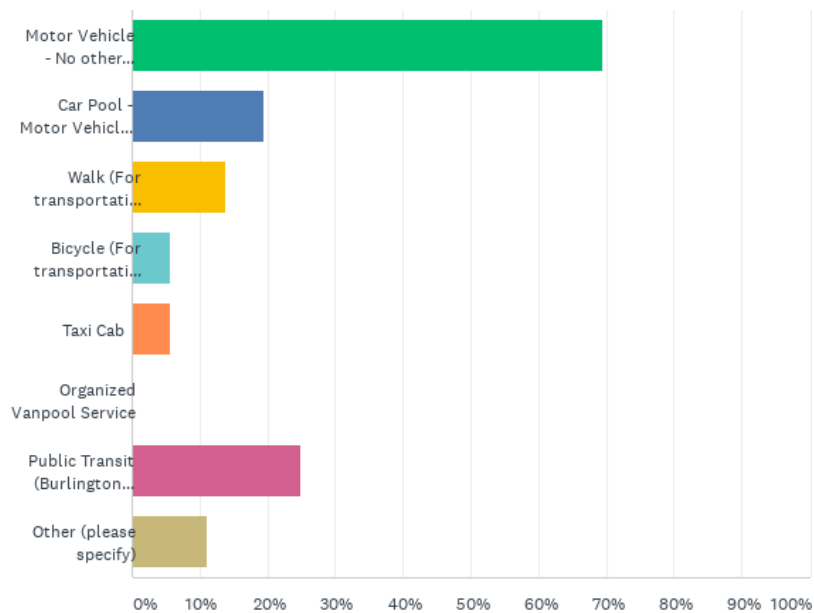
- Answered: 6 Skipped: 13

ANSWER CHOICES	RESPONSES	
Yes	50.00%	3
No	50.00%	3
TOTAL		6

# FY2021 Passenger Transportation Plan - Transit User Survey

Q1: In a typical week, which of the following forms of transportation do you use? (Check all that apply)

- Answered: 36 Skipped: 1



Q1: In a typical week, which of the following forms of transportation do you use? (Check all that apply)

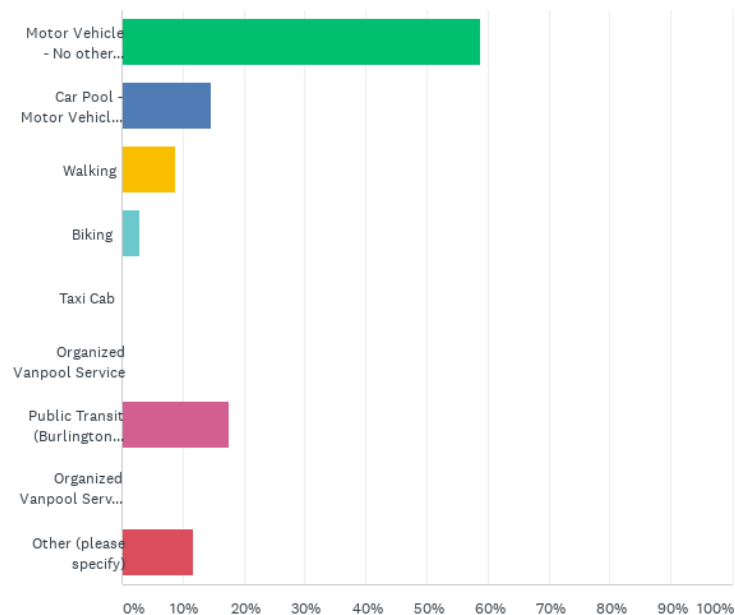
- Answered: 36    Skipped: 1

ANSWER CHOICES	RESPONSES	
Motor Vehicle - No other passengers with you	69.44%	25
Car Pool - Motor Vehicle with at least 1 other rider	19.44%	7
Walk (For transportation mode)	13.89%	5
Bicycle (For transportation purpose)	5.56%	2
Taxi Cab	5.56%	2
Organized Vanpool Service	0.00%	0
Public Transit (Burlington Urban Service or BUS, Southeast Iowa Bus or SEIBUS)	25.00%	9
Other (please specify)	11.11%	4
Total Respondents: 36		



# Q2: What is your primary mode of transportation to school or work? (Select one)

- Answered: 34    Skipped: 3



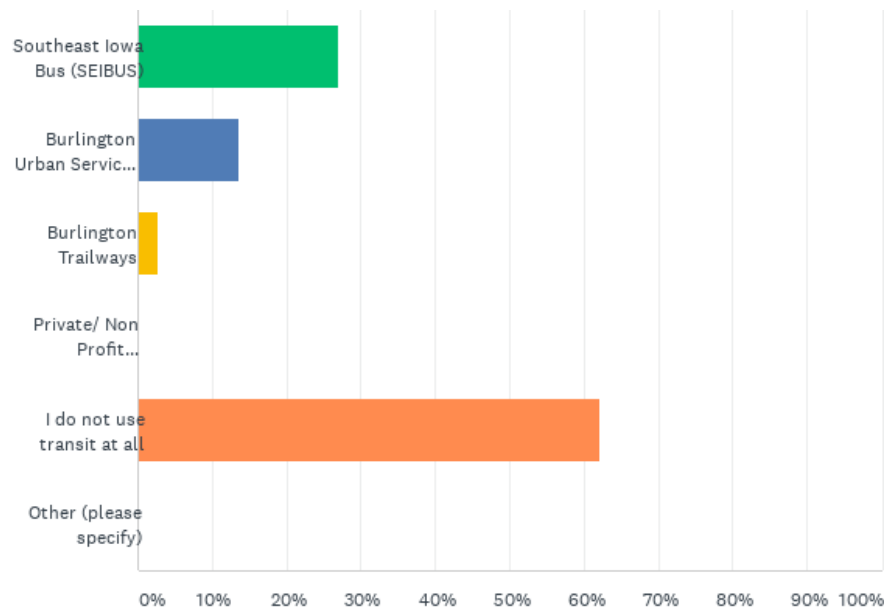
# Q2: What is your primary mode of transportation to school or work? (Select one)

- Answered: 34    Skipped: 3

ANSWER CHOICES	RESPONSES	
Motor Vehicle - No other passengers with you	58.82%	20
Car Pool - Motor Vehicle with at least 1 other rider	14.71%	5
Walking	8.82%	3
Biking	2.94%	1
Taxi Cab	0.00%	0
Organized Vanpool Service	0.00%	0
Public Transit (Burlington Urban Service or BUS, Southeast Iowa Bus or SEIBUS)	17.65%	6
Organized Vanpool Service	0.00%	0
Other (please specify)	11.76%	4
Total Respondents: 34		

# Q3: Which transit services do you currently use?

- Answered: 37 Skipped: 0



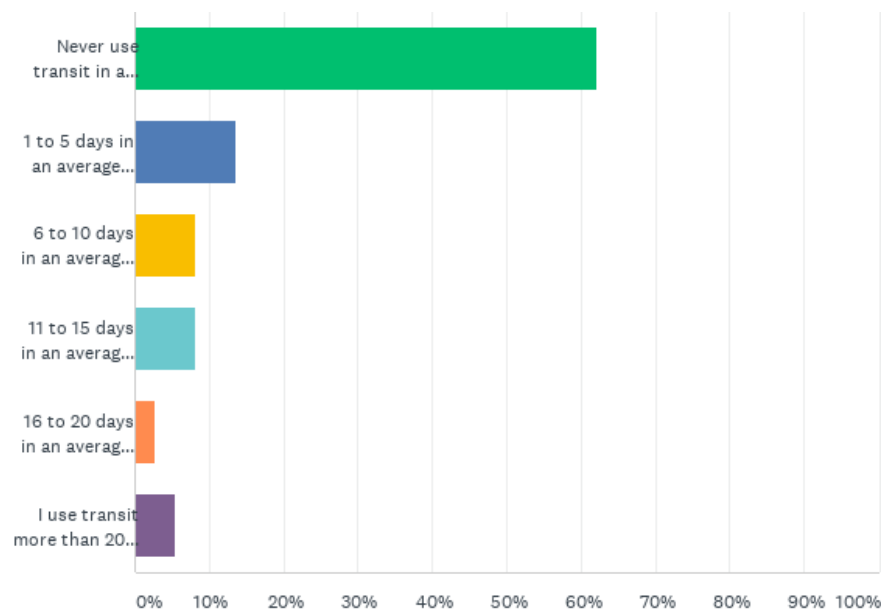
# Q3: Which transit services do you currently use?

- Answered: 37   Skipped: 0

ANSWER CHOICES	RESPONSES	
Southeast Iowa Bus (SEIBUS)	27.03%	10
Burlington Urban Service (BUS)	13.51%	5
Burlington Trailways	2.70%	1
Private/ Non Profit Providers (RSVP)	0.00%	0
I do not use transit at all	62.16%	23
Other (please specify)	0.00%	0
Total Respondents: 37		

Q4: How many days in an average month do you use any form of public transit? (SEIBUS, BUS, Burlington Trailways etc.)

- Answered: 37 Skipped: 0



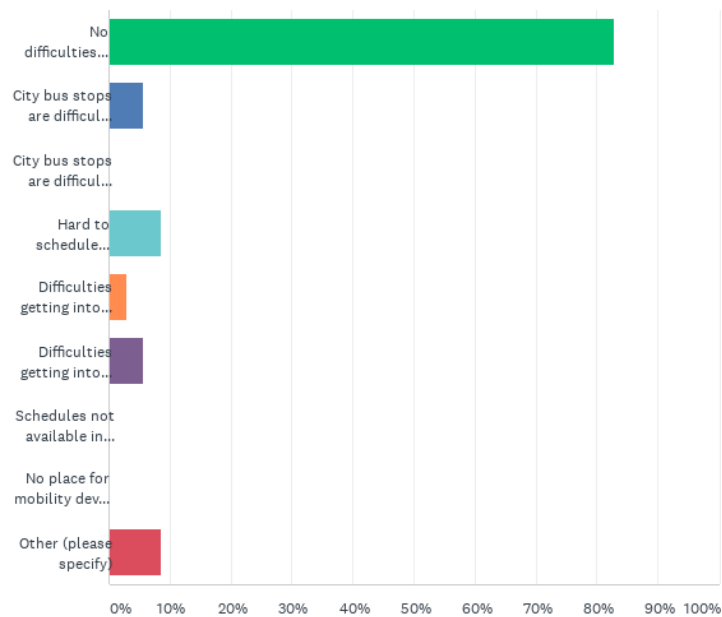
Q4: How many days in an average month do you use any form of public transit? (SEIBUS, BUS, Burlington Trailways etc.)

- Answered: 37    Skipped: 0

ANSWER CHOICES	RESPONSES	
Never use transit in an average month	62.16%	23
1 to 5 days in an average month	13.51%	5
6 to 10 days in an average month	8.11%	3
11 to 15 days in an average month	8.11%	3
16 to 20 days in an average month	2.70%	1
I use transit more than 20 days in an average month	5.41%	2
Total Respondents: 37		

# Q5: Do you have physical, mental, emotional difficulties using transportation? (select all that apply)

- Answered: 35 Skipped: 2



# Q5: Do you have physical, mental, emotional difficulties using transportation? (select all that apply)

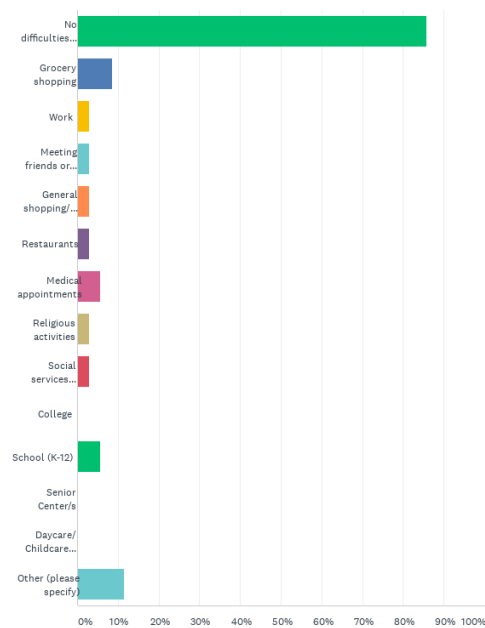
- Answered: 35    Skipped: 2

ANSWER CHOICES	RESPONSES	
No difficulties using transportation	82.86%	29
City bus stops are difficult to reach due to distance	5.71%	2
City bus stops are difficult to reach due to accessibility of the bus stop itself (no sidewalk or no room to safely wait)	0.00%	0
Hard to schedule transportation (City bus, SEIBUS, Taxi, other)	8.57%	3
Difficulties getting into and out of a vehicle (personal, car, taxi, van)	2.86%	1
Difficulties getting into and out of a transit vehicle (SEIBUS, City bus, BUS)	5.71%	2
Schedules not available in my language	0.00%	0
No place for mobility device	0.00%	0
Other (please specify)	8.57%	3
Total Respondents: 35		



# Q6: Do you currently have transportation difficulties reaching any of the following destinations?

- Answered: 35 Skipped: 2



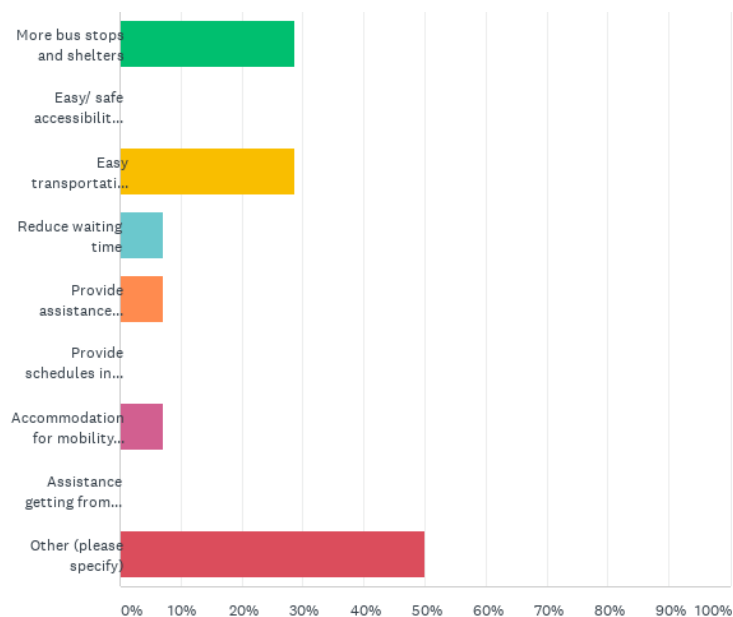
# Q6: Do you currently have transportation difficulties reaching any of the following destinations?

- Answered: 35    Skipped: 2

ANSWER CHOICES	RESPONSES	
No difficulties reaching my destination	85.71%	30
Grocery shopping	8.57%	3
Work	2.86%	1
Meeting friends or family	2.86%	1
General shopping/ entertainment (mall, movies, clothing shopping)	2.86%	1
Restaurants	2.86%	1
Medical appointments	5.71%	2
Religious activities	2.86%	1
Social services (appointments, human services, general assistance etc.)	2.86%	1
College	0.00%	0
School (K-12)	5.71%	2
Senior Center/s	0.00%	0
Daycare/ Childcare center	0.00%	0
Other (please specify)	11.43%	4
Total Respondents: 35		

# Q7: If you have any difficulties with your transportation services, what can they do to improve service for you?

• Answered: 14    Skipped: 23



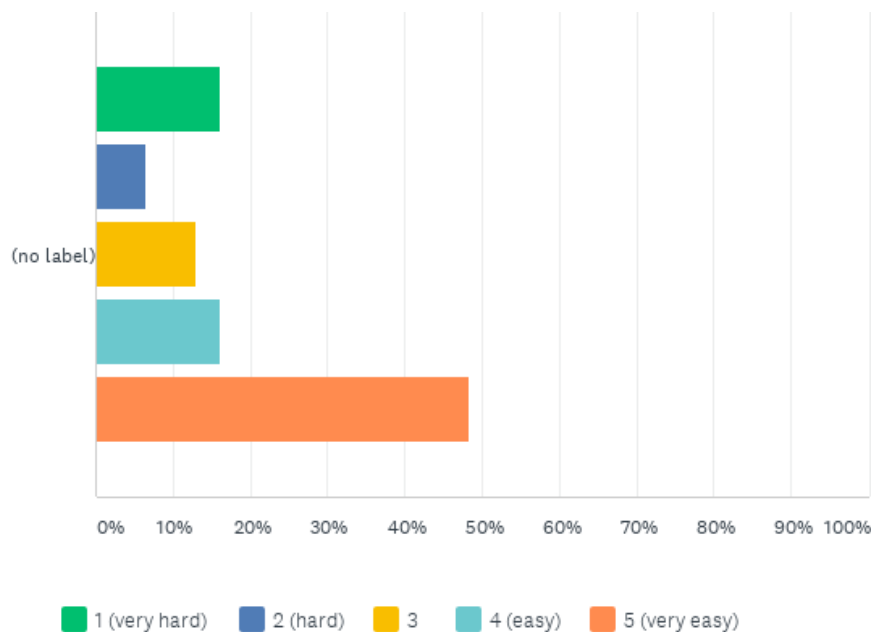
# Q7: If you have any difficulties with your transportation services, what can they do to improve service for you?

- Answered: 14    Skipped: 23

ANSWER CHOICES	RESPONSES	
More bus stops and shelters	28.57%	4
Easy/ safe accessibility to bus stops (sidewalks, crosswalks, lighting etc.)	0.00%	0
Easy transportation scheduling	28.57%	4
Reduce waiting time	7.14%	1
Provide assistance getting in and out of vehicle	7.14%	1
Provide schedules in my language	0.00%	0
Accommodation for mobility device	7.14%	1
Assistance getting from origination door to bus and from bus to destination door	0.00%	0
Other (please specify)	50.00%	7
Total Respondents: 14		

Q8: On a scale of 1 to 5, how easy it is to obtain transportation services that meet your needs? (1 being very hard and 5 being very easy)

- Answered: 31 Skipped: 6



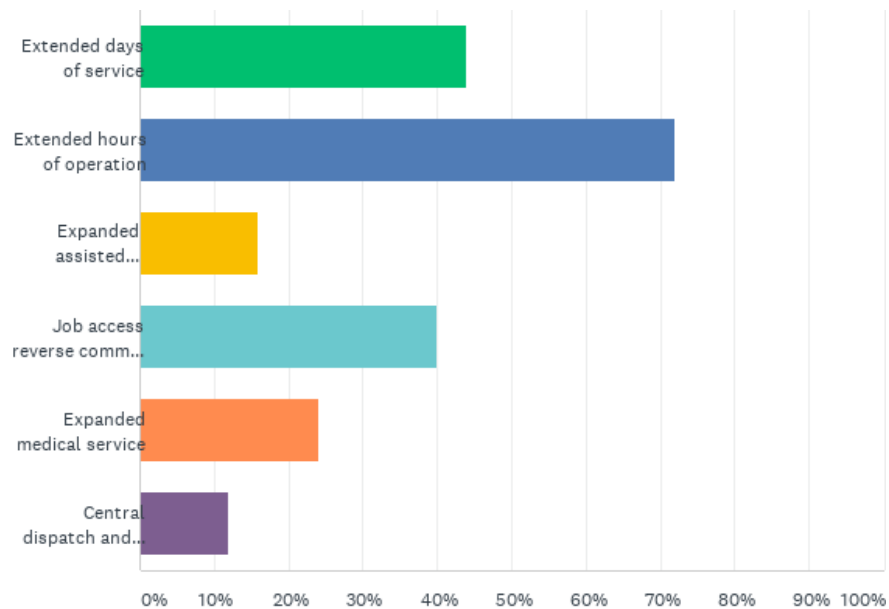
Q8: On a scale of 1 to 5, how easy it is to obtain transportation services that meet your needs? (1 being very hard and 5 being very easy)

- Answered: 31 Skipped: 6

	1 (VERY HARD)	2 (HARD)	3	4 (EASY)	5 (VERY EASY)	TOTAL	WEIGHTED AVERAGE
(no label)	16.13% 5	6.45% 2	12.90% 4	16.13% 5	48.39% 15	31	3.74

# Q9: What do you see as the greatest needs of public transportation riders in southeast Iowa?

• Answered: 25 Skipped: 12



# Q9: What do you see as the greatest needs of public transportation riders in southeast Iowa?

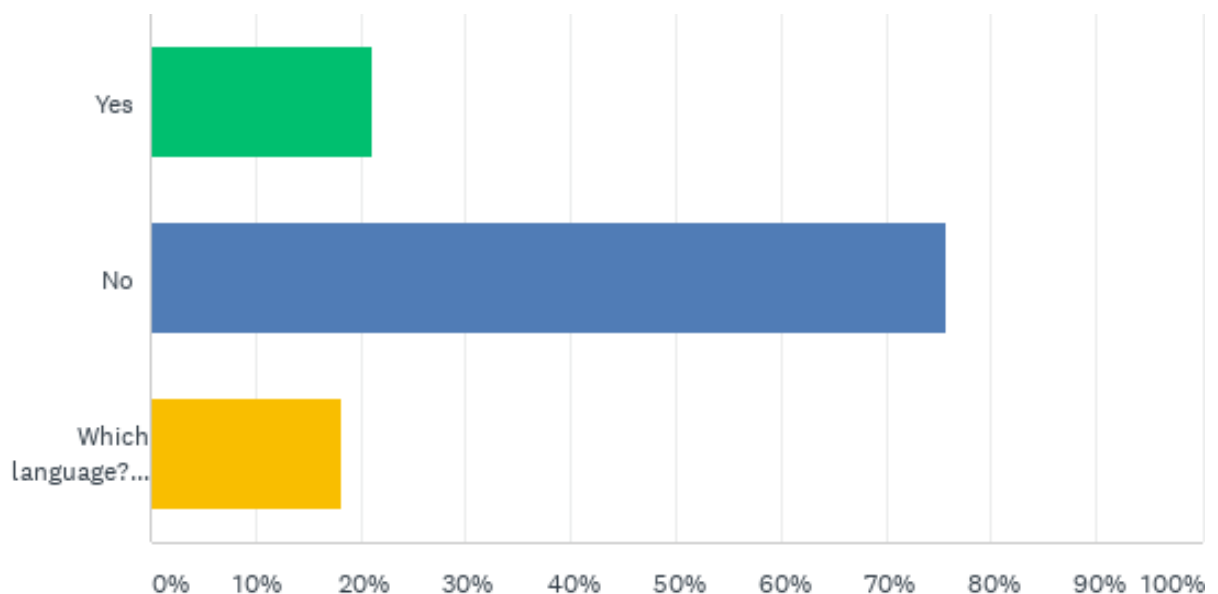
- Answered: 25    Skipped: 12

ANSWER CHOICES	RESPONSES	
Extended days of service	44.00%	11
Extended hours of operation	72.00%	18
Expanded assisted transportation	16.00%	4
Job access reverse commute ((Providing trips for employees to get to work)	40.00%	10
Expanded medical service	24.00%	6
Central dispatch and transportation service information center	12.00%	3
Total Respondents: 25		



Q10: Do you or any transit user you know need signs, schedules or documents in another language?

- Answered: 33 Skipped: 4



Q10: Do you or any transit user you know need signs, schedules or documents in another language?

- Answered: 33   Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	21.21%	7
No	75.76%	25
Which language? (please specify)	18.18%	6
Total Respondents: 33		

**Appendix B**  
Transit Advisory  
Committee  
Meeting Agenda  
,Notes, and  
Sign-In Sheet

# Transit Advisory Committee Meeting

Tuesday, October 6<sup>th</sup>, 2020 - 1:00 PM

SEIRPC Transit Training Room  
211 N Gear Avenue  
West Burlington, IA 52655



## 1. Welcome and Introductions

## 2. Passenger Transportation Plan

Zach James, Assistant Director, Kansha Tiwari, Regional Planner and Aya Higuchi, Planning Intern, SEIRPC will introduce Passenger Transportation Plan FY21, provide an overview of socioeconomic trends in SE Iowa, highlight transit provider and user survey results, and discuss the planning process moving forward.

## 4. Additional Discussion

Point to Accomplish: - Updates on SEIBUS ridership, financials and statistics  
- Any other topics of interest that our TRAC members would like to discuss

## 5. Meeting Schedule

Points to accomplish: Next meeting – Determine specific meeting date and time for the next TRAC meeting. Identify future agenda items.

## 6. Adjournment

## Transit Advisory Committee Meeting

Monday, October 5<sup>th</sup>, 2020

### Location:

Zoom call due to COVID-19 social distancing guidelines.

### Participants

Gary See, Henry County  
Nick MacGregor, City of Burlington  
Dan Eberhardt, Autumn Heights  
Cyndi Mears, Louisa County Human Services  
Bobbie Wulf, Louisa County  
Roger Keller, SEIBUS  
Ken Hyndman, Des Moines County  
Pam Taylor, Milestone AAA  
Kansha Tiwari, SEIRPC  
Aya Higuchi, SEIRPC |

### CALL TO ORDER

- The meeting was called to order by Kansha Tiwari at 1 P.M.

### UPDATES ON Passenger Transportation Plan (PTP) FY21

- Kansha Tiwari, Regional Planner, SEIRPC introduced the PTP FY21 and asked everyone on call to introduce themselves.
- Tiwari presented meeting/ PTP agenda and explained what PTP is and how TRAC members can provide input in the development of this plan throughout.
- Aya Higuchi, Planning Intern, SEIRPC presented socioeconomic trends in Southeast Iowa and identified existing transportation services in Southeast Iowa. TRAC members were asked to provide feedback on these and inform SEIRPC of any new agencies that provide passenger transportation services in the region.
- One of the participants pointed out a name change for one of the assisted living facilities mentioned in the list. A few more names were suggested to be added to transportation inventory including Insight Partnership group, Optima.
- Kansha Tiwari showed all transit provider survey and transit user survey results with the participants.
- Pam Taylor, Milestones AAA mentioned that she could help out with the distribution of the rider survey to senior and public housing in Burlington. To this, Kansha Tiwari responded that she will get in touch with Pam again to get the surveys distributed.
- TRAC members did provide consensus on the need for expanded hours of operation, days of service and expanded medical services. These unmet needs were highlighted in the presentation that were derived from the surveys.

COVID-19 protocols in place – all these issues are important in the times to come to ensure that the transportation providers can continue providing services that are safe for both riders and drivers – only then can they keep up their ridership steady.

- Roger Keller, SEIRPC transit director, mentioned that for SEIBUS the biggest bottle neck is the lack of available drivers. Especially during COVID-19, SEIBUS had several drivers that were retired from their previous jobs and not willing to drive. This was for obvious reasons and their risk from the virus.
- TRAC members also highlighted that riders who are not covered by Medicaid or Medicare are another segment of population to be worried about.
- Bobbie Wulf also pointed out that since Louisa County does not have a local hospital, the residents require longer distance rides to access medical treatments.
- Kansha Tiwari thanked everyone for their feedback, provided an overview of the plan's timeline, next TRAC meeting and requested TRAC members to share the surveys.

#### ADJOURNMENT

- The meeting was officially adjourned at 2:30 PM.

# Transit Advisory Committee Meeting

Tuesday, January 26<sup>th</sup>, 2021 - 1:00 PM



Zoom call due to COVID-19  
social distancing guidelines

## 1. Welcome and Introductions

## 2. Passenger Transportation Plan

Kansha Tiwari, Regional Planner and Aya Higuchi, Planning Intern, SEIRPC, will present a draft of Passenger Transportation Plan FY21, highlight and discuss the status of recommended goals and strategies, and present next steps for the plan.

## 4. Additional Discussion

Point to Accomplish: - Updates on SEIBUS ridership, financials and statistics  
- Any other topics of interest that our TRAC members would like to discuss in the next meeting

## 5. Meeting Schedule

Points to accomplish: Next meeting – Determine specific meeting date and time for the next TRAC meeting. Identify future agenda items.

## 6. Adjournment

## Transit Advisory Committee Meeting

Tuesday, January 26, 2021

### Location:

Zoom call due to COVID-19 social distancing guidelines.

### Participants

Nick MacGregor, City of Burlington

Cyndi Mears, Louisa County Human Services

Roger Keller, SEIBUS

Ken Hyndman, Des Moines County

Kansha Tiwari, SEIRPC

Aya Higuchi, SEIRPC

### CALL TO ORDER

- The meeting was called to order by Kansha Tiwari at 1 P.M.

### UPDATES ON Passenger Transportation Plan (PTP) FY21

- Kansha Tiwari, Regional Planner, SEIRPC welcomed everyone to the TRAC meeting and mentioned that this was a Passenger Transportation Plan workshop #2.
- Tiwari introduced the plan to the participants and went over the agenda for the workshop. She mentioned that the presentation would focus on the priorities, goals and strategies of the plan.
- Aya Higuchi, Planning Intern, introduced PTP and gave a snapshot of the plan draft.
- Tiwari explained all the goals and priorities of PTP from the 2015 plan, their status and if which of the strategies would be relevant for PTP FY21.
- Nick MacGregor, City of Burlington, supported one of the PTP goals that mentioned the need of having one location to find all transit in Southeast Iowa. He said that it would be wise to have an Uber type application system that feature all of SE Iowa transit services for riders in one place.
- Ken Hyndman, Des Moines County, said that Veteran's Affairs has a shortage of volunteer drivers and they are always on a look out of drivers. Currently, they have only one volunteer driver for medical rides to Iowa City.
- Roger Keller, SEIBUS mentioned that finding drivers with a valid license for driving commercial vehicle is challenging. The drivers also have to keep their licenses updated. SEIBUS has been lucky to have good candidates applying for driver position.
- However, Keller mentioned that it has been a lot more difficult to find drivers due to the current pandemic.
- Kansha Tiwari asked Nick MacGregor if BUS was seeing similar issues with lower ridership, finding drivers etc. To this MacGregor said that they are seeing lower ridership – this first quarter saw 50% lower ridership compared to the first quarter of last year– which a lot of these have to do with cancelling school rides.
- He mentioned that the public is scared of riding buses due to the current pandemic although BUS is following all COVID-19 protocols.



- He said that the CARES funding that BUS received has not been used much yet. It helps their day-to-day transit operation, however, the gas and fuel prices have been so low that they have not had to worry much about it.
- Tiwari had stated out one of the goals of the PTP to 'digitalize to a web-based system'. To this, Nick MacGregor added that they have transitioned to a web-based system for fare collection that has helped save a lot of the staff time counting fares manually.
- MacGregor also elaborated on that Southeast Iowa regional transportation is demand-response based and such systems do come with its own set of challenges for the riders especially if they are used to a fixed-route transit system.

#### SEIBUS UPDATES

- Roger Keller shared updates on SEIBUS ridership and finances.

#### ADJOURNMENT

- The meeting was officially adjourned at 2:00 PM.

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# **Appendix C**

Passenger  
Transportation  
Coordination  
Workshop  
Presentations

# TRAC Meeting

## Region 16 Passenger Transportation Plan FY21

October 6<sup>th</sup>, 2020

Kansha Tiwari  
Aya Higuchi



1

# TRAC Meeting

## FY 2021 Passenger Transportation Plan

October 6, 2020

### Today's Agenda

1. Introductions
2. About Passenger Transportation Plan (PTP)
3. Plan elements
  - Socioeconomic Trends in SE Iowa
  - Transit Provider Survey
  - Transit User Survey
4. Discussion
  - Existing Transit Providers
  - Priorities from 2013 Passenger Transportation Plan
5. Next Steps

2

## What is Passenger Transportation Plan (PTP)?

- Required by the Iowa Department of Transportation
- Incorporate and meet Federal Planning requirements
- More than meeting the requirements – chance to improve transportation service in SE Iowa
  - Provide a better understanding of passenger transportation needs and services in SE Iowa
  - Identify and justify service, fleet, and facility needs for funding
  - Identify coordinated transportation service opportunities



3

## Socioeconomic Trends

4

# Population Trends

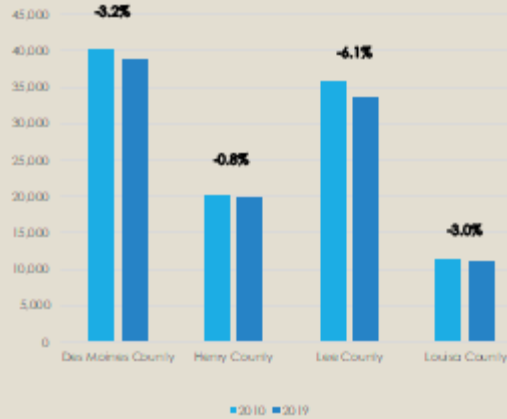


## County population change

Total population in the region has declined 3.7%

2010: 107,578  
2019: 103,613

- Population segments most likely to rely on public transit have grown
  - 65 and older: +13%
  - Below Poverty Level: +1.8%
  - Households without personal vehicles
    - Des Moines County: +2.6%
    - Louisa County: +30%

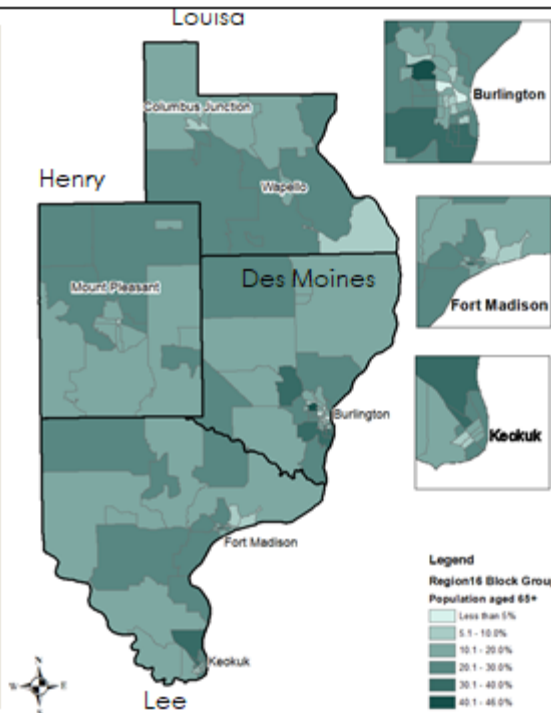


5

# Population aged 65+

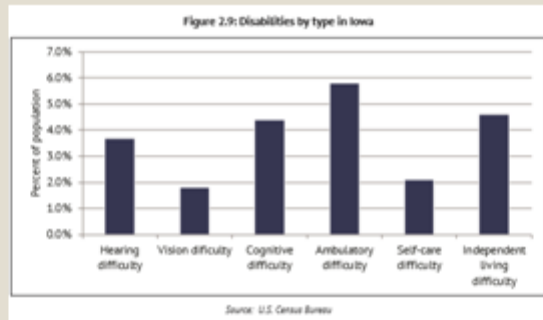
Des Moines County: **20%**  
Henry County: **18%**  
Lee County: **20%**  
Louisa County: **17%**

Source: 2018 ACS 5 Year Estimate



6

# Individuals with Limited Independent Living Ability

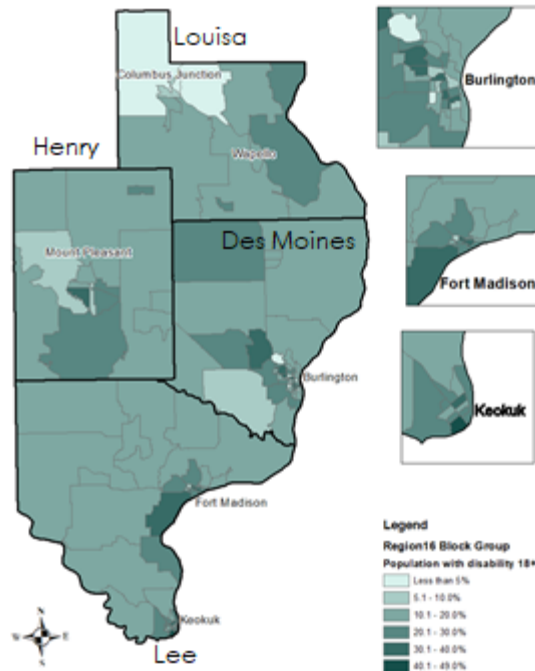


From Iowa Public Transit 2050 Long Range Plan (2020)

7

# Individuals with Limited Independent Living Ability

Des Moines County: 13%  
 Henry County: 12%  
 Lee County: 15%  
 Louisa County: 10%



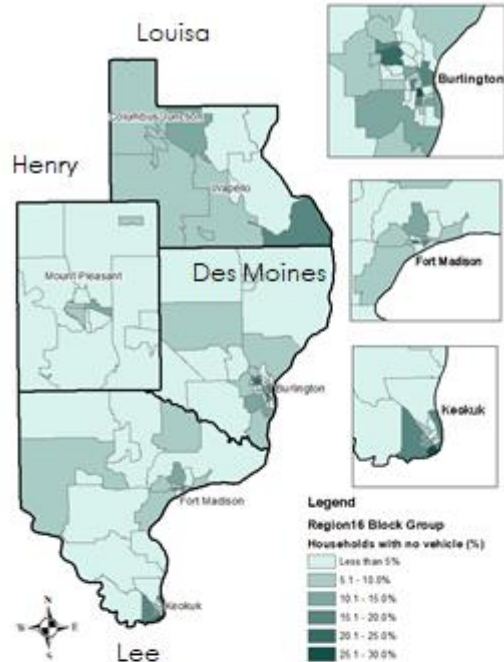
Source: 2018 ACS 5 Year Estimate

8

## Households without vehicle

Des Moines County: **7%**  
 Henry County: **4%**  
 Lee County: **7%**  
 Louisa County: **6%**

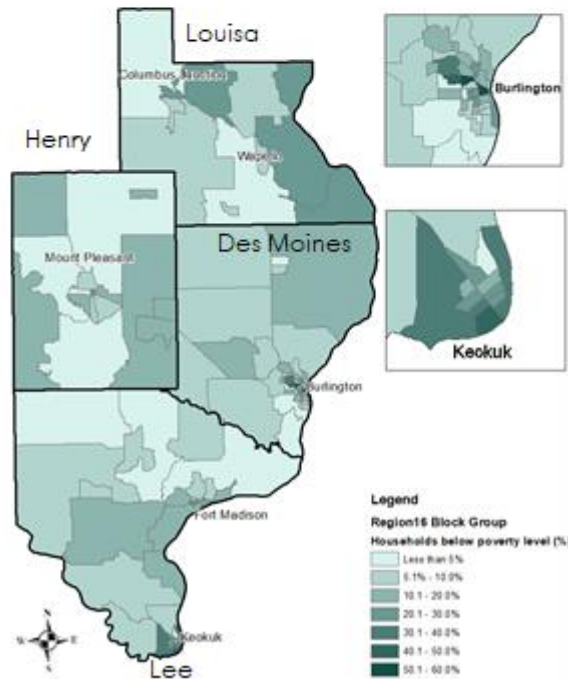
Source: 2018 ACS 5 Year Estimate



## Income below Poverty Level

Des Moines County: **14%**  
 Henry County: **10%**  
 Lee County: **14%**  
 Louisa County: **11%**

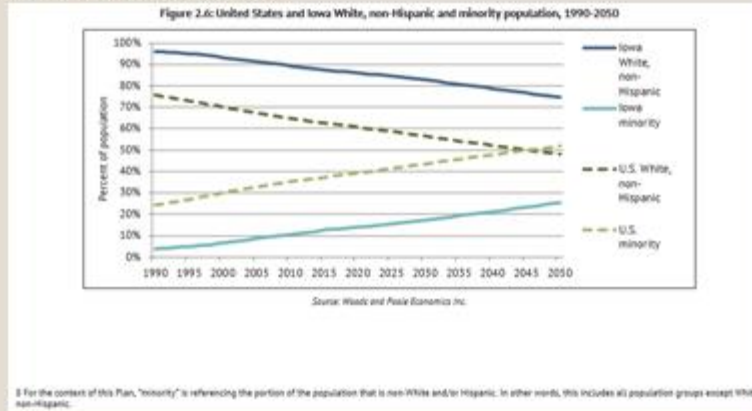
Source: 2018 ACS 5 Year Estimate





# Race (Non-white)

• Minority population (%)

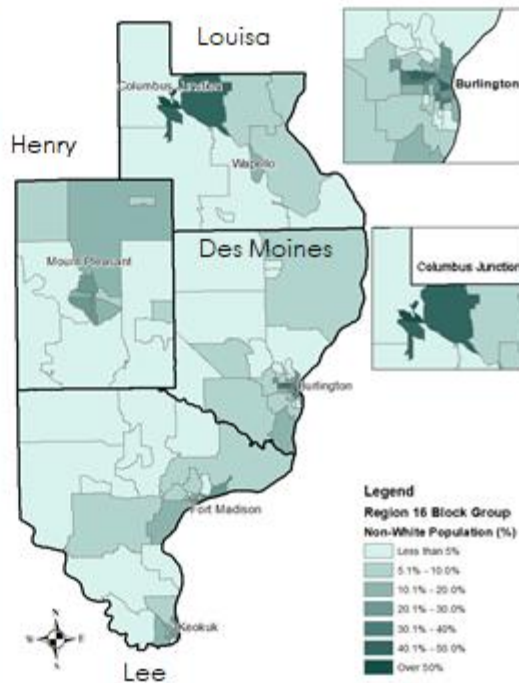


From Iowa Public Transit 2050 Long Range Plan (2020)

11

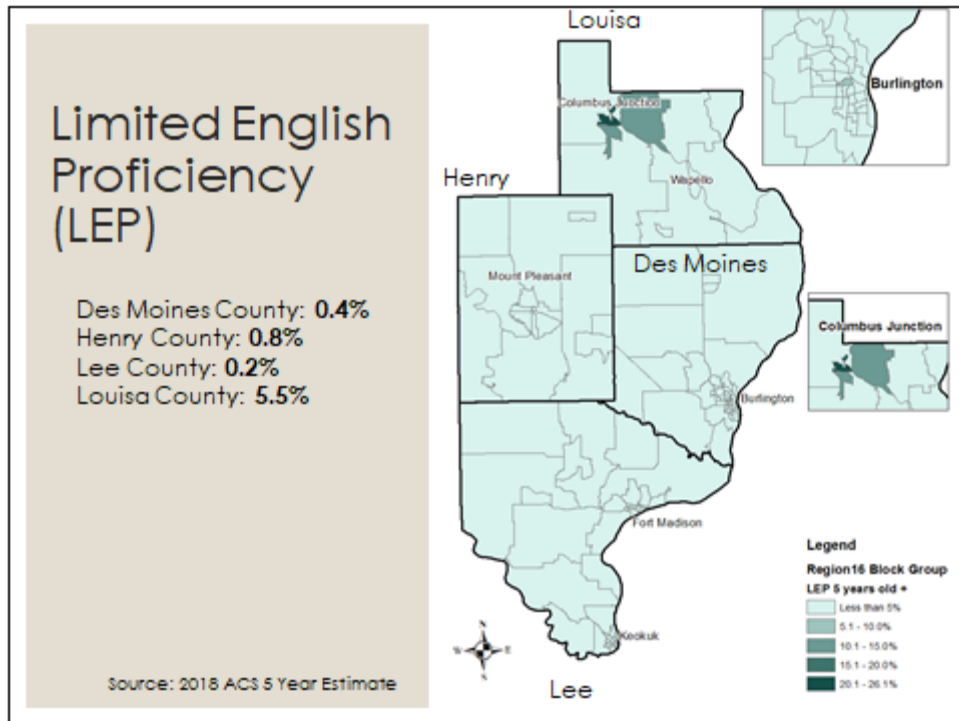
# Race (Non-white)

Des Moines County: **12%**  
 Henry County: **12%**  
 Lee County: **9%**  
 Louisa County: **22%**



Source: 2018 ACS 5 Year Estimate

12



13

# Survey Analysis

14

## Survey Analysis

- Transportation Provider Survey – 19 total Responses
  - To identify all agencies that provide transportation service in the Southeast Iowa region, their vehicle fleet and facility needs, priorities in the region
- Transportation User Survey - 37 total responses
  - To identify unmet needs, difficulties, preferences, and demographics of transit users, priorities in the region
- Distributed online and in person
  - Transit Advisory Committee members
  - BUS
  - SEIBUS
  - Autumn Heights
  - Regional Mailing Lists
  - Social Media – Healthy Henry County Communities, SEIRPC

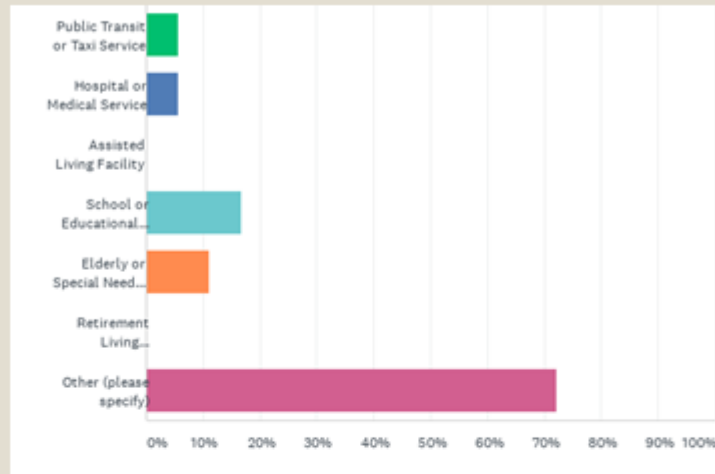
15

## Transit Provider Survey

16

## Who is providing transit services in SE Iowa?

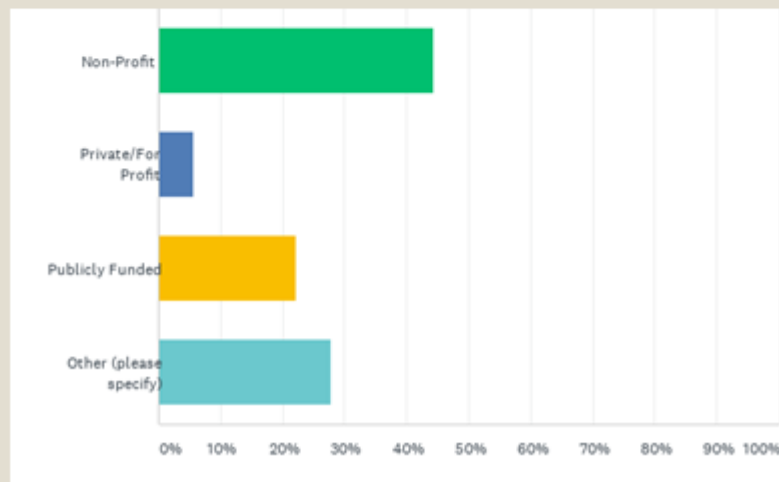
Q4: What type of organization is this?



17

## Who is providing transit services in SE Iowa?

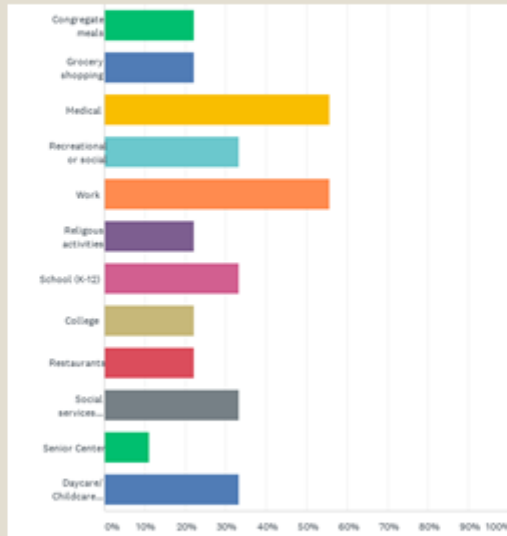
Q5: Is this agency?



18

## What types of trips do they provide?

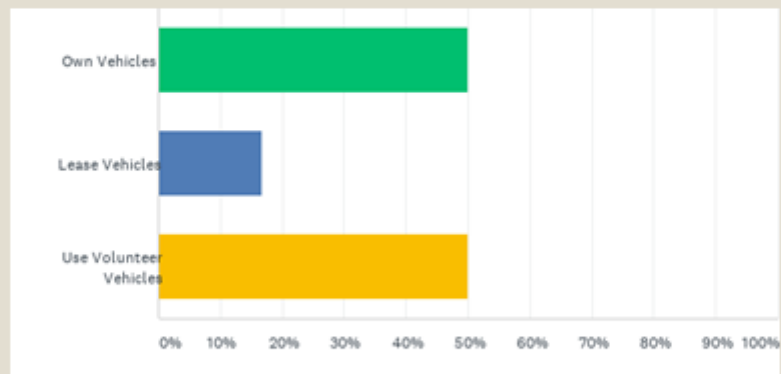
Q10: What types of trips does your agency provide? (Click all that apply)



19

## Unmet Needs

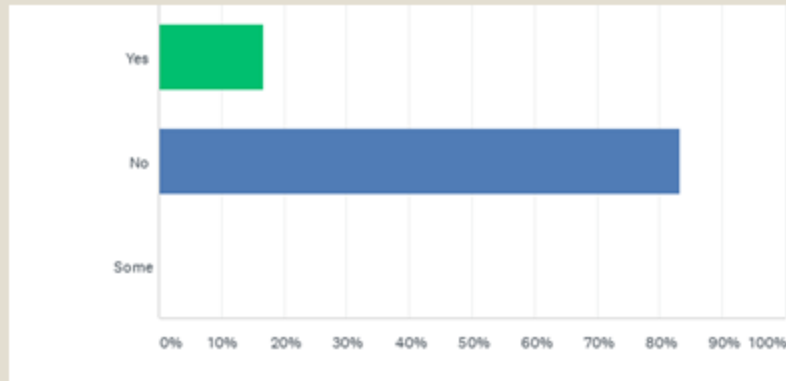
Q13. Does your agency ...



20

# Unmet Needs

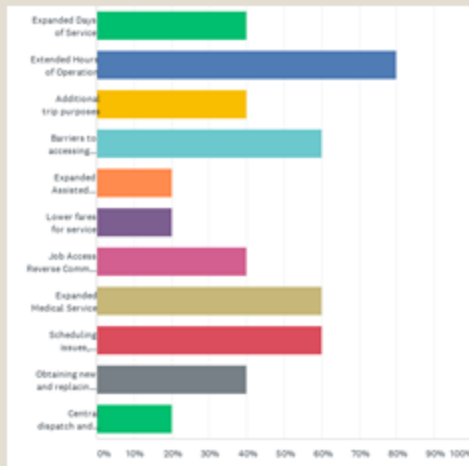
Q15: Are your vehicle ADA accessible?



21

# Unmet Needs

Q19: What do you see as the greatest service needs in southeast Iowa?



22

## Unmet Needs

Extra cars or van drivers

Could use a handicapped-accessible van

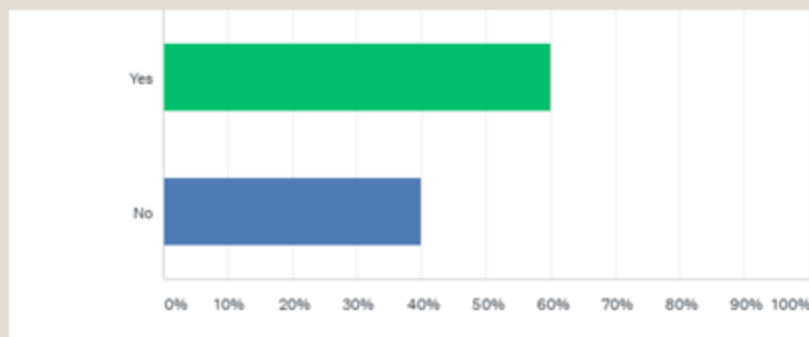
New building with an indoor shop for maintenance and a more private office setting.



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## More coordination, please?

Q21: Does your agency have interest in coordination opportunities with other public or private transportation providers?



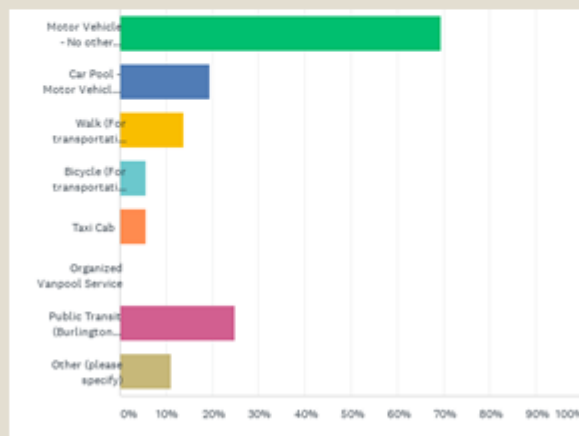
24

# Transit User Survey

25

## Who is using transit?

Q1: In a typical week, which of the following forms of transportation do you use? (Check all that apply)

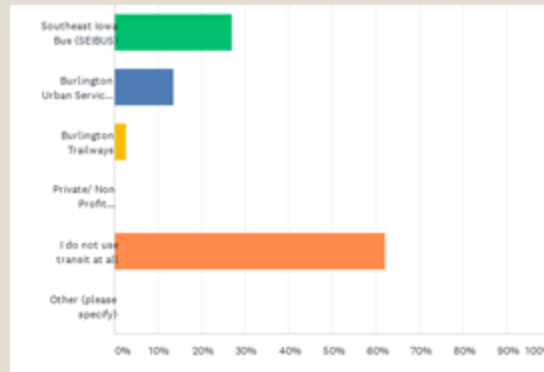


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## Which transit services are being used?

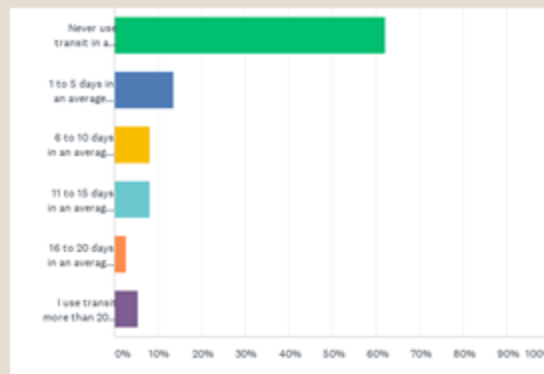
Q3: Which transit services do you currently use?



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## How often transit services are being used?

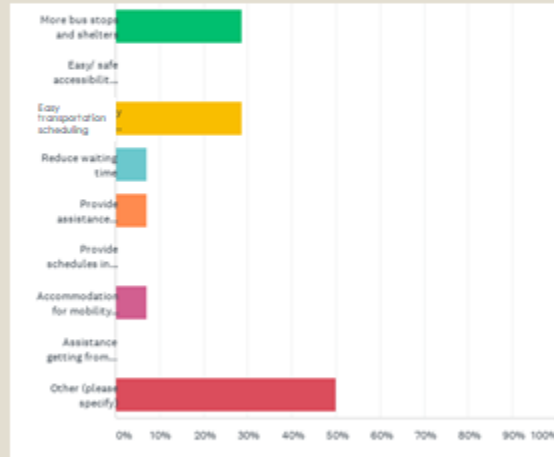
Q4: How many days in an average month do you use any form of public transit? (SEIBUS, BUS, Burlington Trailways etc.)



28

## Unmet Needs

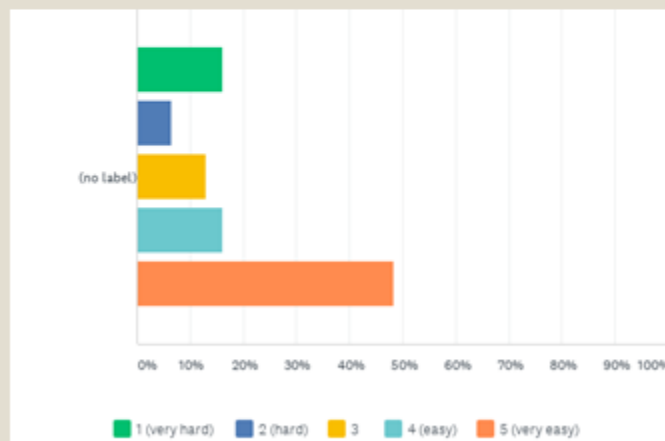
Q7: If you have any difficulties with your transportation services, what can they do to improve service for you?



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## Unmet Needs

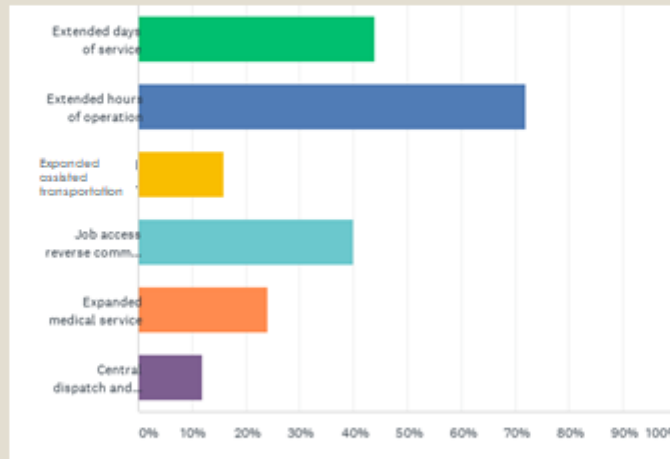
Q8: On a scale of 1 to 5, how easy it is to obtain transportation services that meet your needs? (1 being very hard and 5 being very easy)



30

## Unmet Needs

Q9: What do you see as the greatest needs of public transportation riders in southeast Iowa?



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## Unmet Needs

Uber or Taxi service in our county is non-existent. I think it would be good to have a service like Uber for our area in case of evening needs.

I work for a company that refers clients to transportation services- it can be difficult to find a company to transport for reasons such as late afternoon domestic violence, homeless shelter, etc.

There's one bus I love that has only one step into the bus but I rarely get to ride that one.

Well it's hard for people working late. I sometimes get off at 6-6:30, even like 8 and the bus doesn't run that late so I could use to get home.



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## Survey Analysis - Conclusion

### Transit User Priorities:

1. Extended hours of operation
2. Extended days of service
3. Job access reverse commute (Providing trips for employees to get to work), Expanded medical services
4. Expanded medical service

### Transit Provider priorities:

1. Extended hours of operation
2. Expanded medical service, Scheduling issues, Layover etc.
3. Extended days of service, Job access reverse commute ((Providing trips for employees to get to work), Expanded medical services, Obtaining new and replacing services

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## Discussion

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## Existing Transportation Services

- Public Services
  - Burlington Urban Service (BUS)
  - Southeast Iowa Bus (SEIBUS)
  - Iowa Vocational Rehabilitation Services
- Private Intercity/Charter Services
  - Burlington Trailways
- Private/Non-Profit
  - Hope Haven
  - Rosebush Gardens
  - Washington County Ambulance
  - Sunnybrook Assisted Living
  - United American Cab and Limo
  - Henry County RSVP
  - The Kensington
  - Great Beginnings
  - Play Time Day Care & Pre School
  - Lutheran Services in Iowa
  - United Way of the Great River Region (Not sure if provides transit services)
  - Community Action of Southeast Iowa (not sure if provides transit services)
- Private/For-Profit
  - Port Louisa Transport, Inc.
- Private/Non-Profit Direct Volunteer
  - Healthy Henry County Communities
  - KAH Home Health
  - Lexington Square
  - Home Caring Services
  - Des Moines County RSVP
  - American Cancer Society
  - West Point Care Center
  - Burlington/West Burlington United Way
  - Low Rent Housing Agency of Burlington
  - ResCare Home Care
  - Henry County Community Health

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## Thoughts?



Other existing Transportation Providers?



What are we doing well?



What our needs and priorities?



What do we need to do to meet the regional needs and priorities?



Any other Coordination issues?

- service, management, fleet, and facility needs
- status of previously recommended priorities and strategies,
- any other recent developments affecting coordination issues

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# Previous Priorities and Strategies

## PRIORITY #1

Increase the public awareness and marketing of transportation services in Southeast Iowa

**Goal:** Create a comprehensive inventory of regional transportation services.

### Strategies:

- Compile all existing service information on regional transportation provider services from SEBUS, BUS, Burlington Trailways, non-profits, health agencies, and human service agencies;
- Conduct surveys and interviews to identify detailed information on services offered by different providers

**Goal:** To develop public relations and marketing strategy for existing transportation services in Southeast Iowa

### Strategies:

- Create a regional transit marketing committee to research existing regional transit marketing models
- Evaluate all existing public relations and marketing methods used by transportation providers
- Evaluate need for special marketing materials to groups such as low income, LEP, students, etc.
- Identify funding source and hire a consultant to develop a public relations and marketing plan

## PRIORITY #2

Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices

**Goal:** To enhance regional fleets through expansion and replacement of vehicles

### Strategies:

- Continue to seek funding for replacement of vehicles including STP Funding, AMOCO Loans, and participating in PTMS through Iowa DOT
- Identify opportunities to fund vehicle expansion including STP funding or through local partnerships
- Look for opportunities to incorporate sustainable practices into fleet upgrades such as flex fuel, alternative fuel, electric, or adding bike racks

**Goal:** Enhance or build new facilities for storage, maintenance, transit stops/transfers

### Strategies:

- Evaluate all existing facilities and needs for new facilities
- Create a plan for facility upgrades, new facilities, and identify funding opportunities for improvements for
- Incorporate sustainable practices into facility improvements

**Goal:** Modernize data collection, analysis, and service delivery through new technology and software

### Strategies:

- Evaluate existing data collection, technology, and software utilized for transportation services
- Research existing best practices utilized by similar transit systems.
- Create and implement a plan for changes in data collection, technology, and software

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# Previous Priorities and Strategies

## PRIORITY #3

Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and general public.

**Goal:** Identify the actual "need" for assisted transportation and medical service

### Strategies:

- Perform user surveys to gauge rider needs
- Create data collection methods for transit agencies, human service agencies, etc. to document need for assisted or medical transportation; and

**Goal:** Evaluate and propose coordination opportunities between human service providers, public transit agencies, non-profits, and other transportation providers

### Strategies:

- Analyze all existing services for for potential overlap and coordination opportunities;
- Collect data and compile list of times and destinations of riders to determine opportunities for coordination
- Review past and conduct new surveys to identify potential opportunities for coordination;
- Organize meetings between regional agencies to discuss specific opportunities for coordination

**Goal:** Identify opportunities for additional employee transportation services

### Strategies:

- Meet with largest employers to determine which companies have an interest in employee transportation;
- Develop specific services with companies that have identified need and funding for employee transportation.

**Goal:** Identify the need for expanding hours and days of service for passenger transportation

### Strategies:

- Gather information on existing services including time, ridership, operation cost, hours of operation, etc.;
- Create rider survey for transit agencies, human service agencies, etc. to document need for trips during hours and days not currently served;
- Use collected information to determine the financial feasibility of expanding service.
- Identify potential funding sources for expanding hours and days of service;

**Goal:** Research existing regional volunteer transportation models to determine the feasibility of and framework for volunteer transportation services in Southeast Iowa

### Strategies:

- Research, study, and prepare a report on existing volunteer transportation services around the country;
- Create a plan to determine the participation needed from each organization and any potential funding needed for creating and running a volunteer transportation service.

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## Next Steps

- Continue seeking survey responses for additional input
  - Transit User Survey <https://www.surveymonkey.com/r/SEIRPCridersurvey>
  - Transit Provider Survey <https://www.surveymonkey.com/r/SEIRPCtransitprovidersurvey>
- Create Plan document
- Continue seeking input on draft document from this group and TRAC members – draft ready by February/ March 2021
- Finish the plan by Summer 2021
- Public comment period – SEIRPC Facebook, website etc.
- Adoption by SEIRPC Board of Directors

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QUESTIONS &  
COMMENTS

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# TRAC Meeting

## Region 16 Passenger Transportation Plan FY21

January 26<sup>th</sup> , 2021

Zach James  
Kansha Tiwari  
Aya Higuchi



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## TRAC Meeting

### FY 2021 Passenger Transportation Plan

#### Today's Agenda

1. Introductions
2. About Passenger Transportation Plan (PTP)
3. Plan Outline
4. Discussion
  - Status of previously recommended priorities and strategies
  - New priorities and strategies
5. Next Steps

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## What is Passenger Transportation Plan (PTP)?

- Required by the Iowa Department of Transportation
- Incorporate and meet Federal Planning requirements
- More than meeting the requirements – chance to improve transportation service in SE Iowa
  - Provide a better understanding of passenger transportation needs and services in SE Iowa
  - Identify and justify service, fleet, and facility needs for funding
  - Identify coordinated transportation service opportunities
  - Provide justification for state and federal funding



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## FY21 PTP Cover Page



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# FY21 PTP Outline

## Table of Contents

1. Introduction and Plan Development .....	1
2. Transportation Provider Inventory .....	5
3. Regional Profile – Southeast Iowa .....	24
4. Regional Unmet Needs .....	35
5. Priorities and Strategies .....	43
6. Funding Opportunities .....	49
Appendix A – Transportation Provider and Transportation User Survey Results	
Appendix B – Transit Advisory Committee Meeting Agenda, Notes, and Sign-In Sheet	
Appendix C – Passenger Transportation Coordination Workshop Presentations	

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# Priorities and Strategies

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# Priorities and Strategies

- Update on the status of FY15 PTP's goals and strategies:
  - 3 priorities
  - grant funding to implement several transportation services, purchase buses,
  - conduct relevant surveys and studies,
  - transition to web-based digital system etc.
- Status categorized as either:
  - Ongoing
  - Pending
  - Not relevant for FY21 PTP
- 3 new priorities added to FY21 PTP

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## Previous Priorities and Strategies

Goals and Strategies (from FY15 PTP)		
Priority 1 : Increase the public awareness and marketing of transportation services in Southeast Iowa		
Goal 1: Create a comprehensive inventory of regional transportation services		
Strategies	Status	Comment
Compile all existing service information on regional transportation provider services from SEIBUS, BUS, Burlington Trailways, non-profits, health agencies, and human service agencies;	Pending	There is a need for compiling service information on regional transportation providers. There have been several discussions during TRAC meetings about compiling service information for SEIBUS and BUS so the general public can find all schedules, appointment details etc. at one spot.
Conduct surveys and interviews to identify detailed information on services offered by different providers	Ongoing	Since FY15 plan, several transit surveys have been conducted by SEIRPC in the region including Great River Region Transportation and Development Plan 2050, FY21 Passenger Transportation Plan, Lee County Transportation Survey, Employee Transportation Survey for Lee County
Goal 2: To develop public relations and marketing strategy for existing transportation services in Southeast Iowa		
Strategies	Status	Comment
Create a regional transit marketing committee to research existing regional transit marketing models	Ongoing	<ul style="list-style-type: none"> <li>• Form a regional transit marketing committee including entities such SEIBUS, BUS, Henry County RSVP/ Fellowship Cup, Hope Haven, Milestones Area Agency on Aging, and other interested private/non-profit providers to market and advertise their public transportation services to general public.</li> <li>• Develop a brochure for Des Moines County to identify notable difference between BUS and SEIBUS public transit.</li> <li>• For the first time ever, SEIBUS has also launched a dedicated website. Users are now able to access the SEIBUS website through SEIRPC's main website. The SEIBUS website breaks down all the information for potential riders to make an appointment and ride the SEIBUS, including its service area, schedules, who to call etc.</li> </ul>
Evaluate all existing public relations and marketing methods used by transportation providers		
Evaluate need for special marketing materials to groups such as low income, LEP, students, etc.	Pending	
Identify funding source and hire a consultant to develop a public relations and marketing plan		

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# Previous Priorities and Strategies

Goals and Strategies (from FY15 PTP)		
<b>Priority 2: Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices</b>		
<b>Goal 1: To enhance regional fleets through expansion and replacement of vehicles</b>		
<b>Strategies</b>	<b>Status</b>	<b>Comment</b>
Continue to seek funding for replacement of vehicles including STP Funding, AMOCO Loans, and participating in PTMS through Iowa DOT. Identify opportunities to fund vehicle expansion including STP funding or through local partnerships.	Ongoing	<ul style="list-style-type: none"> <li>Both SEBUS and BUS file an application for state and federal operation and capital assistance for the support of transit operations annually. These transit operations are generally funding request for bus replacements.</li> <li>SEBUS also purchased a new van in 2020 to help with their growing needs for special medical transportation. Both BUS and SEBUS has been successful in keeping their fleet updated.</li> <li>SEIRPC conducted a BUS four year study that analyzed statewide trends and compared BUS's average STA and FTA subsidy from 2014 to 2018 to other comparable systems in Iowa. It was found that BUS receives similar state subsidy as other passenger transportation services within similar sized urban areas in Iowa (examples include Clinton, Fort Dodge, Marshalltown, Mason City etc.). It was also found that BUS in the middle tier of systems in terms of the average federal subsidy it receives.</li> <li>In early 2020, SEBUS also purchased two new clean diesel buses through IDOT's Volkswagen Settlement Environmental mitigation Trust program. This purchase allowed SEBUS to replace two older, high mileage buses, which were much less fuel-efficient by comparison.</li> </ul>
Look for opportunities to incorporate sustainable practices into fleet upgrades such as flex fuel, alternative fuel, electric, or adding bike racks.	Ongoing	
<b>Goal 2: Enhance or build new facilities for storage, maintenance, transit stops/transfers</b>		
<b>Strategies</b>	<b>Status</b>	<b>Comment</b>
Evaluate all existing facilities and needs for new facilities. Create a plan for facility upgrades, new facilities, and identify funding opportunities for improvements.	Ongoing	<ul style="list-style-type: none"> <li>In 2020, SEBUS secured a \$400,000 grant from the Public Transit Infrastructure Grant program (PTIG), for the construction of a new Vehicle Storage Facility adjacent to the SEIRPC/SEBUS office in West Burlington.</li> <li>BUS also has plenty of open parking space at their City of Burlington's Public Works building in Burlington.</li> <li>In 2014, the city secured a \$480,000 Iowa DOT Public Transportation Infrastructure grant was used to rehabilitate the Burlington depot waiting area. Included installation of a new heating and air conditioning system, sprinkler system and roof. In the Great Room, crews installed new windows, a ceiling and lighting. Private donations were allocated for restoration of the original clock and the phone booths.</li> <li>The new SEBUS vehicle storage facility will incorporate sustainable practices such as use of LED, occupant motion sensor lights, large windows for natural daylight to cut down on artificial lighting consumption.</li> </ul>
Incorporate sustainable practices into facility improvements.	Ongoing	

# Previous Priorities and Strategies

Goals and Strategies (from FY15 PTP)		
<b>Goal 3: Modernize data collection, analysis, and service delivery through new technology and software</b>		
Evaluate existing data collection, technology, and software utilized for transportation services. Research existing best practices utilized by similar transit systems. Create and implement a plan for changes in data collection, technology, and software.		
	Ongoing	Both BUS and SEBUS have either already transitioned or is transitioning to a web based digital system to track rides, pick ups and drop offs. Refer to "Recent developments" section of the plan to find more details.
<b>Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and general public.</b>		
<b>Goal 1: Identify the actual "need" for assisted transportation and medical service</b>		
<b>Strategies</b>	<b>Status</b>	<b>Comment</b>
Perform user surveys to gauge rider needs.	Ongoing	<ul style="list-style-type: none"> <li>Since FY15 plan, several transit surveys have been conducted by SEIRPC in the region including Great River Region Transportation and Development Plan 2050, FY21 Passenger Transportation Plan, Lee County Transportation Survey, Employee Transportation Survey for Lee County.</li> <li>Through PTP FY21 surveys, it was concluded that expanded days and hours of service were two of the highest priorities for transit users. Expanded medical service and extended days of service to provide job revers commute, expanded medical services were the third most priority for both transit providers and riders in the region.</li> </ul>
Create data collection methods for transit agencies, human service agencies, etc. to document need for assisted or medical transportation.	Ongoing	
<b>Goal 2: Evaluate and propose coordination opportunities between human service providers, public transit agencies, non-profits, and other transportation providers</b>		
<b>Strategies</b>	<b>Status</b>	<b>Comment</b>
Analyze all existing services for potential overlap and coordination opportunities. Collect data and compile list of times and destinations of riders to determine opportunities for coordination.	Ongoing	<ul style="list-style-type: none"> <li>SEIRPC conducted a four year study for BUS in 2019 that analyzed all existing services, route analysis, route usage and riderships, transit comparison and included recommendations to re-route, establish new transfer points, coordinate with area employers to improve the overall efficiency of their transit system.</li> <li>Since FY15 plan, several transit surveys have been conducted by SEIRPC in the region to identify potential opportunities for coordination. These include Great River Region Transportation and Development Plan 2050, FY21 Passenger Transportation Plan, Lee County Transportation Survey, Employee Transportation Survey for Lee County.</li> <li>The TRAC has been an active group and has continued to meet quarterly to discuss transportation service needs in Southeast Iowa. The main tasks performed by the Transit Advisory Committee are to identify passenger transportation needs, identify projects to address these needs, prioritize projects, and work to implement priority projects/improve coordination amongst different agencies.</li> </ul>
Review past and conduct new surveys to identify potential opportunities for coordination.	Ongoing	
Organize meetings between regional agencies to discuss specific opportunities for coordination.	Ongoing	

## Previous Priorities and Strategies

Goals and Strategies (from FY15 PTP)		
<b>Goal 3: Identify opportunities for additional employee transportation services</b>		
Strategies	Status	Comment
Meet with largest employers to determine which companies have an interest in employee transportation.	Ongoing	<ul style="list-style-type: none"> <li>For the creation of the Long-Range Transportation Plan 2018, SERPC planning staff set up one on one interviews with at least one big employer in each county. They were asked specific questions about their employee transportation needs. Most of them mentioned that their employees need public transit that runs for extended hours so they can commute back home after their 2nd/ 3rd shift - especially when in most cases they were living outside of the city they worked in.</li> </ul>
Develop specific services with companies that have identified need and funding for employee transportation.	Pending	<ul style="list-style-type: none"> <li>This was also mentioned during Passenger Transportation Plan workshop #2 and the participants agreed that they see value in exploring this more and getting more input from major employers on their employee transportation needs.</li> </ul>
<b>Goal 4: Identify the need for expanding hours and days of service for passenger transportation</b>		
Strategies	Status	Comment
Gather information on existing services including time, ridership, operation cost, hours of operation, etc.	Ongoing	SERPC conducted a four-year study for BUS in 2019 that analyzed all existing services, route analysis, route usage and ridership, operation cost comparison with other small urban public transit systems in Iowa.
Create rider survey for transit agencies, human service agencies, etc. to document need for trips during hours and days not currently served.	Ongoing	PTP FY21 transportation provider survey included questions about their greatest service needs - this included extended hours and days of service. The survey also had other areas where they could fill out their needs that were not mentioned in the question options.
Use collected information to determine the financial feasibility of expanding service.	Pending	Any interested human service agency, public transit agency can collect information and find potential funding to explore expanding their hours and days of service, staffing needs etc. SERPC would be willing to provide technical assistance to any interested agencies in finding the right funding for their needs.
Identify potential funding sources for expanding hours and days of service.	Pending	
<b>Goal 5: Research existing regional volunteer transportation models to determine the feasibility of and framework for volunteer transportation services in Southeast Iowa</b>		
Strategies	Status	Comment
Research, study, and prepare a report on existing volunteer transportation services around the country. Create a plan to determine the participation needed from each organization and any potential funding needed for creating and running a volunteer transportation service.	Not a relevant goal for FY21 PTP	There has been no progress on this since the last plan. During FY21 public input process, there was no mention of a need to create and run a volunteer transportation service.

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## New Priorities and Strategies

Goals and Strategies (new for FY21 PTP)		
<b>Priority 4 : Provide safe transportation services in Southeast Iowa during COVID-19 times and beyond</b>		
<b>Goal 1: Identify and implement protocols that would make both drivers/ providers and riders feel safe about using transportation services</b>		
Strategies	Status	Comment
Ensure that the transportation providers are adapting to and following all COVID-19 regulations and restrictions.	Ongoing	There could be additional training for transportation providers/ drivers to clean, disinfect the buses regularly, making PPE accessible to them and encouraging them to follow all regulations in place.
Improve public awareness and marketing of COVID-19 protocols for transportation services.	Ongoing	SEIRPC is currently creating a designated SEIBUS website which will include all COVID-19 protocols that they are following. Such marketing efforts will ensure that the riders are aware of the protocols and are following them - this could mean a mask mandate etc. Such efforts will also make riders feel safe about using the transportation services.
<b>Priority 5: Identify Medicaid changes and its impact</b>		
<b>Goal 1: Adapt to Medicaid changes to ensure steady transportation services</b>		
Strategies	Status	Comment
Keep updated on and evaluate any Medicaid changes to ensure services to Medicaid recipients is available.	Ongoing	<ul style="list-style-type: none"> <li>Privatized Medicaid resulted in reduced ridership and multiplied the staff work for credentialing and claims processing which is an inefficient combination.</li> <li>SEIBUS has already switched to a web-based system that tracks Medicaid claims. This also saves a lot of staff time.</li> </ul>
<b>Priority 6: Analyze and being aware of transportation needs of diverse population</b>		
<b>Goal 1: Making transportation services accessible to LEP population</b>		
Strategies	Status	Comment
Promote and advertise transportation schedules and updates into languages other than English.	Pending	The new SEIBUS website could include a 'Google Translate' feature that can translate schedules, alerts and news into a preferred language. This would especially be valuable for Louisa County residents where there is a higher concentration of LEP population.

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# Plan Development Timeline



Draft plan is available on [seirpc.com](http://seirpc.com) for review - open for public comment period until February 26<sup>th</sup>

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THOUGHTS,  
QUESTIONS,  
COMMENTS

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# Appendix D

## Media Coverage

## SEIRPC seeks input on transportation plan

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The Hawk Eye

Southeast Iowa Regional Planning Commission is taking public comments until Feb. 26 on a draft of the FY21 Passenger Transportation Plan.

The Passenger Transportation Plan is a regional passenger transportation plan for all of Region 16 counties (Des Moines, Lee, Louisa, and Henry) that facilitates transportation coordination and efficient use of public transportation funding.

The four counties have a population of about 108,000 people.

The plan will be adopted by SEIRPC board in March – there will also be a public hearing at the same time.

The draft PTP may be found on SEIRPC's website at [www.seirpc.com](http://www.seirpc.com) or a hard copy may be obtained from SEIRPC offices at 211 N Gear Avenue, Suite 100, West Burlington.

The PTP identifies regional public transportation needs and strategies to meet these needs.

Any comments or questions on the Draft PTP can be directed to Kansha Tiwari by email at [atiwari@seirpc.com](mailto:atiwari@seirpc.com), by phone at (319) 753-4312, or by fax at (319) 754-4763.



STATE OF IOWA

COUNTY OF DES MOINES } SS.

I, Rhonda Pfadenhauer, being first duly sworn, depose and say that I am the Advertising Clerk of The Hawk Eye Company, a corporation, printers and publishers of The Hawk Eye, a newspaper of general circulation published in said County, and that the attached notice was published once in said newspaper on 02/02/2021.

The first publication being on the 2<sup>nd</sup> day of February, 2021.

*Rhonda Pfadenhauer*

Sworn and subscribed before me, a Notary Public in and for said County, on the 2<sup>nd</sup> day of February, 2021.

*Cynthia Marie Anderson*

Notary Public in and for Des Moines County

**Public Notice**  
Southeast Iowa Regional Planning Commission has the draft of FY21 Passenger Transportation Plan (PTP) available for public comment. The draft PTP may be found on SEIRPC's website at [www.seirpc.com](http://www.seirpc.com) or a hard copy may be obtained from SEIRPC offices at 211 N Gear Avenue, Suite 100, West Burlington, IA. The PTP identifies regional public transportation needs and strategies to meet these needs. Comments will be taken until Friday, February 26th, 2021. Please direct any comments or questions on the Draft PTP to Kasha Tiewari by email at [ktiewari@seirpc.com](mailto:ktiewari@seirpc.com), by phone at 319-753-4312, or by fax at 319-754-4763.  
February 2, 2021\_11



# TRANSIT: Survey shows many want expands hours, days

(Continued from Page 1)

requirement. We try to create one and expand beyond that.”

To that end, Tiwari said surveys were distributed.

“We didn’t just make this up. We surveyed users about their experience and their transportation needs,” she added.

Tiwari’s research and survey show populations in each of the four counties have declined, with Lee County leading the pack with a 6.1% drop. Des Moines County’s population is down 3.2%; Louisa County saw a 3% decline; and Henry County only saw a 0.8% drop.”

“But even with these declines, there is a significant population dependent upon transportation services,” Tiwari said.

Of those populations, those 65 and older make up 20% in Lee and Des Moines Counties; 17% in Louisa County, and 18% in Henry County.

Tiwari said the region has its share of residents that have limited independence and are dependent upon their children and neighbors to take them to medical appointments, grocery stores, places of employment, and other locations. They are

also among those that use SEIRPC’s transportation services. In Lee County, 15% of the population fit into this category, and it’s 13% in Des Moines County, 12% in Henry, and 10% in Louisa.

Poverty rates also play a part in a household’s transportation needs and 14% of residents in Lee and Des Moines Counties are below on poverty level. For Louisa County, it’s 11%, and for Henry, it’s 10%.

“If they’re struggling to get meals on the table, they can’t worry about getting a vehicle,” she said.

And, 7% of households in Lee County and Des Moines Counties don’t have that vehicle. For Louisa County, it’s 6%, and for Henry County its 4%.

Tiwari said she has also learned that limited skills in the English language pertain to 0.2% of Lee County’s population. It’s 0.4% in Des Moines County, 0.8% in Henry, and Louisa has the most with 5.5%.

“So maybe we need to have Spanish on our web site and make clear the schedule and when and where they have to be for our transportation.”

Much of the use of SEIRPC’s transit services are to grocery

stores and medical appointments. Because they serve all of the four counties and the smaller communities may not have a full-service grocery store, that means trips from those towns to Keokuk and Fort Madison. SEIRPC also makes several trips to Iowa City to take residents in the region to the hospitals and clinics there.

When asked what changes they would like to see with SEIRPC’s transit services, an expansion of hours of service and more days of service that includes weekends were at the top of the list.

SEIRPC operates 3 buses in Lee County, 3 in Des Moines County, 3 in Henry County, and 1 in Louisa County, in addition to a medical shuttle that goes to Iowa City.

“We’re more like a taxi cab service and serve on demand. We don’t have fixed routes for SEIBUS. People call and we come and pick them up with SEIBUS,” said SEIRPC Transit Director and Rotarian Roger Keller. “We pick people up right at their door. Burlington Transit has some set route, but also offers an on-demand service.”

## Rotarians learn of area’s transit needs

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Seven percent of Lee County households are without their own vehicle and therefore need to find other modes of transportation.

That is where SEIBUS and Burlington Public Transit, which operates under the Southeast Iowa Regional Planning Commission out Burlington, comes in.

SEIRPC Regional Planner Kansha Tiwari told Rotarians this week she is working on the 5-year plan required by the Iowa Department of Transportation.

Part of that plan is the socioeconomic trends and demographics of the region SEIRPC serves that includes Lee, Des Moines, Henry and Louisa Counties. It also includes public input.

“When we do a plan like this, we don’t just go ahead with it. We need to hear from you,” Tiwari said. “We don’t look at the plan as a

# Appendix E

## Transportation Inventory

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Henry County RSVP	Non –profit - Elderly or Special Needs Care	Henry County	Demand-response	Volunteers- drives homebound or disabled individuals to their medical appointments	Population 55 years or older	Yes	16 cars	No
Port Louisa Transport, Inc.	Private/ For profit, Public transit	SE Iowa and Western Illinois – the rest of Iowa occasionally	Demand-response, Client transportation , Medicaid	Medical appointments, workplace, recreation, social or grocery	Elderly population (Hope Haven, New Choices, Motts, Amerigroup, Total Care), and private sector	Yes	3 vans, 10 cars	No
Great Beginnings	Non-Profit - School or Educational Institution	Columbus Junction, Fredonia, Conesville and Columbus City	Demand response	Student transportation	School children	Yes	3 vans	No
Great River Health Home Health Care and Hospice	Non-profit. Home visits for Medicare, Medicaid, VA, Waiver, Private Duty, private insurance, pediatric and adult services.	Louisa, Des Moines, Lee, and Henry Counties in Iowa	Owns vehicles to provide employee transportation only	Grocery or shopping, Medical	Employees only	Yes		

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Playtime Daycare and Pre School	Non-profit	Wapello	Direct service	During summer, they transport children to the pool, library or local parks	Child care and school age children	No – uses volunteer vehicles	N/A	N/A
Iowa State University Extension and Outreach	Publicly funded	South Central and Southeast Iowa		Work	Farmers, crop consultants, and agricultural retailers			
Low Rent Housing Agency of Burlington	Public Housing	Burlington area	Direct service	Grocery and recreational	Available only to Autumn Heights Residents. Our residents are a mix of Seniors and those with Disabilities.	Yes	1 van	No
Milestones Area Agency on Aging	Non-profit	Burlington area	Does not provide public transportation but provides funding for consumers to access transportation.	Agency vehicles are solely for employee transport and meal delivery.	Employees and meal deliveries	Yes		

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Henry County Health Center	Non-profit	Henry County	Direct service – own vehicles and provide service. Indirect service – sub-contract with SEIBUS to provide free medical rides to Henry County residents.	Medical	General public	Yes	1 minivan used for Senior Life Solutions	No
Burlington Trailways	Private/ Fort profit. Intercity bus service	Lee, Louisa, Henry, Des Moines	Public Transit offering scheduled intercity transportation to members of the public. Other services allow for offering point to point transportation for groups of individuals who charter a bus for the transportation.	Any travel need	General public	Yes	23 intercity buses used for public transit. 15 charter buses.	All 23 intercity buses are ADA accessible and have 2 wheelchair lifts. 12 charter buses are ADA accessible. 1 charter bus is equipped to use a wheelchair lift when needed. 2 charter buses are 1993 make and have no ADA accessibility .

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
West Point Care Center	Private/ For Profit. Skilled/ Nursing Facility	Direct Service - Own vehicles and provide the service; Sub Contract Service with a provider - Examples: BUS, Trailways	Contract Service with a medical transportation provider – their contract is coming to an end and will be contacting SEIBUS for a sub-contract	Medical appointments	Tenants	No		
Ridgeview Assisted Living	Private/ For Profit.	Burlington area	Direct service - uses 2 cars to take clients to medical appointments and grocery shopping on certain days of the week. Indirect service - They also use the 16-passenger bus owned by Oakview Nursing and Rehab when they need a bigger/ ADA accessible vehicle. They also use SEIBUS services to take a client to physician appointments who needs ADA accessible vehicle.	Medical appointments , grocery shopping	Tenants	Yes	2 cars	No

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Oakview Assisted Living	Private/ For Profit.	Burlington area	Direct service – they own a 16-passenger bus that is used only in emergencies. They do not have an appointed driver and when needed, the maintenance person drives the bus. They depend on BUS and SEIBUS to take tenants to medical appointments at Great River Health Care System in Burlington.	Medical appointments , Grocery, Recreational or Social	Tenants	Yes	1 bus (16-passenger)	Yes – can accommodate 1 wheelchair only
Home Caring Services	Non-profit. Home Health Aide, Supportive Community Living and Case Management for the Elderly Waiver	Des Moines and Louisa County	Direct Service - Own vehicles and provide the service	Grocery or shopping, Medical, Recreational or social	Veterans; Physically Disabled; Mentally Disabled, Elderly	Individuals use personal vehicles for transportation	No	



Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
The Kensington	Private/ For Profit. Assisted living community .	Fort Madison	Direct service – own vehicles and provide the service	Congregate meals, Grocery or shopping, Medical, Recreational or social	Tenants-Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly	Yes	2 cars, 2 buses	Buses are ADA accessible
Washington County Ambulance, Inc.	Private/For Profit. Ambulance Service and Wheelchair Van Service	Washington County and surrounding areas	Direct Service - Own vehicles and provide the service	Medical, Recreational or social, religious activities	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly	Yes	4 ambulances	No
Sunnybrook Assisted Living	Private/For Profit. Assisted living and memory care services	Burlington area	Direct Service - Own vehicles and provide the service	Grocery or shopping, Recreational or social, Medical	Tenants - Veterans; Physically Disabled; Elderly; Provided only to residents and only within city limits	Yes		
Yellow Cab	For profit cab service	Burlington and nearby areas	Owens vehicles to provide transportation	Social, Work, Recreational, Airport, Medical	General public	Yes	5 cars	No

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Insight Partnership	Private / For Profit		Indirect service - They use either MCO Transportation or SEIBUS to transport clients. Clients also book SEIBUS on their own when they need.	Medical appointments , grocery or shopping,	Physically / Mentally Disabled;	No		
River Hills Village	Private/F or Profit. Medicare /Medicaid Home Health Agency that provides Nursing, Home Health and Homemaker services.	Lee, Louisa, Henry, Des Moines counties	Direct Service - Own vehicles and provide the service	Grocery or shopping, Medical	Physically Disabled; Elderly;	Yes		
Des Moines County Mental Health and Disability Services	Government. Case management assists advocates those with MR, DD, CMI.	Des Moines County	Indirect service - We refer consumers to SEIBUS for transportation as needed. Waiver provides transportation funding. Does not provide vouchers or funding assistance.	Grocery or shopping, Medical, Recreational or social, Religious Activities, Work, School	Veterans; Physically Disabled; Mentally Disabled, Elderly, Students	Yes	2 vans	
Lee County Community Services	County government charges with the task of contracting with a regional transit provider	Lee County	Indirect Service - Provide vouchers or funding assistance	Medical, Recreational or social, Work	Physically Disabled; Mentally Disabled	Yes		

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Henry County Community Services	Government - funds transportation services for adults with mental health and intellectual disabilities	Henry County	Does not provide vouchers or funding assistance	Grocery or shopping, Medical, Recreational or social, work	Physically Disabled; Mentally Disabled	No		
Louisa County Community Services	Government	Louisa County	Louisa County General Assistance program assists with funding transportation. They refer clients to their medical provider to utilize funding transportation services to/from medical appointments. They make referrals to Salvation Army, Veteran Affairs Office or Ministerial Association for transportation funding.	They utilize Port Louisa Transport, SEIBUS, and the Veteran Affairs Office to transport clients to medical appointments. Louisa County food pantry provides food drop off service to home bound and clients without transportation means.		Yes – for employee use only		
Louisa County Public Health	Non= profit. Public Health, Home Health Care for Louisa County	Louisa County	Indirect service – uses SEIBUS or Louisa Transport for general public use	Medical			Yes but for employee use only	

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Hope Haven	Non-profit	Southeast Iowa	Direct service – own vehicles and provide service; sub-contract with a provider – like SEIBUS, BUS, Burlington Trailways	Grocery or shopping, medical, recreational or social, work, religious, school	Physically and mentally disabled	Yes. They do one year lease arrangement for newly purchased vehicles and then buy them outright.	32 vans	2 vans are wheelchair accessible
Bickford Senior Living	Private/ For profit. assisted living services to the frail elderly	Burlington	Direct Service - Own vehicles and provide the service; Volunteer Transportation Service - Volunteer driver/ family members provide transportation with own vehicles. Clients can independently schedule SEIBUS rides if they wish to.	Medical appointments , social or grocery	Elderly residents	Yes	1 bus with 16-passenger capacity	Yes

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Advanced Home Health Care	Private/ For profit. Home Care services, Skilled Nursing; assessments, teaching, procedures, medical management for chronic conditions. Home Care Aids; personal cares, Homemaker services, housekeeping, meal preparations, shopping, etc.	Des Moines, Lee, Henry, Louisa and Van Buren	Owns vehicles to provide employee transportation only	Employee use only	Employees only	Yes	5 cars in total for facilities in Burlington and Keokuk	No
Optimae LifeServices	For-profit	Burlington area	Indirect service – Clients use MCO transport for medical appointments. Clients with jobs that do not own personal vehicles rely on SEIBUS/ BUS/ or cabs for commute. Buses do not run on time, or run on school routes and do not run during off-times which is challenging for clients. Rely on Community Action of Southeast Iowa for vouchers.	Medical, Work	Physically Disabled; Mentally Disabled	No		