

## Region 16 FY2015 Final Draft Passenger Transportation Plan

March 2014

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**RESOLUTION #105-2014**

INTRODUCED BY: SEIRPC

INTENT: A RESOLUTION ADOPTING THE FY2015 PASSENGER TRANSPORTATION PLAN (PTP) AND AUTHORIZING SUBMISSION TO IOWA DOT, FHWA, AND 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 27<sup>th</sup> Day of March, 2014.



Brent Schleisman, Chairman



Mike Norris, SEIRPC Executive Director

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# List of Acronyms

ADA - Americans with Disabilities Act

AMOCO - American Oil Company

BUS - Burlington Urban Service

CMAQ - Congestion Mitigation Air Quality Program

CPC - Central Point of Coordination

DHS - Department of Human Services

DOT – Department of Transportation

DNR - Department of Natural Resources

FHWA - Federal Highway Administration

FTA - Federal Transit Administration

FY - Fiscal Year

ICAAP - Iowa's Clean Air Attainment Program

IDOT - Iowa Department of Transportation

JARC - Job Access Reverse Commute

MAP - Mobility Action Plan

MAP-21 – Moving Ahead for Progress in the 21<sup>st</sup> Century

NCST - National Center for Senior Transportation

OPT - Office of Public Transit

PTDP - Passenger Transportation Development Plan

PTMS – Passenger Transit Equipment and Facilities  
Management System

RPA - Regional Planning Affiliation

RSVP - Retired and Senior Volunteer Program

RTAP - Rural Transit Assistance Program

SEIBUS - Southeast Iowa Bus

SEIRPC - Southeast Iowa Regional Planning Commission

SIRAA - Southeast Iowa Regional Airport Authority

STA - State Transit Assistance

STA SP – State Transit Assistance Special Projects

STP - Surface Transportation Program

TIP - Transportation Improvement Program

TRAC - Transit Advisory Committee

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# **1. INTRODUCTION and PLAN DEVELOPMENT**

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Figure 1.1:  
Region 16 Planning Area



## AN INTRODUCTION TO THE *REGION 16 PASSENGER TRANSPORTATION PLAN*

### ***What is the Passenger Transportation Plan (PTP)?***

The Southeast Iowa Regional Planning Commission (SEIRPC) serves as Southeast Iowa's transportation planning body and is the organization responsible for the creation of the Region 16 Passenger Transportation Plan (PTP). The Passenger Transportation Plan (PTP) was created by the Iowa Department of Transportation's (IDOT) Office of Public Transit (OPT) 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. Ultimately, the outcomes of the PTP 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; and
- Assist in creating a better passenger transportation system in Region 16

### ***What are the goals of the PTP?***

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 goals of the Region 16 Passenger Transportation Plan are:

1. Improve transportation services to Iowans
2. Increase passenger transportation coordination
3. Create awareness of unmet needs
4. Develop new working partnerships
5. Assist decision-makers, advocates, and consumers in understanding the range of transportation options available
6. Develop justification for future passenger transportation investments
7. Save dollars and eliminate overlapping of services

### ***Plan Input and Development Process***

The Region 16 Passenger Transportation Plan was developed by SEIRPC staff through a series of public input and detailed analysis of regional data trends.

Public input was gathered through a regional survey, interviews, Transit Advisory Committee meetings, and a regional Passenger Transportation Coordination Workshop. Each public input component included regional partners involved in providing transportation services in the four county Southeast Iowa region. The input received was used to identify to develop an inventory of existing transportation providers in Section II, determine regional unmet transportation needs in Section IV, and regional priorities and strategies in Section V.

In addition to gathering public input, SEIRPC staff collected relevant data to determine existing socioeconomic and transportation trends in the region. Data collected came from the US Census Bureau and regional public transportation providers.

Upon completion of the draft plan, the document will be available for public review. Specifically, the document will be sent to Iowa DOT, Transit Advisory Committee members, and attendees of the regional Passenger Transportation Coordination Workshop to provide input. The final step of the process will be approval by the SEIRPC Policy Board.

### ***Who is the Transit Advisory Committee?***

The Transit Advisory Committee (TRAC) is made of representatives of the following agencies. Input from other stakeholder groups is encouraged and will be 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 Department Staff

### ***What is the role of TRAC?***

The purpose of the TRAC focuses on providing input and review for the development and implementation of the Region 16 Passenger Transportation Plan (PTP). 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.

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## Southeast Iowa Transportation Providers

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 residents in Southeast Iowa.

Part of this section will also discuss a survey completed by SEIRPC staff during the summer and fall of 2012 focused on identifying all agencies that provide transportation service in the Southeast Iowa region.

## 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 is operated by the Southeast Iowa Regional Planning Commission and serves Des Moines, Henry, Louisa and Lee Counties. SEIBUS offers general public transportation in the southeast Iowa region in several forms. 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. These services are demand-response and are available at a consistent rate for all types of trip purposes.

Part of the general public service includes a Medical Shuttle to the Iowa City hospitals three days each week. Figure 2.1 shows the medical shuttle schedules.

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 on Tuesday, Wednesdays, and Thursdays.

On Mondays, Wednesdays, and Fridays, SEIBUS 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.

Figure 2.1:  
SEIBUS Medical Shuttle Schedule

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	5:45 - 6:15 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			4:30 PM
Louisa County	7:00-7:15 AM			3:45 PM

COUNTY/CITY	PICK UP FROM YOUR HOME ON WEDNESDAY	ARRIVE IN IOWA CITY	LEAVE IOWA CITY ON WEDNESDAY	ARRIVAL BACK HOME ON WEDNESDAY (APPROXIMATE TIME)
Keokuk	5:45 - 6:15 AM	Drop off in Iowa City at 9:00 AM (approximate time)	Depart VA hospital promptly at 1:30 pm	4:15 PM
Fort Madison	6:15 - 6:30 AM			3:45 PM
Henry County	7:30 - 7:45 AM			2:45 PM
Des Moines County	6:30 - 7:00 AM			3:15 PM
Louisa County	NO SERVICE			NO SERVICE

SEIBUS also contracts with other private transportation providers to provide general public transportation such as Hope Haven and IMPROPCO. 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.

### **Burlington Urban Service (BUS)**

BUS is operated by the City of Burlington and serves Burlington and West Burlington in the incorporated city limits only. Combined, the population of Burlington and West Burlington was 28,631 at the time of the 2010 US Census.

Services provided from BUS focus on fixed routes, deviated fixed routes, demand response and paratransit. Hours of operation start at 6:50 AM and run until 5 PM Monday through Friday for most route based services. One demand response bus is available for service from 5:30 AM to 6:50 AM, with additional buses available during other hours of the day. Saturday service is provided via one bus on a fixed route from 9 AM to 4:30 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, have any exclusive service for student transportation.

Due to some scheduling conflicts, 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.

### **SEIBUS and BUS Fleet Characteristics**

SEIBUS and BUS provide services through the use of their vehicle fleets. Figures 2.2 and 2.3 below provide some details on each agency's fleet include number of vehicles, number of ADA vehicles, types of vehicles, average age, and average mileage.

Figure 2.2:  
SEIBUS Fleet Characteristics

Total # of Vehicles	25
# of ADA Vehicles	20
Light Duty Bus	18
Medium Duty Bus	2
Heavy Duty Bus/School Bus	1
Vans	4
Average Age	2007 Vehicle or 7 years old
Average Mileage (6/2013)	127,405

Figure 2.3:  
BUS Fleet Characteristics

Total # of Vehicles	12
# of ADA Vehicles	12
Light Duty Bus	4
Medium Duty Bus	8
Heavy Duty Bus/School Bus	0
Vans	0
Average Age	2008 Vehicle or 6 years old
Average Mileage (12/2012)	78,747

## Private Intercity/Charter Service Providers

### **Burlington Trailways**

Burlington Trailways is a private for-profit transportation provider that specializes in scheduled inter-city and charter services. 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, 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.

## 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 these providers and identify opportunities for coordination. The most recent attempt to identify these providers took place via a survey in the summer/fall of 2012. Based on this survey, it was determined that the following agencies provide or fund transportation service in Southeast Iowa.

#### Direct Service

- Home Caring Services
- Lexington Square LLC
- KAH Home Health
- Bickford Assisted Living
- United American Cab Company
- Sunnybrook Assisted Living
- Washington County Ambulance
- The Kensington
- Hope Haven
- Rosebush Garden Assisted Living
- ResCare Home Care
- Low Rent Housing Agency of Burlington
- Pleasant Manor Care Center
- West Point Care Center

#### Volunteer Service

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

#### Indirect or Subcontracted Service

- Des Moines County CPC
- Henry County CPC
- Lee County CPC
- City of Fort Madison
- City of Keokuk
- IMPROPCO
- Milestones Area Agency on Aging

### Amtrak

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 Figures 2.4 and 2.5 below. The California Zephyr Route has stations in Burlington and Mount Pleasant, while the Southwest Chief Route has a station in Fort Madison.

Currently, transit service to and from these stations is very limited. The only location with regular service to an Amtrak Station is in Burlington. BUS currently has there main transfer point at the Amtrak Depot. Other transportation service to Amtrak Stations would be provided on a demand response basis. Additional study is needed to see if there are coordination opportunities for providing transit service to Amtrak Stations in Region 16.

### Commercial Airline Service

The Southeast Iowa Regional Airport is the only commercial-service airport in the Region 16 Planning Area. 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 provided commercial air service by Air Choice One. They provide flights to St. Louis, MO and Chicago, IL. Currently the only transit service available at the Southeast Iowa Regional Airport is on a demand response basis via BUS or SEIBUS. Additional planning is needed to see if there are coordination opportunities for providing transit service to the Southeast Iowa Regional Airport.

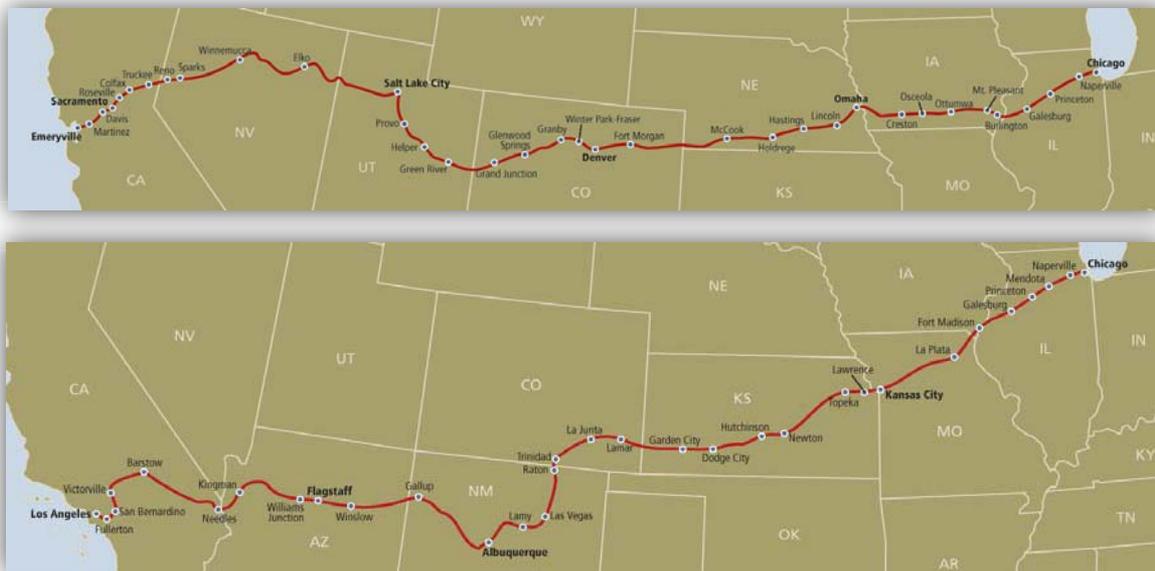


Figure 2.4 (top): Amtrak California Zephyr route  
 Figure 2.5 (bottom): Amtrak Southwest Chief route

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## Demographic Characteristics

Region 16 is predominantly a rural area, and a majority of residents rely on private automobiles for transportation. However, many residents depend on public transit services to access medical services, to participate in the workforce, to use social service programs, or to provide for other basic needs. The elderly, the physically or mentally disabled, and the poor are often those most dependent on transit services. This section provides socio-demographic information about the region to provide context for the passenger transportation plan.

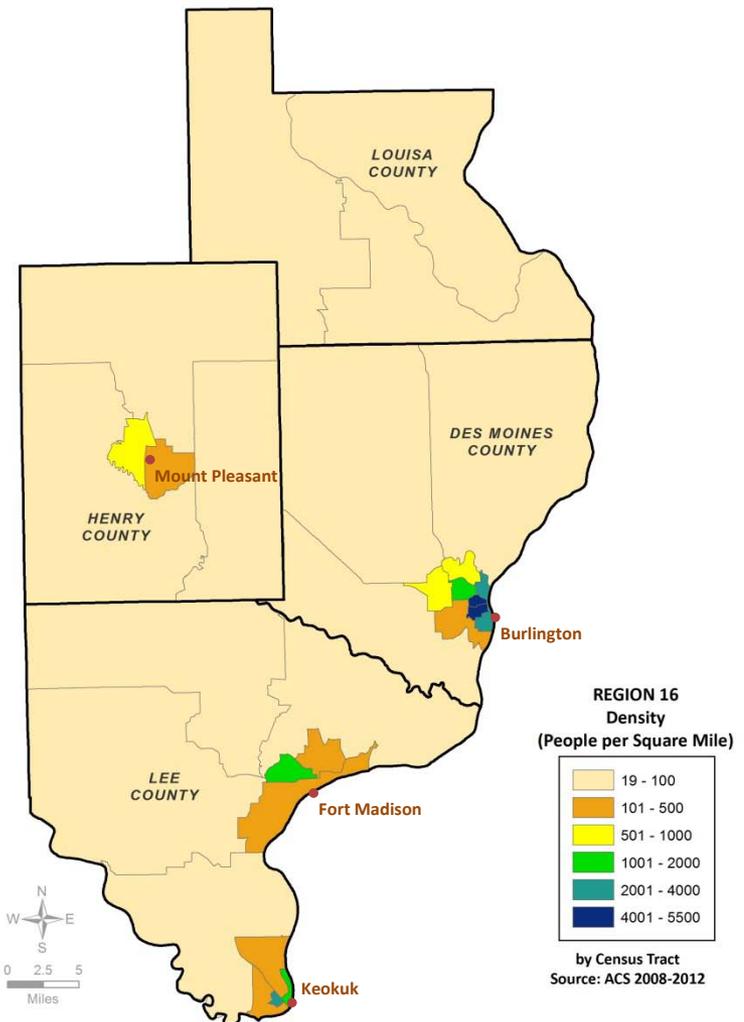
Successful passenger transit service requires a balance between increased mobility and cost efficiency. Awareness of trip origination, destination, and population density help evaluate the size and scope necessary to provide adequate service. In Region 16, the largest “activity hubs” are the four largest cities: Burlington, Fort Madison, Keokuk, and Mt Pleasant. Figure 16 and Table show illustrate population density in Region 16.

	Land Area (Square Miles)	Density (People per Square Mile)
Des Moines County	429	93.9
Henry County	436	46.4
Lee County	538	66.4
Louisa County	417	27.4
<b>Region 16</b>	<b>1,820</b>	<b>59.2</b>

Figure 3.1 (above): Population density by county and region

Figure 3.2 (right): People per square mile by census tract

Source: ACS 2008-2012



	<u>2000</u>	<u>2012</u>	<u>% Change</u>
<b>Des Moines County</b>			
<i>Total Population</i>	42,351	40,268	-4.9%
<i>Below poverty level</i>	4,426	5,724	+29.3%
<i>65 and older</i>	7,067	7,129	+0.9%
<b>Henry County</b>			
<i>Total Population</i>	20,336	20,242	-0.5%
<i>Below poverty level</i>	1,640	3,304	+101.5%
<i>65 and older</i>	2,990	3,180	+6.4%
<b>Lee County</b>			
<i>Total Population</i>	38,052	35,741	-6.1%
<i>Below poverty level</i>	3,533	5,087	+44.0%
<i>65 and older</i>	6,297	6,089	-3.3%
<b>Louisa County</b>			
<i>Total Population</i>	12,183	11,448	-6.1%
<i>Below poverty level</i>	428	1,328	+210.3%
<i>65 and older</i>	1,712	1,749	+2.2%
<b>Region 16</b>			
<i>Total Population</i>	<b>112,922</b>	<b>107,699</b>	<b>-4.6%</b>
<i>Below poverty level</i>	<b>10,027</b>	<b>15,443</b>	<b>+54.0%</b>
<i>65 and older</i>	<b>18,066</b>	<b>18,147</b>	<b>+0.4%</b>

	<u>2000</u>	<u>2012</u>	<u>% Change</u>
<b>Burlington</b> ( <i>Des Moines County</i> )	26,839	25,624	-4.5%
<b>Mount Pleasant</b> ( <i>Henry County</i> )	8,751	8,737	-0.2%
<b>Fort Madison</b> ( <i>Lee County</i> )	10,715	11,022	+2.9%
<b>Keokuk</b> ( <i>Lee county</i> )	11,427	10,757	-5.9%

Figure 3.3 (top): Regional Population and Sociodemographics, 2000 and 2012  
 Figure 3.4 (bottom): Populations of largest regional cities, 2000 and 2012  
 Source: US Census 2000, ACS 2008-2012

Figure 3.3 shows regional population data and for each county individually for the years 2000 and 2012. As the table indicates, total population in the region declined 4.6% between 2000 and 2012. In fact, total populations have declined in nearly all Region 16 communities since 2000. Table XX shows population changes in the region's four largest cities. Of those communities, only Fort Madison had a population increase between 2000 and 2012.

A closer look at demographics shows that, although overall population has declined, certain subgroups have increased in numbers. As shown in Figure 3.4, the number of residents aged 65 years and older has increased modestly in the region, while the number of residents living below the poverty level has increased dramatically. The number of residents in the region living below the poverty level equals approximately 14% of the total population, with an increase of 54% between 2000 and 2012, or more than 5,000 people classified as living below the poverty line.

Figures 3.5 and 3.6 on the following page illustrate the number of residents aged 65 and older and the number of residents living below the poverty line by census tract. In general, the tracts with the highest number of poor residents align with the more urban areas in the region, while elderly residents are somewhat more evenly distributed throughout the region.

Figure 3.7 shows individuals without access to a personal vehicle. Non-white status has strong positive correlation with poverty characteristics, and is illustrated on Figure 3.8.

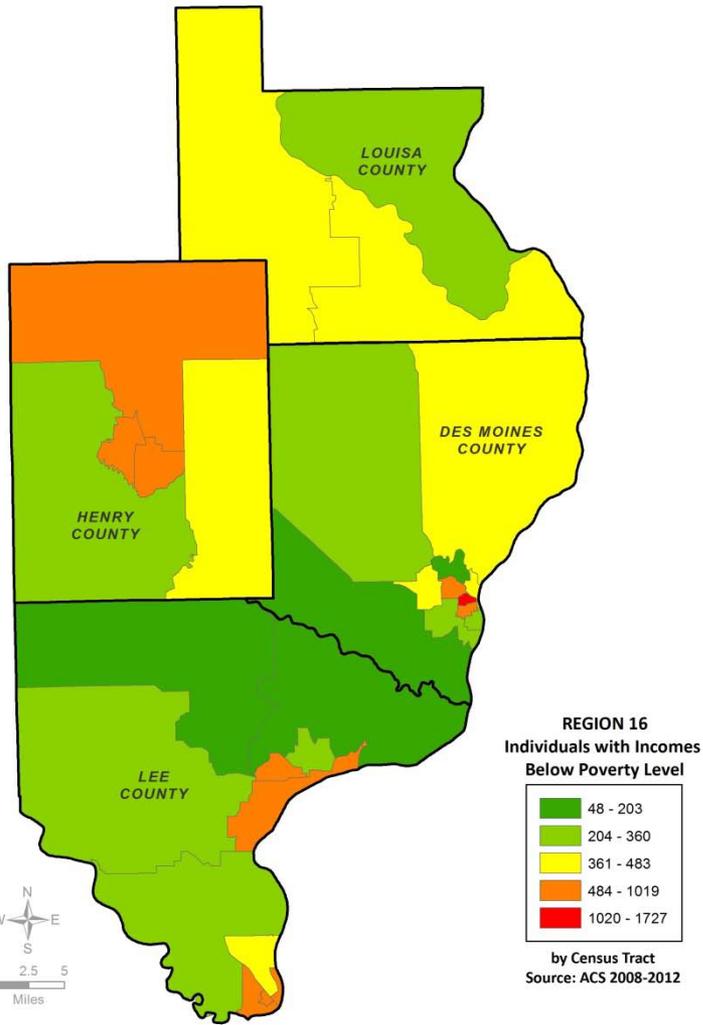


Figure 3.5

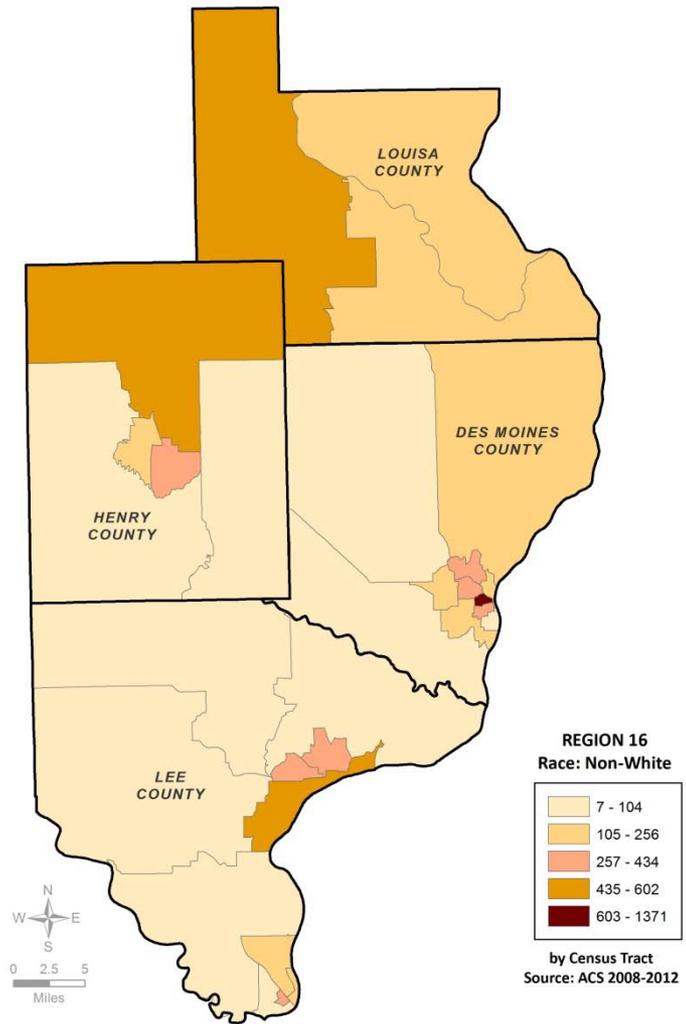


Figure 3.6

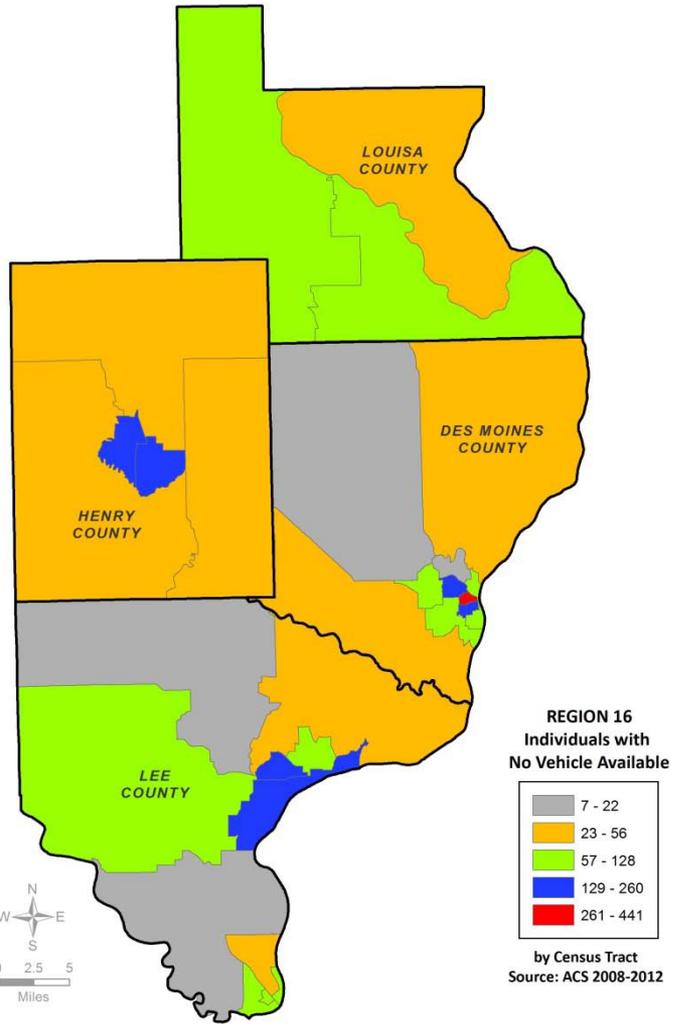


Figure 3.7

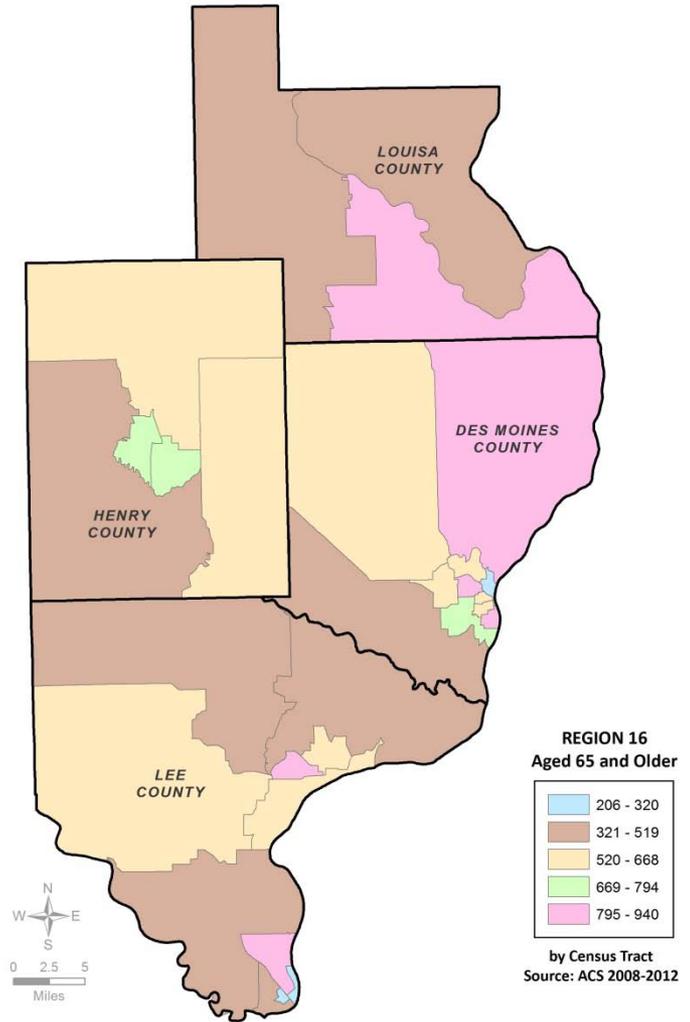


Figure 3.8

## Limited English Proficiency (LEP)

Special accommodations for residents with limited English speaking ability may be appropriate and necessary in order for those residents to fully utilize public transit services. Approximately 1.3% of the regional population speak English “not well” or “not at all”(defined as LEP for the purposes of this plan).

Figure 3.9 shows the number of Region 16 LEP residents by region and county for 2000 and 2012. The LEP subgroup grew by more than 40% during that time period, largely due to the significant increase of LEP residents in the City of Mount Pleasant located in Henry County. Louisa County continues to have the largest number of LEP residents.

Figure 3.10 illustrates the distribution of LEP residents by census tracts throughout the region. Louisa County, the City of Mount Pleasant in Henry County, and the City of Fort Madison in Lee County are the areas with the largest LEP populations.

	Individuals with Limited English Speaking Ability (Age 5+)		
	<u>2000</u>	<u>2012</u>	<u>% Change</u>
Des Moines County	229	170	-25.8%
Henry County	132	547	+314.4%
Lee County	107	92	-14.0%
Louisa County	507	590	16.4%
<b>Region 16</b>	<b>975</b>	<b>1,399</b>	<b>+43.5%</b>

Figure 3.9 (above): Individuals with limited English speaking ability, 2000 and 2012  
 Figure 3.10 (right): Individuals with limited English speaking ability by census tract  
 Source: ACS 2008-2012

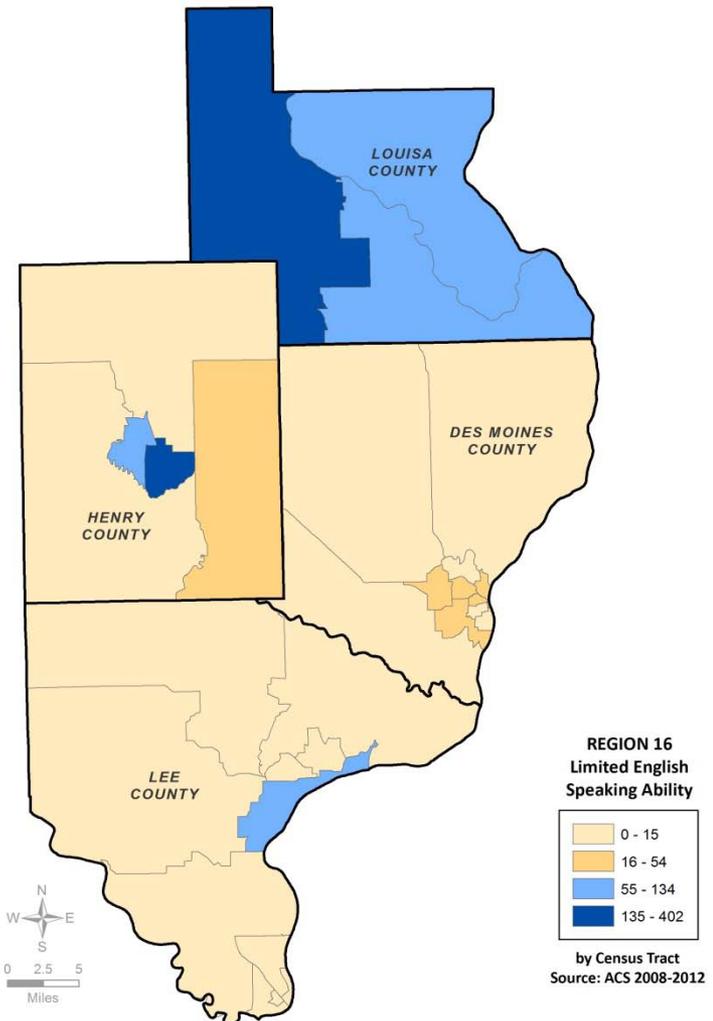


Figure 3.11 shows the number of residents with a primary language other than English and their English proficiency<sup>1</sup>. As shown, a large majority of LEP residents primarily speak Spanish, about half of whom speak English “less than very well”. Nearly 1,500 Spanish-speaking residents throughout the region speak English “less than very well”.

Vietnamese is the only other unique language with a significant number of individuals who speak English “less than very well”- an estimated 289 residents, all of whom reside in Henry County. All other unique languages spoken in the region have few native-speakers with limited English proficiency. Excluding Spanish-speaking residents, approximately 600 residents who speak a foreign language speak English “less than very well”.

<sup>1</sup>The “less than very well” category includes residents who speak English “well”, who may not require special accommodations. Resolution of English proficiency by language spoken is limited by Census data availability.

### LEP and Transit Services

A very small proportion of the Region 16 population (approximately 1.3%, or 1,400 residents) speak English “not well” or “not at all”. Although the data is not available, it is reasonable to assume that only a fraction of that minority depend on transit services. As a result, a limited number of social, service, professional, and leadership organizations within the BUS and SEIBUS service areas focus on outreach to LEP residents.

BUS and SEIBUS have assessed the frequency with which staff and drivers have had contact with LEP persons. The assessment included documenting phone inquiries and surveying vehicle operators.

Staff and vehicle operators have reported very little contact with LEP persons. To date, BUS has never have had a request for interpreters or for translated documents in the service area. Clients have scheduled SEIBUS rides through translators, who are often acquaintances calling on behalf of the individuals requesting the service.

Additional work needs to be done to better understand the needs of the LEP population and how transit providers can meet those needs. Potential improvements include translating existing printed materials into other languages, hiring a professional interpreter, utilizing translation services on an as-needed basis, training staff, and partnering with existing organizations for outreach and translation efforts.

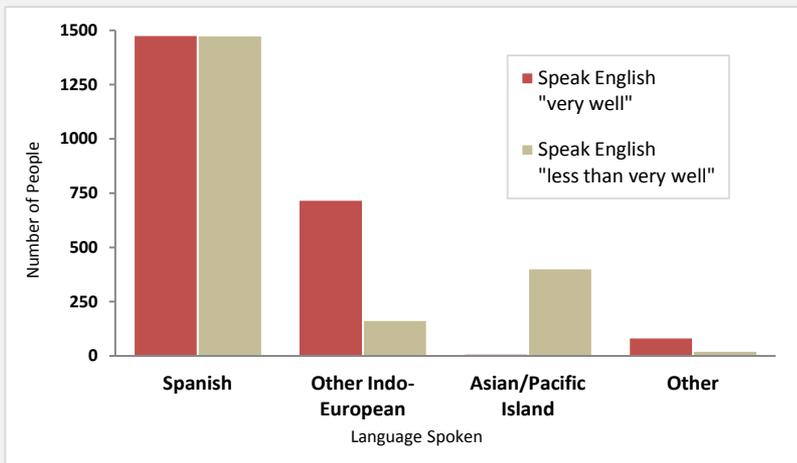


Figure 3.11 (above): Number with English Proficiency by Language Spoken  
Source: ACS 2008-2012

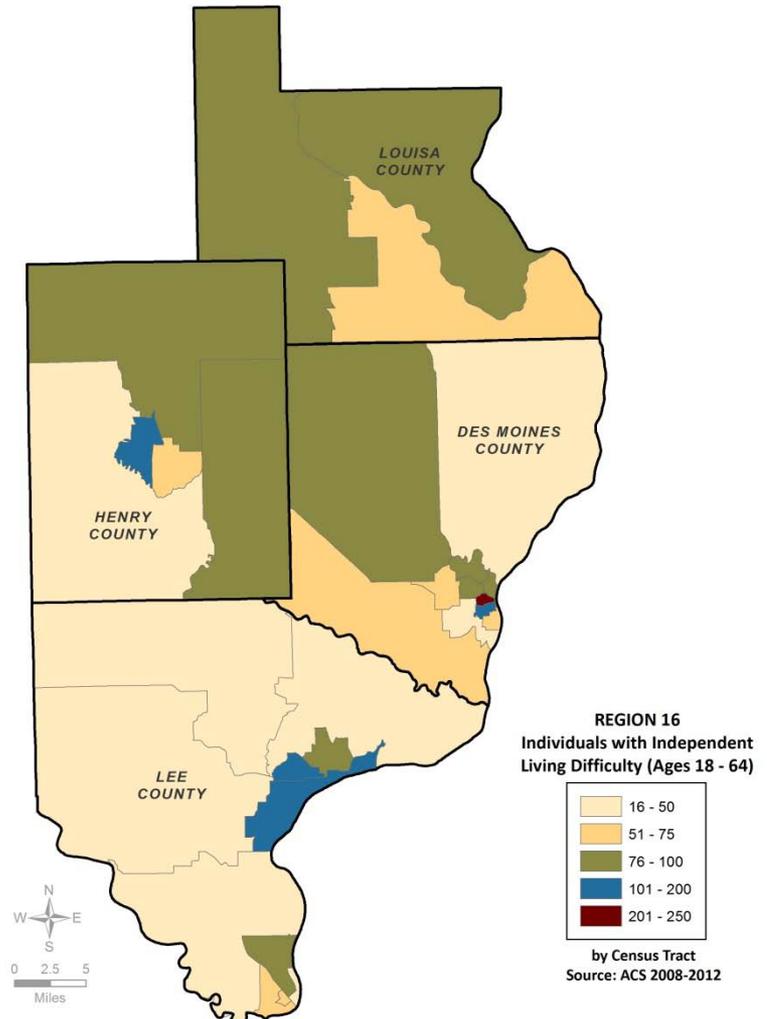
## Disability

Public transit providers are well-equipped to provide transportation for individuals with disabilities, particularly those residents with limited mobility or not currently capable of driving. 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.

Table Figure 3.12 shows the number of individuals with a disability in the region. Roughly 14% of the regional population has some type of disability, which includes vision and hearing impairments. TCRP Report 161 sponsored by the FTA suggests that, of all those with a disability, residents with an “independent living difficulty” disability between the ages of 18 and 64 are considered most likely to require transportation services. Figure 3.13 shows the number of residents with independent living difficulties by census tract. Tracts with the highest numbers are in Burlington, Mt Pleasant, and Ft. Madison.

	Individuals with a disability	Individuals with independent living difficulty (Ages 18-64)
<b>Des Moines County</b>	5,767	995
<b>Henry County</b>	2,687	458
<b>Lee County</b>	5,005	729
<b>Louisa County</b>	1,279	227
<b>Region 16</b>	<b>14,738</b>	<b>2,409</b>

Figure 3.12 (above): Individuals with Disabilities by county and region  
 Figure 3.13 (right): Individuals with independent living difficulty (ages 18-64) by census tract  
 Source: ACS 2008-2012



20,200

individuals in Region 16 have **no personal vehicle** and/or incomes **below the poverty line**

6,449

rides are needed **each day** for individuals with limited mobility

1,934,730

rides are needed **annually** for individuals with limited mobility

74,203

is the estimated annual demand for one-way rides on **public transit**

### Forecasting Transit Demand

In 2013, the Federal Transit Administration (FTA) sponsored research conducted by the Transportation Research Board resulting in the publication of “TCRP Report 161: Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation: Final Workbook”. The workbook helps answer questions about the magnitude of the need for public transit service, as well as the annual ridership that area transit services could expect to carry.

SEIRPC staff followed the methodology prescribed in the report to estimate the number of people in Region 16 likely to require passenger transportation service, as well as the number of trips that would be made by those individuals if they had minimal limitations on their personal mobility (also referred to as “mobility gap”). Figure 3.14 shows the estimated need and demand for public transit in the Region 16 service area. As shown, nearly 2 million rides are needed to provide adequate mobility for households without access to vehicles or that have limited resources otherwise.

The estimates provide some perspective about the potential for public transit to improve quality of life for vulnerable populations in our community. As stated in the TCRP Report, however, “not all of the unmet need will be provided by public passenger transportation services. Persons lacking a personal vehicle or the ability to drive receive transportation from friends, relatives, volunteers, and social-service agencies, as well as from public services”.

Figure 3.14  
Estimates of Need and Demand of General Public Passenger Transportation in Region 16

	Total “need” (impoverished + no vehicle)	Daily rides needed	Annual rides needed (“mobility gap”)	General Demand for Public Transit
<b>Des Moines County</b>	7,749	2,680	803,880	<b>29,334</b>
<b>Henry County</b>	4,325	1,189	356,580	<b>13,179</b>
<b>Lee County</b>	6,370	2,058	617,400	<b>24,604</b>
<b>Louisa County</b>	1,756	523	156,870	<b>7,086</b>
<b>Region 16</b>	20,200	6,449	1,934,730	<b>74,203</b>

## SEIBUS Rides

	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013
Des Moines County	55,800	53,928	34,141	21,710	15,811	16,112
Henry County	16,780	17,246	18,083	19,054	18,485	18,630
Lee County	13,376	12,122	10,508	11,131	4,198	41,799
Louisa County	4,303	3,490	3,388	4,366	4,905	5,747
Not County Specific	10,841	23,348	19,168	29,191	12,592	12,747
<b>Region 16</b>	<b>101,100</b>	<b>110,134</b>	<b>85,288</b>	<b>85,452</b>	<b>55,991</b>	<b>95,035</b>

\*Rides for special events, such as the Old Threshers Reunion in Mount Pleasant and the Fort Madison Rodeo, are not included the total rides.

## Burlington Urban Service Rides

	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013
City of Burlington (Des Moines County)	131,907	150,020	150,547	177,868	200,959	220,328

## Supply & Demand Comparison

	Mobility Gap	General Demand for Public Transit	TOTAL RIDES FY2013
Des Moines County	803,880	29,334	236,440
Henry County	356,580	13,179	18,630
Lee County	617,400	24,604	41,799
Louisa County	156,870	7,086	5,747

\*"Not County Specific" rides not included for comparison purposes

Figure 3.15 (top): Rides provided by SEIBUS

Figure 3.16 (middle): Rides provided by BUS

Figure 3.17 (bottom): Supply and Demand Comparison for FY2013

SEIBUS and BUS are the two public passenger transportation service providers in the region. 10-15 Transit operated in Lee County until 2012. Using the methodology from TCRP Report 161 for estimating demand for public transit, the table on the left shows gaps between the total annual demand for transit and the most recent annual rides provided by SEIBUS and BUS.

While the numbers may not precisely reflect actual demand, the results suggest that public transit providers in Des Moines County, Henry County, and Lee County more than adequately meet the demand for services, while Louisa County falls short of meeting demand.

Figure 3.18 Rides for Elderly Clients

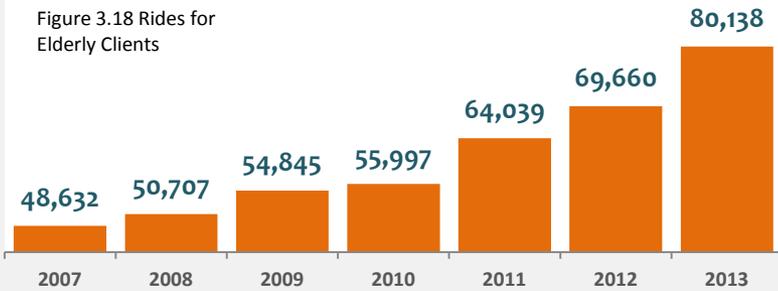
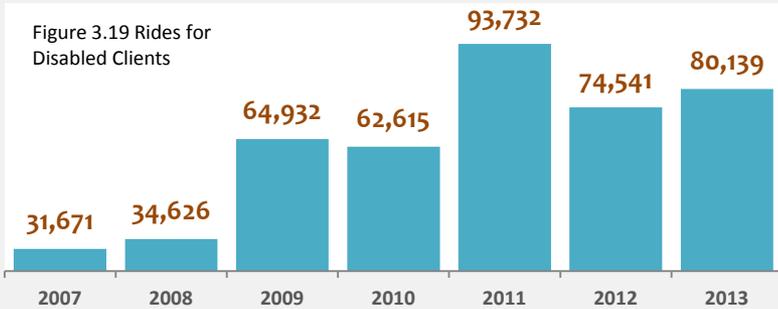


Figure 3.19 Rides for Disabled Clients



As shown on the figures above, total public transit rides for elderly clients have been steadily increasing since 2007, with increases in rides for both BUS and SEIBUS. The number of rides provided to disabled clients has fluctuated since 2007, but trended upward overall.

The figures on the right illustrate changes in total rides for BUS and SEIBUS since 2007. BUS total rides have increased significantly which, according to the BUS director, can be largely attributed to more students using public transit and a renewed focus on customer service. SEIBUS totals include rides for special events, such as the Old Threshers Reunion in Mount Pleasant, and SEIBUS expanded service in Lee County after 10-15 Transit stopped operating in 2012.

Figure 3.20 Total Rides: Burlington Urban Service

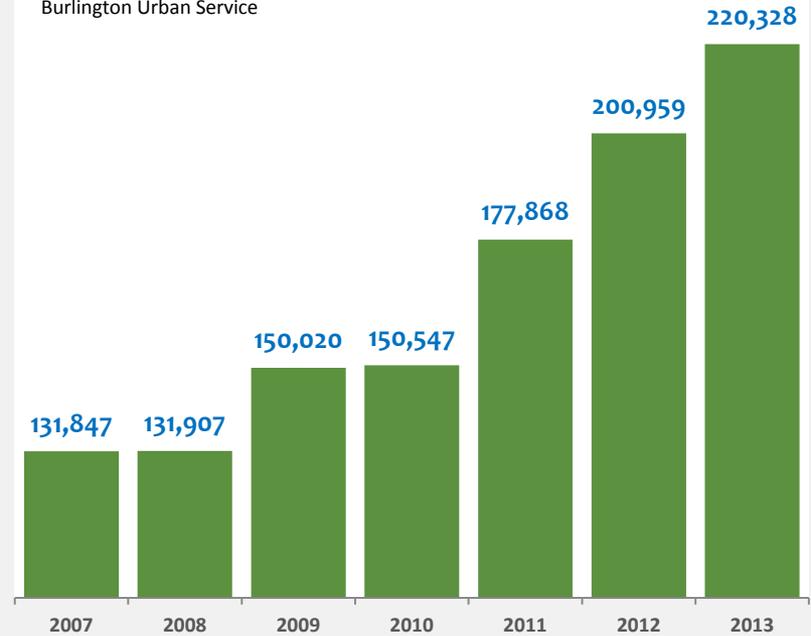
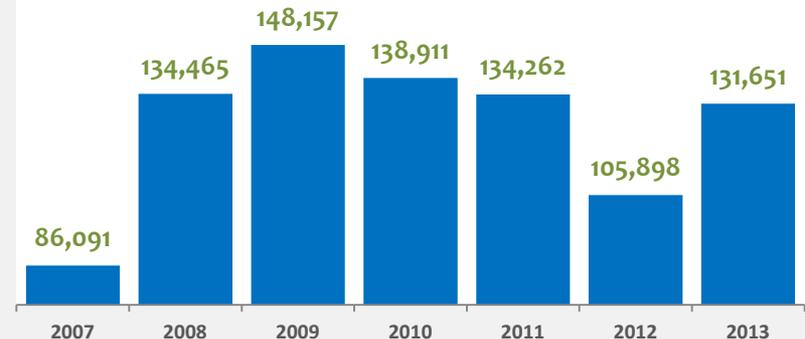


Figure 3.21 Total Rides: SEIBUS



## Access to Basic Services

A primary function of public transit and other passenger transportation services concerns providing users access to basic services. A large proportion of trips connect residents to medical providers, pharmacies, grocery stores, schools, libraries, and similar services that are an essential part of everyday life. Because Southeast Iowa is a predominantly rural region, the destinations for those trips are most often focused in the five largest communities: Burlington, West Burlington, Mt. Pleasant, Keokuk, and Ft. Madison. Passenger transportation users in the Southeast Iowa Region are well-connected to these “activity centers” through BUS, SEIBUS and other providers.

Within the City of Burlington, the BUS system is a consumer-focused transportation service and highly responsive to the needs of its users. The flexible service helps ensure that riders can easily reach their destinations and access basic services. Similarly, SEIBUS operates a demand-response service based on the needs of users in all four Region 16 counties. SEIBUS will also transport riders to Burlington, with drop off locations at Wal-Mart, Great River Medical Center, and Downtown Burlington. From those locations, riders can use BUS to access other locations within the city limits.

Passenger transportation providers are well-aware of the locations for essential basic services, based on user demand. However, periodic review of the services with respect to these locations can help ensure accessibility and mobility for users, as well as ensure that services and routes are efficient and minimize costs.

### ***Health Care Providers***

Figure 3.22 illustrates the locations of hospitals, medical centers, and health clinics in Region 16. Hospitals include the Fort Madison Community Hospital, Keokuk Area Hospital, Henry County Health Center in Mt. Pleasant, Great River Medical Center in West Burlington, and Community Health Center in West Burlington. Many outreach clinics in smaller communities provide basic health care needs for residents.

### ***Grocery Providers***

Figure 3.23 illustrates the locations of grocery stores and other food providers. As the map shows, grocery stores tend to locate in more densely populated areas. In recent decades, local grocery stores have been disappearing from small communities, increasing demand for trips to the larger communities.

### ***Schools and Colleges***

Students in the Burlington Community School District often use BUS public transit, but student transportation is not a primary focus of passenger transportation in Region 16. SEIBUS can provide rides to Southeast Community College Campuses in West Burlington and Keokuk, and Iowa Wesleyan College in Mt Pleasant.

### ***Other Basic Services***

Banks, libraries, post offices, social service providers and other basic services are too numerous to list in this document, but the regional passenger transit system typically accommodates the needs of their clients. Major employers have contracted services through SEIBUS in the past, and SEIBUS is willing to partner with companies to build connections between the labor force and employment centers.

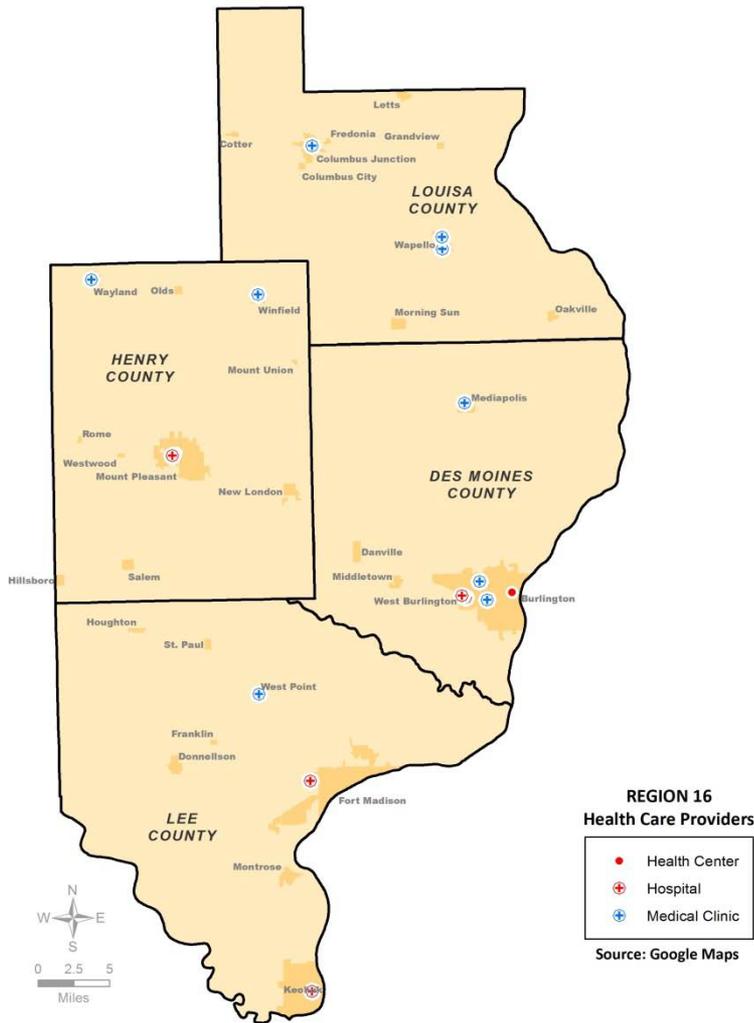


Figure 3.22

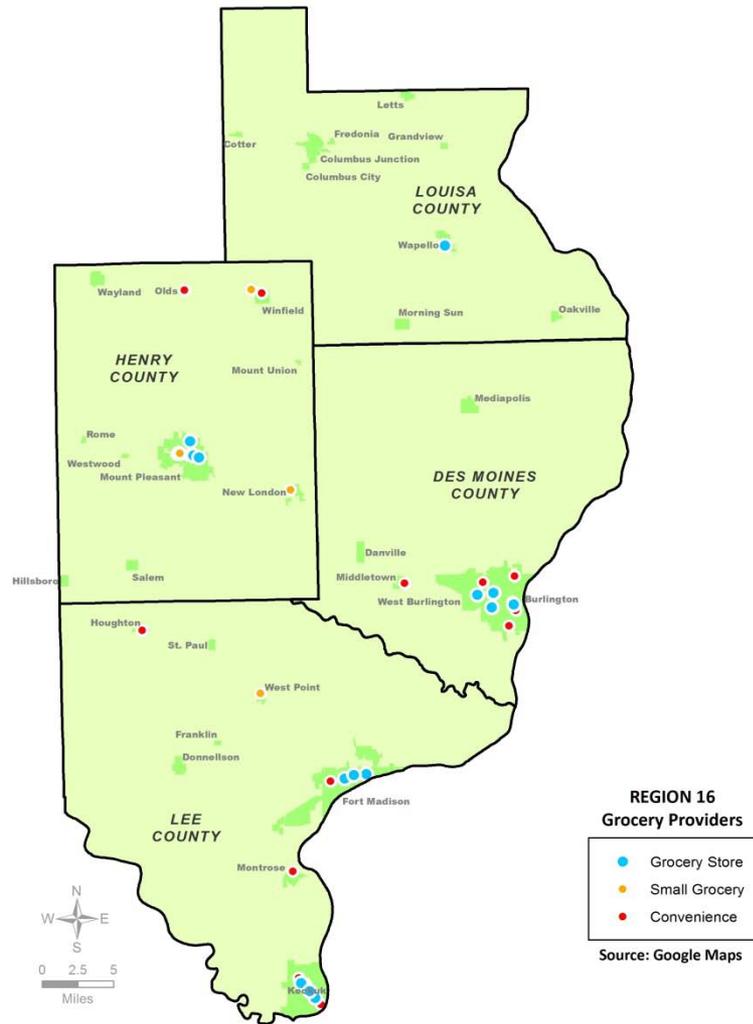


Figure 3.23

## Recent Developments

### Iowa Passenger Transportation Funding Study

The study examined funding and service needs for baseline service demand (i.e. demand of transit-dependent populations such as seniors) and for choice service demand (i.e. people who have other transportation options but choose passenger transportation for energy efficiency and environmental reasons). The study found the need for an additional 13.8 million trips per year to meet baseline demand, at an estimated cost of \$125 million per year, and 24.3 million trips per year to meet choice-rider demand, at an estimated cost of \$350 million per year. Additional recommendations that could affect transit operations in Southeast Iowa include:

- Reduce fixed-route frequency to 30 minutes for baseline demand and 15 minutes for choice demand;
- Increase regional public transit agency trips by 90 percent annually to address both baseline and choice demand;
- Extend weekday fixed-route service to 11:00 PM in large urban areas to address baseline demand and in both large and small urban areas to address choice demand;
- Lower the average fleet age from six to four years;
- Increase public transportation and human service agency coordination; and,
- For choice demand, provide disincentives to driving automobiles.

The study also examined potential demand on numerous intercity corridors, one of which is located in Southeast Iowa. The intercity corridor that was identified was between Burlington and Ft. Madison with an estimated 11,000 daily public transportation trips.

### MAP-21 Transportation Authorization

On July 6<sup>th</sup>, 2012 President Obama signed into law a new two-year transportation authorization, entitled Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21). The new transportation bill authorizes \$10.6 billion in FY2013 and \$10.7 billion in FY2014 for public transportation. With the new legislation, several changes made to the public transit portion including:

The number of transit programs was reduced by consolidating and/or redistributing the funds and activities for some programs such as JARC and New Freedom Program. However, those funds and activities are incorporated into the following seven key programs: New Starts, State of Good Repair -Fixed Guide way, Bus and Bus Facilities, Urbanized formula, Rural area formula, Enhanced Mobility of Seniors and Individuals with Disabilities, and Metro and Statewide Planning.

Iowa has not received any funding under the New Starts and the Fixed Guide way programs. The Bus and Bus Facilities program is downsized and turned into a formula program.

- Reduced from \$984 million to \$422 million
- \$65,500,000 will be taken off the top so each State receives \$1,250,000
- Remaining funds will be distributed to MPOs - heavily weighted toward population centers over 200,000
- Iowa will receive significantly less funding for bus replacement and facilities

### **Iowa Mobility Manager Funding**

In 2009, the Iowa DOT announced it would set aside \$300,000 in unused New Freedom funds for public transit agencies, or subcontracting agencies, to hire mobility managers. Under the new MAP-21 legislation, New Freedoms funding will no longer be available. Hiring a mobility manager has been discussed as a possibility of providing additional staff resources to help public transportation providers, human service agencies, and transportation users identify service needs and to coordinate transportation service to meet those needs in Southeast Iowa. If this is still a priority, new funding sources will need to be pursued to fund this position.

### **Passenger Transportation Coordination Workshop**

In January of 2014, SEIRPC held the PTCW with 17 regional transportation providers in Southeast Iowa. The purpose of the workshop was to learn about socioeconomic trends impacting Southeast Iowa, to discuss current transportation services in the region for human services, identify unmet transportation needs, and to identify strategies for how to meet these needs. The input received from the workshop is used to developed unmet needs, priorities, and strategies in this document.

### **Iowa Fertilizer Company**

In 2012, an announcement was made for the construction of the Iowa Fertilizer Company in the rural Lee County community of Wever. The company plans to make a \$1.8 billion dollar investment in the facility expected to open in 2015. Construction of the plant began in late 2012 with an anticipated number of over 2,000 construction jobs created during the building of the plant. Most of these jobs are anticipated through 2014, providing a need and opportunity for transit services to the site of the plan from regional communities.

### **2012 Regional Transportation Survey**

During the summer of 2012, SEIRPC completed a very comprehensive survey of regional agencies that do provide or could possibly provide transportation services in Southeast Iowa. This included public transit providers, private transportation providers, non-profits, health and human service agencies, as well as others. The results of the survey provided SEIRPC with a detailed understanding of what agencies provide services in the region, what services they provide, what gaps they see in services, and what opportunities are available to improving transportation for their clients.

### **SEIBUS Services in Lee County**

In 2011, SEIBUS bid on CPC services in Lee County which has had service provided by 10-15 Transit. Through this bid process Lee County selected SEIBUS to provide services starting on July 1<sup>st</sup>, 2012. SEIBUS is currently in its second year of operating this services with 25,848 rides for provided by SEIBUS in its first year of operation.

### **Burlington Urban Service Studies**

In the fall of 2012, SEIRPC was hired the City of Burlington to evaluate the Burlington Urban System to identify potential cost savings measures to help reduce shortfalls in the city's budget. Furthermore, an additional study by Bourne Consulting was completed to supplement the SEIRPC study. The findings of these studies have impacted operations and services provided by Burlington Urban Service since completion including wage concessions from drivers, advertising on buses, modifications to services, and changes in data collection.

## **IowaCare**

IowaCare was enacted in 2005 to provide limited services for adults ages 19 through 64 who are not otherwise eligible for Medicaid. The purpose of IowaCare was to provide some health care coverage to people who would otherwise have no coverage. As of December 31, 2013 the IowaCare program has ended. Beginning Jan. 1, 2014, the Iowa Health and Wellness Plan took its place to provide all Iowans age 19 to 64 with incomes under 138 percent of the Federal Poverty level health care services. The new plan will provide a comprehensive benefit package and provider network, along with important program innovations that will improve health outcomes and lower costs. IowaCare had a large impact on regional transit services provided by SEIBUS to Iowa City. It will be interesting to see how the new Iowa Health and Wellness Plan will impact these services to Iowa City.

## **Access2Care**

In 2010, the Iowa Department of Human Service and Iowa Medicaid Enterprise contracted with TMS Management Group to help satisfy non-emergency medical transportation needs for Medicaid members. Members must schedule rides through TMS, then TMS determines who will provide the trip to the rider. Local and regional transit agencies contract with TMS to provide and get reimbursed for rides they provide.

## Status of Previously Recommended Projects

This section provides a status of projects recommended in the FY2014 PTP update including transit service projects, fleet projects, facility projects, management projects, and equipment projects. These projects are those that are eligible for state or federal funding including State Transit Assistance, FTA Section 5311 and, FTA Section 5339.

### Status of Projects to Meet Service Needs

Figure 3.24 provides a status of FY2014 projects to meet service needs. SEIBUS utilized their STA and FTA 5311 funding to subsidize public transit operations, administration, and maintenance. SEIBUS used a portion of their funds by providing a subsidy to agencies that provided public transportation services their behalf including Hope Haven, Midwest Old Threshers, Iowa Workforce, and the Great River Medical Center. SEIRPC used FTA 5311 planning funds to provide transit planning services including PTP development, TIP development, work with area agencies to improve transit service delivery, Transit Advisory Committee organization capital, financial, route and new service planning. BUS utilized their STA and FTA 5311 funding to subsidize public transit operations, administration, and maintenance in Burlington. BUS also utilizes a transit levy to subsidize public transit operations, administration, and maintenance in Burlington.

Figure 3.24

Agency	Project Description	Funded	Impact
SEIBUS	Operations, Administration, Maintenance	Yes - STA and 5311	Allows SEIBUS to operate public transit in Southeast Iowa including specific services with, Hope Haven, GRMC, and Midwest Old Threshers
SEIRPC	RPA Planning	Yes - 5311	Allows SEIRPC to complete PTP, TRAC, TIP, and transit planning.
BUS	Operations, Administration, Maintenance	Yes - STA, 5311, LOCAL	Allows BUS to operate public transit in Burlington City Limits.

### Status of Projects to Meet Fleet Needs

Figure 3.25 below provides the status of FY2014 proposed projects to meet fleet needs. Through 5339, SEIBUS and BUS will be able to replace eligible vehicles through the PTMS system at Iowa DOT. Any new vehicles will be utilized for existing services and allow older buses to be used for backups.

Figure 3.25

Agency	Project Description	Funded	Impact
SEIBUS	Replace buses #051, #052, and #974D with 176" WB LD Buses	No	Funding not received.
SEIBUS	Replace Conversion Vans #031D and #032 with Conversion Vans	No	Funding not received.
SEIBUS	Replace bus #012L with 33 to 36 foot Medium Duty Bus	No	Funding not received.
BUS	Replace bus #723 with 176" LD Diesel Bus w/surveillance and UFRC	No	Funding not received.
BUS	Replace buses #721 and #722 with 29 to 32 foot MD Diesel Bus w/surveillance and UFRC	No	Funding not received.
BUS	Great River Medical Center Service Expansion Vehicle – Minivan	No	Funding not received.

### Status of Projects to Meet Facility and Equipment Needs

Figure 3.26 below provides the status of FY2014 proposed projects to meet facility and equipment needs. Funding for maintenance software was never applied for through FTA, STA, or local funding.

Figure 3.26

Agency	Project Description	Funded	Impact
SEIBUS	ITS Maintenance Software	No	Not Implemented.

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### Regional Unmet Needs

During the Regional Passenger Transportation Coordination Workshop held by SEIRPC in January of 2014, the following comment was made in regards to passenger transportation services in Southeast Iowa:

*“What we do, we do well.”*

The comment was intended to say that we do a great job at providing the services that we offer, but there are still great lengths to be made to meet the needs of the residents of Southeast Iowa.

Several efforts have been made over the past several years to determine passenger transportation needs in Southeast Iowa including the Mobility Action Plan workshops, regional surveys, and the recent Passenger Transportation Coordination workshop. These efforts have included comments from public transit providers, private transportation providers, human service agencies, non-profits, and the general public. The following section will provide details on each of these efforts and the results related to unmet passenger transportation needs for the region. These unmet needs will be used to determine regional priorities and strategies for passenger transportation services in Southeast Iowa.

## Past PTP and MAP Workshops

Since the Mobility Action Plan workshops in 2006, the TRAC has continued to meet quarterly to discuss transportation service needs in Southeast Iowa. In the fall of 2008, an online survey was administered to determine the most common needs for transportation service in Southeast Iowa. Survey results did not include discussion of continuing existing service needs, as this has been determined by the TRAC to be the most basic and important service need in Southeast Iowa. In December of 2012, the TRAC reviewed this list of needs to determine if any updates were needed. The results of this survey and TRAC review showed the following list as the greatest unmet needs in Southeast Iowa:

- Expanded days of service;
- Extended hours of operation;
- Schedule issues, layovers and long times on bus;
- Additional trip purposes;
- Barriers to access services;
- Assisted transportation;
- Lower fares for services;
- Obtaining new and replacing vehicles to provide services effectively;
- Central dispatch and transportation service information center;
- Job Access Reverse Commute and providing transportation for people to get to work;
- Expanded Medical service;
- Expanded Assisted Transportation Service; and
- Disaster Recovery Service

## 2012 Regional Transportation Survey

The purpose of this 2012 regional transportation survey was to learn about what agencies provide service, what vehicles they have available, and what services are needed in the region. The following list are unmet needs identified through this survey:

- Expanded days of service;
- Extended and more flexible hours of operation;
- Handicap accessible vehicles;
- Additional funding for replacement and expansion of vehicles for public and private providers
- Getting volunteers for transportation services
- List of all agencies providing transportation services and distribution of this list
- More coordination among agencies to provide service
- Funding needed to continue non-profit and volunteer transportation services
- Funding needed to try new services
- Schedule issues, layovers, frequency, and long times on bus;
- Access to services for workers that work during hours when services are not available
- More flexibility in scheduling rides in advance for public transit services

## Passenger Transportation Coordination Workshop

The Southeast Iowa Regional Planning Commission held a regional Passenger Transportation Coordination Workshop on January 28<sup>th</sup>, 2014 at the SEIRPC offices. The purpose of the workshop was to educate regional transportation providers, health and human service providers, and non profits about socioeconomic trends impacting our region. Furthermore, the workshop was intended to facilitate a discussion on current transportation services in the region, identify unmet transportation needs, and to identify strategies for how to meet these needs. The intent was to utilize the input received from the workshop to identify and implement opportunities to improve transportation services in Southeast Iowa. There were 17 attendees representing public transit providers, private for profit transit providers, private non-profit transportation providers, and health and human service agencies.

Please see Appendix C for a sign in sheet showing the attendees of the workshop and for a presentation that was given by SEIRPC staff. The column to the right provides a detailed list of comments from the discussion at this meeting regarding needs for transportation services in Southeast Iowa.

Unmet needs and challenges identified during the workshop included:

- Services for hearing impaired population
- Services for LEP and minority populations
- Providing services regionally outside of medical services - not many options for non medical service
- Hours of operation are not conducive for all users (working class, low income, and disabled)
- Wheelchair enabled vehicles from rural areas to urban areas is in demand
- Appeal of transit to general public is a concern
- Advertisement and marketing of services is not done well
- Waiting time and frequency of service is too slow
- Transportation for employees without vehicles
- Lack of capital funds for replacement of vehicles
- Need more opportunities for contracted and sub contracted services with public transit providers
- Have not worked to promote or enhance the environmental and health benefits associated with transit , such as reduced emissions, adding bike racks
- Burlington Urban Service transfer location at the Burlington Depot is not handicap accessible
- High wages and costs associate with providing services
- Finding volunteers for transportation services

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## PRIORITIES & STRATEGIES

This section outlines priorities and strategies that have been identified for improving passenger transportation services in Southeast Iowa. These priorities are based on review of past PTP plans, 2012 Passenger Transportation Survey, and the 2014 Passenger Transportation Coordination Workshop. Priorities have also been 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.



## 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 SEIBUS, 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

### 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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## 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 Revenues

Passenger revenues are a fee paid by the passengers for transportation service. 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 utilize 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. A number of 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 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 which chose 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. BUS recently began an advertising program for space on the outside of its buses.

## STATE FUNDING PROGRAMS

### State Transit Assistance (STA) Formula

STA funds are distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available year. The STA formula funds are first split between urban and regional systems on the basis of total revenue miles of service provided by each group. The funds are then split among individual systems in each category, 50 percent on the basis of locally determined income (LDI), 25 percent on the basis of rides per dollar of expense, and 25 percent on the basis of revenue miles per dollar of expenditure. 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.

### 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.

### Access2Care Non-Emergency Medical Transportation Program

Access2Care provides transportation coordination for individuals covered by Medicaid insurance for non-emergency medical transportation rides in Iowa. BUS and SEIBUS contract with Access2Care for the rides they are able to provide for those covered under this program.

### 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 a new program to fund vertical infrastructure needs of Iowa's transit systems, the Public Transit Infrastructure Grant. 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.

## FEDERAL FUNDING PROGRAMS

### **Formula Grants for other than Urbanized Areas (Section 5311)**

This program provides federal funding for support of 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 on the basis of 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.

### **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.

### **Surface Transportation Program (STP) Funds**

These 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, the 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 STP funds, an application must be submitted to SEIRPC. Since moving to this competitive process in 2005, only two transit vehicle has been purchased through the regional STP program.

### **Rural Transit Assistance Program (RTAP)**

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.

## 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 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.

### **Local Foundations**

An additional opportunity for identifying funding for providing transit services in Southeast Iowa is through local foundations. There are several foundations in Southeast Iowa that funding could be requested from to support emerging or unique transit services that would benefit regional communities.

1. INTRODUCTION and PLAN DEVELOPMENT
2. TRANSPORTATION PROVIDER INVENTORY
3. REGIONAL PROFILE
4. REGIONAL UNMET NEEDS
5. PRIORITIES AND STRATEGIES
6. FUNDING OPPORTUNITIES

**Appendix A – 2012 Survey Results**

Appendix B – TRAC Meeting Agendas and Notes

Appendix C – Passenger Transportation Coordination Workshop  
Attendees and Presentation



Name of Organization Represented:	Is this agency?	Briefly tell me about your agency. What do they do?	Does your agency provide or fund some type of transportation services?	If you provide or fund service, what best describes your transportation service?	What is your service area?	Who do you provide transportation to? (Click all that apply)	What types of trips does your agency provide or fund? (Click all that apply)	If you do not provide service, are there types of trips that are needed to be provided to your agency? What for? (Click all that apply)	Does your agency	How many of each vehicle type do you own?				Are your vehicles ADA Accessible? Do they have wheel chair lifts?	What do you see as gaps in transportation services for your clients?	How could you improve transportation opportunities for your clients?		
										Other (please specify)	Vans	Cars	Bus				Other	Yes
Lee County CPC Office	Governmental	County government charges with the task of contracting with a regional transit provider.	Yes	Indirect Service - Provide vouchers or funding assistance	Lee County	Physically Disabled; Mentally Disabled	Medical, Recreational or social, Work		Own Vehicles		1			No	Gaps in time to access transportation especially for individuals working full time that need assistance to and from work. Limited seating in county for high demand of transportation.	Assist in building capacity.		
Southeast Iowa AAA Inc	Non-Profit	Planning and funding agency for elderly services.	No	Sub Contract Service with a provider - Examples: SEIBUS, BUS, Trailways	Des Moines, Henry, Lee and Louisa Counties	Elderly	Congregate meals, Grocery or shopping, Medical, Religious Activities		Own Vehicles		1	4		No	I am not sure we see any at this point. We don't have Seibus and BUS on the issue of demand response service. Whoever gets the call should be able to transport without having to first find out if BUS can't do it. I think that is a stupid rule. It could be resolved if BUS didn't find a need to offer demand response service; simply let Seibus do it!			
Great River Home Health Care and Hospice	Non-Profit	Home visits for Medicare, Medicaid, VA, Waiver, Private Duty, private insurance, pediatric and adult services.	No		Louisa, Des Moines, Lee, and Henry Counties in Iowa			Grocery or shopping, Medical	Own Vehicles	Our vehicles are for staff visits only, not for transportation, errands, shopping, etc.		4		No	Getting to medical appointments when they have no finances to order special transport needs, or even bus and cab fare. Many times family is not available or nonexistent.			
King's Daughters Home	Non-Profit	The retirement home at 628 S. Leebrick Street, Burlington, is owned by the local What-So-Ever Circle of King's Daughters & Sons, an interdenominational Christian organization. We provide housing for men and women ages 62 and older in a home-like atmosphere. Services provided include meals, cleaning, laundry and maintenance of the home. A beautician comes once a week for those residents who want that service here. Residents have to take care of their own personal needs such as taking medication, dressing and bathing themselves, coming out to homestyle cooked and served meals in our dining room. Residents may have someone come in to help them with those needs. Circle members serve on committees overseeing various aspects of the home and attend monthly board meetings to discuss and decide some matters. An executive manager oversees the day-to-day operations and a staff of nine. We have an on-call maintenance man. A staff person is on duty at all times. If a resident is sick, we will contact a relative or friend and in a medical emergency, will call 911. We have room for nine residents. Most have a room and private restroom with a shower; two residents have two rooms and private restroom. We are a hospital-based local public health agency that also conducts business in community wellness programming.	No	Do not provide or fund service				Grocery or shopping, Medical, Recreational or social, Religious Activities						No	Generally, one or two of our residents have a car. Most have had to give up driving. Our residents especially need transportation to medical appointments. Some use the city's volunteer (RSVP) program for those rides. It would also be helpful if they had transportation to church activities, the downtown senior center and for shopping trips.	It would help to have a list of agencies that provide transportation including phone numbers and to what types of activities.		
Henry County Community Health	Publicly Funded		Yes	Volunteer transportation service but the agency owns the vehicle used.	Residents of Henry county	Physically Disabled; Mentally Disabled; Elderly	Medical		Own Vehicles			1		No	based on availability of volunteers	ADA accessible vehicle and more secure staffing		
Louisa County Public Health	Non-Profit	Public Health, Home Health Care for Louisa County	No		All of Louisa County			Medical	Own Vehicles			2		No	No transportation for medical services such as chemotherapy (Road to Recovery does not operate in Louisa County). Many residents have to go to the UIHC for services and there is no existing transportation that can accommodate medical client's physical needs for this trip.	Grant to underwrite individual transportation using volunteers as drivers. AAA used to provide a grant for this purpose but suspended the funding based on input from CPC and other organizations providing transportation for special needs clients. Non-Medicaid Medical clients have no resources.		
Great River HHC and Hospice	Non-Profit	Provide health care at home	No	Do not provide or fund service	Des Moines, Lee, Louisa, and Henry County			Grocery or shopping, Medical	Own Vehicles	Majority of staff drive own vehicles		4		No				
ResCare Home Care	Private/For Profit	We are a Medicare/Medicaid Home Health Agency that provides Nursing, Home Health and Homemaker services. We also provide the same services for insurance companies as well as private pay.	Yes	Our homemakers can transport our clients in their own vehicle or the clients vehicle (that is insured) for errands within a 10 mile radius of the clients home. This includes shopping, MD appts, etc.	We cover 29 counties in Iowa, in your area we cover Mashaka, Keokuk, Washington, Louisa, Jefferson, Wapello, Henry and Des Moines counties	Physically Disabled; Elderly	Grocery or shopping, Medical	Congregate meals, Recreational or social, Religious activities, School	Own Vehicles	Homemaker vehicles or client vehicles				No				
Low Rent Housing Agency of Burlington, IA	Public Housing	Provide housing for people who are 62 or older or handicapped or disabled	Yes	The Agency has a van that we use to take residents to the store or planned activities	Burlington, Iowa	Autumn Heights residents only	Grocery or shopping	Medical, Recreational or Social	Own Vehicles		1		1	No				
Advanced Home Health Care	Private/For Profit	Provide 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.	No		Lee, Van Buren, Louisa, Des Moines, Henry counties			Medical	Own Vehicles	Can use clients vehicle with signed waiver				No	Handicap accessible, wheelchair, physical ability of driver to assist in and out of home			
PLEASANT MANOR CARE CENTER	Private/For Profit	NURSING HOME	Yes	Direct Service - Own vehicles and provide the service	MT PLEASANT AREA	Veterans; Physically Disabled; Mentally Disabled; Retirees, Elderly	Medical, Recreational or social		Own Vehicles			1		No	WHEELCHAIR/MANUAL LIFT/BARIATRIC PTS. ETC.	EXPANDED HOURS		
Montrose Health Center	Private/For Profit	Long-term care, skilled nursing, rehabilitation, adult day care.	Yes	Sub Contract Service with a provider - Examples: SEIBUS, BUS, Trailways	Primarily Lee county, some Des Moines county (Burlington), and occasionally Johnson county (Iowa City).	Physically Disabled; Mentally Disabled; Elderly; Primarily use SEIBUS for Own residents	Grocery or shopping, Medical, Recreational or social, Shopping and recreational/social activities with our residents. We also take our residents to and from doctor or hospital appointments.		Lease Vehicles		0	0	0	0				
Burlington/West Burlington Area United Way	Non-Profit	United Way is the mechanism in our community that links personal and corporate contributions with human service and health care needs through approved funding for local non-profit (501-c-3) agencies, who are providing services to residents in our defined 40-mile radius. United Way service area. This is achieved almost entirely through volunteer efforts.	Yes	Some United Way funded agencies take clients to medical appointments, to pick up medicines, to the grocery stores, etc. and to attend recreational events for the shut-in clients. Other agencies take special needs clients to places of employment.	40-mile radius surrounding the cities of Burlington/West Burlington	Veterans; Physically Disabled; Mentally Disabled; Retirees, Elderly, Students	The United Way does not provide actual services ... the funding provided to the approved agencies does cover programs and services that include transportation services.											
West Point Care Center	Private/For Profit	Skilled/Nursing Facility	Yes	Direct Service - Own vehicles and provide the service; Sub Contract Service with a provider - Examples: SEIBUS, BUS, Trailways	Lee County- Burlington, Iowa - Occasionally to Iowa City, Iowa	Veterans; Physically Disabled; Mentally Disabled; Retirees, Elderly	Medical, Recreational or social	Wheelchair, geriatric chair or other patients that can't ride in a normal vehicle	Own Vehicles			1		No	Rural area availability without long time wait			
American Cancer Society	Non-Profit	The American Cancer Society is the nationwide, community-based, voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives, and diminishing suffering from cancer, through research, education, advocacy, and service.	Yes	Indirect Service - Provide vouchers or funding assistance; Volunteer Transportation Service - Volunteer drivers provide transportation with own vehicles; In the past we have had a Road to Recovery program where volunteers take cancer patients to and from their appointments. We have not had enough volunteer interest in the past few years to offer this service.	The American Cancer Society is a national organization.	People receiving cancer treatments	Cancer treatment appointments	Medical	Use Volunteer Vehicles					NA	When we do not have the volunteer force to take patients to treatments, there is a huge gap.	More volunteers = more services.		
Burlington Trailways	Private/For Profit	Burlington Trailways provides Scheduled Intercity Bus Service to Rural, Urban, and Metropolitan destinations within 6 upper midwestern states. These states are Iowa, Nebraska, Colorado, Missouri, Illinois, and Indiana. This service operates west to Denver, as far east as Indianapolis and Chicago, south to St. Louis, and north along the US-20 corridor. Nineteen (19) scheduled routes are operated every day of the year (24/7/365) and account for in excess of 3 million miles annually. Intercity route connections are made with other carriers, such as Greyhound Bus Lines, Jefferson Bus Lines, and other carriers at various locations thereby providing intercity scheduled service anywhere within the western/northern hemisphere. Burlington Trailways currently operates 41 Depots/Agencies and 21 additional stops within these 6 states, thus allowing for 269,425 plus possible destination combinations. This represent approximately 75% of their operation. Burlington Trailways additionally offers Charter Bus Service within the lower 48 Continental United States, Alaska, and Canada. Fully Escorted Tours and Travel packaged Tours within the US and Canada are offered through their Charter Department. A skilled nursing facility	Yes	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.	Public Transit with in a 6 state area if the upper midwest. This includes Iowa, Nebraska, Colorado, Missouri, Illinois, and Indiana. Charter Bus services are offered anywhere within the lower 48 continental states, Alaska, and Canada.	Veterans; Physically Disabled; Mentally Disabled; Retirees, Elderly, Students, General Public	Any and all possible reasons to travel.		Own Vehicles		0	10	34	3	Yes	29	The scheduled intercity bus service industry has been shrinking for years thus providing less service to many areas, especially the rural areas.	Additional schedules providing more frequency
blair house nursing & rehab center	Private/For Profit		No	Do not provide or fund service				Medical										
RSVP	Non-Profit	Enlist volunteer drivers to take seniors to medical appointment. These people either don't have a car or family to assist them. We offer door to door service for our riders. The drivers are reimbursed at .45 cents per mile. Last year they traveled 14,754 miles and volunteered 1,860 hours.	Yes	Volunteer Transportation Service - Volunteer drivers provide transportation with own vehicles	Primarily in the Burlington area. Sometimes a trip to Iowa City.	Anyone over 55 can use our services.	Congregate meals, Medical		Use Volunteer Vehicles					No	Most of our clients are not able to ride the city buses.	Just make sure we have enough volunteer drivers and donations for mileage reimbursement. Currently, we have to average under 25 rides per week to meet our budget.		

Name of Organization Represented:	Is this agency?	Briefly tell me about your agency. What do they do?	Does your agency provide or fund some type of transportation services?	If you provide or fund service, what best describes your transportation service?	What is your service area?	Who do you provide transportation to? (Click all that apply)	What types of trips does your agency provide or fund? (Click all that apply)	If you do not provide service, are there types of trips that are needed to be provided to your agency? What for? (Click all that apply)	Does your agency	How many of each vehicle type do you own?				Are your vehicles ADA Accessible? Do they have wheel chair lifts?	What do you see as gaps in transportation services for your clients?	How could you improve transportation opportunities for your clients?			
										Other (please specify)	Vans	Cars	Bus				Other	Yes	If yes or some, how many:
Home Caring Services	Non-Profit	Home Health Aide, Supportive Community Living and Case Management for the Elderly Waiver	Yes	Direct Service - Own vehicles and provide the service	Des Moines and Louisa County	Veterans; Physically Disabled; Mentally Disabled, Elderly	Grocery or shopping, Medical, Recreational or social	Medical, Work, School	Own Vehicles	We have individuals that use their own vehicles for individual transportation			1	No	Yes, some patients have appointment in IA city and also need assistance with the visits. They also have appointment on days their is no transportation available. We have some clients who need rides to work but are fearful of public transportation.	We would need additional funding.			
Lexington Square LLC	Private/For Profit	Skilled nursing care and intermediate care services.	Yes	Direct Service - Own vehicles and provide the service; Indirect Service - Provide vouchers or funding assistance; Sub Contract Service with a provider - Examples: SEIBUS, BUS, Trailways; We fund Bus tickets thru the Elderly Waiver. We also arrange for transportation if we are not able to provide.	Eastern and mid Iowa	Veterans; Physically Disabled; Mentally Disabled, Elderly	Medical, Recreational or social	Congregate meals, Grocery or shopping, Recreational or social, Religious Activities	Own Vehicles			1	1	Yes	Availability!	Have bigger buses and staff to provide transportation.			
KAH Home Health	Non-Profit	Our agency provides skilled and non-skilled services to Lee County and Hancock County (Illinois)	Yes	Staff may provide transportation to shopping, medical appointments for our clients	Lee County, Hancock County (Illinois)	agency clients	Grocery or shopping, Medical		staff vehicles					No		Having available of public transportation to all residents of these communities. There are many people that do not receive service agencies they would benefit from increased public transportation availability			
Healthy Henry County Communities	Non-Profit	We help fund and manage a number of programs serving all residents in Henry County. Examples include the Newborn Home Visitor program, Mentoring, School to Career, RSVP, Community Wellness activities and more. We also work closely with Henry County Health Center, Henry County Public Health and KSI Extension in Henry County	Yes	Volunteer Transportation Service - Volunteer drivers provide transportation with own vehicles; The RSVP program is a part of our organization and they provide medical transportation.	Henry County, Burlington, Iowa City	Veterans; Physically Disabled; Retirees, Elderly	Medical												
New London Nursing & Rehab	Non-Profit	Nursing home	No	Do not provide or fund service	Southeast Iowa			Medical, Recreational or social							Many times hard to get wheelchair van service for our residents				
Bickford assisted Living	Private/For Profit	Provide assisted living services to the frail elderly	Yes	Direct Service - Own vehicles and provide the service; Volunteer Transportation Service - Volunteer drivers provide transportation with own vehicles	Burlington	Elderly	Grocery or shopping, Medical, Recreational or social, Religious activities	we need transportation for large group activities.	Own Vehicles	use SEI BUS when available		1		Yes	large group activities	providing more opportunities for large group scheduled activities to community events			
Henry County RSVP	Non-Profit - Publicly Funded	The Retired Senior Volunteer Program places people over the age of 55 into volunteer service for non-profit organizations in Henry County. The program is grant-funded with federal, state, county and local dollars. It is sponsored by Henry County Health Center. The major program for RSVP is providing medical transportation for seniors and disabled individuals in the county.	Yes	Volunteer Transportation Service - Volunteer drivers provide transportation with own vehicles	Henry County with service out of county to larger hospitals or healthcare providers (i.e., Iowa City, Burlington, Ottumwa, Fairfield).	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly; Seniors and those with disabilities limiting their ability to drive to MEDICAL APPOINTMENTS.	Medical			Henry County RSVP owns 1 car (licensed & insured by Henry County Health Center) for the purpose of long-distance medical transport		0	1	0	No	The service has to be scheduled in advance. Sometimes there isn't enough lead time that they have to schedule the trip effectively. We essentially provide a low-cost (free within the county, if it needs to be) service. If we didn't provide the medical transportation there would be a definite gap for some people without family or friends in being able to afford their trips to doctors.	We must address the underfunding of the RSVP program at the conclusion of this grant year. We will be looking at how to maintain this service in Henry County.		
City of Fort Madison	Publicly Funded		Yes	Sub Contract Service with a provider - Examples: SEIBUS, BUS, Trailways		Physically Disabled; Elderly	Grocery or shopping, Medical												
The Kensington	Private/For Profit	We are an Assisted Living Community. We also have a memory care unit. We provide a home for seniors that may or may not need some assistance.	Yes	Direct Service - Own vehicles and provide the service	Throughout the town of Fort Madison	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly	Congregate meals, Grocery or shopping, Medical, Recreational or social		Own Vehicles			2	1	Some	The Bus	None	I think we do a great job.		
United American Cab & Limo	Private/For Profit	We haul the general public from place to place as well as provide limo service	Yes	Direct Service - Own vehicles and provide the service; Sub Contract Service with a provider - Examples: SEIBUS, BUS, Trailways	We travel anywhere	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly, Students			Own Vehicles			1	3		1	No			
Community Action of Southeast Iowa	Non-Profit	The agency works with individuals and families in many aspects such as LIHEAP (winter heat help), emergency utility and rent help. Also Headstart classes and a FaDSS program that works with families that are on FIP. We also have a food pantry here.	No	Do not provide or fund service	Lee County			Grocery or shopping, Medical, Work, School								We are unable to provide transportation and the source in Fort Madison is to take a taxi which is expensive.			
Henry County CPC	Government	We fund transportation services for adults with mental health and intellectual disabilities	Yes	Indirect Service - Provide vouchers or funding assistance	Henry County	Mentally Disabled	Grocery or shopping, Medical, Recreational or social, work			Don't own any vehicles for public transportation						Evening and weekend transportation and general public transportation 5 days a week			
SunnyBrook Assisted Living	Private/For Profit	Assisted living and memory care services	Yes	Direct Service - Own vehicles and provide the service	Fort Madison	Veterans; Physically Disabled; Elderly; Provided only to residents and only within city limits	Grocery or shopping, Recreational or social, Medical transports are provided MWF from 9-5. Social transportation is provided T/TH.	Wheelchair accessible transportation	Own Vehicles			1	0	0	0	No	Outside city limits, ADA accessible transport, weekend and evening transport	ADA accessible vehicles, offer transportation evenings and weekends.	
SEIBUS	Non-Profit	Provide Public Transit service for Region 16	Yes	Direct Service - Own vehicles and provide the service	Region 16	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly, Students	Grocery or shopping, Medical, Recreational or social, work, religious, school		Own Vehicles			5		17	Some	16			
Wayland Mennonite Home Association db	Non-Profit	We are a Continuing Care Community in Wayland	No		Henry County and parts of Washington and Jefferson			Medical, Recreational or Social								Mainly handicap accessible vehicles	Having a vehicle based in Wayland.		
Washington County Ambulance, Inc	Private/For Profit	Ambulance Service and Wheelchair Van Service	Yes	Direct Service - Own vehicles and provide the service	Washington County and surrounding area	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly	Medical, Recreational or social, religious activities		Own Vehicles			1	1		4	Yes	Wheelchair Van	Reimbursement	Don't know
Washington County Ambulance	Private/For Profit	Medical transportation services, both emergency and non-emergency	Yes	Direct Service - Own vehicles and provide the service	Washington, Johnson, Louisa, Henry, Jefferson Counties	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly, Students	Medical												
Des Moines County Community Services	Publicly Funded	Case management assists advocates those with MR, DD, CMI. We refer consumers to seibus for transpo as needed	Yes	waiver provides transpo funding. Case managers refer people to seibus/BUS/TMS as needed.		Veterans; Physically Disabled; Mentally Disabled, Elderly, Students	we assist people in affordable transpo needs for medical appts, work, school, and any recreation, shopping etc.	Grocery or shopping, Medical, Recreational or social, Religious Activities, Work, School		na						affordable, available at times during day to go to medical appts locally or in Iowa City on M, W, F that drs will not arrange. except on those days. Also appts around Hope Haven runs. Evenings, weekends.	If a demand bus was available at off times but arranged in advance.		
Burlington Urban Service	Publicly Funded	Public Transportation, Fixed route - Demand response- Para- Transit and deviated fixed route service	Yes	Direct Service - Own vehicles and provide the service	City of Burlington/ West Burlington	Veterans; Physically Disabled; Mentally Disabled, Retirees, Elderly, Students, General Public	Grocery or shopping, Medical, Recreational or social, work, religious, school		Own Vehicles					12	Yes	Evening service	more buses more hours		
HCHC	Non-Profit	Park Place Elder Living is home to 49 seniors. We are a department of the hospital.	No					Grocery or shopping, Medical, Recreational or social, Religious Activities	Use Volunteer Vehicles						No	We do not have handicap accessible or any type of transportation service available. Only volunteer for occasional special events. Elders that have special needs cannot participate	We have not been able to do so at this time. We tried to lease a transport bus but we weren't able to meet the mileage requirements so we had to give it up.		
hope haven	Non-Profit		Yes	Direct Service - Own vehicles and provide the service; Sub Contract Service with a provider - Examples: SEIBUS, BUS, Trailways	lousia, henry, lee, des moines counties	Physically Disabled; Mentally Disabled	Grocery or shopping, Medical, Recreational or social, work, religious, school		Own Vehicles; Lease Vehicles					Some	evening/weekend public transport	have evening/weekend transport available			
Rosebush Garden Assisted Living	Private/For Profit	Assisted Living Program Lic in Iowa	Yes	Direct Service - Own vehicles and provide the service	We only take ambulatory resident to and from Doctor apt in Burlington & West Burlington	The Resident at Rosebush	Medical	Medical, Religious Activities	Own Vehicles			1			No	Wheel Chair resident and for socialization			
	Private/For Profit	Assisted Living and memory care for seniors	Yes	Direct Service - Own vehicles and provide the service	local	Elderly	Grocery or shopping, Medical, Recreational or social		Own Vehicles			1	0	0	Yes	no transportation for large groups. Our van only holds 1 wheelchair and 3 independent people.	better van. our van is VERY old!		

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Appendix A – 2012 Survey Results

**Appendix B – TRAC Meeting Agendas and Notes**

Appendix C – Passenger Transportation Coordination Workshop  
Attendees and Presentation



## **Transit Advisory Committee Meeting**

**Wednesday, March 20<sup>th</sup>, 2013 - 1:30 PM**

**SEIRPC Transit Training Room**

**211 N Gear Avenue**

**West Burlington, IA 52655**



- 1. Welcome and Introductions**
- 2. Passenger Transportation Plan Update**  
Point to Accomplish: Review last year's projects and priorities  
Discuss changes from last year
- 3. Additional Discussion**  
Point to Accomplish: Discuss any items that may have been neglected during the meeting.  
Questions and discussion regarding BUS/SEIBUS stats and financials.  
Identify future agenda items
- 4. Meeting Schedule**  
Points to accomplish: Next meeting – Wednesday, June 19<sup>th</sup>, 2013
- 5. Adjournment**

## **Transit Advisory Committee Meeting Notes**

March 30<sup>th</sup>, 2013 @ 1:30 PM – SEIRPC 1<sup>st</sup> Floor Transit Conference Room

### **1. Welcome and Introductions**

- Meeting started at 1:29 PM. Those in attendance were:
  - Zach James – SEIRPC
  - Dennis Zegarac – Area Agency on Aging
  - Brenda Sayre – Area Agency on Aging
  - Pam Erhardt – Hope Haven
  - Karen Bates-Chabal – Henry County RSVP
  - Melissa – Fellowship Cup
  - Pat Colthurst – Louisa County CPC
  - Ryanne Wood – Lee County CPC
  - Ken Hydman – Des Moines County CPC
  - Mary Maine – Des Moines County RSVP
  - Doug Roelfs – Burlington Urban Service

### **2. Regional Passenger Transportation Plan Update**

- Zach James passed out and reviewed the Draft Passenger Transportation Plan. He discussed the updated projects and priorities identified in the plan that had been discussed at the previous two meetings. There were no questions or comments.
- James mentioned that there would be additional time to provide comments up until the SEIRPC Board Meeting at which time the plan would be approved.

### **3. Additional Discussion**

- James presented statistics and financials for BUS and SEIBUS. There was a short discussion about ridership and services.
- Pat Colthurst asked about the impact of TMS and Iowa Cares in Louisa County. Also wondered if something needed to be included in the PTP regarding these program changes. James mentioned only items in PTP are related to federal and state programs.
- There was a long discussion regarding changes with TMS, Iowa Cares, and of restructuring of services such as the restructuring of Area Agencies on Aging.
- Karen Bates-Chabal mentioned that there were cuts in RSVP funding and a loss of funding from Henry County Health Center. This had led to a loss of program for now, but working with Fellowship Cup to maintain services.
- Bates-Chabal also mentioned this would be her last meeting as she will be leaving Henry County RSVP.

### **4. Meeting Schedule**

- Zach James informed the group that the next meeting would be held on Wednesday, June 19<sup>th</sup>, 2013.

### **5. Adjournment**

- Meeting adjourned at approximately 2:17 PM

## **Transit Advisory Committee Meeting**

**Wednesday, December 18<sup>th</sup>, 2013 - 1:30 PM**

**SEIRPC Transit Training Room**

**211 N Gear Avenue**

**West Burlington, IA 52655**



### **1. Welcome and Introductions**

### **2. Passenger Transportation Plan Update**

Point to Accomplish: Discuss plans and timeframe for an updated plan

### **3. Additional Discussion**

Point to Accomplish: Discuss any items that may have been neglected during the meeting such as state and federal changes, staff changes, etc.

Questions and discussion regarding BUS/SEIBUS stats and financials.  
Identify future agenda items

### **4. Meeting Schedule**

Points to accomplish: Next meeting – Wednesday, March 19<sup>th</sup>, 2014

### **5. Adjournment**

## **Transit Advisory Committee Meeting Notes**

December 18<sup>th</sup>, 2013 @ 1:30 PM – SEIRPC 1<sup>st</sup> Floor Transit Conference Room

### **1. Welcome and Introductions**

- Meeting started at 1:34 PM. Those in attendance were:
  - Zach James – SEIRPC
  - Bob Kuskowski – SEIBUS
  - Steve Hoambrecker – Burlington Urban Service
  - Carol Dustman – Henry County RSVP
  - Ryanne Wood – Lee County CPC
  - Gary See – Henry County Supervisors

### **2. Regional Passenger Transportation Plan Update**

- Zach James reviewed the purpose of the PTP document. He mentioned that Iowa DOT requirements had recently changed regarding PTP requirements and that SEIRPC would need to complete a full update in 2014.
- James then reviewed the proposed PTP outline and timeline. He further mentioned that SEIRPC staff will be working on the updated to the PTP document in January with a region wide workshop planned toward the end of the month to identify projects and priorities. A draft would be ready for February 1<sup>st</sup>, 2014 for the Iowa DOT with a final draft ready for review at the March TRAC meeting.

### **3. Additional Discussion**

- Ryanne Wood asked a question regarding an email sent by Pat Colthurst wanting to know about how statistics are tracked for certain types of rides. She mentioned that it did not really pertain to her, but may be useful in other counties. Bob Kuskowski said he would look into it.
- James mentioned statistics and financials for BUS and SEIBUS were included in the packet. Gary See asked if any cities contracted with SEIBUS for services. Kuskowski mentioned that Keokuk and Fort Madison each pay for service.
- Steve Hoambrecker provided an overview of changes with the Burlington Urban Service. He mentioned that former BUS director Doug Roelfs has taken a new job in Davenport. The city did not hire a new director and he has taken on the duties of the transit director. He continued to provide additional updates on the changes in service and ridership.
- Gary See asked about SEIBUS ridership numbers for Old Threshers. Kuskowski clarified that there are two separate line items on the stats sheet regarding ridership.
- Carol Dustman asked what CPC stood for. Ryanne Wood clarified that it stands for Central Point of Coordination and they work with countywide mental health issues.
- Gary See asked about the \$20,000 shortfall for SEIBUS in the first quarter. Bob Kuskowski mentioned that is a typical first quarter due to reimbursement schedules with FTA and STA funding. Steve Hoambrecker mentioned they have similar issues with BUS.

- Ryanne Wood asked a question regarding services for Hope Haven. Wood then continued by discussing possible changes in services needed due to the Affordable Care Act and the impacts it could have on regional services.

#### **4. Meeting Schedule**

- Zach James informed the group that the next meeting would be held on Wednesday, March 19<sup>th</sup>, 2014.

#### **5. Adjournment**

- Meeting adjourned at approximately 2:29 PM



1. INTRODUCTION and PLAN DEVELOPMENT
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Attendees and Presentation**







# Passenger Transportation Coordination Workshop

January 28, 2014

# Overview

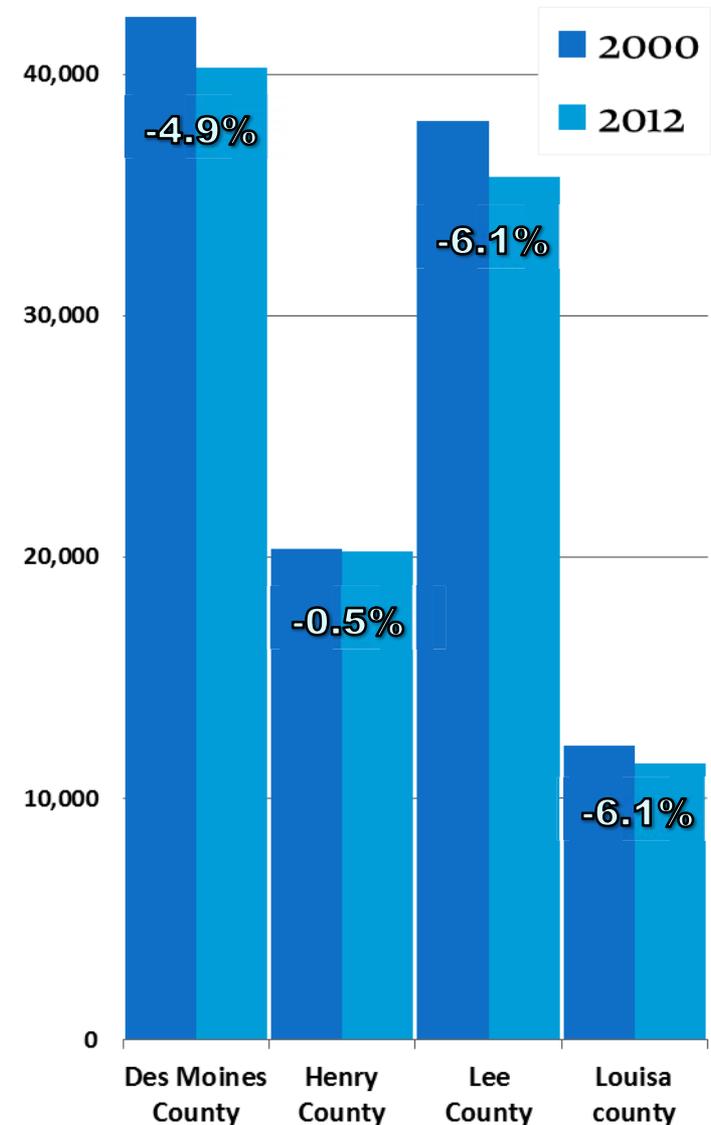
- What is the Passenger Transportation Plan (PTP)?
- Regional Socioeconomic Trends
- Existing Regional Transportation Services
- Discussion
  - Other Transportation Providers
  - What are we doing well?
  - What are our Needs/Priorities?
- Next Steps
- Questions

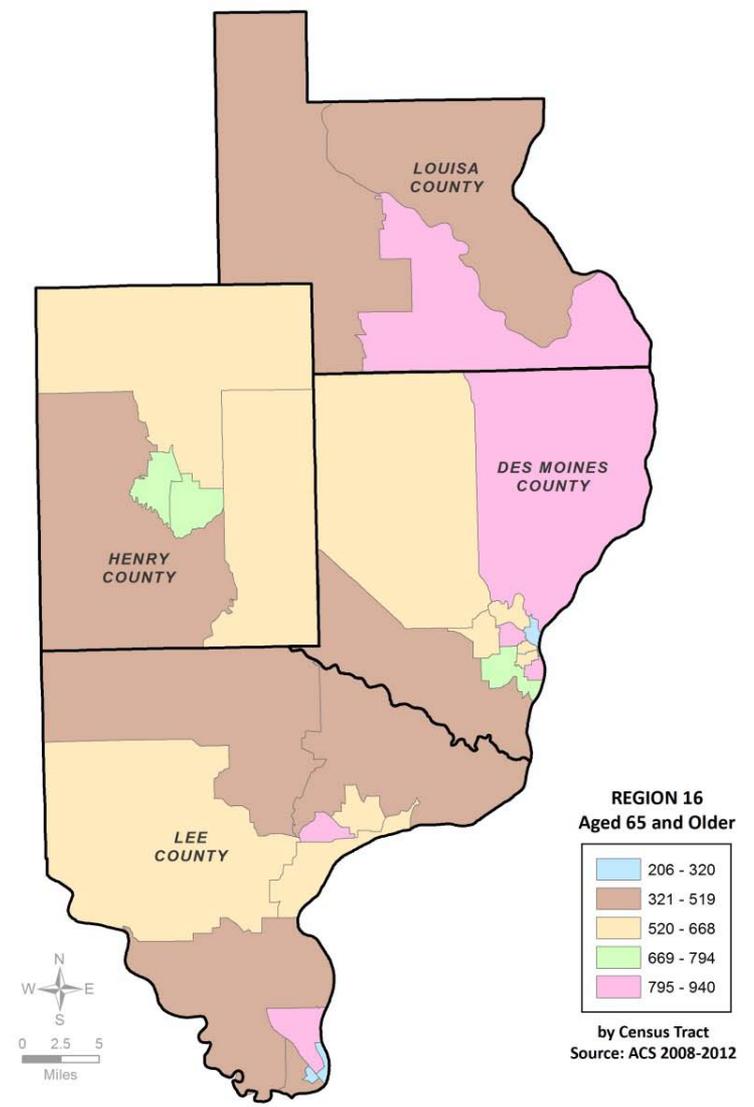
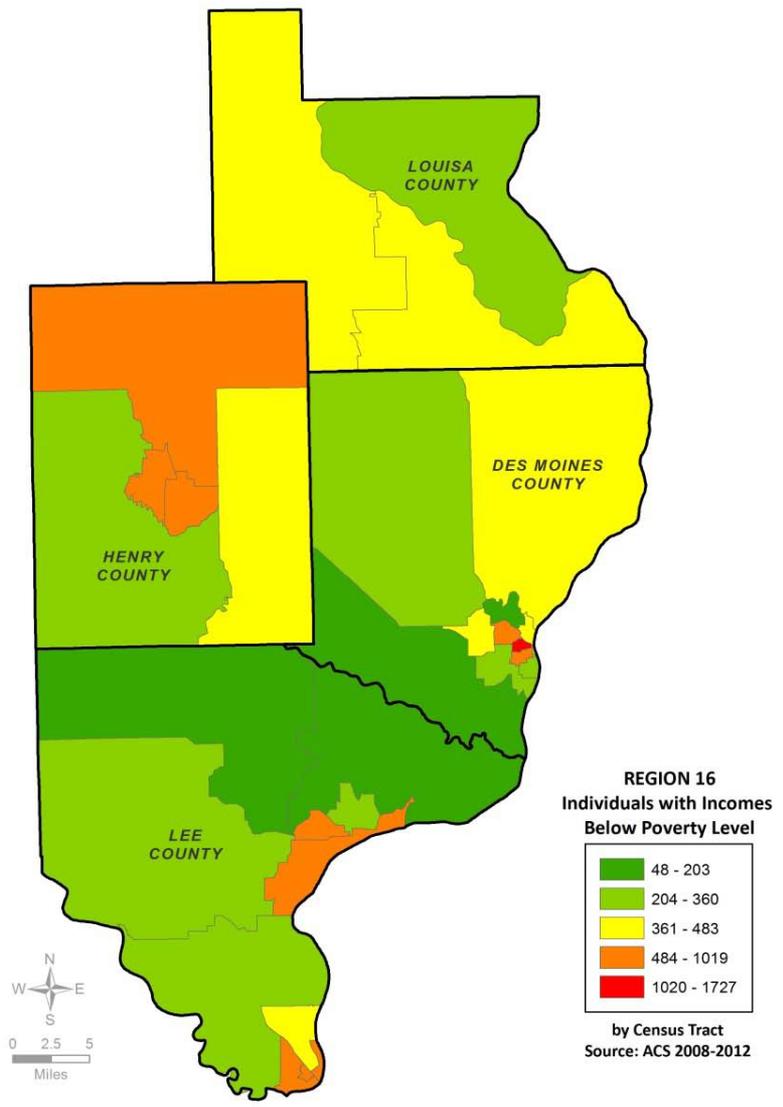
# What is the PTP?

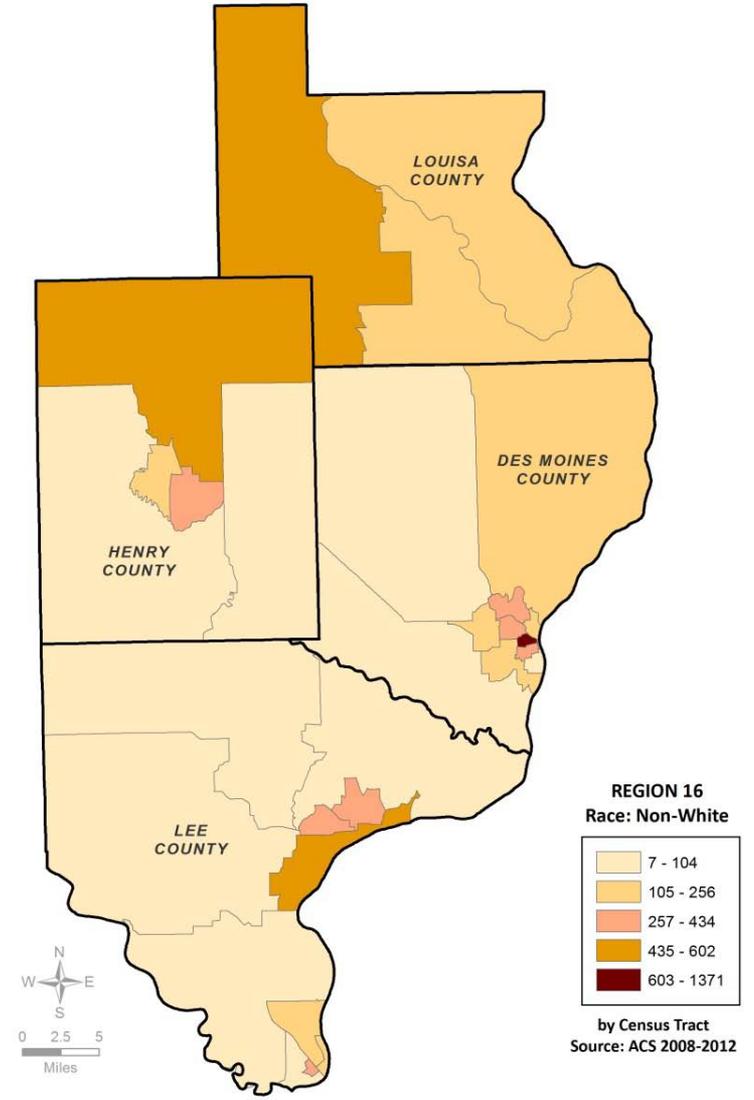
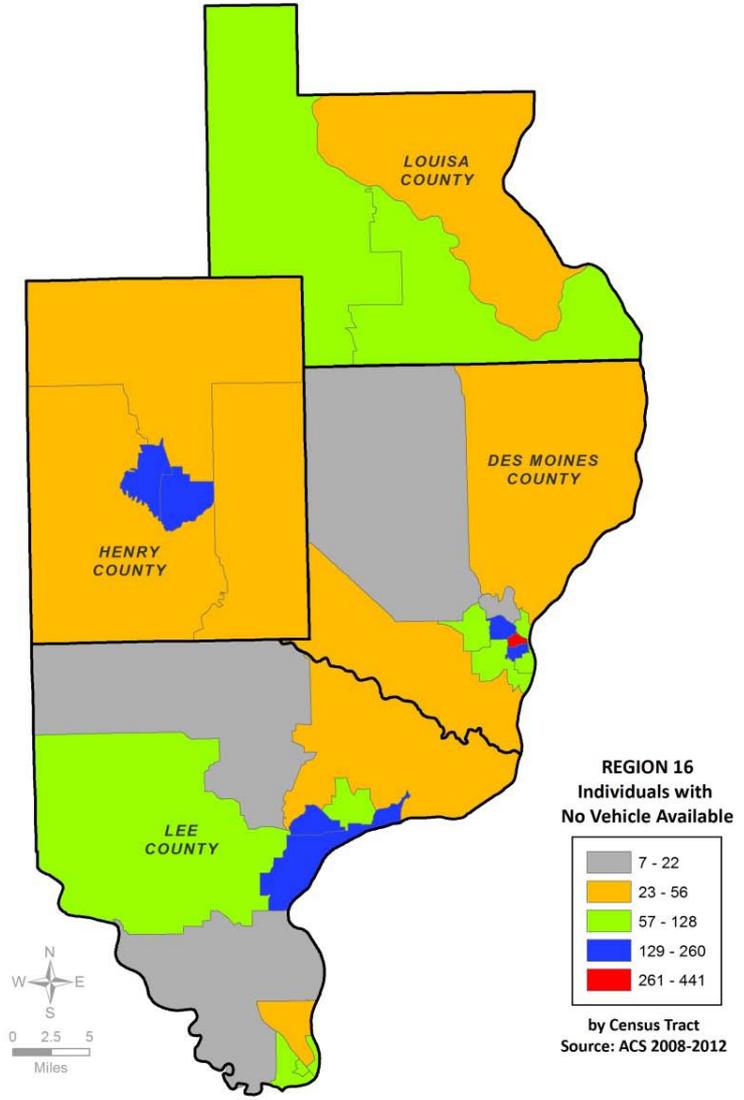
- Required by the Iowa Department of Transportation
- Incorporate and meet Federal Planning requirements
- More than meeting the requirements – chance to improve transportation service in SE Iowa
  - Provide a better understanding of passenger transportation needs and services in SE Iowa
  - Identify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

# Population Trends

- Total population in the region has declined 4.6%
  - 2000: 112,922
  - 2012: 107,699
- Population segments most likely to rely on public transit have grown
  - Limited English Proficiency: +43.5%
  - 65 and older: +0.4%
  - Below Poverty Level: +54.0%

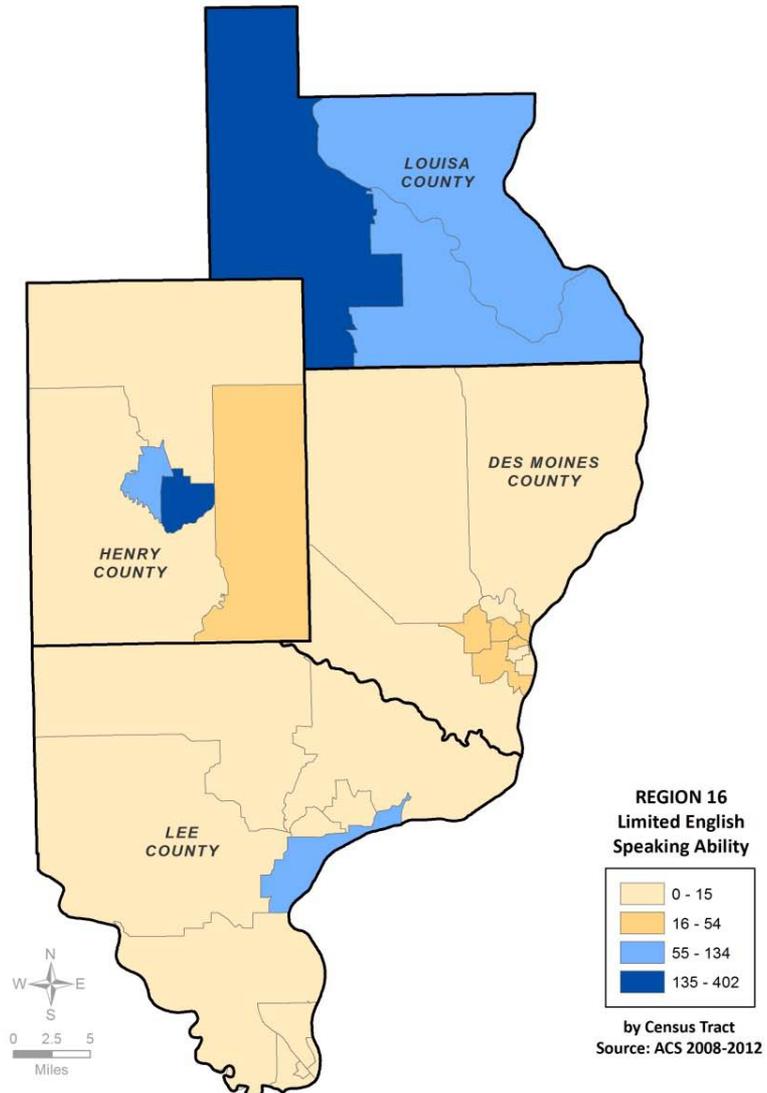
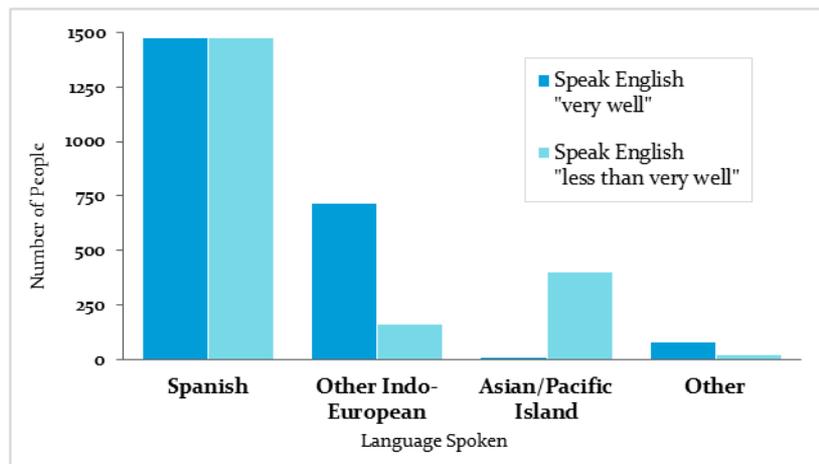






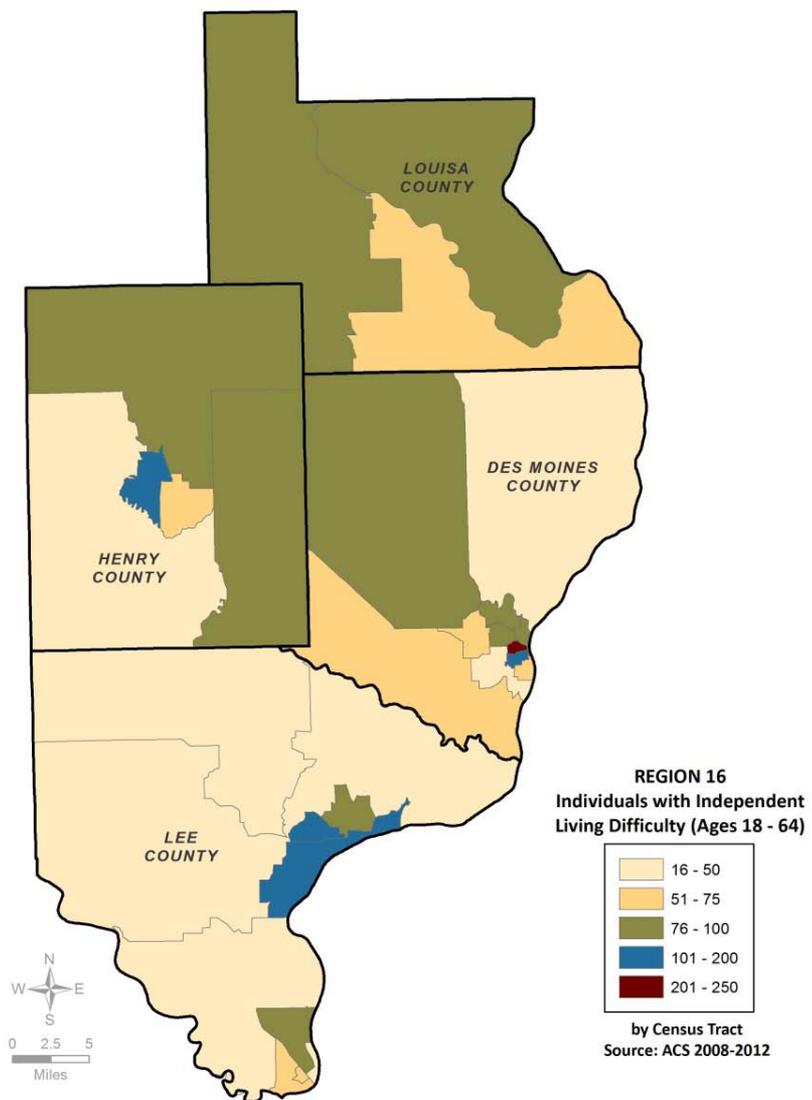
# Limited English Proficiency

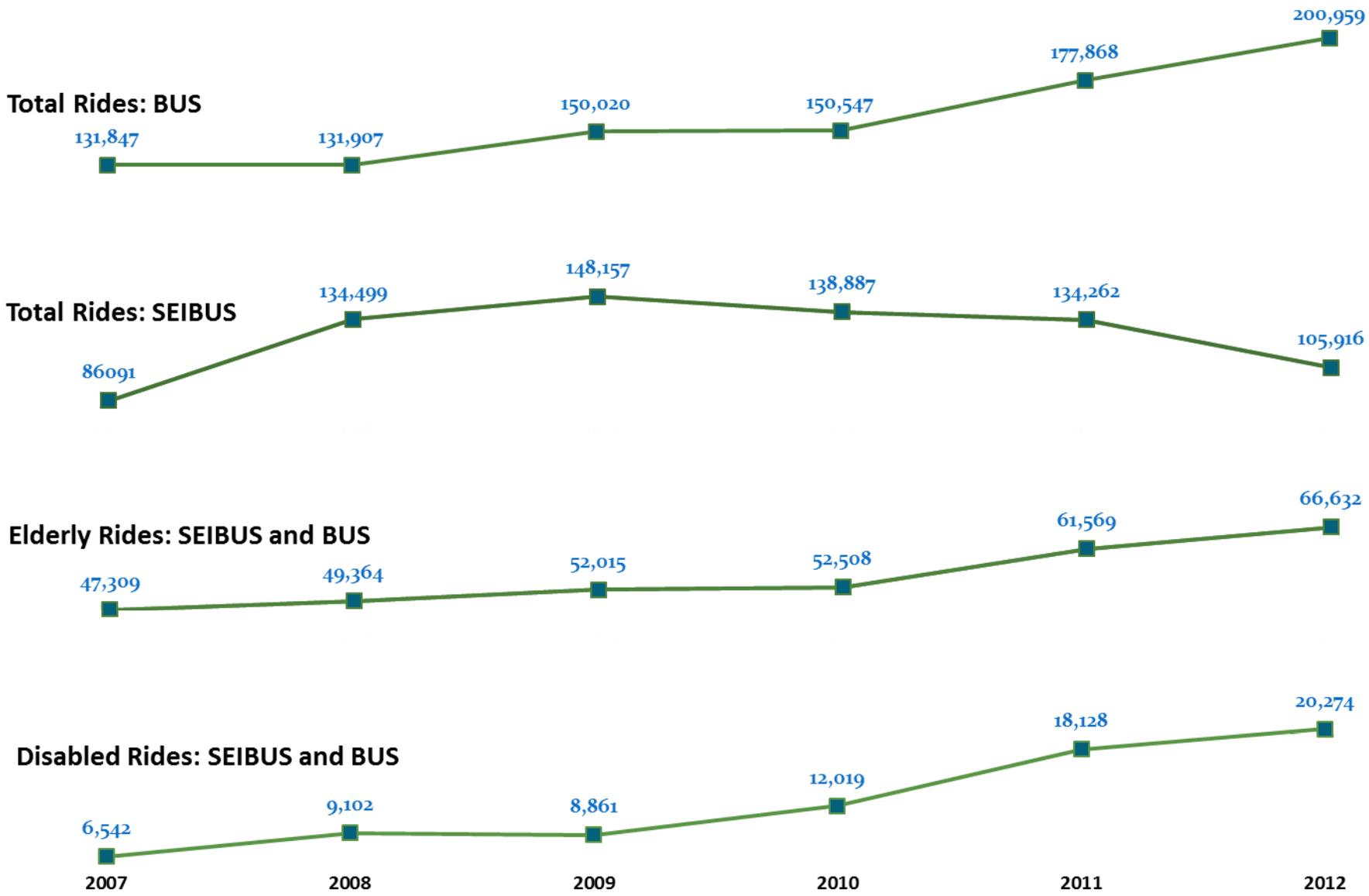
	Individuals with Limited English Speaking Ability (Age 5+)		
	<u>2000</u>	<u>2012</u>	<u>% Change</u>
Des Moines County	229	170	-25.8%
Henry County	132	547	+314.4%
Lee County	107	92	-14.0%
Louisa County	507	590	16.4%
<b>Region 16</b>	<b>975</b>	<b>1,399</b>	<b>+43.5%</b>



# Disability

	Individuals with a disability	Individuals with independent living difficulty (Ages 18-64)
Des Moines County	5,767	995
Henry County	2,687	458
Lee County	5,005	729
Louisa County	1,279	227
<b>Region 16</b>	<b>14,738</b>	<b>2,409</b>





# Existing Services

- Public Services
  - Burlington Urban Service (BUS)
  - Southeast Iowa Bus (SEIBUS)
- 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
  - Bickford Assisted Living
- 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
  - Pleasant Manor Care Center
  - Low Rent Housing Agency of Burlington
  - ResCare Home Care
  - Henry County Community Health

# Are we missing any?

- Did we mention your organization? Provide details.
- Did we miss your organization? Provide details.
- Do you know of any others we didn't discuss.

# What are we doing well?

- Transportation to Iowa City
- Fairly inexpensive
- Customer focused on individual needs
- SEIBUS/BUS services with Hope Haven
- Good volunteers/flexible with schedules
- Can provide service multiple days per week
- Safety
- Hearing impaired population – TDD call in center
- Providing service for medical and disable trips – What we do we do well? – Bob Bartles
- Translation service – Relay Iowa, Washington Medical Clinic, Louisa County Community Action

# What are our needs/priorities?

- What could we do to improve existing services?
- What are we missing?/What are the unmet needs?
- What aren't we doing that we should be?
- What opportunities are there for service?
- What fleet, facility, management needs do we have?
- Be general or specific.

# What are our needs/priorities?

- Have hearing impaired population
- Serving LEP/Minority population
- Regionally– Outside of medical need not many options for service
- Hours of operation – not conducive for all users (working poor, disabled)
- Wheelchair from rural areas to urban areas/services
- Appeal of transportation to general public
- Advertisement/marketing of services that are available – Brochures for Community Action
- Waiting time/speed of service
- Employee transportation
- Lack of capital funds for replacement of vehicles
- Contracted and sub contracted services
- Environmental benefits associated with transit – bicycles, emissions
- BUS Depot/exchange point not handicap accessible
- High wages/volunteers

# Next Steps

- SEIRPC will use input from meeting to create draft plan
- Submit to draft to Iowa DOT February 3<sup>rd</sup>
- Send draft for review and comment to regional partners
- Comments back to SEIRPC by March 1<sup>st</sup>
- Review by Transit Advisory Committee and SEIRPC Board at the end of March

# Questions

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- Travis Kraus  
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