REGION 6 PLANNING COMMISSION

HARDIN • MARSHALL • POWESHIEK • TAMA

DRAFT
2020-2024

RPA 6 PASSENGER TRANSPORTATION PLAN

Prepared by:

Region 6 Planning Commission

Peoplerides

Marshalltown Municipal Transit

Adopted by the Region 6 Transportation Policy Board on 04/29/2019

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SECTION ONE: Introduction and Process Discussion

Introduction

Region 6 Planning Commission is the transportation authority for Marshall, Hardin, Tama and Poweshiek Counties in central Iowa. The Region 6 planning region consists of four counties, 45 cities and the Meskwaki Settlement, which is located in Tama County. The Region 6 Planning Commission (Region 6) is one of 18 Regional Planning Affiliations (RPAs) in Iowa that is required to prepare a Passenger Transportation Plan (PTP). The PTP process 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 goals of the PTP are to:

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

Planning Process

The Region 6 Passenger Transportation Plan was researched and prepared by Region 6 Planning Commission staff, including the transit manager and transportation and community planners, to provide a comprehensive and holistic passenger transportation plan. Information was assembled in this plan – including vehicle inventories, meeting minutes with service providers and survey results – as a way to fully represent the region's current transportation services as well as identify unmet needs and a justification for future passenger transportation investments.

The planning process consisted of gathering information from:

- Local social and health services provider group meetings in all four counties over the four-year planning period
- Personal and telephone interviews with service providers
- An online survey administered to service providers
- A paper survey administered to transportation clients
- A public meeting open to all

From these efforts, needs and gaps in service were identified, goals and objectives were prioritized, and actions were identified to meet them. Coordination efforts that occur on a continual basis between service providers and transit providers were reviewed. These efforts were all undertaken to identify more efficient and better transit services to a greater number of clients.

Public Input – TAG

In the past, Region 6 has attempted to create a Transportation Advisory Group (TAG) committee, which has been generally comprised of representatives from social and health service providers, with the goal of conducting monthly or quarterly meetings. These agencies represent the majority of Region 6/Peoplerides clients in all four region counties. This effort has met repeatedly with very little success. It has been difficult to conduct these meetings in a location that was least inconvenient for all those who had to take time off from their work to travel to meetings. Membership often fluctuated, and most of the time proxy attendees were sent for those agencies that could not spare the administrators or decision makers the time to attend. While they were grateful for the services Region6/Peoplerides does provide, and the support fully the addition of services if and when funding is ever available to do so, those who attended the meetings did so with the expectation of being told there would be more funds available and more services provided to their clients. Once it was determined that that was not the case, there was little to no interest in continuing the committee or the meetings. Region 6 then attempted to conduct TAG meetings on a countywide versus region wide basis. While this effort met with some success initially, it was also ended due to lack of attendance.

In lieu of regional TAG meetings, Region 6/Peoplerides Transit Manager has attended local social and health services provider group meetings in all four counties. Public health agencies, nursing homes, medical clinics, hospitals, hospice, medical equipment providers, insurance companies, and human service agencies are represented at the county level meetings. All of these groups represent the general public, disabled, and senior needs. A variety of transportation, community, public transit, and other issues are discussed during these meetings. At these meetings the Peoplerides Transit Manager is able to obtain input directly from the source of these services as well as keep them up to date on the transportation opportunities and services that Peoplerides provides.

These meetings have greatly helped Region 6 transit to tailor their services more effectively and be more responsive to the needs of the citizens of the region. This strategy has been the best effort of entering the discussion and obtaining input about transit-related issues and concerns to date. Region 6 is also able to disseminate information about services, changes and requirements of the transit providers.

The relationship between Region 6/Peoplerides and the Marshalltown Municipal Transit is strong and collaborative. The Marshalltown Municipal Transit (MMT) transit director is a non-voting member of the Region 6 Transportation Committee. This person is invited to attend all service provider group meetings, and especially those in Marshall County. Due to the nature of his position as a fill-in for the dispatcher, drivers, and mechanics, he is not often able to attend. Peoplerides staff continue to work closely with the MMT director to share information and keep up with rider trends and needs.

Public Input – Local Service Provider Group Meeting Summary

In lieu of TAG meetings, the Region 6/Peoplerides Transit Manager attends service provider meetings throughout the region. Hardin County has two active groups, Hardin County Circle of Life and Hardin Senior Provider Alliance, that meet separately on a monthly basis. One additional group, Hardin County Transitions of Care, serves a specific clientele and has decided to meet once every four months. Marshall and Tama Counties have a combined group, Marshall/Tama Senior Provider Alliance, that meets every other month. Poweshiek County has one group made up of agencies that meets quarterly. Summaries of the local service provider group meetings attended in the last year are below, organized by county.

Hardin County – November 2017 to November 2018

Hardin Senior Provider Alliance, 11/16/17

Present: Renee –Hardin County Supervisors, Lynnette – NEI3A, Cara-NEI3A, Darwin-Hardin Co Extension, Josie-MICA, Jim-State Training School Board, Rachel-Greenbelt Homecare, Gary- Habitat for Humanity/Providential Homes, Virginia-Hospice Compassus, Rose-SHIIP, Carol-Heritage Care Center, Gloria-City of Hubbard.

- Greenbelt is looking for turkey donations – for Christmas in Hardin Co 12/9 at the fairgrounds 8:30-12:30.
- Hospice Compassus has program available for showing to groups
- Region 6/Peoplerides Transportation Manager provided information about all 99 Iowa counties having transportation. IOWA DOT website has interactive map for locations and contacts. We are listed with LifeLong Links also.

Hardin Senior Provider Alliance 1/18/18

Present: Lynnette- NEI3A, Darwin-Hardin Co Extension, BJ- Hardin Co. Supervisors, Gary-Habitat for Humanity/Providential Homes, Grace-Dorothy's Senior Center, Lora-Scenic Living Communities, Gloria-City of Hubbard, Carol-Heritage Care Center, Deb Terry, Rachel-Greenbelt Homecare

- NEI3A changes to only 1 meal choice. Lynnette will cover Butler County also
- Flu shots still available at Greenbelt. They are receiving referrals from Grundy County and may hire homecare staff there.
- Gary reported they have another home in Eldora that is being reconstructed, ready in the spring. Rent to own with Providential Homes.
- Heritage received AHCA recognition. They are cancelling some public activities to help stop the spread of flu.
- Hardin County Endowment Fund deadline is 2/2/18. Will provide approximately $100K in grants within Hardin Co.
- HCCOL will meet next Tuesday and conversation will be about transportation, so I encouraged everyone to attend.

Hardin County Circle of Life, 1/23/18

Present: MICA, Barb-ISU Extension Family Finance, Darwin-ISU Extension, Rocky-Greenbelt Homecare, Carrie-IRVECA, Mary-Friendship Club, Jana-CAPS/CPPC, Jen – Dcat, Renee-Hardin Co Supervisoers, Tam-Hardin County, Emily-Community Care, Gary-Providential Homes, Shirley-Hansen Hospital, Jill-NEI3A, Chris and Mary-Parent Partners, Dee-MICA, Stacey-Scenic Living,

- Mary at Friendship Club is looking for speakers for their group, or trip ideas.
- NEI3A Meals – if Iowa Falls or Waterloo schools close for weather related issues there will not be meals in Hardin County.
- A child care task force is being formed to address the need of child care in Iowa Falls and Hardin County.
- Rocky is starting to update the Hardin County resource directory.
- Region 6/Peoplerides Transportation Manager spoke about transportation in Hardin County – providing information about how to contact Peoplerides and some discussion items from the PTP plan. Will provide a simple flyer for the County Deal Day to the group – for sharing about transportation.

Hardin Senior Provider Alliance, 2/15/18

Present: Grace- Dorothy's Senior Center, Vicki-Hansen Hospital, Rick-Hansen Senior Life Solutions, Tam-Hardin Co Endowment, BJ-Hardin Co Supervisors, Virginia-Hospice Compassus, Josie-MICA, Gary-Providential Homes, Jeri-Connect America.

- Providential Home to be occupied April/May
- Hardin County supervisors – wrapping up budget, working on triage for mental health, creating crisis management teams. Have a shortage of EMS volunteers. County is providing $ to cities for training, etc.
- Hansen Hospital is Level 3 for the flu – everyone who enters must be masked, and immediate family only.
- Compassus has Tapestries program – networking to establish "memory cafes" for socialization.
- Grand Ji'Vante is starting an adult day care.
- SHIIP – provided 66,000 contacts in the state of Iowa. Open enrollment is 10/15-12/7 annually.

Hardin Senior Provider Alliance, 3/15/18

Present: Jerri- Connect America, Rachel-Greenbelt Homecare, Vicki-Hansen Family Hospital, Rick-Hansen Family Hospital, Darwin-Hardin Co Extension, Renee-Hardin Co Supervisors, Carol-Heritage Care Center, Michelle-Heritage Care Center, Virginia-Hospice Compassus, Gloria-City of Hubbard, Lora-Scenic Living, Rose, SHIIP

Open the group to all those interested in helping seniors in the Hardin County. Lora will publish something in the paper.

Peoplerides could provide transportation to seniors attending the meeting.
Hansen Hospital is at Level 2 flu – visitor restrictions, New Hansen CEO starts 4/16.
Greenbelt said census is high – 50 referrals since January
SHIIP – new Medicare cards beginning 4/1/18 – with new numbers. 20% of US population is on Medicare. Remind seniors to destroy old cards, after they receive their new card.

Hardin Senior Provider Alliance, 4/19/18

Present: Lynnette- NEI3A, Darwin-Hardin Co Extension, Renee-Hardin Co. Supervisors, Abigail-Connect America, Gary-Habitat for Humanity/Providential Homes, Grace-Dorothy's Senior Center, Lora-Scenic Living Communities, Jen-Hansen Family Hospital, Gloria-City of Hubbard, Rose-SHIIP

- Hardin County Senior Fair will be June 7th at Iowa Falls High School
- Renee with working with the VA Administrator to plan rides to VA Hospitals in DM and Waterloo – vans provided by hospital. Greenbelt Homecare will no longer be owned by Hansen Family Hospital; The County and City of Eldora will continue to be "owners".
- Abigail spoke about NEI3A funds being frozen, and not covering Personal Emergency Reponses services.
- Grace advised the senior center is busy – they take a bus to the casino on the 1st Monday of May, $10, 9-1 with a minimum of 25-26 people – provided by Leisure Time Express (a charter service). The senior center gets $5 back for each person.
- Rose said SHIIP is offering "Welcome to Medicare" classes on 5/23 and 8/28.
- Jen – Hansen Hospital has new CEO, looking for a RN to manage the Senior Life Solutions program.

Hardin County Circle of Life, 4/24/18

Present: Rocky-Greenbelt Homecare; Shirley-Hansen Hospital, Tam-Hardin Co Foundation, Linda-CPPC

Small group attending today.

- First weekend in August will be Back to School event, instead of Family Fair this year.
- Senior Fair planning- most speakers are selected, brochures are ready.
- Peoplerides will provide free transportation to seniors for the event.

Hardin Senior Meeting, Eldora, 8/16/18

<u>NEI3A – Lynnette</u>

- still has Farmers Market coupons.
- NEI3A Board needs a rep for Hardin County.

<u>Board of Supervisors – Renee</u>

- Drive for another dog for the PD department
- Added 8 hrs to VA admin position, 641-373-0349 Bernie Pearson

- State has funding for a VA van - $3K annual cost is included in maintenance – NEI3A still has volunteer drivers.

City of Hubbard – Gloria
- 8/18/18 – Big Green concert
- Medical center walls are going up.
- Care Center ALZ unit is full

Hansen Hospital – Vicki
- SHIIP flyers are out
- They have a safe "Decon" (decontamination for chemicals) room at the hospital (see flyer)
- Wound clinic in Iowa Falls opened today. Previously had to go to Mason City for this care.
- Senior Life Solutions is hosting their first "aftercare" for graduates on 8/30/18.

Providential Homes – Gary V
- Continued work on home in Eldora – need appliances, cabinets and plumbing.

Mental Health Board – Jim J
- Reminder that people with mental illness can be employable.
- CICS has IPS (individual placement support services)

Heritage Care Center – Carol
- Hosting first 5K run on 9/15/18 with proceeds to Salt & Light ministries.

Dorothy's Senior Center – Grace
- Will be hosting a birthday party for 100-year-old

Region 6/Peoplerides Transportation Manager provided information about transportation in the county, including deal days on Wed and Friday, and a reminder that Peoplerides is open to ALL.

Hardin County Circle of Life, Iowa Falls, 9/25/18

Rocky-Greenbelt Homecare/Public Health
- Spoke about little food pantries (same as little libraries), working with the local high school shop class to build

Julie-Greenbelt Homecare Administrator
- Expanding – taking Franklin Co clients and expanding in Grundy Center.
- Transportation they are helping provide a safety net for those who fall through the cracks. Working with the county for vets for free rides. Working with EMS for after hours.

Gary V – Providential Homes
- Still need funding to finish Eldora home.

Roxanne – Quakerdale

- Bridge of Hope at Franklin Co – service women and children who are homeless. She has a goal to bring this project to Hardin Co. Faith based organization – looking for church members to work with moms

Lynette – NEI3A

- Working of Fall Prevention

Jill – NEI3A

- Working on Tai Chi and Matter of Balance

Mary – Friendship Club

- 2 grants this summer and working on the cement and pavilion

Kathy – Dept of Public Health (HIV)

- New condom distribution program in clinics, etc.
- Can order harm-reduction supplies when needed

Angie – Iowa Falls schools

- Have food pantry in the High School for those who have a student in IF school district

Carrie – IRVECA

- Updating their community needs plan – sending out partner survey

HCCOL (Hardin County Circle of Life), Iowa Falls, 10/23/18

This was their annual legislative meeting. Legislative attendees:

- Brenda Brink - Democratic candidate running for House District 49
- B.J.Hoffman – Hardin County Supervisor (not running for office this year)
- Dave Deyoe – current Republican House Representative for District 49.
- Annette Sweeney – current Republican Senator for District 25 since 2018 when she won a special election to replace Bill Dix when he resigned.

Brenda – had a goal to talk to people in the district. Knocked on 5100 doors since last fall. 5 year lobbyist (Iowa Citizens for Community Improvement). Iowa needs to invest in education healthcare, mental health and agricultural sustainability.

BJ – provided info about what is happening in Hardin County. Update and replace the HVAC in the court house, summit for Jail Diversion Programs in the state. Gave an update on the mental health region – and economic development issues.

Dave – has served 12 years (6 years in this area). The revenue estimating conference (REC) estimates have been off for 5 years (negatively) due being bipartisan budgets. Past year was Republican and ended balanced. K-12 education has not been cut since Culver 10% across the board.

Annette – 4 years of service before redistricting. Spent 6 years advocating for rural Iowa. Has goal to know what is happening Federally and in state.

Members had the opportunity to ask questions of the legislative attendees and provide discussion on issues Hardin County and Iowa are facing. Comments are as follows:

- Why are public health grants and state funding continually cut?
- Urged all members not to forget the transportation "piece" when discussing funding and services for mental health issues, Medicaid and other programs.
- High speed internet in the Hardin Co area is lacking
- 11.7% of IA budget goes to substance abuse prevention. .88/$1 goes to "after the fact" issues – if more money was put into prevention, there would be less money needed for after care.
- Top priorities needs to be K-12 Education, Medicaid and Public Safety
- Early Childhood Iowa is wholly funded by state since 1998 – no increase in funding since 2008.

Hardin County Transitions of Care, 11/13/18

Call to order-Reflection
A meeting **of** Transitions of Care was held at Greenbelt Home Care on November 15, 2017. Attendees included Hansen Family Hospital, Gateway Hospice, Peoples Rides, SLC Ashbrook, EMS Eldora, and Greenbelt Home Care.

Old business
Meeting structure was discussed, we will have meetings every 4 months: March, July, and November

New business/Education
Ryan Sutcliffe – Director for EMS Eldora updated all on the service area and services provided by EMS. The audience presented questions regarding concerns of AMR leaving Iowa Falls. LeAnn Lynch – Peoples Rides updated all on the public transit agency. See attachment for more details. Rachel Johnson –Gateway Hospice located in Clarion - provided information on the services provided by their agency, and the expansion of their area to include Hardin County, and discussion of a drop station at Greenbelt Home Care.

Open Discussion
Transportation availability for clients/patients an ongoing concern and continuation of documentation of a need. Continued need for communication among all of

Next Meeting
March 2019- date to be determined pending availability of a presenter at Greenbelt Home Care, Eldora. Presenter: Please provide Judy with any suggestions on what you would like to have presented or discussed at the TOC meetings.

Hardin County Circle of Life, Iowa Falls, 11/27/18

Present: Carrie from Iowa River Early Childhood (working on community surveys for their service), Allison from Achieve Mental Health, Darwin from Hardin Co Extension (provided overview of recent programs provided by the extension office), Tam from Hardin Co. Endowment, Rocky from Greenbelt Homecare (cheer bags for elderly), Kathy from Iowa Dept of Public Health, Megan from United Healthcare community outreach, Gary from Providential Homes, Arlen from Providential Homes, Stacey from Scenic Living (their Cedar Ridge facility has openings for apartments), Allison from Hansen Family Hospital (new program director for Senior Life Solutions).

- Finances were reviewed by Darwin
- Rocky gave an overview of the Helping Holidays in Hardin County (Christmas Store). Cost will be approx $8000 this year and they currently have $9000.
- Group voted to allow up to $300 from HCCOL for kid zone crafts on the shopping day
- CPPC merger – Jen Randall provided info via phone: Community Partnership for Protecting Children will merge into HCCOL rather than having a separate meeting .
- Little Food Pantry – 25 units ready – plan to place in the ground in spring. So. Hardin shop class made them.
- Guest Speaker – Arlen Daleske from Providential Homes gave an overview of their mission.
    - Homes in the Eldora area are acquired free or low cost, and then rehabbed with all volunteer labor and donated or purchased materials – as funds become available.
    - Homes are "rent to own" working with low income families – many single mothers with children. They pay only the costs that were put into the home and then own it when paid for.
    - They are now a 501C3 and have worked on this for 3 years.
    - Have done 3 homes in the Eldora area and working on a 4th home.
    - Volunteer group works every Thursday
    - IFA funding and donations

Marshall and Tama County – November 2017 to November 2018

MARSHALL/TAMA Senior Provider Alliance, 3/6/18

Present: Robin-Willows, Lindsey-Willows, Brenda-McFarland Clinic Express, Chris-IVH infection control officer, Cheryl-IVCCE, Kelly-Westbrook Acres, Chris-DON Unity Point Health Marshalltown, Marna-Ind.Insurance, Abigail-Connect America, Bob Daniels, Brittny 0NEI3A, Jenny-Bickford, Myra-Bickford, Pat-Public Health, Brook-Glenwood Place, Vicki-Embers, Kim-YMCA/YWCA

Robin and Lindsey from the Willows Assisted Living and Memory Care provided information about their new facility. Tours available during the day anytime. They have 40 assisted living beds and 18 memory care beds. Their website has a time lapse video of construction. They expect construction to be done 6/10/198 and opening 9/1/18. Open House is 3/31 10:00-2:00.

Brenda at McFarland Express Care at HyVee gave an overview of their services. Limited lab tests (no blood draws), Monday through Friday 9-7, Saturday/Sunday 9-5 and Holidays 10-4 except Christmas day or Thanksgiving Day.

MARSHALL/TAMA Senior Provider Alliance, 5/1/18

Present: Rhonda-Iowa River Hospice, Marna-Ind.Insurance, Robin-Willows, Lindsey-Willows, Kelly-Westbrook Acres, Jeff-Home Instead, Abigail-Connect America, Pat-Co Public Health, Jordan-Grandview Heights, Brittney-NEI3A, Dann-Grandview Heights, Cara-NEI3A, Cheryl-IVCCE

- NEI3A provided information about their funding, options counseling, case management, nutrition, classes, Caregiver program and veterans HCBS services. Farmers market coupons will be handed out starting 6/4, each person receives $30 in coupons.
- Peoplerides will provide a vendor table at the distribution on 6/4.
- Grandview Heights – working on their Rehab to Home program. Last quarter 76 admissions and 65 went home. They are hiring "service assistants" to help the CNA's with answering lights, providing water, transfers for meals, etc., as the demand for CNA's is big, but hard to fill.
- Willows – open house in late June when their building is finished.

MARSHALL/TAMA Senior Provider Alliance, 9/11/18

Present: Rhonda-Iowa River Hospice, Marna – Ind. Insurance, Dann-Grandview, Kelly-Westbrook Acres, Gladbrook, Heather-Westbrook Acres, Gladbrook; , Vicki-Embers, Kim-Emergency Management, Russ-IVH, Jonna-Home Instead, Kristi-Care Initiatives Hospice, Cheryl-IVCE, Tiffany-Premier Estates, Kim & Angie-YMCA

Kim Elder spoke about the recent tornado, the current status and what lessons were learned.

- Spontaneous volunteers can be a problem and a blessing.
- Job organization was very frustrating for command & responders – need to step back and organize.
- Life safety and life-saving efforts are always first.
- A reminder to all facilities to look at their "sheltering plan", as Marshalltown was using #13 on their list – so good to have a lot of backup plans and "know your neighbor"
- Do the safety exercises and training!
- Clean up efforts were 2-3 weeks ahead of "normal" due to the many volunteers.
- Biggest gap – getting info out to those who don't do social media – flyers door to door.
- A reminder to those who are required - CMS has a template for disaster plan.

Poweshiek County Meeting Notes – November 2017 to November 2018

Poweshiek Interagency Meeting, 3/8/18

Present: Linda Romero, GRMC; Susan Hiner, CICS Poweshiek County; Brenda Daily, CICS Poweshiek County; Sharon Van Dyke, Grinnell Housing Authority

CICS
Info on the Mobile Crisis Information Meeting. Services will be free for kids and adults. Contact by anyone, not just the client, through the existing crisis line; can be referred. 6 on call at all times. Response time target is less than one hour. Mobile Crisis Response is a service that provides teams of professionals that can provide on-site, face-to-face mental health services for an individual or family experiencing a mental health crisis. They can respond wherever the crisis is occurring—in an individual's home, the community, or other locations where an individual lives, works, attends school, or socializes. CICS has added jail diversion options. Fastest growing application pool is inmates.

General Assistance: more requests for deposits, rent, utilities. No funds/approval for these.

GRMC
New ER is open. One room is set up for mental health crisis; back wall can be put down covering equipment, cords, etc. New ENT likely. Opioid Guardianship Program coming. Working towards rate your comfort level instead of rate your pain level--may help reduce drug over-use/abuse. Hoping for some rule changes that will let lower level staff do online medical history research to help with doctor and drug shopping to reduce drug over-use/abuse.

Housing: 170 on the waiting list; Funding and other issues are the same.

Region 6/Peoplerides not able to attend meeting.

Poweshiek Interagency Meeting, Grinnell, 9/6/18

SATUCI – Molly
- Offering counseling on M,W, in Grinnell w/1 counselor
- Drug drop off cards provided
- Working with schools on presentations
- Offering NARCAN training (1/2 hr training + 2 pack kit)

CICS Poweshiek County – Susan
- MICA – LIHEAP on website
- Pow. Co Emergency website has storm damage link (Brian is EM coordinator)
- Pow Co Services Coordinator - Brenda Dailey –
- 50 apps for funding in May, June, July
- Providing jail based services for "jail diversion"

Housing Assistance

- Mental illness prevents proper rent or utilities – as payments are late. Need help to prevent evection
- Mobile crisis unit called out 15 times in 2 months. People may not be eligible but will fund crisis MH assistance, transportation and attorney.

GRMC – Linda

- New Ortho on Fridays – alternates with General ortho and hand/shoulder
- ER has MH safe room with camera

Housing – Sharon

- Section 8 housing - Send people to her! Wait list is low.

Region 6/Peoplerides Transportation Manager provided information about transportation in Poweshiek County and a reminder that ALL are welcome to ride.

Public Input – Surveys

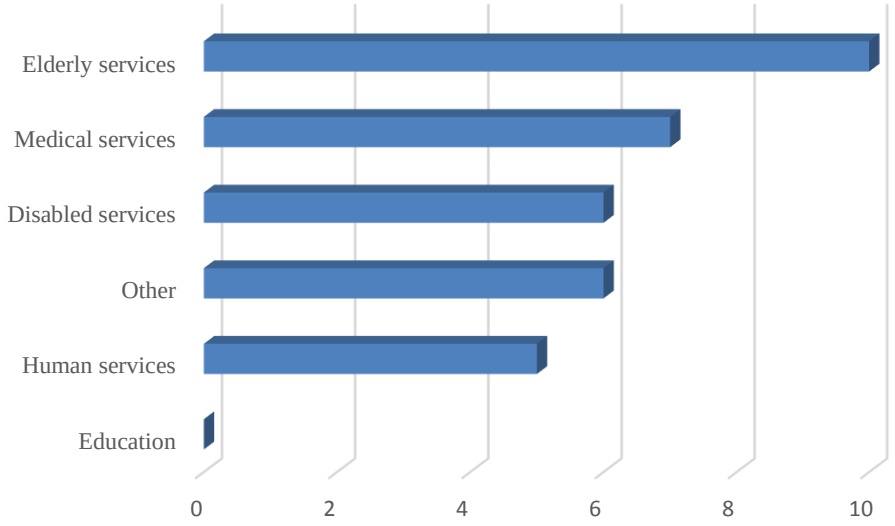
In order to plan for future passenger transportation needs, Region 6/Peoplerides solicited public input via separate surveys for two groups: agencies that Peoplerides works with directly to provide transportation services and consumers of Peoplerides. These surveys were administered through a combination of online (www.surveymonkey.com) and hard copies.

Agency Survey

For the agency survey, agency representatives were provided with links to the survey via email and supplemented with hard copies for those recipients known to be without internet access. The survey was open for 15 days from October 25 to November 8, 2018. The survey yielded 34 agency responses. Findings are summarized in the following pages. A sample of this survey is included in the appendix of this plan.

Most agencies represented in this survey do not provide their own transportation. Instead, they facilitate rides for their clients/customers through Peoplerides services. Agency responses came from groups that provide human services, medical services, disabled services, elderly services, government and non-profits.

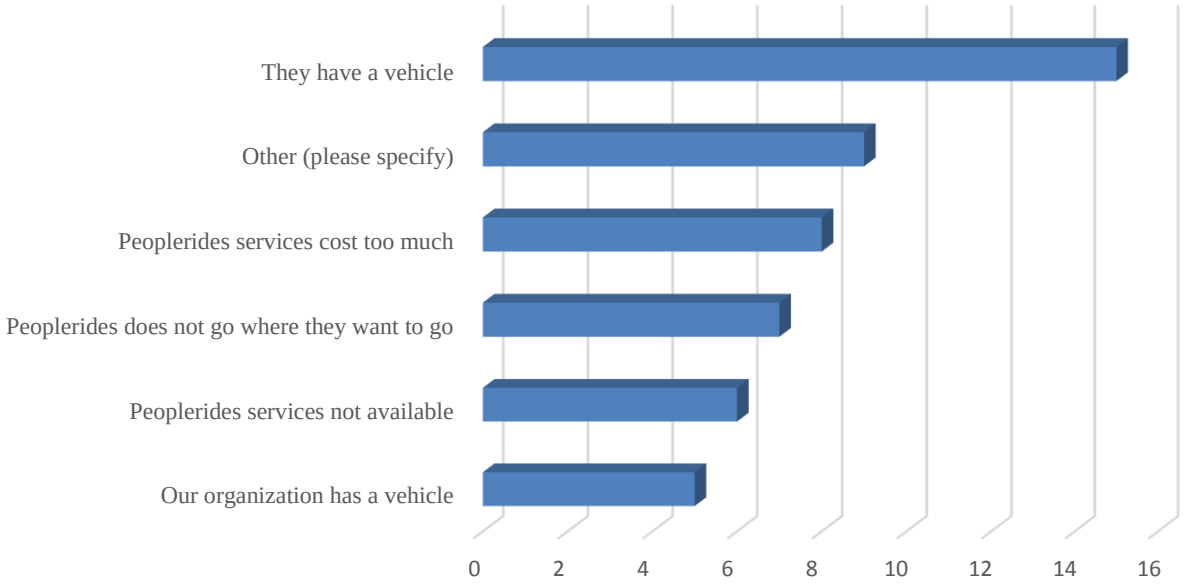
Which of the following best describes your agency, organization, or business?



Other responses include: city government, emergency management, rental assistance organization, charitable trust, transportation organization, and nursing home.

The majority of respondents (76%) stated that their clients regularly used Peoplerides services. When asked, "why don't your clients regularly use Peoplerides service," the most common response was that their client has a vehicle (52%). Other popular responses included Peoplerides services cost too much (28%) and Peoplerides does not go where they want to go (24%). Respondents could choose more than one response. Response results are included on the following page.

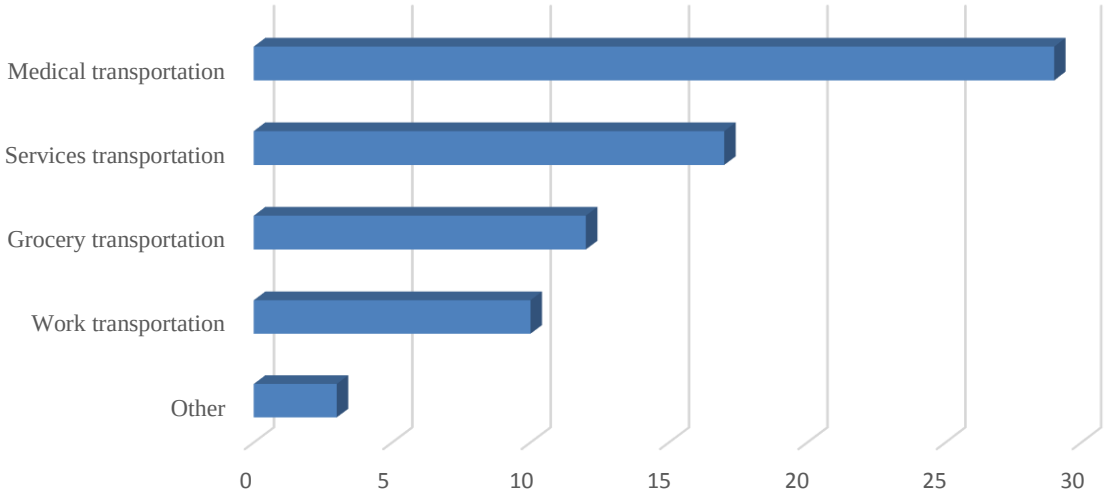
Why don't your clients regularly use Peoplerides services? (check all that apply)



Other responses include: they drive themselves, they walk, they use the city bus, they were told rides were not available at the time, the time of the appointments do not overlap with availability, and they don't like to schedule through Medicaid.

When asked "what types of Peoplerides services do your clients use," the vast majority said they use Peoplerides for medical transportation (88%) followed by services transportation (48%) and grocery transportation (36%). Respondents could choose more than one response.

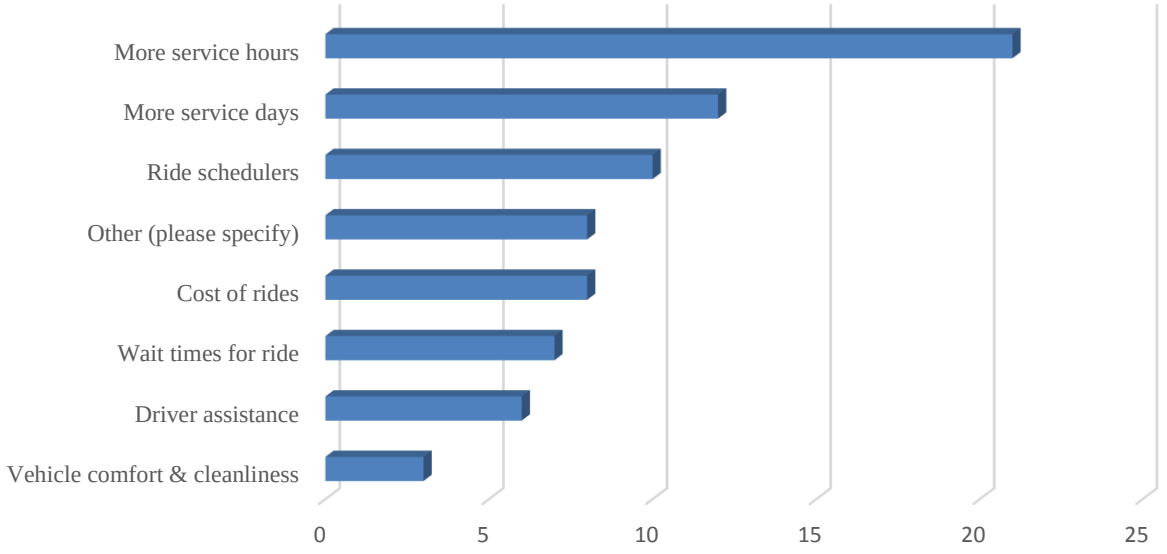
Why types of Peoplerides services do your clients use? (check all that apply)



When asked to rate the quality of Peoplerides services, 84% of respondents rated the service as very good or good, followed by 13% as indifferent. One survey respondent (3%) rated the quality of Peoplerides service as poor and no respondents rated the service as very poor.

When asked how Peoplerides services could improve, a large number of respondents stated that they would like more service hours (72%), followed by more service days (41%).

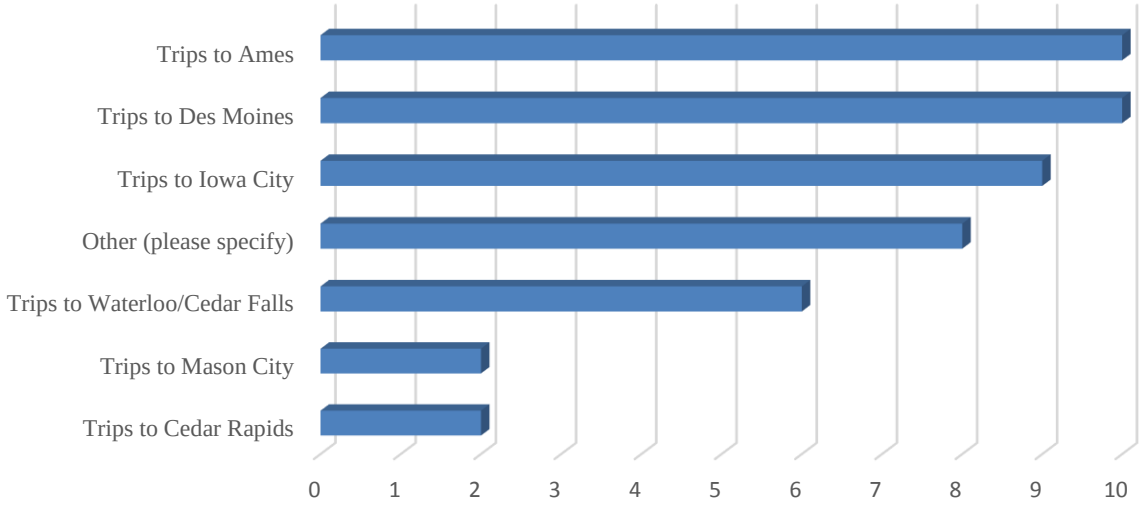
What can be improved with our services? (check all that apply)



Other responses include: Start service in Jasper County, more drivers to increase ride availability, increase ride availability outside of limited hours M-F, allow dogs and cats in carriers, and satisfied with service (4).

Regarding routes or transportation trips that are not currently offered, or not offered at a desired price, respondents indicated that they wanted to see trips to Des Moines (45%) and to Ames (45%) followed by trips to Iowa City (41%).

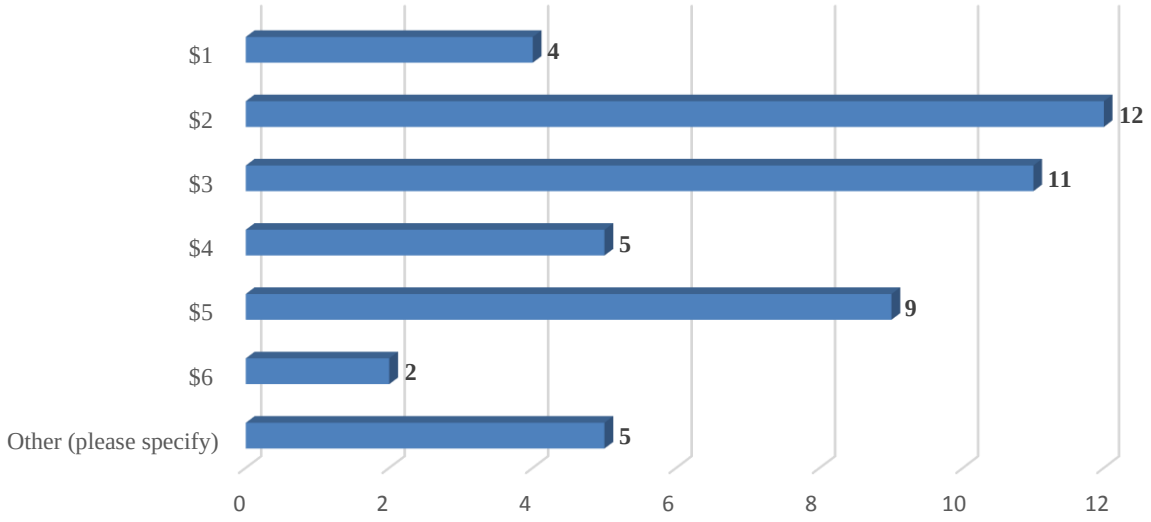
Are there transportation trips that you would like to do that are not available or not available at the desired price? (check all that apply)



Other responses include: Rates for out of town service are too expensive for most riders, Jasper County, group leaf tours in the fall, and none (4).

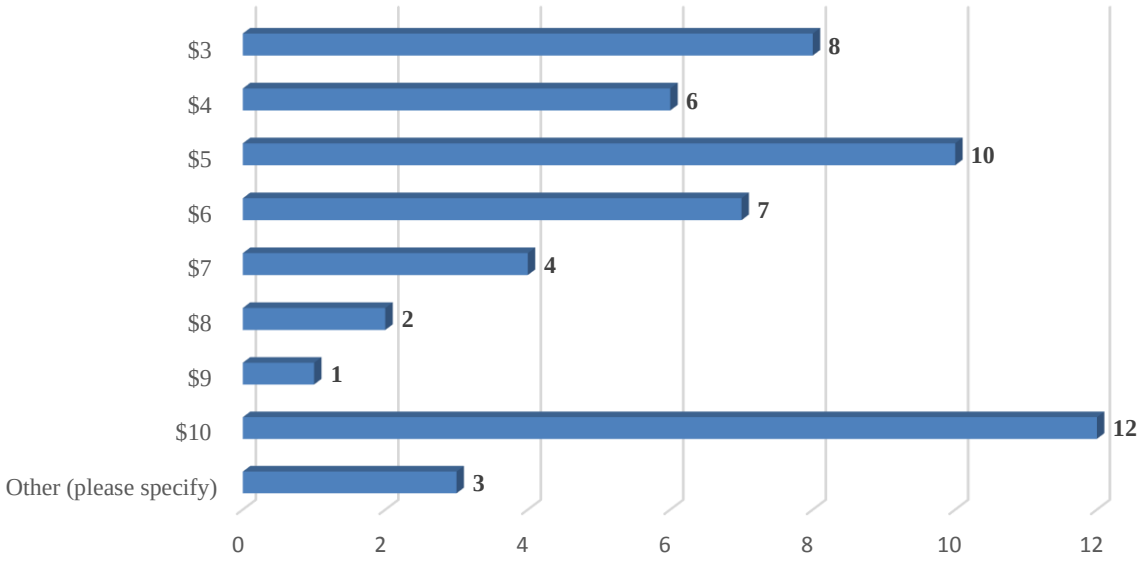
The majority of respondents (50%) considered a $1 or $2 round-trip transportation fee as affordable for same-city service. The average desired service fee for round-trip in town trips was $3. While Region 6 recognizes the need in the region for affordable in-town trips, a $3 (round-trip) rate is not a rate that we can provide without more robust grant funding. The average desired service fee for round-trip trips within one county was $6. Responses for trips out of the county (round-trip) were slightly more varied with 38% of respondents considering $10 as an affordable round-trip rate.

What transportation fee is affordable and attractive for a round-trip ride within the SAME CITY as your clients live? (check all that apply)



Other responses include: Free (2), don't do in-town transportation, don't have clients, not everyone needs a round-trip ride.

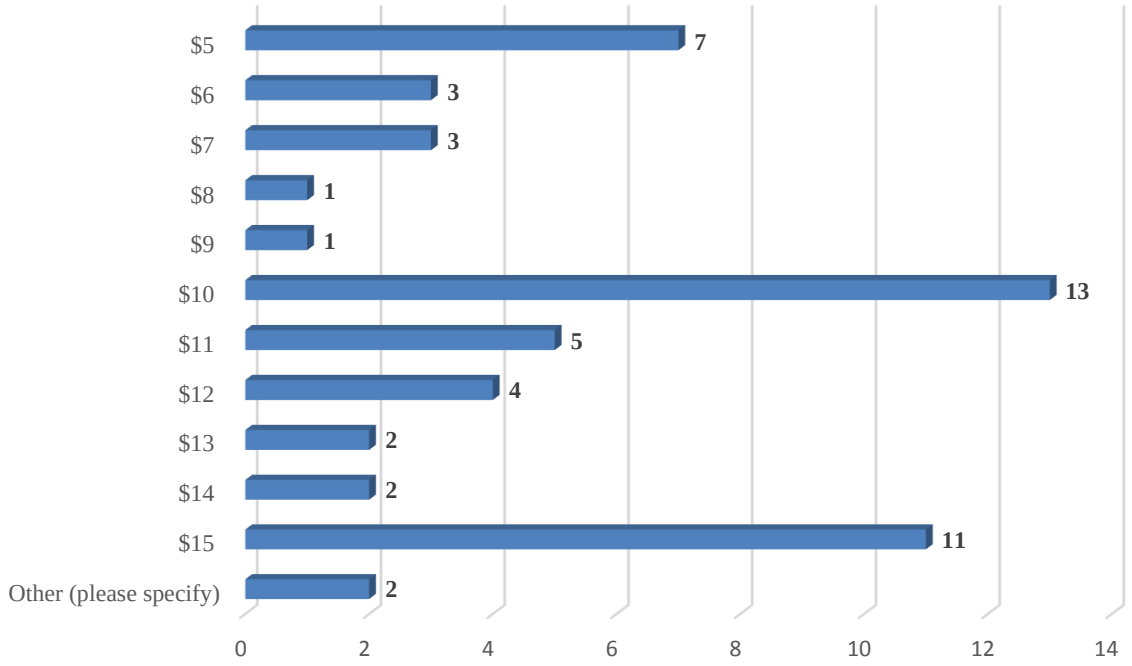
What transportation fee is affordable and attractive for a round-trip ride within the SAME COUNTY as your clients live? (check all that apply)



Other responses include: Sliding scale depending on distance of ride, free, N/A

Responses for round-trip rides outside of the county were also varied with an average desired service fee for round-trip service to an adjacent county at $10.

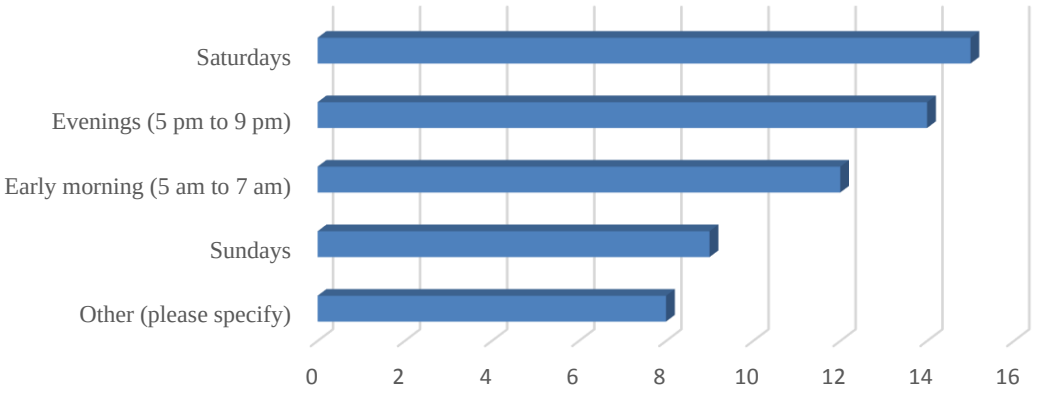
What transportation fee is affordable and attractive for a round-trip ride to an ADJACENT COUNTY from where your clients live? (check all that apply)



Other responses include: Free, N/A

Regarding unmet transportation needs, a majority of respondents reported that transportation needs exist on Saturdays (54%) and evenings from 5PM to 9PM (50%). Two respondents indicated a lack of drivers available to meet demand for normal Monday – Friday trips from 9 AM -5 PM.

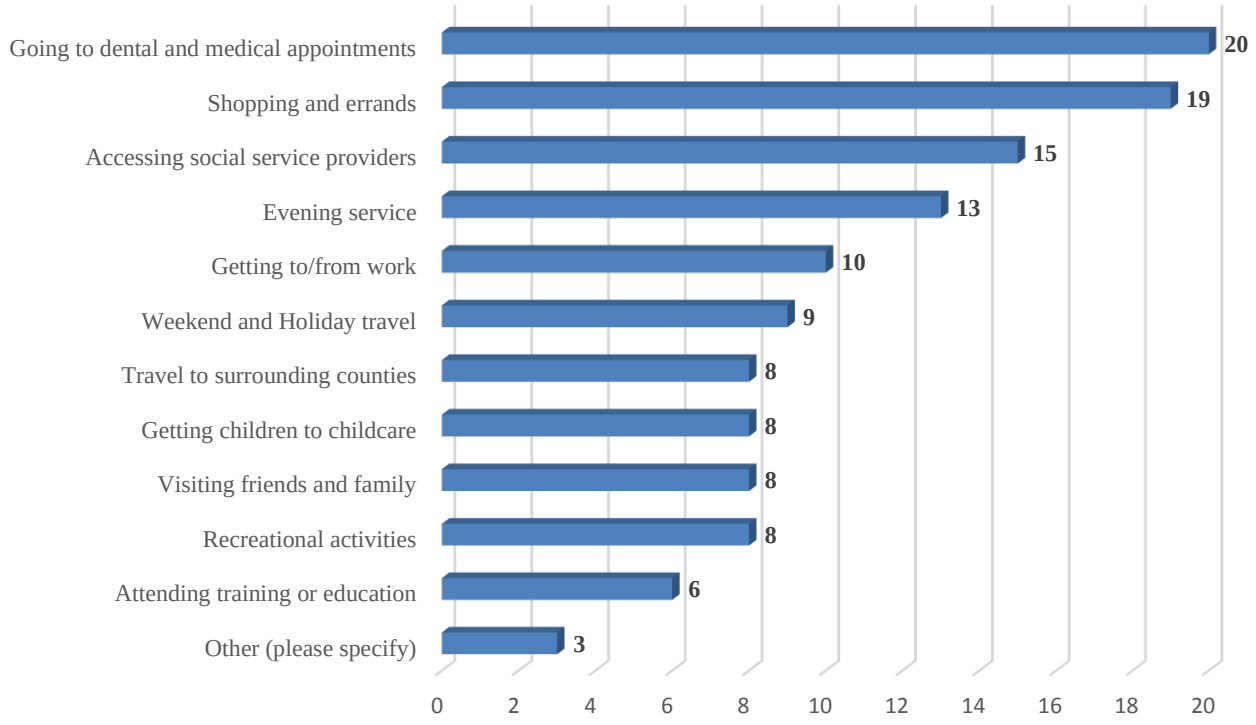
Do your clients have transportation needs at these days and hours?



Other responses include: MWF cannot get rides due to prioritization of dialysis, riders can't schedule after 2PM for round-trip, more M-F 9-5 rides.

A majority of respondents indicated that their clients would like to see transportation services for dental and medical appointments (65%) and shopping and errands (61%). Region 6 recently began a pilot taxi service in Eldora (Hardin County) to offer rides for shopping and errands, among other trip types. Staff numbers and time, both for drivers and dispatchers, are a challenge to offering a larger variety of transportation services and times.

What other transportation services would your clients like? (check all that apply)



Other responses include: School transportation for open enrollment, N/A (2)

Rider Feedback Survey and Organizational Feedback Survey

In January of 2017, Peoplerides conducted a survey intended to collect rider feedback. For the rider survey, riders were given access to a hard copy of the survey on a Peoplerides bus and asked to fill out the survey and return it to a Peoplerides driver, or return it to the Peoplerides office by a certain date. In addition, surveys were mailed to more than 20 Peoplerides clients and represented all four of our service counties. A total of 33 rider feedback surveys were returned.

Also in January of 2017, Peoplerides conducted a survey to collect feedback from partner organizations. Surveys were mailed to partner organizations to identify any recommendations or shortcomings regarding Peoplerides service. A total of 22 partner organization surveys were returned. A summary of survey responses from both groups is included in the following pages.

Rider Feedback Survey

Comments from the 33 rider feedback survey were extremely positive. 31 of 33 riders said that Peoplerides meets their needs, found our drivers to be courteous and felt safe while riding Peoplerides. All 33 riders stated that they would recommend Peoplerides to a friend. Several riders commented that they already have recommended the service.

21 of 33 riders found our office personnel to be courteous; six respondents left the question blank and another six wrote in comments that said their interactions were usually positive but may have had an issue in the past. Sometimes, conflicts occur if riders don't understand they need to give advanced notice for rides (or they are not able to) or if a route schedule is running ahead or behind schedule. Several agency staff have commented in the past that Peoplerides dispatchers do the best they can with the resources they have. Riders were encouraged to write in any additional comments about their experience at the bottom of the survey. Overall, these responses generated very positive comments about the value of the service and gratitude that the service exists. Several suggestions for improvement were also shared. General themes of comments are included below.

Do you feel Peoplerides meets your needs?

Yes	No	Other
31	0	2
Other includes: Doesn't always get rides downtown, doesn't always pick up at location		

Do you find our drivers to be courteous?

Yes	No	Other
31	0	2
Other includes: Some trouble with rudeness, most of the time they are nice		

Do you feel safe while riding with Peoplerides?

Yes	No	Other
31	0	2
Other includes: Feels safe with all but one driver and only sometimes, question mark		

Would you recommend Peoplerides to a friend?

Yes	No	Other
33	0	0

When you contact the office do you find the office personnel to be courteous?

Yes	No	Other	No answer
21	0	6	6
Other includes: Sometimes, generally, most of the time, some staff have had problems			

Is there anything else you would like for us to know about your experience with Peoplerides? Open-ended comments included general themes of:

- Overall very positive comments
- Contact rider if driver will be late, keep drivers on time, can sometimes be early or late
- If appointment runs long, may have to wait to be picked up
- Request to have 8AM and 5PM service to Iowa Falls for commuters
- Service cancellation for weather

Partner Organization Feedback Survey

Comments from the partner organization feedback survey were also very positive. This survey was designed as an open-ended, write-in survey that encouraged written feedback rather than simple yes or no answers. Written answers were coded into general themes. Results are described below. A total of 22 surveys were returned.

When asked if Peoplerides adequately services clients, 19 respondents indicated that service was adequate. Three respondents indicated that service was not adequate or that they were not sure. Two comments for improvement included:

- "It can sometimes be difficult to get patients scheduled to fit your schedule and ours" and
- "Families often aren't able to get rides due to drivers, times eligibility, etc."

When asked if they saw any service gaps, 13 respondents indicated that they could not identify service gaps. Four respondents did not answer. Five comments for improvement included:

- Sometimes client has to wait. If they call, the driver comes earlier.
- Expand services on certain days that are busier than others
- Start a service on Mondays for out of town service to Friendship Club
- How full is your Tama County route? (consider expanding service)
- Families cannot use service due to driver availability, times, and eligible riders

Do you feel Peoplerides adequately services your clients?

Yes or similar	No or similar
19	3

Do you see any service gaps that we may be able to cover? If so, please explain.

Yes or similar	No or similar	No answer
5	13	4

When asked if they had ever had a negative experience with Peoplerides, 18 respondents indicated no. Three comments for improvement included:

- If driver comes early, it forces the employee to leave early from work
- Schedulers can be aggressive
- Drivers can be gruff

When asked if they had any other comments or suggestions for Peoplerides, Comments were generally positive (11 respondents). Comment themes include:

- Great organization, resource, partner (5 comments)
- Drivers, staff nice (3 comments)
- Service reliable, on time (2 comments)
- Takes care of matters promptly (2 comments)
- Do a great job given limited funding and staff
- People like the service
- Thanks for working with us
- Clean vans

Three respondents had specific suggestions for improvement. Comments include:

- Need for more flexibility in scheduling, friendliness when schedules are tight
- Sometimes advanced scheduling, up to 3 days, is not feasible
- Hear that people cannot afford service and walk across town in winter
- Expanded hours 9-4:30 for easier access for clinics
- Driver pressuring employee to leave work early because driver is early

Have you ever had a negative experience Peoplerides?

Yes or similar	No or similar	No answer
3	18	1

Do you have any other comments or with suggestions for Peoplerides?

Generally positive	Suggestions for improvement	No further comments	No answer
11	3	6	2

Regional Public Input

On December 6, 2018, Region 6 held a Peoplerides Public Improvement Planning Workshop at the Marshalltown Library. This public meeting was advertised via mass email to agency partners as well as to seven agency representatives who answered “yes” to the question “Do you desire to be further involved in this Peoplerides enhancement project?” on the November 2018 agency survey administered via Surveymonkey.

No one attended this meeting, but one local Marshalltown agency, House of Compassion, contacted Region 6 staff and asked to meet at a future time to discuss transportation needs in Marshalltown for House of Compassion clients. House of Compassion is a faith-based agency located in Marshalltown that offers a soup kitchen, supply closet and client assistance program. The agency is designed to meet the immediate needs of homeless residents and others in need of assistance so that no one goes without emergency medicine, dental care, or immediate housing. The agency also helps clients obtain proper identification (IDs and birth certificates) and education and language skills to help them reach financial independence. As a result of this meeting, Region 6 will begin working with House of Compassion to better serve the transportation needs of their clients in early 2019.

SECTION TWO: Inventory and Area Profile

Inventory:

Below is a summary of services and relevant information that we were able to obtain from the agencies that provide transportation services in the Region 6 area. We were unable to obtain detailed information such as ridership numbers or annual operating expenses and revenues for those entities. We were able to provide such information only for Peoplerides.

Marshalltown Municipal Transit (MMT) System

Passenger transportation for the general public in the City of Marshalltown is provided by Marshalltown Municipal Transit (MMT). Marshalltown has the only small urban transit system operating within the Region.

Hours of service are 7:20 a.m. to 6:00 p.m., Monday through Friday. Service generally includes two buses operating on four routes with 30 minute headways. The City offers complementary paratransit service with the same hours for disabled people. Express bus routes are offered at peak times, which primarily assist the K-12 schools.

MMT does not provide service on weekends or on seven observed holidays. The MMT fixed route is accessible to persons with disabilities. MMT buses are able to provide a total of 19 wheelchair spaces, depending on the configuration of passenger seat to wheelchair ratio.

MMT has a full time transit manager, a part time dispatcher, a full time mechanic, six full-time drivers and one part time driver. The transit manager often fills in as dispatcher, mechanic, or driver.

MMT partners with Burlington Trailways to offer a “Request Only” stop three times each weekday, which is covered by the route that provides service to the south side of Marshalltown (For more detail, see MMT Inventory in Appendix).

Region 6 - Peoplerides

Region 6 Planning Commission operates Peoplerides, the only regional public transit system within the four-county planning area. The system operates on a demand response basis. There are currently 23 vehicles in the fleet. All of the vehicles fully comply with all Americans with Disabilities Act standards. All of the vehicles have lifts or ramps to assist persons with disabilities. Region 6 has one full time transit manager, one assistant manager and one full time scheduler/dispatcher. They employ 7 full time drivers and 10 part time drivers (For more detail, see Peoplerides Inventory in Appendix).

Peoplerides hours of service are 7:30 AM to 4:30 PM Monday thru Friday. Operating hours for paratransit service for disabled people in Marshalltown correspond with those of MMT (Marshalltown Municipal Transit). MMT’s hours of service are 7:10 AM to 6:00 PM Monday through Friday.

Annual Ridership FY18: 48,996 rides
Operating costs FY18: $871,464
Passenger revenue FY18: $45,030
Contract revenue for operation FY18: $472,480
Other revenue for operations FY18: $16,110
Local tax FY18: $26,557
FTA for operations FY18: $170,674
STA for Operations FY18: $229,801

Iowa Veterans Home (IVH)

The IVH has two large buses, three small (nine passenger) buses, and ten minivans – a total of 15 vehicles. Some of the recreational staff will drive small groups. IVH transportation service is limited by state law to only residents of the Home. (According to the transportation manager, this is the only state veterans' home that has that restriction.) Spouses/aides are not even allowed to ride along and must meet the passenger at their destination. This restriction precludes any type of cooperative ride-sharing with other agencies (IVH Inventory in Appendix).

Nursing Homes and Senior Housing

Between fall of 2018 and winter of 2019, Region 6 staff contacted nursing homes, care centers and senior housing facilities to obtain information on their transportation fleet and to discuss any opportunities to fulfill unmet needs through a transportation service partnership. A total of 31 institutions were contacted – 24 nursing homes or care facilities and seven senior housing centers –via phone and email. A list of the institutions contacted is in the Appendix of this plan.

Of the 31 facilities, 18 had access to a private institutional car, bus, truck or van. Another two facilities were more independent living apartments and it was reported that most residents drive themselves. A total of 33 vehicles were available for transportation needs among these 18 organizations. See the Appendix for a summary of available vehicles by organization.

Eleven organizations did not have access to institutional transportation and instead rely on private rides, rides from family and friends and public transportation. These facilities without institutional transportation were located in Hubbard, Marshalltown, Montezuma, Dysart, Gladbrook, Tama, Conrad, Eldora and Iowa Falls. Peoplerides and MMT (for those rides in Marshalltown) provide rides to these facilities when they are requested.

K-12 Public Schools

In January 2019, Region 6 surveyed 18 school districts that overlapped with our four-county service area. The survey was sent to school district superintendents, and respondents were asked to complete the survey through Google Forms. A total of 15 superintendents were asked to participate; three respondents completed the survey within a two week timeframe. Several superintendents in the service area are responsible for multiple school districts.

The survey asked respondents about gaps in service related to transportation for pre-school programs, after-school programs, for small groups during the school day, for medical needs during the school day, or evening transportation for school-related or educational events. The survey also asked preferences related to ride-sharing between districts or between the district and general public.

Respondents indicated that most school transportation-related needs were met. None of the three school districts said that they needed medical transportation during the school day for students. All three respondents stated that they had pre-school transportation in place on a daily basis for morning and afternoon service. Regarding after-school programs, one school district reported no after-school activities, and the other school districts said that they either provide the transportation for the students or that families had a carpooling system in place and the school district was not aware of any unmet need.

One area for potential collaboration is transportation for small groups of students or individuals during the school day. One respondent mentioned that high school students may need transportation to internships or work experiences at area businesses and other community service locations. Peoplerides intends to further explore this transportation need with the respondent, North Tama Community School District, as well as reaching out to other school districts to see if similar needs exist.

The 18 school districts that overlap with the Region 6 service area are: AGWSR Community School District, BCLUW Community School District, BGM Community School District, East Marshall Community School District, Eldora—New Providence Community School District, Gladbrook – Reinbeck Community School District, GMG Community School District, Hubbard – Radcliffe Community School District, Iowa Falls Community School District, Alden Community School District, Marshalltown Community School District, St Francis Catholic School District, Montezuma Community School District , North Tama Community School District, South Tama Community School District, Union Community School District, West Marshall Community School District, and Grinnell – Newburg Community School District.

Region 6, 2016 – 2017 School District Annual Transportation Data

District Name	Enroll-ment	Route Miles	Non-Route Miles	Net Operating Cost	Ave # Students Transp.	Average Cost Per Pupil Transp.	Average Cost Per Pupil Enrolled	Average Cost Per Mile (Route)	Approx. Dist. Sq. Miles
AGWSR	622.7	121296	25341	$352,339.52	231	$1,525.28	$565.83	$2.90	266
Alden	281.5	52506	1526	$148,809.76	113	$1,316.90	$528.63	$2.83	105
BCLUW	555.4	107853	32343	$332,520.53	417	$797.41	$598.70	$3.08	187
Brooklyn-Guernsey-Malcom	527.1	60097	19195	$202,282.48	305.1	$663.00	$383.76	$3.37	142
East Marshall	554.3	111257	23820	$413,802.02	625	$662.08	$746.53	$3.72	167
Eldora-New Providence	634	62431	60341	$182,541.79	238.9	$764.09	$287.92	$2.93	137
Gladbrook-Reinbeck	569.4	61792	21958	$252,845.81	200.4	$1,261.71	$444.06	$4.09	189
GMG	287.3	71430	75000	$128,129.00	369.9	$346.39	$445.98	$1.80	93
Grinnell-Newburg	1,614.50	120834	54050	$508,151.34	731.9	$694.29	$314.74	$4.20	219
Hubbard-Radcliffe	459.6	66279	17100	$244,259.21	192	$1,272.18	$531.46	$3.68	198
Iowa Falls	1,079.30	70881	32325	$265,479.81	438	$606.12	$245.97	$3.75	135
Marshalltown	5,435.20	174948	107571	$984,384.41	1408.7	$698.79	$181.11	$5.62	144
Montezuma	526.2	38940	13272	$167,687.46	186	$901.55	$318.68	$4.31	140
North Tama County	441.3	48038	16466	$215,876.16	178.4	$1,210.07	$489.18	$4.50	155
South Tama County	1,565.00	177451	37555	$667,400.16	1234.4	$540.67	$426.45	$3.76	262
Union	1,102.40	149838	78754	$463,404.07	342.6	$1,352.61	$420.36	$3.10	255
West Marshall	874.6	126131	34642	$420,291.92	580.9	$723.52	$480.55	$3.33	198
Totals & Averages	17,130	1,622,002	651,259	$5,950,205.45	7,793	$763.51	$347.36	$3.67	2,992

NOTE: Several districts reported a larger number of students riding the buses than are enrolled in the school. This is accounted for due to transportation of open-enrolled students, additional students enrolling after the official count date, and non-public students.

Source: Iowa Department of Education, 2019

Region 6 2019 School District Vehicle Inventory

School District	Average # Students Transported Daily	School Buses	Suburban	Vans or Mini Vans	Cars or Pickups	# ADA Accessible
AGWSR	231	15	6	2	1 car 1 pickup	1 bus with lift
Alden	113	5	3	0	0	0
BCLUW	417	14	0	3	3	1 bus with lift
Brooklyn-Guernsey-Malcom	305.1	11	4	0	2	0
East Marshall	625	14	0	5	1 car 2 pickups	1 bus with lift
Eldora-New Providence	238.9	11	2	0	1	2 buses with lift
Gladbrook-Reinbeck	200.4	10	0	6	2 cars 1 truck	0
GMG	369.9	11	0	3	1 car 1 pickup	0
Grinnell-Newburg	731.9	19	3	2	2 cars 5 trucks	1 bus with lift
Hubbard-Radcliffe	192	7	0	2	2	0
Iowa Falls	438	11	3	0	2	1 bus with lift
Marshalltown	1408.7	48	1	5	5	3 buses with lift
Montezuma	186	6	4	1	0	0
North Tama County	178.4	7	1	3	2	1 bus with lift
South Tama County	1234.4	21	6	0	4	2 buses with lift
Union	342.6	22	0	6	5 cars 3 pickups	3 buses with lift
West Marshall	580.9	17	1	6	1 car 2 pickups	2 buses with lift

Information obtained by contacting school district transportation directors individually via email in March 2019

Central Iowa Residential Services (CIRSI)

- Number of vehicles used for passenger transportation: 1
- Estimated miles per year per vehicle: 5,000
- Location of vehicle: Adult Day Program, : 111 E. Linn St., Marshalltown, Iowa
- Number of vehicles fully ADA accessible (lift and sufficient headroom): 1
- Estimated annual passengers transported with vehicle: 100

CIRSI housing staff members use personal vehicles to drive residents to appointments and necessary activities. Both MMT and Peoplerides provide daily transportation services for CIRSI programs and clients. CIRSI has a lift equipped non-ADA compliant conversion van. CIRSI recently ran a fundraise (Galaxy Capital Campaign) to purchase a new wheelchair-equipped van for the Adult Day Services programing FY 2018. They use this vehicle for special outings to visit local facilities and volunteer at the library, food pantry and churches. They also shop for supplies at Fareway, Menards, and Hobby Lobby. This vehicle gets minimal usage. This vehicle does not present many coordination problems, but it is an extra vehicle.

Veterans Affairs

Marshall County and Tama County Veterans Affairs programs have leased minivans through the State of Iowa Department of Administrative Services Veterans Affairs program. Marshall County has two leased vehicles. Tama County has one leased minivan. Hardin and Poweshiek Veterans Affairs offices do not have vehicles. The annual expenses for these vehicles are paid by the Department of Administrative Services. The vehicle drivers are volunteers; they only transport veterans. This is either a local or federal rule, according to information provided by the local veteran affairs programs. The vehicles are available five days per week. The vehicles are not accessible for disabled riders. Individuals who use wheelchairs must find an alternate transportation provider.

Northeast Iowa Area Agency on Aging

NEI3A (Northeast Iowa Area Agency on Aging) has a volunteer transit system that is a Peoplerides contract service. Throughout the Northeast Iowa service area, different transit assistance programs have been developed to address the unique challenges in each county. NEI3A Volunteer transportation in Region 6 counties is limited to medical appointments out of town. If there were sufficient staffing, it might be beneficial to coordinate these volunteer services with regional public transit services. This coordination may allow the potential for additional rides with volunteers or public transit routes.

Intercity Bus

The only intercity bus carrier with stops within the region is Burlington Trailways. The only bus stop in the region is in Marshalltown, in Marshall County. MMT partners with Burlington Trailways to offer a “Request Only” stop three times each weekday, which is covered by the route that provides service to the south side of Marshalltown. Annually only 2-3 people request a

special trip to this location. The typical person requesting an MMT ride to the bus stop is a low income person under age 60.

Carpool or Vanpool

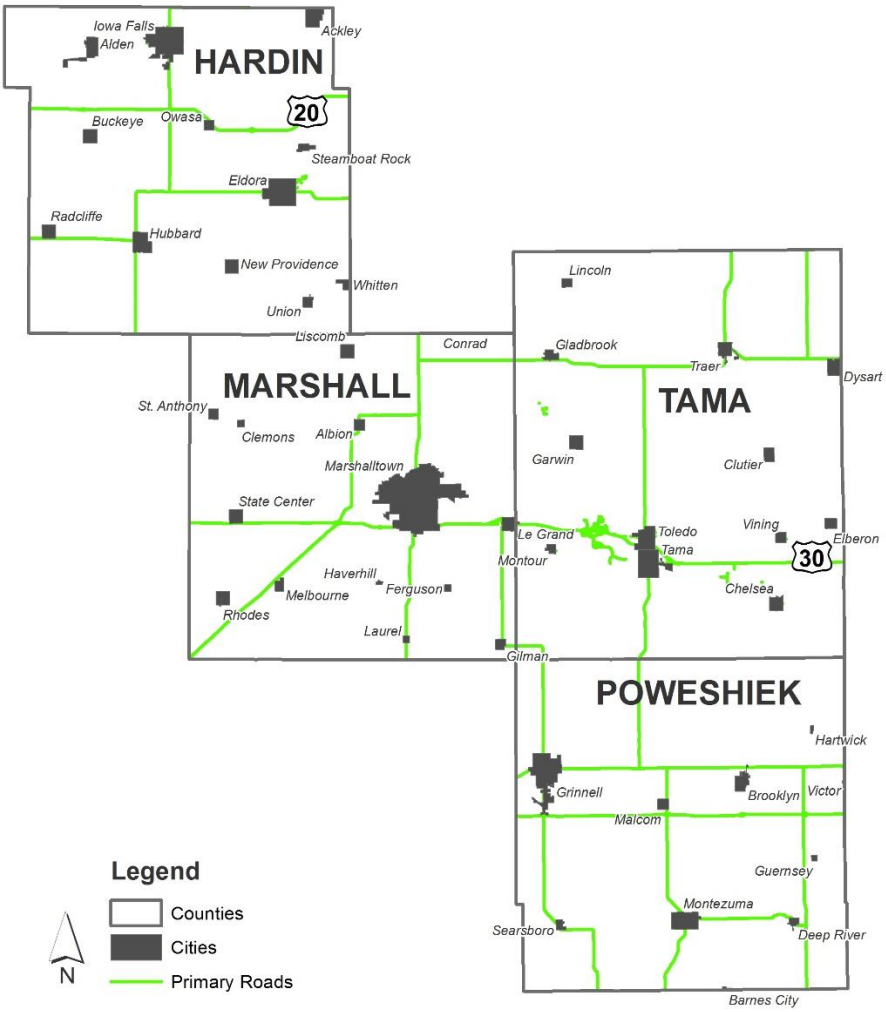
There are no organized carpool or vanpool programs originating from the Region to take residents from their homes in one county or city in the Region to employment located in another county or city in the Region. Central Iowa Rideshare has vans going from places in Region 6 to the Des Moines area with regional residents. Four or five privately owned vans also originate in Central Iowa and come into the Region, primarily bringing people from Des Moines to work at JBS Swift & Company meat plant in Marshalltown. Some of the Region's large employers would benefit from organized carpool or vanpool programs within Region 6. Region 6 has also been approached by HIRTA transit to consider a vanpool program between Marshalltown (Marshall County) and Nevada (Story County). Discussions are ongoing. In a rural area like Region 6, an organized carpool program appears to be the more beneficial, since there may not be sufficient density for a vanpool. Software like http://www.greenride.com/ appears to be an easy to use carpool coordination program. This same software provider can also assist with a vanpool program. If some employers were to embrace a partnership with the public transit providers, it would be useful to expand public transit availability. Organizing a carpool or vanpool program will continue to be a regional public transit goal.

Area Profile:

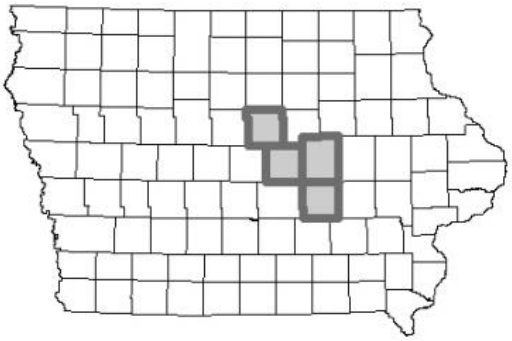
Region 6 includes the central Iowa counties of Hardin, Marshall, Poweshiek, and Tama. The region also includes the Meskwaki Settlement, in Tama County. Overall, these 4 counties, 45 cities, and the Settlement form Iowa's Region 6, which is served by the Region 6 Planning Commission.

The Region 6 Planning Commission serves as both a regional planning affiliate (RPA) for the Iowa Department of Transportation and as a Council of Governments (COG) that provides planning services to the counties, cities, and settlement in the region. The Commission is also the operator of the regional transit system, Peoplerides, which specializes in providing rides to elderly and disabled individuals but is available for everyone.

Region 6 Service Area



Region 6 in the Context of the State of Iowa

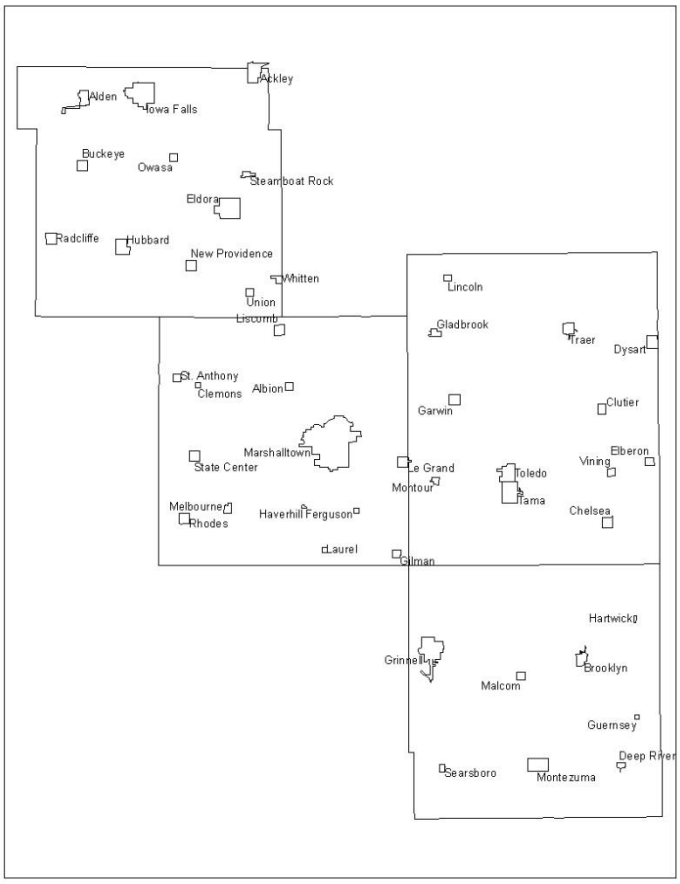


Hardin County

Ackley
Alden
Buckeye
Eldora
Hubbard
Iowa Falls
New Providence
Owasa
Radcliffe
Steamboat Rock
Union
Whitten

Marshall County

Albion
Clemons
Ferguson
Gilman
Haverhill
Laurel
Le Grand
Liscomb
Marshalltown
Melbourne
Rhodes
St. Anthony
State Center



Poweshiek County

Brooklyn
Deep River
Grinnell
Hartwick
Malcom
Montezuma
Searsboro
Guernsey

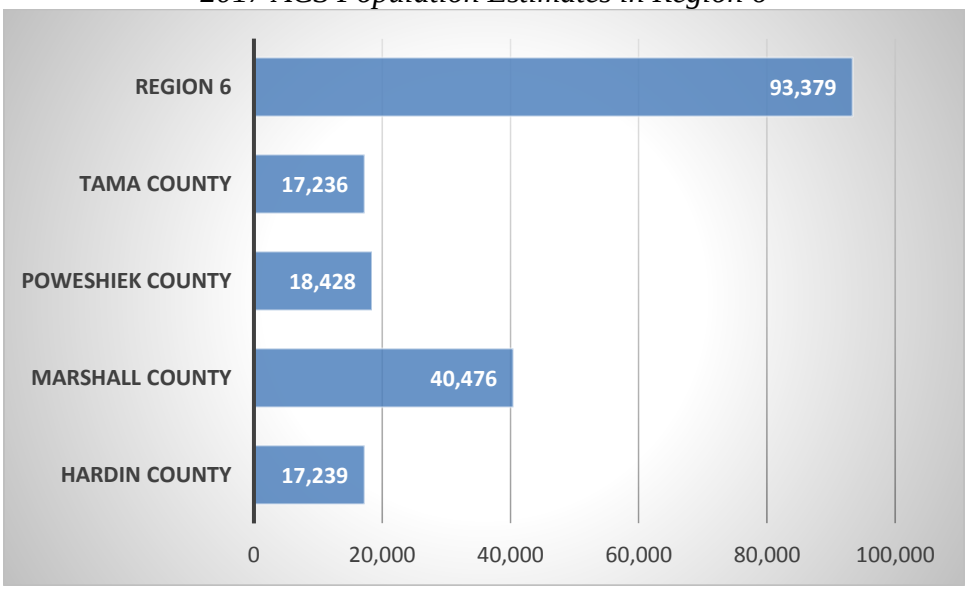
Tama County

Chelsea
Clutier
Dysart
Elberon
Garwin
Gladbrook
Lincoln
Montour
Tama
Toledo
Traer
Vining
Meskwaki Settlement

Population

Region 6 counties have a total population of 93,379 people, according to 2017 American Community Survey population estimates. Total population in the Region 6 area in down 3.6% from the 2010 Census data (94,863 people). In terms of population, Marshall County is by far the largest county in the region with a population of 40,476 followed by Poweshiek County. Tama, and Hardin County have nearly the same population at 17,236 and 17,239 respectively. The largest city in the region, Marshalltown, is located in Marshall County. Marshalltown's population was 27,440 in the 2017 ACS estimate, which is nearly two-thirds of Marshall County's population and nearly a third of the entire population of Region 6.

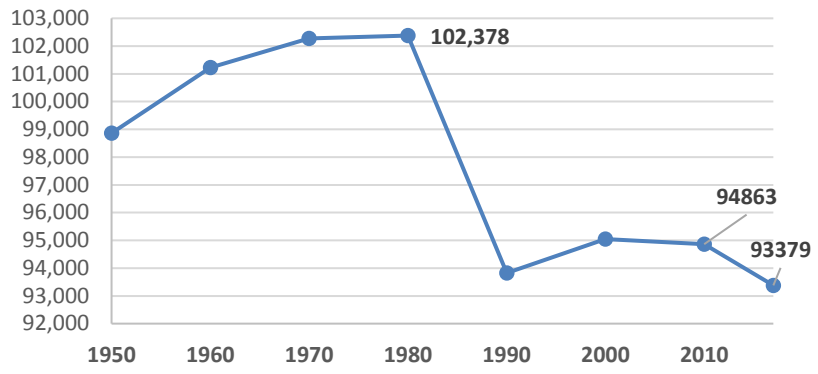
2017 ACS Population Estimates in Region 6



Data Source: American Fact Finder, 2018

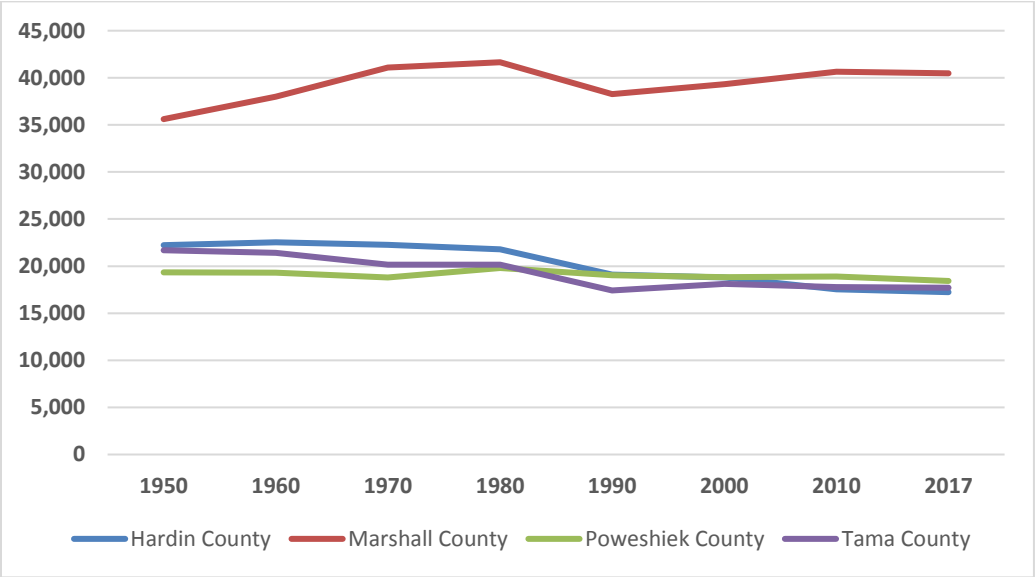
The current population count in the region is similar to early 20th century levels. Since the late 19th century, the Region 6 population steadily increased each decade until a steep decrease occurred between 1980 and 1990. Since 1990, the population has stabilized. If 2017 ACS estimates are correct, the Region may expect to see a slight decline in the 2020 Census.

Region 6 Population 1950 – 2017



Data Source: US Census Bureau, 2011; 2017 ACS Survey, 2018

Region 6 Population by County 1950 – 2017



Data Source: US Census Bureau, 2011; 2017 ACS Survey, 2018

Fluctuation in Marshall County's population is influenced primarily by changes in Marshalltown's population. The second largest city in Marshall County is State Center with a 2017 population of 1,361. All other cities in the county have a population less than 1,000.

The second largest city in the region is Grinnell, located in Poweshiek County, with a 2017 population of 9,028. Grinnell is the only city in Poweshiek County with a population that has steadily increased over time; however, the city experienced a 2% population decline from 2010-2017. The second and third largest cities in Poweshiek County are Brooklyn and Montezuma, respectively. Both cities have a population right around 1,500.

The largest cities in Hardin County are Iowa Falls, Eldora, and Ackley with a 2017 population of 5,132; 2,677; and 1,729, respectively. In Tama County, the largest cities are Tama, Toledo, Traer, and Dysart in descending order. Tama and Toledo share a corporate boundary and have a combined population that just exceeds 5,000, while Traer and Dysart have a 2017 population of 1,646 and 1,473, respectively. In both counties, all other cities have a population less than 1,000.

The Meskwaki Settlement, in Tama County, is steadily increasing in population. In 1990, 564 persons lived in the Settlement, and the 2000 Census counted 761 persons. In the latest census administered by the Meskwaki Settlement (provided by Iowa State Historical Society in 2011), the Settlement had 1,343 enrolled members with approximately 850 members living in the Settlement.

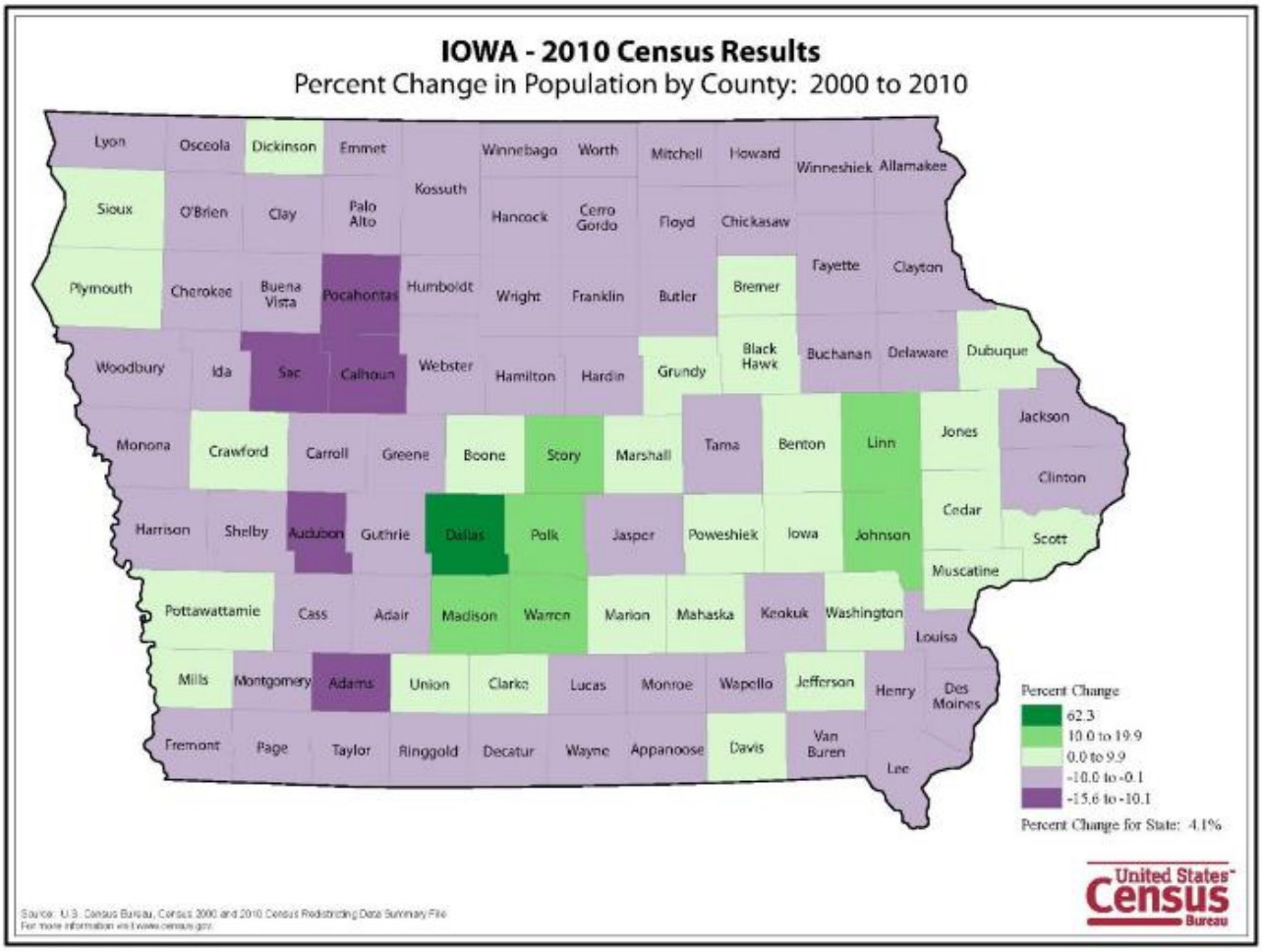
Looking at the most recent decade with Census data, data shows an overall population decrease in the Region 6 population between 2000 and 2010. The decrease is fairly small at just 0.2%. Marshall and Poweshiek County experienced a modest increase, 3% and 1% respectively, but Hardin and Tama County offset these increases. Hardin County accounts for the majority of population loss in the region with a 7%, or a nearly 1,300 person loss.

Population Change 2000 – 2010

	2000	2010	Change
Hardin County	18,812	17,534	-6.8%
Marshall County	39,311	40,648	3.4%
Poweshiek County	18,815	18,914	0.5%
Tama County	18,103	17,767	-1.9%
Region 6	95,041	94,863	-0.2%

Data Source: State Data Center of Iowa, September 2012

In comparison, between 2000 and 2010, Iowa's total population increased about 4% with growth primarily occurring in the counties with larger cities like the Des Moines metropolitan area and the Cedar Rapids-Iowa City corridor. As is the case across the United States, population growth is occurring primarily in the incorporated or more urban areas of the region rather than in the unincorporated, rural areas.



Data Source: US Census Bureau, 2018

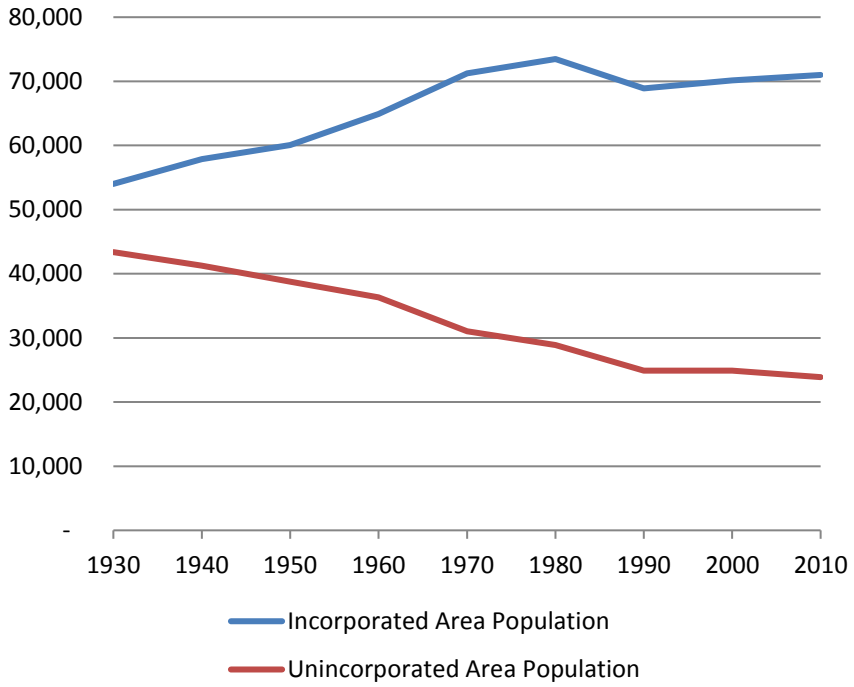
When comparing regional population changes between the 2010 Census and 2017 ACS estimates, all counties have experienced some level of population change in this time frame, resulting in a 1% population loss overall. The largest population loss in real numbers occurred in Poweshiek County with a 486 person loss followed by Hardin County with a 296 person loss. Trends will be assessed once 2020 Census data is available.

Population Change 2010-2017

	2010	**2017**	**Change**
Hardin County	17,534	17,239	-1.7%
Marshall County	40,648	40,476	-.4%
Poweshiek County	18,914	18,428	-2.6%
Tama County	17,767	17,726	-.2%
Region 6	94,863	93869	-1%

Data Source: American Fact Finder, 2018

Incorporated and Unincorporated Population 1930 – 2010



Data Source: State Data Center of Iowa, September 2012

In the past century, the population of incorporated areas has steadily increased aside from the loss and leveling out that occurred after 1980. In the past decade, the region's incorporated area experienced a 1% increase while the unincorporated area experienced a 4% decrease. In absolute numbers, the incorporated area increased by 841 while the unincorporated area decreased by 1,019, which reflects the overall 0.2% decrease in the region's population.

Incorporated and Unincorporated Area Population Change at the Region 6 Level 2000 – 2010

	2000	2010	Change
Incorporated Area	70,139	70,980	1.2%
Unincorporated Area	24,902	23,883	-4.1%

Data Source: State Data Center of Iowa, September 2012

Overall, population losses occurred in both the unincorporated areas and small cities in the region. However, most losses in the incorporated areas occurred in the smallest cities in the region that have a population less than 1,000. The two counties with a population decrease—Hardin and Tama—contain some of the smallest cities in Region 6. A concentration of smaller cities may explain a lack of growth in the incorporated areas that would otherwise offset the traditional loss of population in the unincorporated areas.

Population Trends

Age

Overall, Iowa's population is aging and becoming more ethnically diverse. Over half of Iowa's population increase from 2000 to 2010 is attributed to the growth in the Hispanic and Latino population (Schulte, 2011). Both of these trends are relevant in Region 6 counties.

The population of the Region is aging. The median age of residents in Hardin, Marshall, Poweshiek, and Tama Counties currently ranges from 38.5 to 44.4 years of age. Marshall and Poweshiek Counties experiences a decrease in median age, while Hardin and Tama showed slight increases.

Median Age in 2000, 2010 and 2017

	2000	2010	2017
Hardin	40.6	43.7	44.4
Marshall	38.6	39.6	38.5
Poweshiek	38.4	41	40.7
Tama	39.1	41.8	43.2
Iowa (State)	36.6	38.1	38.1

Source: U.S. Census Bureau, 2012, 2017 ACS Survey, 2018

Between 2000 and 2017, all areas in the region experienced slight increases in population over 65. The largest percentage increase was in Poweshiek County.

Percentage Aged 65 and Over in 2000, 2010 and 2017

	2000	2010	2017
Hardin	20.7%	21.0%	20.9%
Marshall	16.4%	16.4%	17.3%
Poweshiek	17.6%	18.4%	19.4%
Tama	18.7%	18.4%	19.1%
Iowa (state)	14.9%	14.9%	16.1%

Source: U.S. Census Bureau, 2012; 2017 ACS Survey, 2018

Compared to the state, counties in Region 6 have older median ages and a higher overall percentage of the population that is aged 65 and over. Data from Census 2010 shows that Iowa's median age is just over 38 and the population aged 65 and over is just under 15%, which are a few years and percentage points lower than Region 6. The needs of this age cohort should be considered when planning for future transportation facilities and activities.

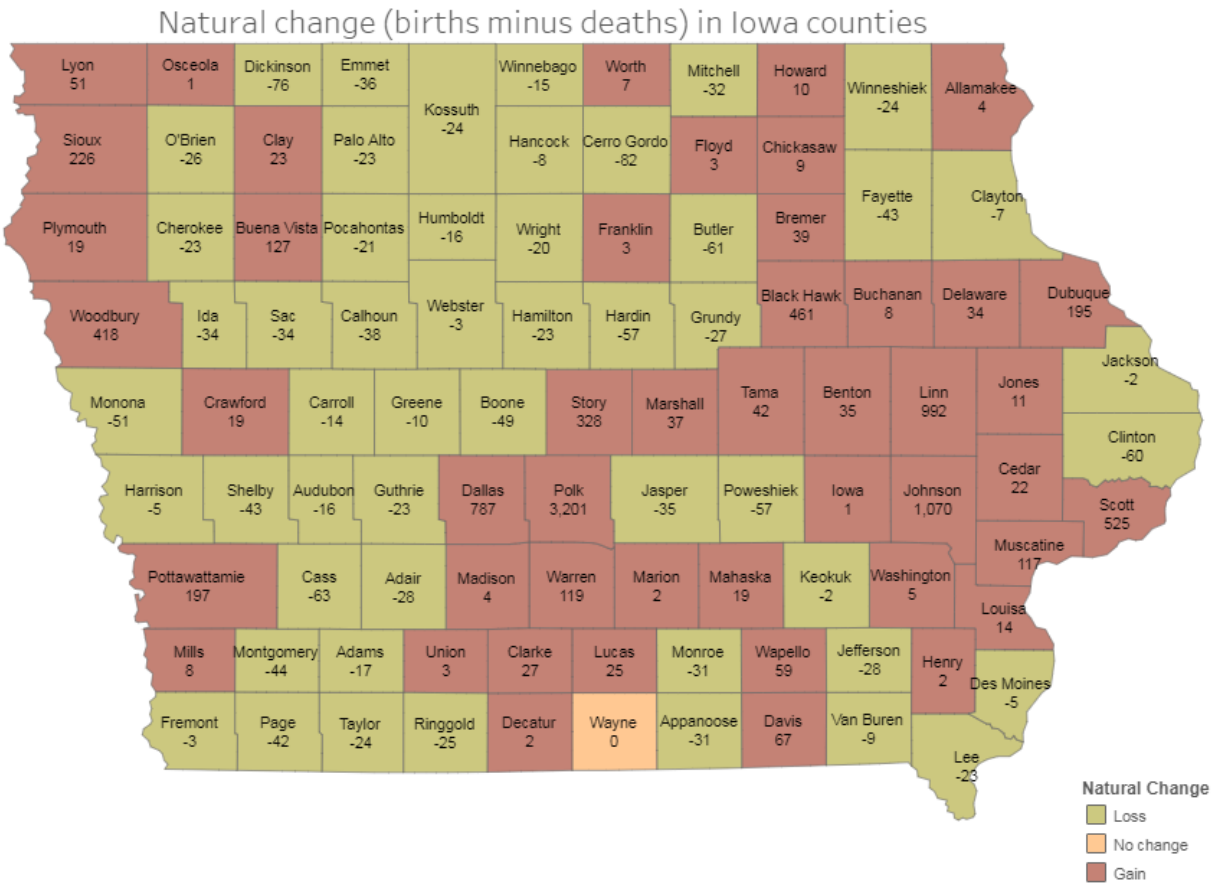
Natural Change

Natural change highlights how important in-migration is to slow down population losses in the region. Natural change in population is the number of births minus the number of deaths, which excludes population increase or decrease due to migration. In Region 6, in 2017, natural change was extremely small and net positive.

Natural Change in Region 6 Area, 2017

	Births	Deaths	Natural Change
Hardin	172	229	-57
Marshall	505	468	+37
Poweshiek	166	223	-57
Tama	241	199	+42
Region 6	1084	1119	-35

Source: State Data Center of Iowa, 2018



Source: State Data Center of Iowa, 2018

Race and Culture

Since the region's population is aging and natural change is quite low, increasing in-migration will be an essential factor in maintaining or increasing the population. While the Region 6 population is predominantly white with a European heritage, a major increase in minorities may be the primary driver of population growth in the region's future based on 2000 and 2010 U.S. Census data comparison.

In Region 6, there has been a definite increase in the proportion of Hispanic and Latino population from 2000 to 2010, especially in Marshall and Tama Counties. The Hispanic and Latino population in Marshalltown makes up 29% of total population while the Hispanic or Latino population in the City of Tama makes up 26.5% of total population. Hardin and Poweshiek Counties experienced a modest increase of about 1%, while the percentage in Marshall and Tama County nearly doubled.

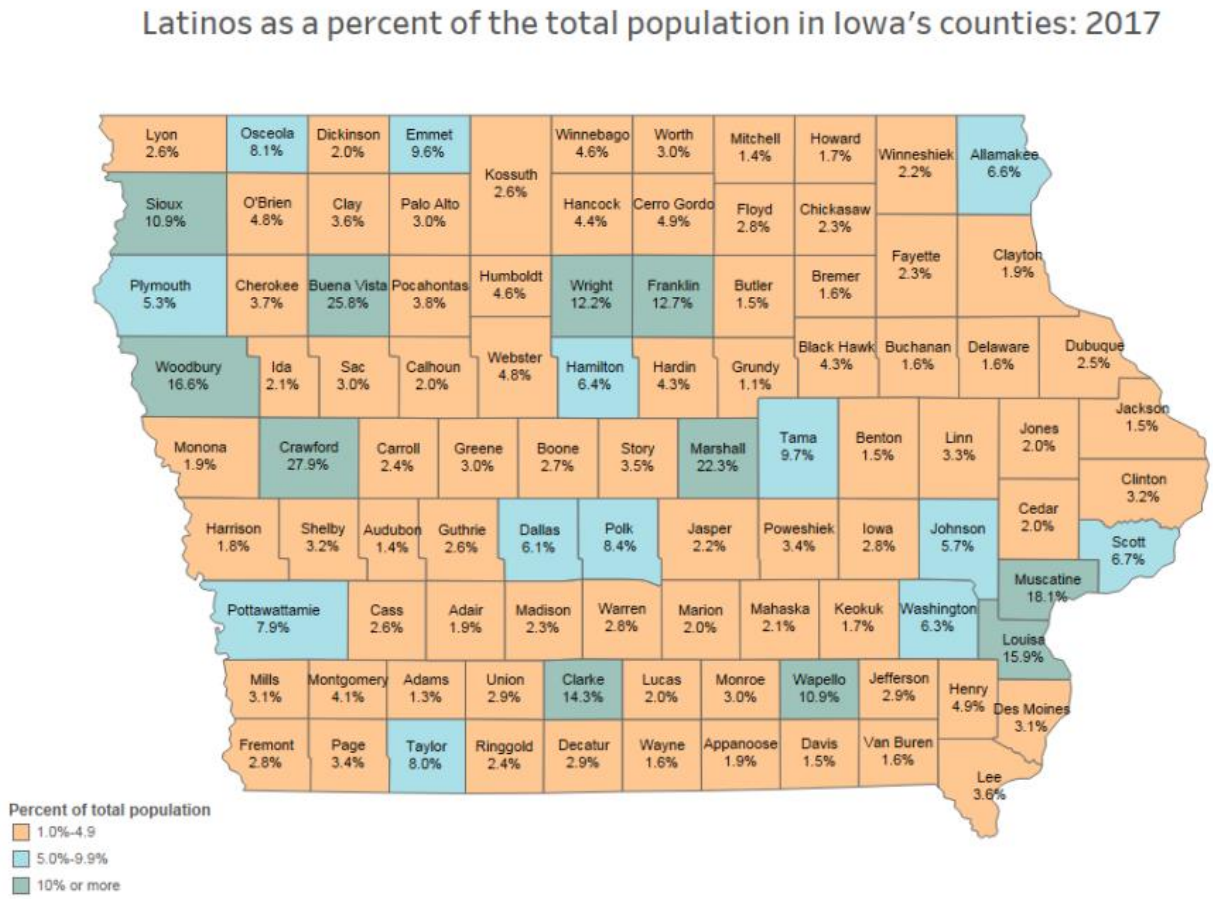
Percentage Hispanic or Latino in 2000, 2010 and 2017

	2000	**2010**	**2017**
Hardin	2.4%	3.7%	4.2%
Marshall	9.0%	17.3%	20.7%
Poweshiek	1.2%	2.4%	3.1%
Tama	3.8%	7.4%	8.7%
Iowa (state)	2.8%	5.0%	5.7%

Source: U.S. Census Bureau, 2012; 2017 ACS Survey, 2018

Hardin and Poweshiek Counties have a lower proportion of Hispanic and Latino residents, although they are also seeing a slight growth in this demographic. Marshall County has an incredibly high rate of Hispanic or Latino residents that continues to grow. In 2017, this demographic represented over 20% of the overall population in the county. This demographic is driving much of the population growth in the region.

Compared to the State of Iowa's percentage, Marshall County has a much higher proportion of Hispanic and Latino residents. Some of the larger counties in Iowa—Polk, Scott, and Woodbury—have a larger Hispanic and Latino population in absolute numbers, but only two other counties in Iowa—Buena Vista (25%) and Crawford (27.4%) —have a higher percentage of Hispanic and Latino residents (2017 American Community Survey, 2018). Other minorities, including Asian, African-American populations, are represented as a small proportion of the total population across the region (2017 American Community Survey, 2018).



Source: State Data Center of Iowa Latinos in Iowa, 2018

For both age and culture, there are important transportation and mobility considerations such as access to healthcare, social services, employment, education, housing, and social connections. Aside from a population increased in age, another important population trend to consider is the major increase in the proportion of Hispanic and Latino residents in Region 6, particularly in Marshall and Tama Counties, and particularly as it affects the way transit and other essential services are dispatched to non-English speaking populations.

Disability Summary

There are transportation services available for disabled people in the Region 6 area. The availability and costs of those services vary across the region. All Peoplerides vehicles are fully ADA accessible and all Marshalltown Transit vehicles that operate on fixed route services are fully accessible. MMT has two busses that operate on special service routes that are not accessible, but will make special route accommodations if a passenger needs accessible service.

Marshalltown has the most available transportation services for disabled. Fixed route and para-transit services are fully ADA accessible. Services are available from 7 am to 6 pm Monday through Friday. There are no real ADA accessible services after those operating hours during the week or on weekends. Private taxis operate sedans and minivans, which are not accessible. The costs of those rides are also expensive. One of the future goals of the region is to find funding to

provide ADA accessible vehicles and funding for the private taxi operators. Federal/state regulations and funding availability make problem solving of these issues extremely difficult.

Regarding Peoplerides within Region 6, Grinnell and Iowa Falls have more available services than the other more rural places in the region. In Grinnell, service is available from 8 am to 4 pm Monday-Friday. In Iowa Falls service is also available from 8 am to 4 pm Monday-Friday. Rides in both places are available for $2.50 per ride or $5.00 round trip. If a person lives in one of the smaller regional cities or in the un-incorporated area, some service is available on a demand basis. Each county offers a "deal day" for unlimited rides for $10/day in the 9 am to 2 pm time range Monday-Friday. On other days and times, the rate is $2.10/mile. Peoplerides offers no service prior to 7 am or after 5 pm; all services are only offered Monday-Friday.

Medicaid and rides for county mental health-supported passengers are heavily subsidized trips where there is no or little cost to the passenger. A person that is not covered by those funding programs would need to pay the $2.10/mile rate, which can get expensive. Peoplerides has some capacity to serve additional passenger needs, but the challenge for low income people is the cost of a trip. A 30 mile round trip would cost $63, which is a barrier for low income passengers. A higher percentage of the disabled population would be considered as low income, so a higher percentage of the disabled population would have transportation challenges. Solving this problem requires more funding to subsidize these trips. This is one of the goals contained in this plan.

Some disabled people have transportation needs for employment and other activities that occur after Peoplerides operating hours. While Grinnell has an "errand service" that can operate on weekends, this service is offered in sedans that are not handicapped-accessible. No other private providers are available within the region. It would be nice to offer some group level service for disabled after hours and weekends, but funding is not available. This is still a goal that is listed in this plan.

The table below sets out the estimated disability statistics for the state of Iowa and Region 6. Before relying too heavily on the information below, however, it must be noted that the type of disability is not defined in County or City data used for this table. The means of disability determination is unknown (e.g., self-reported, doctor diagnosed, SSI benefits, etc.). Statistics do not reflect the ability (or inability) of the disabled person to access public transportation, with or without assistance (e.g., ramp, personal assistant, wheelchair, cane, etc.). Additionally, the figures relied on are from American Community Survey and are an average of estimates taken over 5 years and have a high margin of error. Due to the difficulties associated with this data, the efficacy of this information is uncertain. Nevertheless, this table does provide some indication of the level of disability in the City of Marshalltown where there is public transit available, the four Region 6 counties individually, the region as a whole, where Peoplerides transit is available, and the state of Iowa.

2017 Total Civilian Non-institutionalized Population with Disability

Jurisdiction	Estimate	%
State of Iowa	356,551	11.5
Region 6	11,479	12.5
Hardin County	1,999	12.0
Marshall County	4,911	12.4
Tama County	1,917	11.4
Poweshiek County	1,819	10.0
City of Marshalltown	3,322	12.5

Source: Selected Social Characteristics in the United States.
2013-2017 American Community Survey 5-Year Estimates

From the table above, it appears that the region has a higher percentage of disabled persons as compared to the state as a whole. Every county, as well as the City of Marshalltown, all have higher percentages of disabled than the state of Iowa.

The Region 6 area contains several disabled services providers, which could explain the higher percentages of disabled in the region versus the state of Iowa. For example, the Iowa Veterans Home is located in Marshalltown. The IVH has a regular MMT bus stop, and some veterans use that service, but it also has its own transportation service that is well used. Grinnell has several large housing projects for seniors who may also be disabled – Mayflower, St Francis Manor/Seeland Park, and Grinnell Area Housing. Mayflower and the St Francis project offer their own accessible transportation services. In addition, Iowa Falls has several providers – Scenic Living Community, and Heritage Care Center. Both also have accessible vehicles for their residents.

Population Projections

Based on recent trends, the total population for the region will most likely continue to be stable or perhaps grow in small increments.

The Latino and Hispanic population will most likely account for any significant population growth in the region. Tama and Hardin Counties may continue to experience population loss unless job opportunities increase and depending upon affordable transportation opportunities to access employment and essential services located outside the counties.

Woods & Poole Economics, Inc. has projected that the regional population will rise very slightly through the year 2020. Most of that increase will most likely come from probable growth in Marshalltown. Woods & Poole has also projected that populations of Hardin, Tama, and Poweshiek Counties will remain stagnant. The trend of persons moving from rural areas into or nearer metropolitan centers in the same county or within the Region will likely continue. However, these projections could be influenced substantially by a large external event, such as the addition or loss of a major employer.

The opening of the Iowa Premium Beef processing plant in Tama County has brought an influx of workers to the Tama area. Impacts on housing and transportation are still being monitored. Future needs, including housing, transportation, education, social services, and medical facilities, will continue to be assessed by local and regional leaders, including Region 6 Planning Commission, Iowa Valley College, and Marshalltown and Tama/Toledo area medical and economic development professionals.

Marshalltown, and even Marshall County as a whole, may experience some changes to population as a result of the EF-3 tornado that touched down in the heart of downtown Marshalltown in July of 2018. Housing stock continues to be repaired and replaced. An estimated 100 homes could be demolished, and it will take years to rebuild new housing stock. Other housing stock was significantly damaged, including rental housing. Lack of available housing may force Marshalltown residents to relocate within the region to nearby cities, while some affected residents may leave the region altogether. Community leaders anxiously await results from the 2020 census. The community is actively pursuing a slew of projects to provide more money for housing repairs and provide tax incentives to developers of housing and other business investments.

Quality of Life Indicators

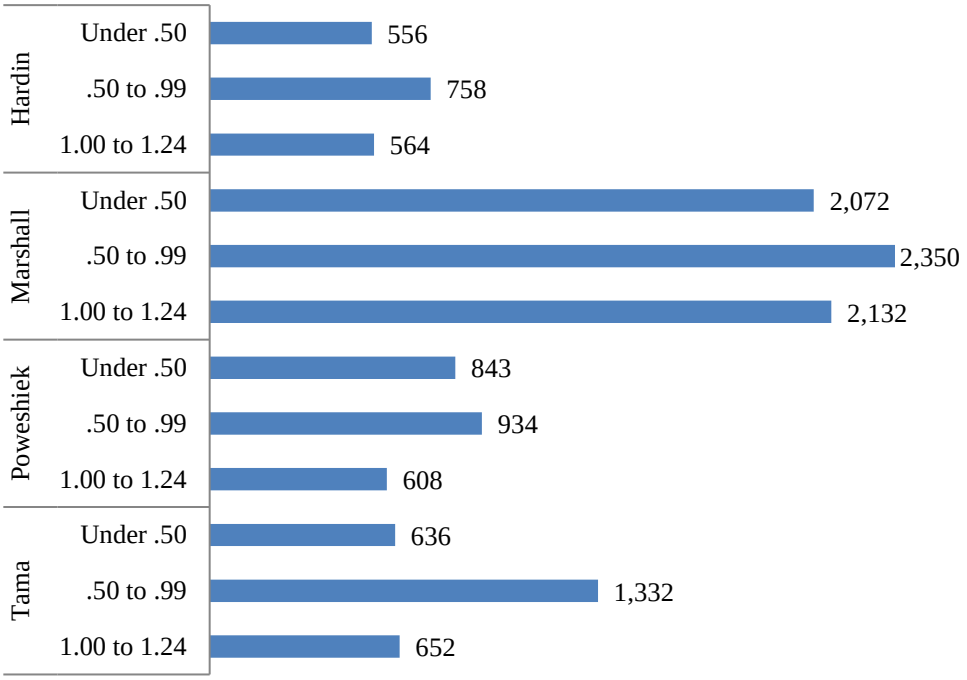
A broad analysis of the quality of life in the region is important to consider when planning for future transportation needs. As a key goal is to improve the quality of life for the people who live and work and the region, it is important to understand the level of poverty and financial assistance provided to residents. Areas with high levels of poverty and financial assistance may be facing critical transportation challenges.

Poverty

Poverty and other income-related environmental justice issues should be considered before any future passenger transportation projects are planned.

One way of determining the extent of poverty in Region 6 is analyzing the ratio of income to poverty level. This indicator specifically identifies how income compares to the set poverty level for a county.

Ratio of Income to Poverty Level (2013-2017 Estimates)



Source: State Data Center of Iowa, 2018

An individual with income that is half of the income set as the level of poverty for a county has a ratio of .50, and an individual that has an income level equal to the income set as the level of poverty for the county has a ratio of 1.00. If an individual's income exceeds the poverty level income for the county, the ratio will be greater than 1.00. However, just because the individual is not considered to be living at poverty level does mean this person may not struggle financially.

In Marshall County, there are 6,554 people with income levels below, near, or just above the poverty level. Marshall County has the largest number of individuals who may be affected by poverty in the Region 6 area.

Percentage of 2017 Population with .50 – 1.24 Income Ratio
(2013-2017 Estimates)

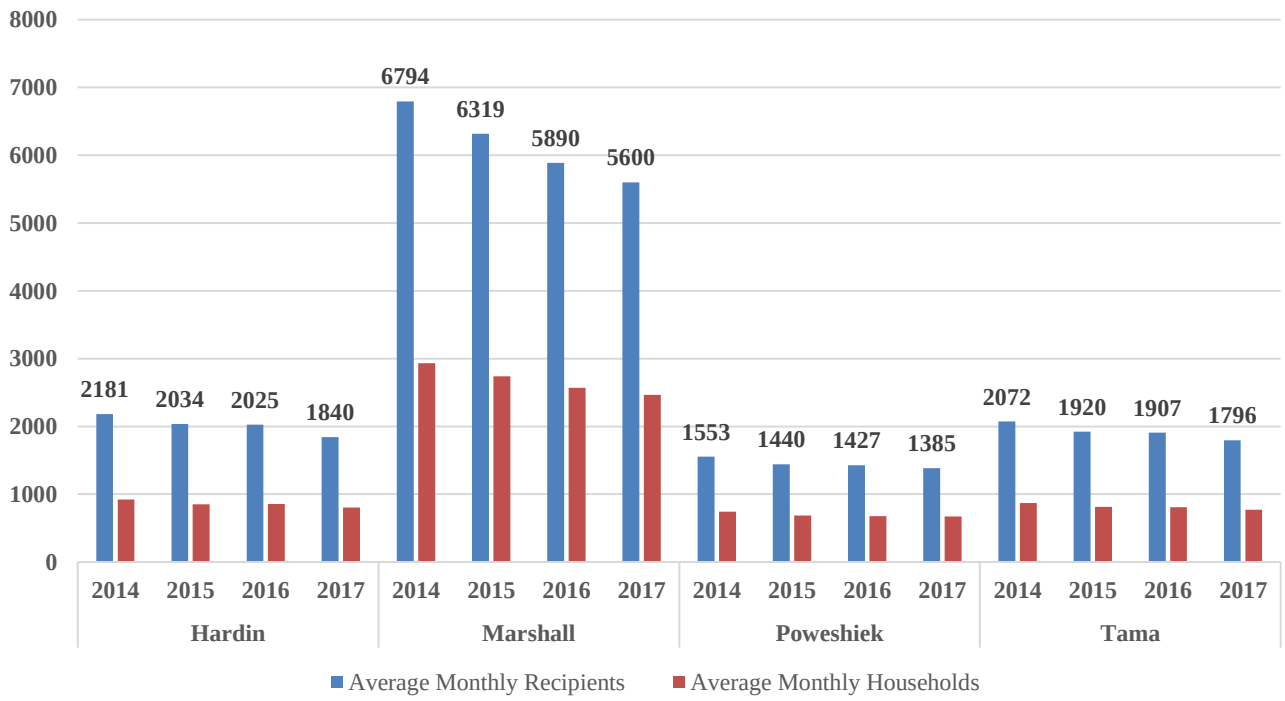
County	Number of People Below, At, or Just Above Poverty Level	Percent of Total Population
Hardin	1,878	11.4%
Marshall	6,554	16.6%
Poweshiek	2,385	14.3%
Tama	2,620	15.6%

Source: Calculated using data from State Data Center of Iowa Ratio of Income to Poverty Level, 2018
Data derived from 2013-2017 American Community Survey 5-Year Estimates

Other indicators of poverty are the rate of financial assistance and medical coverage. Note that income is not the only qualifier for certain medical coverage like Medicaid (i.e.: dialysis). Unlike poverty data, temporal data for assistance programs are available to identify trends in the region.

The number of households receiving food assistance has steadily decreased across the region in all counties since the height of the Great Recession. Over the past four years, all counties showed a consistent and steady decrease in both average monthly recipients and average monthly households. Marshall County had the largest number of recipients in 2017 with 5,600. According to the ACS Survey that put Marshall County's population at 40,476, nearly 14% of people in the county receive benefits from the Food Assistance Program.

Food Assistance Program in Region 6 Area (formerly known as Food Stamps)



Data Source: State Data Center of Iowa Food Assistance Program Data, 2018

For Medicaid, the eligible recipients and recipients served increased from 2001 to 2011, Unfortunately, a more up-to-date dataset is not available on the State Data Center of Iowa. The increase in the region from 2001 to 2011 varies by county ranging from approximately 40% in Hardin County and over 135% in Tama County. In all counties except Marshall, the average Medicaid benefits per person decreased. Average benefits decreased by just $9 in Hardin County while the average decreased by almost $70 in Poweshiek and Tama Counties.

Average Medicaid Recipients and Benefits per Month

	Year	*Eligible Recipients*	*Recipients Served*	*Benefits per Person*
Hardin	2001	1,533	1,616	$637
	2011	2,684	2,504	$628
Marshall	2001	3,807	3,882	$692
	2011	8,624	8,057	$699
Poweshiek	2001	1,183	1,234	$651
	2011	2,459	2,154	$582
Tama	2001	1,139	1,198	$554
	2011	2,683	2,358	$487

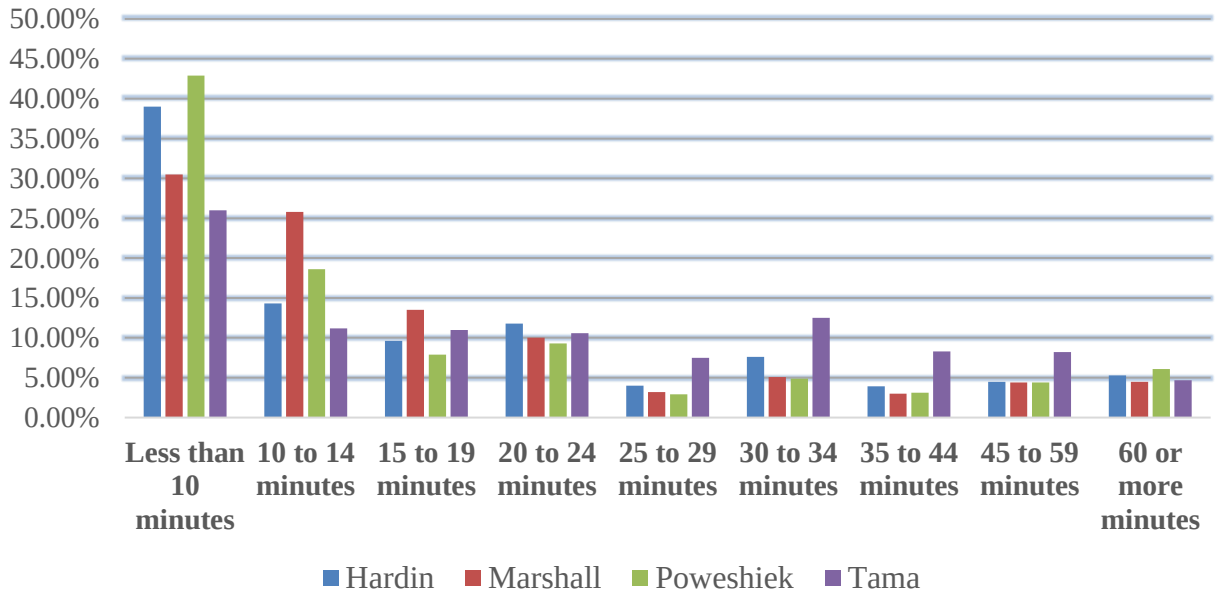
Source: State Data Center of Iowa, 2012

The financial assistance to individuals and households in Region 6 has increased despite a population decrease. The number of people served increased substantially, while the average benefits per person have increased only a small amount or even decreased.

Commuting Patterns

In today's economy, commuting for work is very common. The average travel time to work in the region is 18.8 minutes. Poweshiek County has the shortest average commute time of 17.1 minutes and Tama County has the longest average with 22.7 minutes.

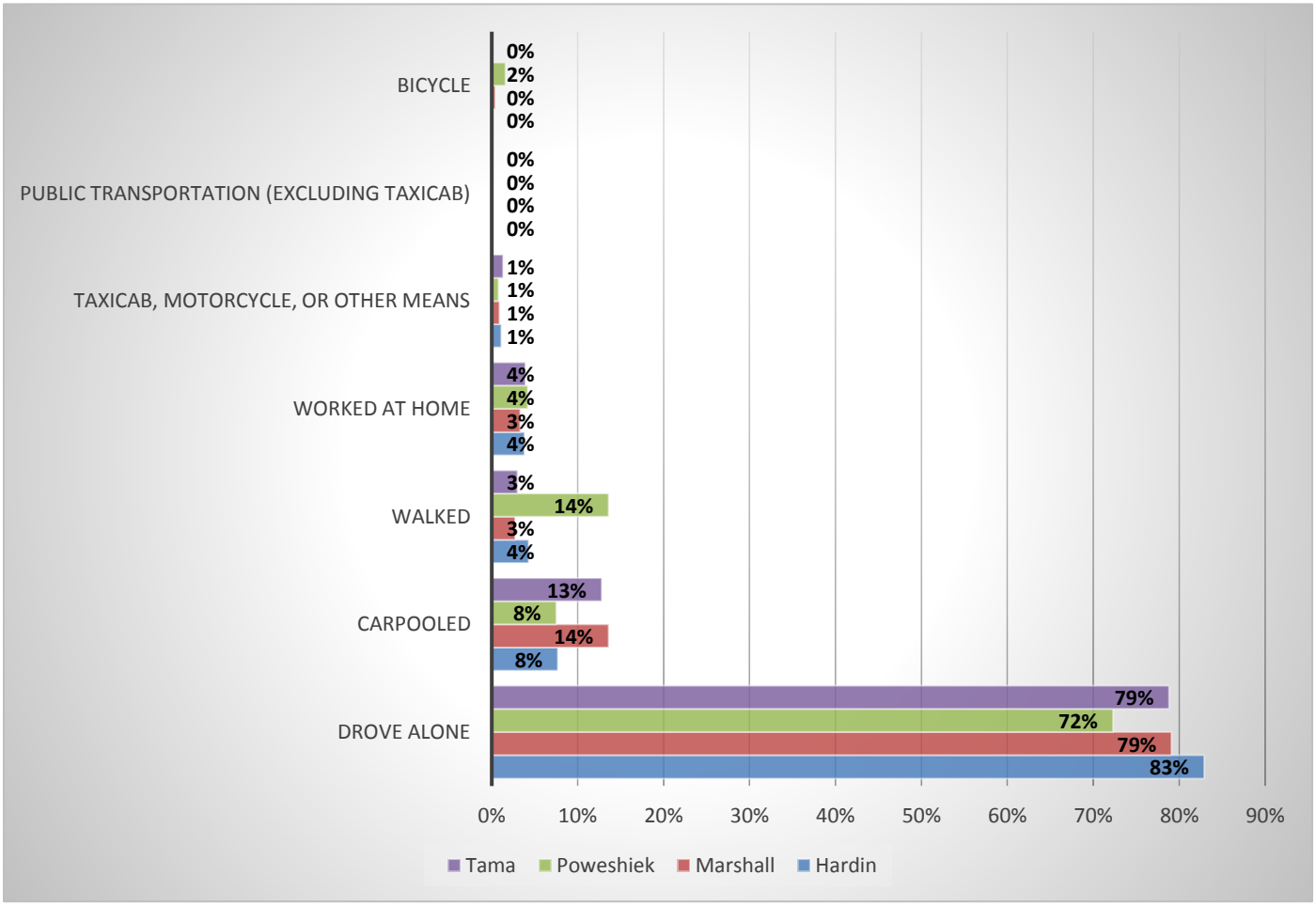
Travel Time to Work by County—2013-2017 Estimates



Data Source: American Fact Finder, ACS2013-2017 5-Year Estimates

Especially in rural areas like the Region 6 planning area, long commute times with single drivers are common. Below is a breakdown of how workers get to work. Unsurprisingly, the vast majority of commuters in the region drive alone to work, especially in Hardin County. Carpooling is more common in Marshall and Tama County, and there is a surprisingly high instance of walking to work (13.60%) or biking to work (1.6%) in Poweshiek County.

Means of Transportation to Work (workers 16 years and over)



Data Source: U.S. Census Bureau, American Community Survey, 2013-2017 5-Year Estimates

Commuting by driving alone will likely remain a popular method of transportation because of the region's rural workers commuting to more urban areas. One trend to watch, however, is those who report working from home. The county with the highest percentage of these workers was Poweshiek followed by Tama. As workplace culture changes, technology advances, and high-speed internet infrastructure becomes more common, the number of people who work from home may increase.

Region 6 will continue to explore opportunities for vanpools or other transportation options related to employment and commuting. Possible challenges include demand, ability to accommodate multiple worker shifts and schedules, funding, large employer support, partner support, and governmental support at the local and county level.

Demographic Impact on Regional Passenger Transportation

The Region 6 population has declined between 2010 and 2017 overall, but there are bright spots in these trends. Hardin and Poweshiek County population decreased the most – -1.7% and -2.6% respectively. These two counties also had negative trends in natural change – births minus deaths, not including in-migration or out-migration trends. Growing Hispanic and Latino communities, on the other hand, appear to be contributing significantly to population trends in Marshall and Tama Counties. Percentages of Hispanic/Latino populations went up in all counties, but especially strong growth was seen in Marshall and Tama Counties.

Because decreasing population density also increases the cost per ride for operating public transit, this low population density in the Region means a lower ridership for the Peoplerides public transit system. Low ridership increases the cost per mile of operating the vehicle, which then must be spread out over fewer riders than is necessary in other, more densely populated regions. It is uncertain if increasing in-migration of Hispanic/Latinos in the region can offset an overall trend in population decline. Recovery from the Marshalltown tornado, which struck the Marshalltown area in July of 2019, could also play a role in region-wide population trends for the Hispanic/Latino community.

Transportation affordability is also a key factor in the region. Marshall County has the highest percentage of total population and absolute number of people who are below, near, or just above poverty level. Regional transit prices are perceived by many to be too expensive, keeping some people from using the system and prohibiting them from obtaining necessary medical and other essential services.

The region’s population is aging. The median age increased in all counties, and the percent aged 65 and over increased in all but Tama County. Because the Region's population has had a substantial increase in retired and elderly residents, unique needs of this segment of the regional population offer challenges and opportunities for transportation-related programs and projects to keep this population living in the Region while maintaining an independent and high quality of life. Many of the elderly population may be driving beyond their abilities to do so safely. Improving the regional and Marshalltown transit programs to accommodate the growing needs of elderly residents will continue to be a key goal. Increased transit services will be critical for keeping the low-income elderly population living independently and out of nursing home or assisted living facilities when their only handicap is an inability to drive or to afford a car.

Especially in counties with the least natural growth, employers must compete for workers from adjacent counties for sufficient workforce to sustain viable industry in the area. Region 6 businesses and industry may have to attract workers between counties and from outside the regional boundaries to sustain a workforce. These workforce commuting issues already have a profound effect on the existing transportation infrastructure, and will mean a need for change in the existing regional transit system services of the future.

The marked increase in the number of people working in other counties illustrates a need for collaborative, regional efforts to meet these transportation needs. Providing employment transportation from one county to another would be a significant challenge for the regional

transit system. The solutions may include vanpool systems, work transit routes, and carpool programs, none of which currently exist. Even were public transit available for commuting purposes, the cost per ride would not overshadow the inconvenience of not having your own means of transportation to commuters.

Changes in population due to addition or closure of a major employment center, as well as changes in commuting patterns, will affect the need for better commuting alternatives. Increased transportation infrastructure spending in Region 6 counties will be needed to maintain primary commuter routes in good condition.

The regional transit system is not designed to provide transportation for employment to non-disabled workers. Especially in the most rural areas of the Region, someone without a driver's license or vehicle faces daily transportation challenges.

Statistically, more disabled people in the Region use public transit services than do non-disabled. For many disabled people, public transit is their only resource for transportation. However, it is often difficult or inconvenient to access the existing transit system.

Commuting trends have implications for the Region's future planning efforts. Decreasing population density exacerbates the existing dependence on personal automobiles for transportation. While low density means greater distance between destinations, it also means that someone will need to use a private vehicle to get to work, shopping, medical appointments, and church or social activities. Convincing people to change lifestyles and reverse this trend will be very difficult, even if population density were to increase substantially.

The influx of young immigrant families into the region, while necessary to keep a viable workforce and stable population base, also increases the percentage of the population with English as a second language and with little to no English at all. The multiplicity of languages spoken in the region exacerbates a growing need for translation services, a services awareness campaign, and outreach by the transit agency.

Providing accessible and affordable transit options, and attracting people to use alternative transportation modes, such as public transit, will be an ever-increasing challenge into the future. Changes to the existing public transportation system will be needed to enable more people to access services and employment in the Region.

Limited English Proficiency (LEP)

Only a small percentage of the population in the region is made up of people with limited English proficiency (see table). While the Hispanic and Latino population accounted for the majority of population growth and LEP population in the region, there is a large variety of languages represented in the region.

Now that Iowa Premium Beef processing plant in Tama/Toledo is up and running, the percentages may increase at a faster rate, but it is impossible to predict at this time how and how quickly those percentages might change. Moreover, immigrant population data does not take into

account those workers who live in a county outside the region and commute to work in the various employment centers in the region. Besides not being counted as a part of the LEP population, these workers could present a different set of needs for translation and transportation capabilities to get to work and around the area while they are in the region.

Region 6 - Limited English-Speaking Households by County and Region in 2017

	Hardin	**Marshall**	**Poweshiek**	**Tama**	**Region**
Number of Households in County	7,183	15,541	7,571	6,675	36,970
Number of households speaking Spanish	159	1,951	227	293	2,630
Spanish-speaking LEP households	**28**	**691**	**29**	**75**	**823**
Percent of households in county that are Spanish speaking LEP	.3%	4%	.3%	1%	2%
Number of households speaking a language other than English or Spanish*	72	499	165	314	1,050
Non-Spanish speaking LEP households	**4**	**212**	**2**	**17**	**235**
Percent of households in county that are non-Spanish speaking LEP	0%	1%	0%	.2%	.6%
Total LEP households in county	32	903	31	92	1,058
Percentage of households in county that are LEP	**.4%**	**6%**	**.4%**	**1%**	**3%**

**Other languages include Indo-European languages, Asian and Pacific Islander languages, and "other languages" as characterized by the 2017 ACS Community Survey data.*

Data Source: ACS 2013-2017 5-Year Estimates Data Set, 2018

While designed to be a flexible and fact-dependent standard, the starting point to determine how Peoplerides can accommodate LEP persons is an individualized assessment that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people's lives; and
4. The resources available to the grantee/recipient or agency, and costs.

Service to LEP individuals are described on the following pages.

Peoplerides:

Peoplerides, as a partially federally funded agency, takes reasonable steps to ensure meaningful access to their programs and activities by Limited English Proficiency (LEP) persons. The goal of English Proficiency Accommodations by Peoplerides is to find a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on the organization.

The Peoplerides/Region 6 website has incorporated a "translate" button on its webpage. A user can navigate to www.region6planning.org and will find a bright orange "Translate" button in the bottom right corner. This button allows to user to translate into dozens of languages. The website contains important information about ride scheduling, ride rates, policies and service updates.

Vital documents need only be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. Peoplerides is currently working to have brochures about available services translated into Spanish. It would be impossible, from a practical and cost-based perspective, to translate every piece of outreach material into every language. Title VI does not require this of recipients of federal financial assistance, and EO 13166 does not require it of federal agencies.

Peoplerides provides or has access to translation services in the following ways:

- Peoplerides has partnered with CTS Language Link for over-the-phone interpretation services. Clients who call and have Limited English Proficiency are asked to hold while CTS Language Link is contacted. The automated service allows us to quickly select the language desired for interpretation and to be connected immediately to an interpreter.

- Dispatchers have access to "Basic Spanish for Transit Employees" which can help them develop a working vocabulary of "Bus Spanish" unique phrasing for the transit workplace.

- St. Mary's Catholic Church and MMSC Hospital in Marshalltown both offer limited Spanish interpretation.

Peoplerides monitors and assesses the needs of eligible service populations to determine whether certain critical outreach materials translations into other languages are needed. Currently less than 4.4% of the region has non-English speaking residents (as shown on the chart on the preceding page).

Pervious survey work that Region 6 conducted has not indicated that language is a barrier to public transportation use, but this could be a result of non-English speakers being less likely or not likely to take the consumer survey. Staff recognize that there are portions of our service area where language could be a barrier to using public transportation in the region.

Peoplerides continues to try to be more aggressive in marketing their services and their fees. Disseminating this information to all potential riders is a worthy goal for Peoplerides.

As a result of the most recent DOT compliance review of Peoplerides, their report stated that "Region 6 should work to seek out and consider viewpoints of minority, low-income and LEP populations in conducting public outreach and involvement activities. In addition to the work with human service agencies thru the TAG, determine if there are any local minority news publications in which public notices could be published, and hold public input meetings at times and locations convenient to low-income and minority communities."

Peoplerides has attempted to comply with this request. However, no minority news publications have been located in the region. The St. Mary's Catholic Church conducts services in Spanish, and although it may be possible to "advertise" through their services, that would only reach a limited population. Chin Baptist church provides church services to the new Burmese population. Again, the same limits apply to this source as well. Outreach of this type will require additional personnel and budget.

Marshalltown Municipal Transit (MMT):

MMT monitors and assesses the needs of eligible service populations to determine the need for translation in outreach materials. Currently about 8.6% of Marshalltown households are LEP (ACS 2017). MMT is doing what it can to communicate with these populations by making available some translator services. The MMT transit director meets with leadership within these populations to discuss how transit can serve them better. However, one difficulty for the MMT is that its service area includes at least 10 different languages and multiple dialects. This is a lot for a small community with few language translation resources and a small budget.

MMT has two seasonal bus routes that pickup largely K-12 students and take to K-12 public schools. General public can ride on the routes also. Many of the bus riders are Hispanic youth. They are picked up in the northeast neighborhood, central neighborhood, and the southeast neighborhood. The Marshalltown Community School district busses pick up K-12 students that reside further than 3 miles for the high school and 2 miles for the 5-8 grades. MMT uses old 35' heavy duty buses for these services. The services are well used.

On the regular MMT fixed routes, not many LEP riders use the bus. Most of the new immigrants have their own vehicles or rely upon friends and/or family that have access to a vehicle. Many of these households also live in concentrated neighborhoods in town that are within walking distance of their job.

Layout of the Study Area

Besides employment tending to be concentrated in the larger population centers, essential services such as grocery stores, health care providers, hospitals, and entertainment or activity centers are leaving the smaller rural communities and concentrating in the larger communities. See Appendix of this plan for maps of the service area's key facilities.

Convenience stores like Casey's have begun to pop up around the Region, but they do not offer many healthy food choices, and they are often not an affordable food choice for a normal grocery shopping trip. Few small communities can support a grocery store (ten total grocery stores exist in the Region), leaving them to rely on the convenience stores/gas stations or the local bar. Many of the smaller communities would feel lucky to have even that amenity. A majority of residents in the region must travel to another city that has a market for their food shopping. Food deserts are common in the region, and some of these communities try to fill the gaps with farmers' markets and food pantries. Staff are also noticing a demand for more errand-focused, on-demand transportation options, but establishing these services for an affordable price for residents would be challenging.

There are 45 incorporated cities and towns in the Region, but only three have hospitals, eight have dental clinics, and 13 have senior housing or nursing care centers. Although there are a large number of elderly living facilities, nursing homes or assisted living facilities in the Region, the residents of those facilities must be transported to other towns where medical centers are located to obtain needed medical services.

Residents of 16 facilities must be transported out of town for dental services, and residents of 21 facilities require long-distance transportation to a hospital. There are no medical clinics in northeast Tama County, resulting in patients needing transportation to Waterloo in neighboring Black Hawk County. Transportation to hospitals or clinics farther away, such as Ames in Story County, Waterloo in Black Hawk County, Mason City in Cerro Gordo County, Des Moines metro area in Polk County, and Iowa City in Johnson County, is often required for medical care for this especially vulnerable population.

Mental health care is even more problematic. All of the Region 6 counties are in an underserved area. There is a huge shortage of psychiatrists across rural Iowa. This means that mental health cases have further to go for appropriate treatments. Going long distances for care is not an option since the people with persistent mental illness generally have low incomes and poor transportation options. If the care is not convenient, people with mental illness will likely either not seek treatment or be unable to get themselves to treatment facilities. The result is that people with persistent mental illness do not receive adequate care.

Affordable transportation to out of town medical services and shopping is critical, particularly for the elderly and disabled and those who do not or should not drive.

SECTION THREE: Coordination Issues

Service Gaps:

A summary of the service gaps across the region includes the following. (Note: Most of these needs are applicable to Peoplerides more than Marshalltown Municipal Transit):

- **Need affordable transportation options**. Affordability is a special problem for rural rides. According to an agency survey conducted in late 2018, nearly one third of partner agencies indicated that some clients don't use Peoplerides because the service costs too much. The average desired service fee was $3 for round-trip in town trips, $6 for round-trip within the county, and $10 for round-trip out of county trips. Transportation cost needs to be in the $2-5/ride range to be affordable for very low-income riders that are more transit dependent and to attract use. While Region 6 recognizes the need in the region for more affordable trips, we are unable to provide these rates without more subsidy or substantially higher ridership. Reduction in local property tax revenues makes this problem even more significant. Increasing affordability is a longstanding goal, but the cost of transportation makes this option difficult. Our current pricing structure is $2.00 to $6.50 per trip in-town depending on location and $2.10 per loaded mile for any out of town and out of county trips.

- **Need expanded transportation service options for evenings and weekend services**. The agency survey indicated that 72% of partners though Peoplerides service could be improved by providing more service hours outside of the current 8:00 AM to 4:30 PM service times. Partners also expressed a desire for expanded service on Saturdays. Marshalltown and Grinnell have evening and weekend transportation available, although the service is through private providers. Cost is a barrier for many lower income people on these private routes.

  Some places around the state subsidize evening and weekend taxi type trips. This would require increased funding and the private providers would need to meet the public transit requirements. Challenges include ADA disabled accessibility; insurance requirements, drug/alcohol testing and policies, and reporting fully allocated costs. The cost for a one-way ride within a Peoplerides city has not increased since FY2014. The current rates are between $2 and $6.50 per trip (one way). Rural transportation options outside of these places continues to be a challenge rate-wise, with rates remaining at $2.10 per loaded mile. Peoplerides offers routes for disabled, but that generally includes a Monday through Friday 8-9 AM route and drop off time and then a 1-3 PM pickup and drop off time.

- **Need expanded transportation service options to larger Iowa communities**. Agency survey respondents indicated that riders would be interested in trips to larger metro areas outside of the service area such as Ames and Des Moines (45% each) as well as Iowa City (41%). Peoplerides provides service to Iowa City (when demand exists) on the first Thursday of the month for $10 each way from Marshalltown with pickups in Tama, Grinnell, or other locations en-route. Four trips to Iowa City were completed in FY2018

to Iowa City. A similar service is offered to Des Moines on the first Tuesday of the month. No trips to Des Moines were requested in FY2018. Both service routes leave Marshalltown no sooner than 9:30AM and return no later than 3:30 PM. For service to Iowa Falls, Peoplerides offers a "deal day" to clients living outside of Iowa Falls on Wednesday and Friday. For $5 each way, clients can ride the bus to Iowa Falls for medical appointments or shopping. The service is flexible with pickup times, and return times are before 2:00 PM or at 3:30 PM. Peoplerides does not offer service to Ames or the Waterloo/Cedar Falls area at this time.

Even though Peoplerides is able to offer this service, a $20 round-trip is not affordable for all, especially low-income clients. An additional challenge in offering these trips is staffing and equipment availability which is nearly at peak use for the region.

- **Need transportation options for rural long-distance communities and others.** Current public and private transportation services are not properly designed for rural long-distance workers. Routes have been primarily established to serve disabled and some elderly needs. It is not very feasible in many locations to get a rural ride on a vehicle with a normal 8:00 AM to 5:00 PM schedule. Long distance commuters may ride routes for the $20/route trip rate on the Tama/Marshall routes. Other route service is priced at $2.10 per mile, which may not be feasible for many workers. The other challenge is equipment and personnel availability. Peoplerides equipment and staff is near peak use currently. Marshalltown Transit has limited capacity to serve needs that would increase vehicle and personnel needs. MMT currently cannot find adequate part-time personnel so the transit manager has had to drive vehicles on a regular basis.

  Peoplerides has been approached by other public transportation services in nearby services areas (HIRTA) and is considering the possibility of a van pool program that goes from Marshalltown to Nevada. There are many challenges and logistics that would need to be addressed before this service could be implemented.

- **Need affordable and on-demand transportation services for non-medical trips.** Peoplerides primarily serves clients with disabilities and medical needs. Rides must be scheduled in advanced, and few riders use Peoplerides service for needs other than access to medical appointment or other necessary social services. For those without alternate transportation, a need exists for affordable transportation for grocery shopping, errands, getting to and from work, getting children to child care, attending education or professional training opportunities, or visiting friends and family.

  Peoplerides will soon offer a new pilot program in Eldora called the Eldora taxi. A local service driver noted that local demand existed in Eldora for a taxi-like service to provide in-town trips to the grocery store, for errands, to the senior center, and for other miscellaneous needs for $2.50 per trip. The service will be offered on Wednesdays from 7:30 AM to 4:00 PM, and riders are encouraged to schedule rides in advanced through the normal Peoplerides dispatch system. Peoplerides will monitor the demand for this service. If it is successful, it may be a great model to follow for other areas.

- **Need attractive transportation options to reduce energy dependence and get fragile drivers off the road**. Transportation options are not attractive enough to reduce regional energy use. Getting elderly out of their vehicles is a challenge. The primary problems include routes that take too long, are not available, and/or cost too much. Cost is a key barrier to attracting some frail elderly transit riders.

Status of Previous Recommendations:

The 2015 Passenger Transportation Plan action goals are listed below with the description that appeared in the previous plan. The status of each goal since the 2015 update is included in italics.

Peoplerides –

1. **Replace vehicles when they exceed the federal useful life threshold.** We anticipate that 2-3 vehicles will need to be replaced each year at a cost of roughly $60,000 per vehicle. Grant support will be needed to help replace these vehicles. The 5-year estimated replacement cost is $600,000-800,000. *Two buses were replaced in calendar year 2015, three buses in calendar year 2016, one bus in calendar year 2017, and one bus in calendar year 2018. In addition, one bus in calendar year 2017 and one bus in calendar year 2018 were per purchased outright with local funds.*

2. **Continue funding operating expenses for current public transit services.** Current annual operating expenses are about $823,000 per year for about 45,000 rides. Current state and federal operating expenses cover about $346,000 or 42% of the expenses. Passenger fares comprise 7% of the operating expenses. The other 51% of the expenses are covered by Medicaid, some city, private donations, some hospital and medical groups, and miscellaneous other sources. *This continues to be a public transit need. Operating expenses for current public transit services continue to be funded with annual operating expenses at approximately $871,000 for FY 2018.*

3. **Construct indoor storage facilities for vehicles in Marshalltown, Iowa Falls, Grinnell, and Tama.** Currently 20% of the vehicles are stored inside and the other 80% are parked in open parking lots. Vandalism has not been a problem; the biggest challenge is the winter ice and snow accumulation. The cost of each storage facility would be in the $300,000-400,000 range. The total cost would be at least $1.2 million. Grant funding would be needed to assist with this cost. *Additional indoor storage facilities have not been built since the last plan update. Grant funding would be needed to assist with this action item.*

4. **Seek funding and opportunities to reduce the $2.10/mile charge for demand response rural transportation services.** A very high percentage of 2015 agency survey respondents, 86.2%, indicated financial limitations are a barrier to using public transit. Survey responses also indicated that transportation cost needs to be in the $2.00/ride range to be affordable for everyone and to attract use. The Peoplerides Medicaid agreement is $2.10/mile for services. We would like to offer some rural medical services that would be at a lesser rate. Some local funding may be needed to achieve this goal. This is something to work towards in the FY 2019/2020 budget year – starting 7/1/19.

5. **Offer more days of service at our $2.50 bargain day rate.** *Region 6/Peoplerides continues to operate service in Grinnell and Iowa Falls Monday-Friday at $2.50 per ride. We have also begun a pilot taxi service in Eldora for $2.50 per ride on Wednesdays. Service prices remain at $6.50 per trip in Tama and Toledo. No additional rate changes are anticipated without increased grant funding.*

6. **More marketing of available Peoplerides services**. Better brochures; more resources devoted to distribution of brochures around the region; better website including fare information and the ability to send a ride request electronically. *Peoplerides staff continues to attend agency meetings and network with other potential partners in the region. Staff bring brochures to these meetings and inform and remind partners of services. In 2017, Peoplerides added a "translate" button to its website to make it more user-friendly to non-native English speakers. The website also prominently displays a page for fare information. Staff have been working to update its operations through the use of Paraplan software, which will run operations through iPad devices for drivers and new desktop operating software in the office. Peoplerides is still working on the possibility of submitting a ride request electronically. We continue to request that ride requests are phoned in, although we do have a small percentage that use email through a group email address to schedule their rides.*

7. **Evaluate whether private taxi operators in Marshalltown and Grinnell would have some interest of serving weekend and night services in some places.** Peoplerides would have many public transit conditions. Funding from local sources would also be needed. *Grinnell had a private taxi operator, but the driver was not able to continue due to health reasons. There is also an "errand service" that started in Grinnell during 2017 that Peoplerides would like to include in future discussions about transportation in the area.*

8. **Expand the Peoplerides rural demand response fleet of vehicles to accommodate nearly all Medicaid non-emergency rides.** This vehicle fleet expansion would need to be in smaller conversion van type vehicles that currently cost around $55,000-$60,000. With the additional vehicles, Peoplerides would also need additional drivers to meet the needs. *Our fleet has seven smaller conversion van type units. Additional smaller units are needed. With the addition of one full time and one part time driver we have been able to cover some of these needs. Part time/on-call drivers continue to be needed in all counties, however many applicants want some guarantee of hours.*

9. **Consider serving the workforce needs of the region through vanpool vehicles.** Some of the Iowa regional transit operators have vanpool vehicles that provide a vehicle for shared rides to a common destination. One example is a vehicle from Mason City area to Winnebago industries at Forrest City. The purchase price of each vehicle would be in the $20,000-$30,000 range. Depending upon the scale of the operations, some additional staff may be needed. Possible vanpool locations would include Tama-Marshalltown, Grinnell-Marshalltown, Tama-Cedar Rapids, Marshalltown-Ames, Traer-Dysart-Waterloo, and Grinnell-Des Moines. *Peoplerides was approached by HIRTA in fall of 2018 and asked about the feasibility of providing vanpool service from our service area to Nevada in Story County. Staff have spoken with HIRTA representatives and have gathered information about*

a similar pilot project taking place in the Region 7 area through Career Link transportation CDBG funding. Work is ongoing, and the project is still in an exploratory phase.

10. **Peoplerides maintenance facility and mechanic.** We are not at the point where we have sufficient vehicles to justify this, but if the vehicle fleet expands this may be justified. *The fleet is still not large enough to justify our own maintenance facility and mechanic.*

11. **Develop better software that integrates all the public transit data into one system.** We currently have a well-developed access data base for scheduling. We use individual spreadsheets for vehicle maintenance and time sheet data. If the system expands or funding needs change, it may be beneficial to have a better integrated system for all functions. *Peoplerides is transitioning to a new software, Paraplan, which will run transit operations through iPad devices for drivers and a new desktop software in the office.*

12. **Add or share a public transit driver trainer.** Peoplerides can improve the driver risk management piece of the operations. Our training program is pieced together. We have not had any major problems with accidents but this could add some peace of mind because our vehicles travel 320,000 miles annually. The average annual miles per vehicle is about 16,000 miles. *HIRTA has been approached and talks continue. They employ a full-time driver trainer and we can send our drivers to Urbandale or bring the trainer to Marshalltown. They would prefer group training when possible.*

Marshalltown Municipal Transit (MMT) has identified the following priority action goals:
The Marshalltown Municipal Transit (MMT) identified the following goals in the 2015 plan. The status of each goal since the 2015 update is included in italics.

1. **Replace vehicles when they cannot serve the public transit needs of Marshalltown.** Marshalltown has replaced all the regularly used fixed route buses. They use two 1990's vintage busses for two special routes. These vehicles do not get many annual miles, so getting a new vehicle is not cost effective. They have an old Peoplerides vehicle that is used for some Paratransit activities. This vehicle should be replaced at some future date. MMT installed backup cameras on all of their vehicles in 2018.

2. **Continue funding operating expenses for current public transit services.** *MMT continues to fund operating expenses for the transit servicers.*

Coordination Opportunities:

Region 6 has identified a few coordination opportunities to increase passenger transportation options. These opportunities include:

- **Coordinate transportation for ICU patients**. Earlier in 2018, Marshalltown learned that its ICU services were being discontinued out of the local Unity Point Health Hospital. Now, Marshalltown residents who need ICU care are being transported by ambulance to the closest ICU in Waterloo. When patients are discharged, there is a gap in transportation for those residents who don't have someone available to pick them up. Peoplerides was approached to help fill this gap, and we are now transporting those patients who are discharged from the Waterloo ICU back to the Marshalltown area on an as-needed basis. Peoplerides will continue to provide this service and will try to notify partners and case managers that we can help to address patient transportation needs. [price for service?]

- **Consider serving the workforce needs of the region through vanpool vehicles.** Possible vanpool locations would include Marshalltown-Nevada, Tama-Marshalltown, Grinnell-Marshalltown, Tama-Cedar Rapids, Marshalltown-Ames, Traer-Dysart-Waterloo, and Grinnell-Des Moines. Peoplerides was approached by HIRTA in fall of 2018 and asked about the feasibility of providing vanpool service from our service area to Nevada in Story County. Staff have spoken with HIRTA representatives and the project is still in an exploratory phase.

- **Offer pilot "Eldora Taxi" service and determine feasibility for continuation and expansion**. Peoplerides staff were notified of demand for a transportation service for errands such as grocery shopping, trips to the senior center for meals, and trips to the gym. These types of transportation trips are different from the usual Peoplerides service for medical and essential services. Peoplerides will begin the Eldora Taxi service in early 2019 on a trial basis for one day a week. Rides still need to be scheduled in advanced with the Peoplerides dispatchers.

- **Coordinate services with local homeless service provider organization, House of Compassion of Marshalltown**. House of Compassion is a faith-based agency located in Marshalltown that offers a soup kitchen, supply closet and client assistance program. The agency is designed to meet the immediate needs of homeless residents and others in need of assistance so that no one goes without emergency medicine, dental care, or immediate housing. The organization previously provided gas cards to clients to help them cover the cost of fuel for appointments and accessing community services, but they are no longer able to provide these cards due to misuse. Region 6 would like to explore how we can work with House of Compassion to better serve the transportation needs of their clients.

- **Assess unmet transportation needs for North Tama Community Schools students.** High school students who attend North Tama Community Schools may need transportation to internships or work experiences at area businesses and other community service locations. Peoplerides intends to further explore this transportation need with the

school superintendent. We would also like to reach out to other school districts to see if similar needs exist.

- **Coordinate K-12 education services closer with public transit rides.** In addition to the previous goal, there could be potential to work with school districts in the region to address other unmet needs. Currently MMT, the regional transit system, does not have capacity to transport many additional riders on the vehicles. A few of the passengers may overlap. Peoplerides has not compared routes closely between schools and our public transit program. MMT provides several special express routes that primarily serve students. Given that the districts have such a large transportation program, this would be an opportunity to substantially expand the public transit availability. This could be a future work item if there is genuine interest between the city-county sector and the public school sector. There is hesitation at the school district level to mix the general public with K-12 students. A dialogue can certainly be started about needs, efficiency, and the best way to implement a possible pilot service.

- **Reduce cost for evening transportation where private providers are located**. Marshalltown has private transportation operators that operate from 6-7 am to midnight, 7 days per week. The demand past public transit hours (6 pm in Marshalltown) is minimal. It would be difficult to justify public transit services after 6 pm Monday–Friday. A voucher program to reduce the cost of rides for qualifying lower income riders would be a nice service. Saturday all day and Sunday morning public transit service in Marshalltown would be a nice service to offer. These services may be able to justify continuation with sufficient ridership.

- **Evaluate whether general public passenger services can be expanded by accessing Veterans Affairs vehicles**. This is more of a statewide issue than a Region 6 issue. The county veterans affairs staff say that the Department of Administrative Services vehicles are only available for veterans. IVH states that this is a state legislative decision. Hardin County worked with IVH to purchase a van with coordination through Hansen Family Hospital, but it is not known how the arrangement is handling the combination of veterans and the general public in a transportation situation.

- **Ride Coordinator.** With many of the above activities, having a ride coordinator position for the entire region would be beneficial. This person could work closely with the schools and private providers to increase opportunities. Some of the activities of this person could also assist the marketing and awareness issues facing the public transit providers.

Addressing these coordination barriers is a very large challenge. State level cooperation would also be needed to achieve substantial changes. Some changes may be feasible with sufficient review.

SECTION FOUR: Priorities and Strategies

Peoplerides ridership increased 24% from 2013 to 2018. Ridership from 2017 to 2018 remained the same – only 46 less system rides in 2018. The 2018 ridership was 48,996. Based upon quarter 1 of FY 2019 statistics our ridership in 2019 will be about the same as 2018.

Peoplerides helps people of all ages and abilities get to services, medical appointments, work, shopping and other essential functions. Most of our riders do not have other means of transportation. We are a key part of maintaining individual quality of life and independence.

Peoplerides continues to seek funding opportunities to serve public transportation needs. The biggest challenge that we face is replacing many worn out vehicles.

In a "perfect world" situation, we would provide more flexibility for on demand transportation services in all four counties, support more long-distance trips at lower prices, provide more regular daily or weekly routes between cities, expand hours, and provide rides for employment at extremely low rates. However, Region 6/Peoplerides recognizes that these projects are not feasible with the funding available.

It is also impossible to prioritize, short or long term, projects that currently are unmet needs that we all know very well we have but also have no foreseeable ability to finance. Needs, clients, and priorities change over time, and funding decisions are most often made on a reactionary basis. Therefore, the most urgent need for the most benefit becomes the priority. Being proactive would be the best case scenario, but in a poor, rural area such as Region 6, especially during an economic recession, the biggest, if not the only, priority has to be to continue services at the current level.

The current and future strategies for Region6/Peoplerides are:

- Attend county social and health services group meetings to obtain client needs input and provide information regarding opportunities and services for the region.
- Evaluate and adjust services on needs-based and funding-based criteria.
- Continue to improve services we can provide.
- Try new ways to market Peoplerides services.
- Try new ways to inform the public on how to access transit services.

Region 6/Peoplerides have developed the following list of goals for the next five years based on feedback from agency and rider surveys, local knowledge, developments in the region and public input:

1. **Continue to replace vehicles when they exceed the federal useful life threshold.** We anticipate that 2 vehicles will need to be replaced each year at a cost of roughly $60,000 per vehicle. Grant support will be needed to help replace these vehicles.

2. **Continue funding operating expenses for current public transit services.** Current annual operating expenses are about $871,000 per year (FY2018) for about 49,000 rides. Current

state and federal operating expenses cover about $400,475 or 46% of the expenses. Passenger fares comprise 7% of the operating expenses. The other 54% of the expenses are covered by Medicaid, some city, private donations, some hospital and medical groups, and miscellaneous other sources.

3. **Construct indoor storage facilities for vehicles in Marshalltown, Iowa Falls, Grinnell, and Tama.** Currently 20% of the vehicles are stored inside and the other 80% are parked in open parking lots. Vandalism has not been a problem; the biggest challenge is the winter ice and snow accumulation. The cost of each storage facility would be in the $300,000-400,000 range. The total cost would be at least $1.2 million. Grant funding would be needed to assist with this cost.

4. **Explore how to make rural transportation for medical service more affordable.** The Peoplerides Medicaid agreement is $2.10/mile for services. A high percentage of agency partners indicate that clients see the cost of a ride as a barrier to using public transit. We would like to offer some rural medical services that would be at a lesser rate. Some local funding would likely be needed to achieve this goal.

5. **Explore how to make in-town transportation service more affordable.** Peoplerides offers the $2.50 bargain day rate ($2.50 per trip in town) in Grinnell and Iowa Falls on Monday through Friday. Peoplerides will explore how we can offer more services in other communities at that rate. Additional grant funding sources will likely be needed. A pilot project in Eldora will be underway in early 2019 to offer the $2.50 bargain rate in Eldora on Wednesdays. Depending on its success, we may be able to use this model to offer more services in smaller communities at affordable rates, possibly even for nights or Saturdays.

6. **Better market Peoplerides services**. Peoplerides will create better brochures and will devote more resources to distribution of brochures around the region. Peoplerides is currently rolling out new technology for ride dispatching and driver routes (Paratransit). Sending electronic rides requests and updating communication strategies are ongoing goals. We hope that more marketing of Peoplerides services to local partners will increase the possibility to coordinate.

7. **Evaluate partnership with private taxi operators in Marshalltown to increase night and weekend services.** Peoplerides would have many public transit conditions. Funding from local sources would also be needed.

8. **Expand the Peoplerides rural demand response fleet of vehicles to accommodate nearly all Medicaid non-emergency rides.** This vehicle fleet expansion would need to be in smaller conversion van type vehicles that currently cost around $55,000-$60,000. With the additional vehicles, Peoplerides would also need additional drivers to meet the needs.

9. **Consider serving the workforce needs of the region through vanpool vehicles.** Explore the possibility of a workforce van pool transportation program. The purchase price of each vehicle would be in the $20,000-$30,000 range. Depending upon the scale of the operations, some additional staff may be needed. Possible vanpool locations would include Tama-Marshalltown, Grinnell-Marshalltown, Tama-Cedar Rapids, Marshalltown-Ames,

Marshalltown-Nevada, Traer-Dysart-Waterloo, and Grinnell-Des Moines. Talks are in beginning stages regarding a Marshalltown-Nevada route.

10. **Continue to incorporate software solutions into transit operations.** Data to be integrated includes vehicle maintenance, time sheets, and dispatching/route development.

11. **Share a public transit driver trainer with HIRTA.** Peoplerides can improve the driver risk management piece of the operations. Our training program is pieced together. We have not had any major problems with accidents but this could add some peace of mind because our vehicles travel 320,000 miles annually. The average annual miles per vehicle is about 16,000 miles. We will continue talks with HIRTA, as they have approached Peoplerides to see if they would be interested in sending drivers to Urbandale for training or training in a group situation in Marshalltown.

12. **Coordinate transportation for ICU patients**. Now that Marshalltown has closed its ICU facilities at the local hospital, the closest ICU facilities are in Waterloo. A service gap exists for patients who were transported to Waterloo by ambulance and are then discharged with no one to pick them up and no transportation on-site. Peoplerides was approached to help fill this gap, and we are now transporting those patients who are discharged from the Waterloo ICU back to the Marshalltown area on an as-needed basis. We will continue to provide this service. Labor availability for this service is a problem.

13. **Continue offering monthly transportation services to larger Iowa communities.** Peoplerides currently offers rides to Iowa City and Des Moines once a month for $10 each way when demand exists. Clients can get rides to Iowa Falls on Wednesdays and Fridays for $5 each way. Peoplerides will offer travel to these cities and will try to increase the marketing of this service. Peoplerides does not offer service to Ames or Waterloo/Cedar Falls at this time, but they may explore these areas as part of a pilot commuter vanpool program.

14. **Work with local partners to assess unmet needs and coordinate service.** Some RPAs work closely with school districts and other service providers to assess needs and coordinate service. Local partners that could be engaged with include school districts, veterans groups and homeless care providers. Peoplerides will explore if there is common interest and resources available to work together on transportation services. This action item would be greatly aided through the hiring of a ride coordinator, additional marketing materials and outreach and additional funding.

Marshalltown Municipal Transit (MMT) has identified the following priority action goals:

1. **Replace vehicles when they cannot serve the public transit needs of Marshalltown.** Marshalltown has two heavy duty non-accessible busses that are used on special routes that need to be replaced with a used or new bus. Marshalltown also has Orion low floor busses that need to be replaced for regular fixed route or paratransit service use. MMT needs federal capital replacement grant funding to replace this equipment.

2. **Continue funding operating expenses for current public transit services.** MMT continues to fund operating expenses for the transit servicers.

3. **Explore possibility of providing public transportation to local halfway house residents.** MMT is in initial planning stages to provide public transportation (a fixed route) to accommodate residents of the community-based corrections residential halfway house located at 1401 South 17th Ave in southeast Marshalltown. MMT is working with the DOT and local partners to explore project feasibility in the form of a pilot program.

4. **Look into expanding service hours to accommodate local Iowa Veterans Home residents.** MMT is looking into expanding evening hours and offering Saturday service for IVH residents. This project is still in the very initial stages of exploring project feasibility, local needs and local support.

5. **Establish contracts with MCOs for paratransit services.** MMT currently provides paratransit service for Marshalltown residents. Because they have not established service contracts with managed care organizations, they are providing this service free of charge at an estimated cost of $80,000 per year. MMT is exploring the steps it will need to take to bill managed care organizations for the service it provides to riders on Medicaid.

6. **Install Simme-Seats at bus stops.** MMT has purchased approximately 20 Simme-Seats and will work to install these seats over the next year. Simme-Seats are innovative steel benches that provide two individual seats directly at a bus stop location.

7. **Explore possibility of software to track vehicle mileage and passenger loads.** MMT has looked into using Trip Spark software and in-vehicle hardware. This software would allow MMT to automatically track vehicle mileage, passenger loads, and real-time fleet locations for scheduling. At this time, the service is cost-prohibitive and is not feasible without significant new funding support. MMT will consider funding opportunities to fund this service over the next five years.

8. **Coordinate with Marshalltown Community Schools to address service gaps.** MMT is currently working with Marshalltown CSD to address their gaps in service. One possibility that could result from this partnership is developing a contract with the school system to alleviate overcrowded buses.

SECTION FIVE: Funding

Funding for transportation comes from many sources. Following is a list of federal, state and local funds available to public transit. All funds are expected to continue through the next five years with the exception of capital funds; however, amounts may vary. Capital funds are determined annually and based on the age and mileage of the vehicles. It is not known what funding, if any, will be obtained in the next five years.

Funding for Peoplerides, the transit provider based in Region 6 Planning Commission, is listed below. Specific funding for Marshalltown Municipal Transit, which is run by the City of Marshalltown, is provided at the end of this section.

FEDERAL PROGRAMS

Statewide and Nonmetropolitan Transportation Planning (Section 5304) - These funds are intended to support transit planning in addition to what is conducted by the individual metropolitan planning organization (MPO). By law, the state is the direct recipient of the funding. Iowa uses these funds, along with 5311 funds set aside specifically for planning, to support a system of regional planning affiliations (RPAs). The RPAs are responsible for local intermodal transportation planning in areas of the state not included in an MPO. Iowa DOT's Office of Systems Planning serves as the direct recipient of these funds. The combined 5304 and 5311 planning funds are distributed annually to each of the Iowa's 18 RPAs through a funding formula. These funds jointly support regional intermodal planning on an 80 percent federal, 20 percent nonfederal basis. Approximately $24,443 in 5304 and SPR funding is included in the Region 6 Planning budget along with a 20% match provided by Region 6 Planning. This funding is used to provide transit planning, which includes developing the Passenger Transportation Plan, attending county provider meetings, applying for transit funding, researching transit data, developing feasibility studies for transit, and much more.

Section 5311 - Non-urbanized Area Formula Program – This federal program supports transit activities in rural areas and communities with less than 50,000 population. These funds are allocated to Iowa based on the number of persons living outside urbanized areas compared to other states. By law, the state is the direct recipient of the funding. Iowa DOT serves as the direct recipient of the funds, through both the Office of Public Transit (OPT) and the Office of Systems Planning. The OPT administers the bulk of the 5311 funding that is provided to small urban and regional transit systems, as well as the 15% of the annual apportionment, that in conformance with federal law, is utilized to support intercity bus services. The Office of Systems Planning administers that portion of the 5311 funds that are combined with the 5304 funding to support rural transit and intermodal planning activities. In 2019 Region 6 Planning-Peoplerides budgeted $170,791 in Section 5311 funds to maintain the current system.

Rural Transit Assistance Program (RTAP) (Section 5311[B][3]) - This federal program provides a source of funding to assist in the design and implementation of training and technical assistance programs and other support services tailored to meet the specific needs of transit operators in nonurbanized areas (less than 50,000 in population). RTAP funds are mainly used to provide local transit agencies training fellowships. The fellowships pay 80 percent of the cost for Iowa's small urban and 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. A parallel program funded with State Transit Assistance pays for costs incurred by large urban systems and their planners. Region 6 Planning uses some of these funds for training costs. Less than $800 of these funds were requested by Region 6 Planning-Peoplerides in FY2018.

Intercity Bus Program (Section 5311[f]) - A minimum of 15 percent of each year's nonurbanized formula funds allocated to Iowa under the 5311 program is required to be set aside

to support intercity bus transportation. Private-for-profit companies, private nonprofit corporations, or public entities may apply for this funding. Connections to Amtrak or passenger air service terminals are desirable. Service strictly for commuter purposes is not eligible. Projects may include operating assistance, capital assistance, planning, or administrative costs, such as marketing and insurance. Region 6 Planning-Peoplerides has not historically requested any of this funding.

Bus and Bus Facilities Formula Grants (Section 5339) - These funds can finance capital projects to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. In Iowa, approximately $1,250,000 is received annually to be spent in small urban (less than 50,000 population) and regional transit systems and receives individual allocations for each large urban transit system serving populations between 50,000 and 200,000. The large urban funds are pooled since individual allocations would not allow for bus purchases on an annual basis. All funds are spent on vehicle replacements rather than on expansion vehicles or bus-related facilities and are distributed utilizing the vehicle rankings of the Public Transit Management System (PTMS). Transit systems serving populations of more than 200,000 receive direct allocations from the Federal Transit Administration and are not included in the statewide distribution through PTMS. Each year Region 6 Planning Commission requests funding to replace 2-4 vehicles. Since this funding is limited, we typically get 0-1 vehicles funded through this program. Marshalltown Transit also requests funding sometimes to replace worn out buses. Sometimes those buses score well since they are so old.

Surface Transportation Program (STP) - These funds come to the state based on a number of factors, including vehicle-miles of travel, highway lane miles, and the number and size of bridges. The funds can be used for roadway, transit capital projects, pedestrian/bikeway projects, or intermodal planning projects on an 80 percent federal, local basis. In Iowa, a portion of these funds are programmed by local governments acting through metropolitan or regional planning agencies. Since 1995, Region 6 Planning-Peoplerides has programmed $677,921 of the regionally approved STP funds for transit capital projects.

Iowa's Clean Air Attainment Program (ICAAP) - Iowa does not have any areas in violation of transportation-related federal clean air standards; therefore, the state receives a minimum allocation of Congestion Mitigation and Air Quality Improvement Program funding that can be used for any purpose for which STP funds can be used and on the same 80 percent federal and 20 percent nonfederal basis. In Iowa, funds are programmed for highways or transit projects through a statewide application process that selects projects based on their anticipated air quality or congestion relief benefits. The Iowa program is referred to as Iowa's Clean Air Attainment Program.

STATE PROGRAMS

State Transit Assistance (STA) - Iowa devotes an amount equal to 4 percent of the fees for new registration collected on sales of motor vehicle and accessory equipment to support public transportation. Most of this money is distributed by the STA formula that is based on each transit system's performance during the previous year in terms of rides, miles, and local funding support. These formula funds are usable for support of any operating, capital, or planning

expenses related to the provision of public passenger transportation. In 2019 Region 6 Planning budgeted $243,405 for STA.

- **STA special projects** - Each year up to $300,000 of the total STA funds are set aside to fund special projects. These can include grants to individual systems to support transit services that are developed in conjunction with human services agencies. Grants can also be awarded to statewide projects that improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc. This funding is also used to mirror the Rural Transit Assistance Program to support individual transit training fellowships for large urban transit staff or planners.

- **STA coordination special projects** - Funds provide assistance with startup of new services that have been identified as needs by health, employment, or human services agencies participating in the passenger transportation planning process.

Public Transit Infrastructure Grant (PTIG) Fund - This program is funded annually by the state legislature to fund some of the vertical infrastructure needs of Iowa's transit systems. Projects can involve new construction, reconstruction, or remodeling, but must include a vertical component to qualify. Projects 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 percent and cannot, in combination with federal funding, exceed that number. No single system can receive more than 40 percent of the available infrastructure funding in a given year. Region Planning has not used any of these funds.

LOCAL FUNDING

Local funding support for transit includes fares or contributions received from riders, revenues from contracts with social service agencies, student fees, and taxes levied by local cities and counties. Cities are allowed under the Iowa Code to levy a dedicated property tax for transit of 95 cents per $1,000 assessed valuation. Other local tax funding comes from general fund levies, and from "trust and agency" levies.

Passenger Fares – Fees paid by the passengers is one of the most common sources of local support. This can include monies collected on-board the transit vehicle (usually called "farebox receipts"), as well as prepaid fares from sale of passes or tickets, or fares billed to the passenger after the fact. FTA requires that all passenger revenues be subtracted from the total cost of operating transit service to identify a net operating cost, before eligibility for federal financial support of operations can be calculated. In FY2018, Region 6 Planning-Peoplerides had about $45,000 in farebox revenue for the 49,000 rides.

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. Contract revenue is from sources like

- United Healthcare - Medicaid,
- Logisticare – Medicaid,
- Access 2 Care – Medicaid,
- MTM – Medicaid,
- Iowa Medicaid Enterprise,
- County Social Services – Tama region,
- Central Iowa Community Services – Hardin, Marshall, Poweshiek region,
- Unity Point - Marshalltown,
- Northeast Iowa 3A,
- Center Associates,
- Wolfe Clinic, and
- Primary Health.

The FY2018 revenue from these sources totaled $472,000.

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. (This is something that can be implemented with a simple vote from the city council). Only Marshalltown has a municipal transit levy.

Local Tax Support – The only City or County within the region that provides funding to Peoplerides is Grinnell. The Grinnell revenues are from a special trust that is designed to serve the worthy poor – the Campbell Fund. Revenue from that source in FY 2018 was nearly $15,000.

Other Local Support – Region 6 receives funding from other sources for Peoplerides services. Staff is diligent in looking for all possible funding sources on a continual basis. The following groups provided financial assistance for Peoplerides in FY2018:

Iowa Falls Community Sources – non-profits	$15,535
Other Misc. Fund Sources for Rides	$816

This support helped provide rides for specific identified clients.

Without more outside funding and without local match funding, the best we can hope for at this time is to not have to decrease services.

For specific projects and funding schemes, please see Transportation Goals and Fiscal Impact spreadsheet, which is the final attachment to this planning document.

MARSHALLTOWN MUNICIPAL TRANSIT FUNDING

MMT is funded through several sources. These sources are described in more detail above. Specific amounts of funding for MMT are listed below:

- $195,722 in Section 5311 (Non-urbanized Area Formula Program)
- $157,027 in State Transit Assistance (STA) funding
- $280,521 in municipal transit levy. The transit levy for Marshalltown is set at 36.047 cents per $1000 assessed property value.

Appendix

Appendix A: Region 6/Peoplerides Vehicle Inventory – December 2018

PROPERTY ID #	FLEET ID	Year	Make	Model	Vehicle Class Size	Purchase Cost	ADA Compliant
1FDXE45S36DA68386	106	2006	Ford	Eldorado	LDB 176"	$52,836.00	Y
1FDXE45S07DA13038	107	2007	Ford	Eldorado	LDB 176"	$52,311.00	Y
1FDXE45S17DB43068	207	2007	Ford	Eldorado	LDB 176"	$52,411.00	Y
1FDFE45S99DA69106	109	2009	Ford	Eldorado	LDB 158"	$54,476.00	Y
1FDFE45S19DA88409	209	2009	Ford	Eldorado	LDB 158"	$54,476.00	Y
1FDFE45S19DA88410	309	2009	Ford	Eldorado	LDB 158"	$54,476.00	Y
1FDFE45S19DA88430	409	2009	Ford	Eldorado	LDB 176"	$55,713.00	Y
2D4RN4DE2AR282500	110	2010	Dodge	Grand Caravan SE	MV	$35,693.00	Y
1FDFE4FS1ADB00349	111	2011	Ford	Eldorado	LDB 176"	$57,231.00	Y
1FDFE4FSXCDA13326	112	2012	Ford	Eldorado	LDB 158"	$55,613.00	Y
1FDFE4FS1CDA13327	212	2012	Ford	Eldorado	LDB 158"	$55,613.00	Y
1FDFE4FS3CDA13328	312	2012	Ford	Eldorado	LDB 158"	$55,613.00	Y
1N6AF0LY1CN106739	412	2012	Nissan	NV2500	Conv/MV	$50,765.00	Y
3C6TRVCG6EE107701	114	2014	Dodge	Prime Time, Ram Promaster	Conv/MV	$54,356.00	Y
3C6TRVCG8EE107702	214	2014	Dodge	Prime Time, Ram Promaster	Conv/MV	$54,356.00	Y
1FDFE4FS4FDA09664	115	2015	Ford	E450, Glaval Universal	LDB 158"	$68,344.00	Y
1FDFE4FS6FDA12095	215	2015	Ford	E450, Glaval Universal	LDB 176"	$72,779.00	Y
3C6TRVDG9GE108021	116	2016	Dodge	Prime Time, Ram Promaster	Conv/MV	$55,364.00	Y
1FDWE3FS1GDC33678	216	2016	Ford	Turtletop Van Terra	LDB 138"	$71,186.00	Y
1FDEE3FS3GDC57198	316	2016	Ford	E450, Glaval Universal	LDB 138"	$66,244.00	Y
1FDEE3FS7HDC70781	117	2017	Ford	E350, Glaval Universal	LDB 138"	$70,898.00	Y
1FDFE4FS6HDC58650	217	2017	Ford	E450, Glaval Universal	LDB 186"	$78,771.00	Y
1FDWE3FSXHDC67202	118	2018	Ford	Turtletop Van Terra	LDB 138"	$76,144.00	Y
1FDFE4FS6JDC42857	218	2018	Ford	E450, Glaval Universal	LDB 186"	$78,599.00	Y

Region 6/Peoplerides Vehicle Inventory Mileage

FLEET ID		Actual OD	Actual OD	Actual OD	Actual OD	Actual OD	Actual OD	Estimated	Estimated	Estimated	Estimated	Estimated	Estimated
	Year	12/31/13	12/31/14	12/31/15	12/31/16	12/31/17	12/31/18	12/31/19	12/31/20	12/31/21	12/31/22	12/31/23	12/31/24
106	2006	136,827	153,402	167,340	173,436	175,451	175,536	Replacement vehicle rcvd 12/4/18					
107	2007	147,979	159,213	172,139	184,495	184,735	184,735	Scheduled for replacement 2019					
207	2007	150,044	172,794	183,528	190,627	190,636	190,636	Scheduled for replacement 2019					
109	2009	102,813	120,403	131,217	144,293	154,840	168,292	173,292	178,292	183,292	188,292	193,292	198,292
209	2009	96,578	109,226	126,171	139,567	149,854	154,819	159,819	164,819	169,819	174,819	179,819	184,819
309	2009	117,559	143,743	156,820	171,610	189,399	206,113	211,113	216,113	221,113	226,113	231,113	236,113
409	2009	115,921	141,396	155,227	166,703	173,078	188,649	193,649	198,649	203,649	208,649	213,649	218,649
110	2010	36,021	50,175	60,831	71,353	82,041	93,541	103,541	113,541	123,541	133,541	143,541	153,541
111	2011	96,845	124,403	152,372	180,713	210,638	215,034	218,034	221,034	224,034	227,034	230,034	233,034
112	2012	53,788	78,523	107,045	136,237	152,837	173,884	185,884	197,884	209,884	221,884	233,884	245,884
212	2012	36,119	62,059	85,974	108,434	133,419	152,249	162,249	172,249	182,249	192,249	202,249	212,249
312	2012	49,600	65,128	82,672	97,051	105,832	121,342	133,342	145,342	157,342	169,342	181,342	193,342
412	2012	19,314	34,480	47,795	61,796	76,877	88,187	100,187	112,187	124,187	136,187	148,187	160,187
114	2014	0	0	11,020	23,314	36,072	49,056	62,056	75,056	88,056	101,056	114,056	127,056
214	2014	0	0	15,475	34,048	48,697	62,056	74,056	86,056	98,056	110,056	122,056	134,056
115	2015	0	0	24,078	68,555	98,495	119,690	134,690	149,690	164,690	179,690	194,690	209,690
215	2015	0	0	15,931	45,177	75,214	92,478	107,478	122,478	137,478	152,478	167,478	182,478
116	2016	0	0	0	9,995	28,349	41,665	66,665	91,665	116,665	141,665	166,665	191,665
216	2016	0	0	0	5,029	30,009	49,883	74,883	99,883	124,883	149,883	174,883	199,883
316	2016	0	0	0	595	20,990	32,238	57,238	82,238	107,238	132,238	157,238	182,238
117	2017	0	0	0	0	0	16,221	41,221	66,221	91,221	116,221	141,221	166,221
217	2017	0	0	0		0	24,483	49,483	74,483	99,483	124,483	149,483	174,483
118	2018	0	0	0	0	0	12,572	32,572	52,572	72,572	92,572	112,572	132,572
218	2018	0	0	0		0	0	25,000	50,000	75,000	100,000	125,000	150,000

Appendix B: Marshalltown Municipal Transit Inventory FY 2017-2018

Property ID	VIN	License Plate	Year	Description	Miles on 7/1/2018	Lift or Ramp	Lift or Ramp Operable?
101	15GGE2718A1091968	LD1223	2010	Gillig 30'	189,685	Ramp	Yes
104	1FDWE35574HA74297	LD1502	2004	Ford Goshen Pacer II	149,282	Lift	Yes
109	15GGE271591091423	LD0705	2009	Gillig 30'	219,632	Ramp	Yes
121	15GGE2712C1092388	LD0307	2012	Gillig 30'	150,261	Ramp	Yes
131	15GGE2715D1092418	LD0494	2013	Gillig 29'	122,500	Ramp	Yes
181	15GGE2714J3093253	LD0735	2018	Gillig 29'	1,869	Ramp	Yes
972	15GCD2018V1088693	LD0008	1997	Gillig Phantom	341,260	Lift	Yes
991	15GGD1814X1070337	LD1048	1991	Gillig Phantom	583,402	Ramp	Yes

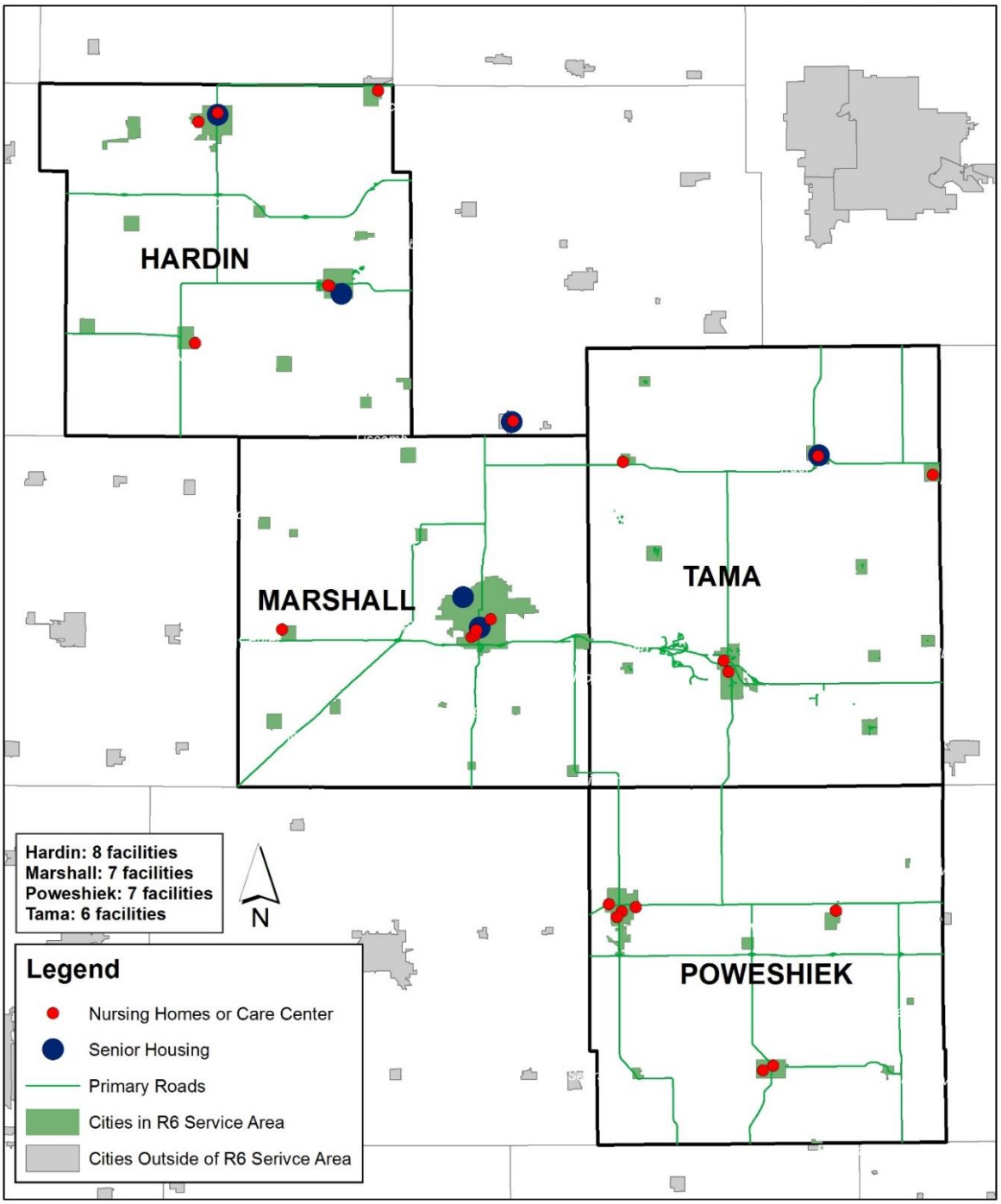
Appendix C: Iowa Veterans Home Vehicle Inventory – December 2018

The Iowa Veterans Home fleet contains 24 vehicles and is powered by 5 drivers for medical trips and 2 drivers for recreational trips.

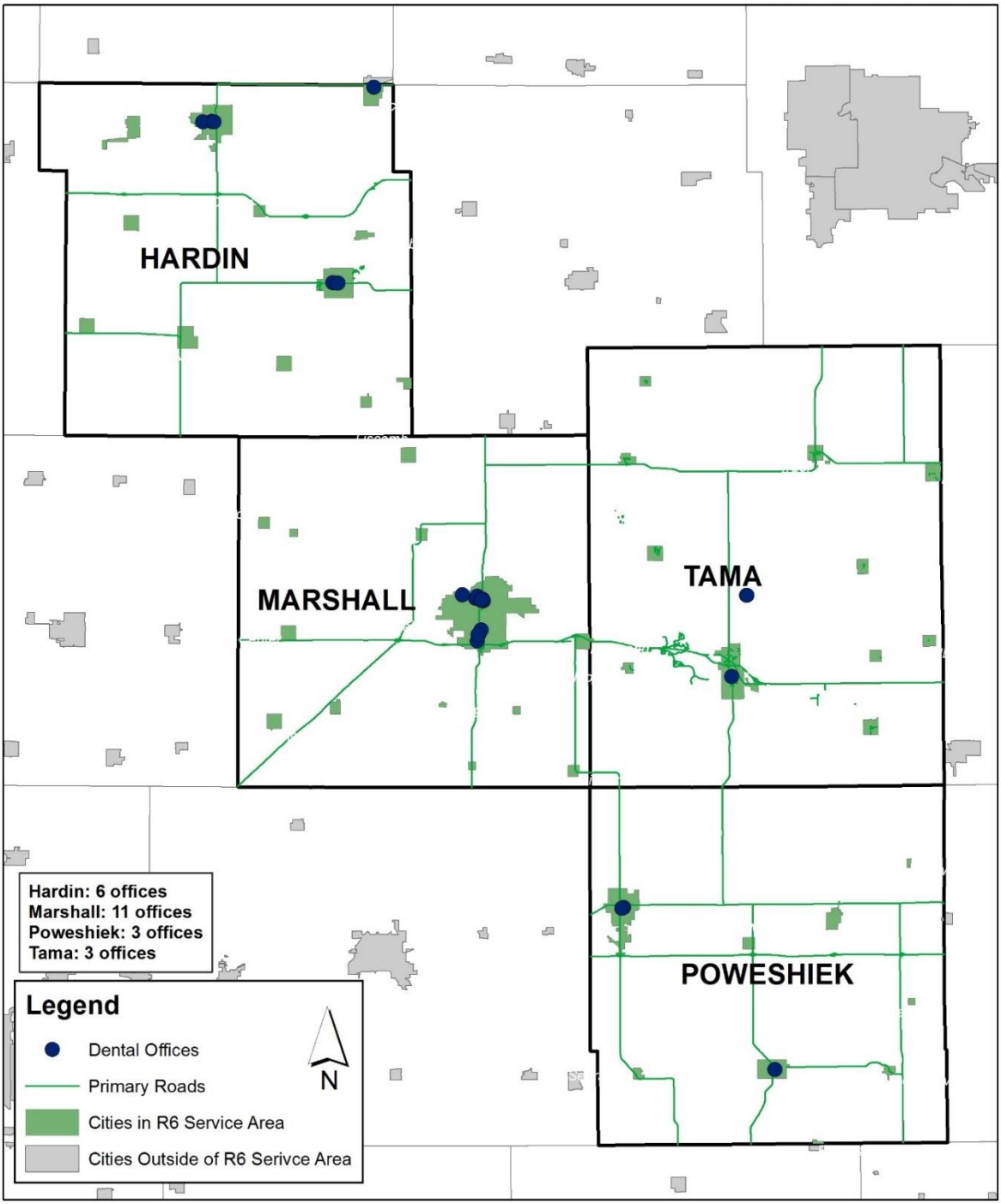
CAR #	DESCRIPTION	CAPACITY	PURPOSE	ADA	ADA EQUIPMENT
105904	2008 FORD 350 TRUCK	2	MAINTENANCE		
1086	2014 DODGE CARAVAN	6	MEDICAL TRIPS		
1190	2013 DODGE CARAVAN	5	MEDICAL TRIPS	1 COTS	
1191	2002 GMC DUMP TRUCK	2	MAINTENANCE		
1192	2000 CHEVY 1500 PICKUP	2	MAINTENANCE		
1193	2009 DODGE CARAVAN	6	MEDICAL TRIPS		
1194	2014 FORD ESCAPE	2	SECURITY		
1195	2006 FORD E350 VAN	15	RECREATION		
1196	2016 FORD SM WHEELCHAIR BUS	10	MEDICAL TRIPS	3 WHEELCHAIRS/ 7 SIT UP	WHEELCHAIR LIFT
1197	2016 FORD SM WHEELCHAIR BUS	10	MEDICAL TRIPS	3 WHEELCHAIRS/ 7 SIT UP	WHEELCHAIR LIFT
1198	2006 CHEVY IMPALA	5	ALL TRIPS/RES STAFF		
1199	2005 FORD 250 PICKUP	2	MAINTENANCE		
1205	2010 DODGE CARAVAN (W/c)	5	MEDICAL TRIPS	1 WHEELCHAIR/ 4 SIT UP	WHEELCHAIR LIFT
1937	2014 AM GENERAL MV-1 (W/C)	5	MEDICAL TRIPS	1 WHEELCHAIR/ 4 SIT UP	WHEELCHAIR LIFT
1974	1988 GMC 7000 (BOOM Truck)	2	MAINTENANCE		
2026	2018 DODGE CARAVAN	3	MEDICAL TRIPS	1 WHEELCHAIR/ 3 SIT UP	
2195	2016 INTERNATIONAL	23	RECREATION	6 WHEELCHAIR/ 17 SIT UP	WHEELCHAIR LIFT
2233	2006 FORD E350 VAN	15	RECREATION		
2241	2006 FORD E350 VAN	6	MEDICAL TRIPS	1 WHEELCHAIR/2 PEOPLE	
2522	2007 CHEVY IMPALA	5	ALL TRIPS/ RES. STAFF		
105496	2006 BUS W/PAINTING	23	RECREATION	6 WHEELCHAIR/ 17 SIT UP	WHEELCHAIR LIFT
105529	2013 DODGE CARAVAN	6	MEDICAL TRIPS	1 COT/ 4 PEOPLE	
105798	1995 INT'L DOT TRUCK	2	MAINTENANCE		
105904	2008 FORD 350 TRUCK	2	MAINTENANCE		

Appendix D: Mapping

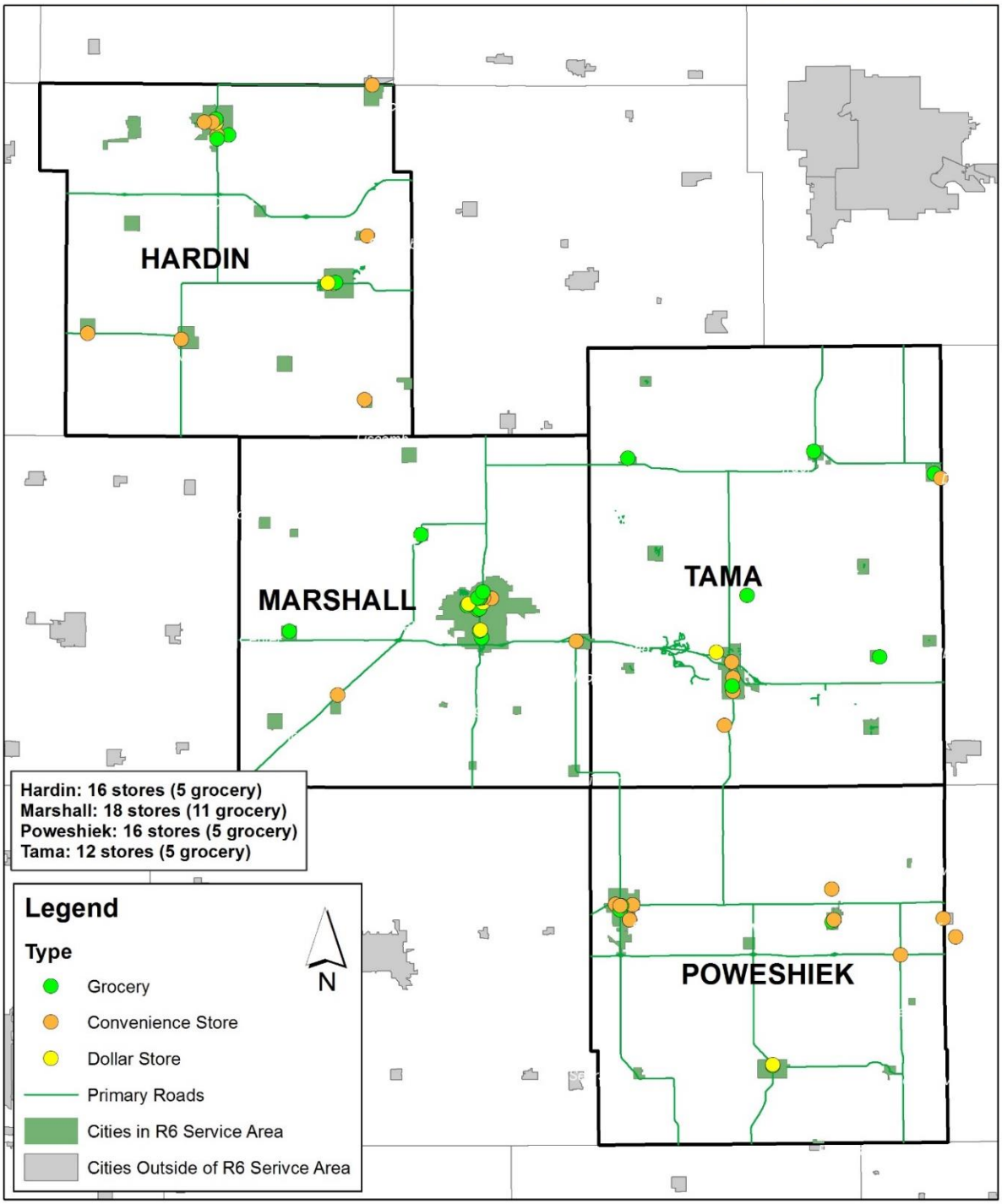
Region 6 Nursing Homes, Care Centers and Senior Housing



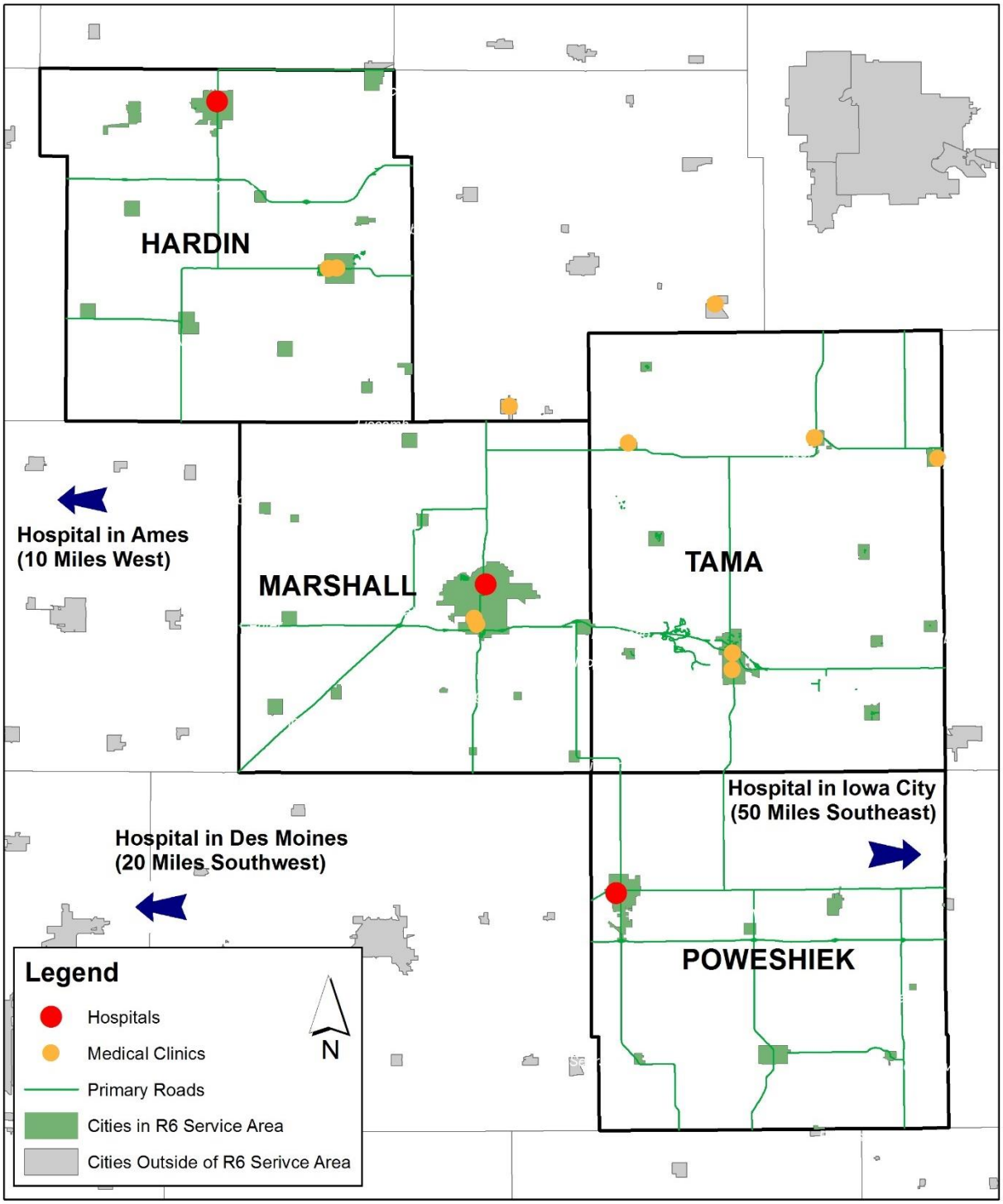
Region 6 Dental Offices



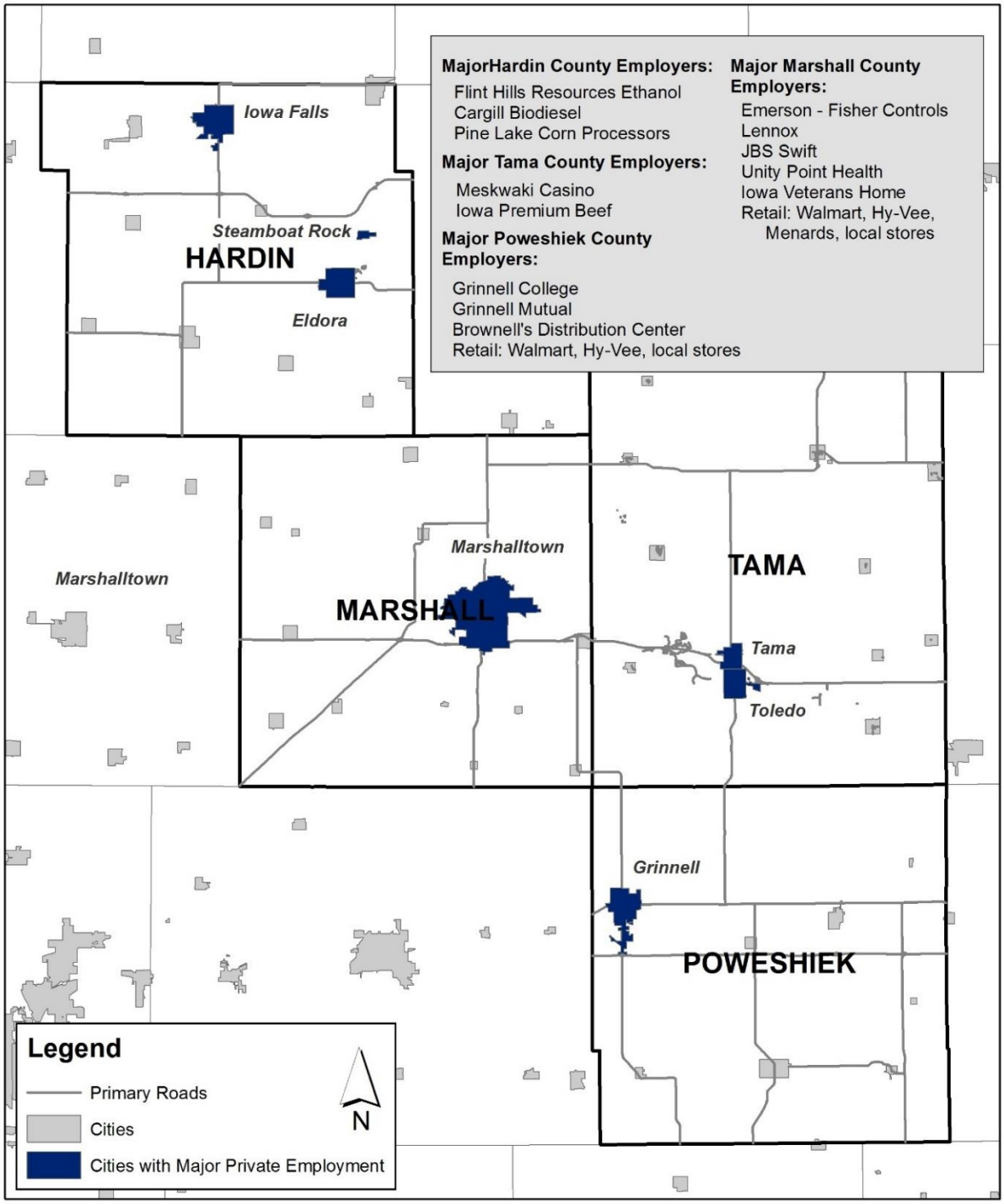
Region 6 Grocery and Convenience Stores



Hospitals Serving Region 6 Area



Major Employment Centers In and Around Region



Appendix E: Copy of Agency Survey
(Administered October-November 2018)

Copy of Peoplerides Customer Survey

Peoplerides Service Survey

Every 5 years we conduct an extensive review of Peoplerides services. This review is done with users and providers. Our goal is to refine services to best meet the area needs. This survey is a first step in this process. If this survey identifies interest we will hold public input sessions to develop the best possible system with available resources. We request that you complete this survey by October 31, 2018. If you have any questions about this survey please contact Marty Wymore at 641-752-0717 or mwymore@region6planning.org . Thanks for your input!

1. Which of the following best describes your agency, organization, or business?

- ◯ Human services
- ◯ Elderly services
- ◯ Medical services
- ◯ Education
- ◯ Disabled services
- ◯ Other (please specify)

2. Do your clients regularly use Peoplerides services?

- ◯ Yes
- ◯ No

3. Why don't your clients regularly use Peoplerides services? (check all that apply)

- ☐ They have a vehicle
- ☐ Peoplerides services not available
- ☐ Our organization has a vehicle
- ☐ Peoplerides does not go where want to go
- ☐ Peoplerides services cost too much
- ☐ Other (please specify)

4. What types of Peoplerides services do your clients use? (check all that apply)

- ☐ Medical transportation
- ☐ Grocery transportation
- ☐ Work transportation
- ☐ Services transportation
- ☐ Other

5. What is the zip code of your organization?

6. Please rate the quality of current Peoplerides services?

Very Good	Good	Indifferent	Poor	Very Poor
○	○	○	○	○

7. What can be improved with our services?

- ☐ Vehicle comfort & cleanliness
- ☐ Ride schedulers
- ☐ Cost of rides
- ☐ More service hours
- ☐ More service days
- ☐ Driver assistance
- ☐ Wait times for ride
- ☐ Other (please specify)

8. Are there transportation trips that you would like to do that are not available or not available at the desired price? (check all that apply)

- ☐ Trips to Des Moines
- ☐ Trips to Mason City
- ☐ Trips to Ames
- ☐ Trips to Waterloo/Cedar Falls
- ☐ Trips to Cedar Rapids
- ☐ Trips to Iowa City
- ☐ Other (please specify)

9. What transportation fee is affordable and attractive for a round trips ride within the same City as your clients live? (check all that apply)

- ☐ $1
- ☐ $4
- ☐ $2
- ☐ $5
- ☐ $3
- ☐ $6
- ☐ Other (please specify)

10. What transportation fee is affordable and attractive for a round trip ride within the same county as your clients live? (check all that apply)

- [ ] $3
- [ ] $4
- [ ] $5
- [ ] $6
- [ ] $7
- [ ] $8
- [ ] $9
- [ ] $10
- [ ] Other (please specify)

11. What transportation fee is affordable and attractive for a round trip ride to an adjacent county from where your clients live? (check all that apply)

- [ ] $5
- [ ] $6
- [ ] $7
- [ ] $8
- [ ] $9
- [ ] $10
- [ ] $11
- [ ] $12
- [ ] $13
- [ ] $14
- [ ] $15
- [ ] Other (please specify)

12. Do your clients have transportation needs at these days and hours?

- [ ] Evenings (5 pm to 9 pm)
- [ ] Early morning (5 am to 7 am)
- [ ] Saturdays
- [ ] Sundays
- [ ] Other (please specify)

13. What other transportation services would your clients like? (check all that apply)

- [ ] Getting to/from work
- [ ] Recreational activities
- [ ] Weekend and Holiday travel
- [ ] Accessing social service providers
- [ ] Going to dental and medical appointments
- [ ] Getting children to childcare
- [ ] Visiting friends and family
- [ ] Shopping and errands
- [ ] Attending training or education
- [ ] Travel to surrounding counties
- [ ] Evening service
- [ ] Other (please specify)

14. Do you desire to be further involved in this Peoplerides enhancement project?

- [ ] Yes
- [ ] No
- [ ] If yes, please list your email address and/or telephone.

Appendix F: Rider Feedback and Organization Feedback Surveys
(Administered January 2017)

Rider Feedback

As a rider your opinion matters to Peoplerides. We would like to ask you how we are doing as an organization to meet your transportation needs?

	YES	NO
1. Do you feel Peoplerides meets your needs?	✓	
2. Do you find our drivers to be courteous?	✓	
3. Do you feel safe while riding with Peoplerides?	✓	
4. When you contact the office do you find the Office personnel to be courteous?	✓	
5. Would you recommend Peoplerides to a friend?	✓	

We would like to thank you for taking the time to tell us how you feel about our organization. Use these lines to tell us anything else you would like for us to know about your experience with Peoplerides. _____

_____

_____

_____

Organization Feedback

As an organization we would like your opinion, to help us identify what we are doing well and where we can improve. Please take this time to fill out this brief questionnaire.

1. Do you feel People Rides adequately services your clients?_____
   If not please explain. _____

_____

_____

2. Do you see any service gaps that we may be able to cover? _____
   If so please explain._____

_____

_____

3. Have you ever had a negative experience with Peoplerides?_____
   If so please explain. _____

_____

_____

4. Do you have any other comments or suggestions for Peoplerides? _____

_____

_____

_____

Thank you so much for your time your feedback is greatly appreciated.

People Rides
903 E. Main St.
Marshalltown, Iowa 50158
641-752-0717

Appendix G: Nursing Homes and Senior Housing Vehicle Inventory

County	Type	Place	City	Van	Bus	Car	Truck	Notes
Hardin	Nursing Home	Grand JiVante	Ackley	1-Ramp	1-Lift	1-non ADA		
Hardin	Nursing Home	Eldora Nursing & Rehab (Specialty Care)	Eldora	1 - lift				Used for emergent resident transportation only
Hardin	Nursing Home	Valley View Nursing	Eldora	shared with Eldora Nursing				Staff drives when needed
Hardin	Nursing Home	Hubbard Care Center Inc	Hubbard	No - they use Public/Private Transit, family members				
Hardin	Nursing Home	Heritage Care Center	Iowa Falls	1-Ramp 1 or 2 WC	1-lift 16 pass	1-non ADA	1-non ADA	
Hardin	Nursing Home	Scenic Manor	Iowa Falls	1-lift		1 Non ADA		To and from doctor, has 1 FT person who also does nursing scheduling
Marshall	Nursing Home	Glenwood Place	Marshalltown	1-Non ADA	1-lift 12 pass			5 people for bus driving
Marshall	Nursing Home	Grandview Heights	Marshalltown	No - they use Public/Private Transit, family members				
Marshall	Nursing Home	Southridge Nursing & Rehab	Marshalltown	No - they use Public/Private Transit, family members				
Marshall	Nursing Home	Accura Healthcare	Marshalltown	1 van ADA. 1 van non-ADA				2 employees with other duties
Marshall	Nursing Home	State Center Specialty Care	State Center		1-lift 12 pass			has 1 FT person who is also Maintenance Supv
Poweshiek	Nursing Home	Brooklyn Community Estate (Brookhaven)	Brooklyn		1-lift 10 pass	1-non ADA		5-7 employees for bus driving
Poweshiek	Nursing Home	Grinnell Health Care Center (Friendship Manor)	Grinnell	1-Lift				Medical appts only, 4-6 employees for driving
Poweshiek	Nursing Home	Mayflower Home	Grinnell	1-7 pass, 1-nonAda	1-15 pass	1 Non ADA		2 employees with other duties
Poweshiek	Nursing Home	St. Francis Manor	Grinnell	2 -lift				3 employees with other duties
Poweshiek	Nursing Home	Windsor Manor	Grinnell	1-Non ADA				2 employees with other duties
Poweshiek	Nursing Home	Diamond Life Health Care Inc	Montezuma	2-Non ADA		1		
Poweshiek	Nursing Home	Montezuma Nursing & Rehab	Montezuma	No - they use Public/Private Transit, family members				

County	Type	Place	City	Van	Bus	Car	Truck	Notes
Tama	Nursing Home	Sunnycrest Nursing	Dysart	No - they use Public/Private Transit, family members				
Tama	Nursing Home	Westbrook Acres Nursing Home	Gladbrook	No - they use Public/Private Transit, family members				
Tama	Nursing Home	Sunny Hill Care Center	Tama	No - they use Public/Private Transit, family members				
Tama	Nursing Home	Carrington Place (Premier Estates)	Toledo		1-lift 8 Pass			1 FT employee who also works in Maintenance
Tama	Nursing Home	Sunrise Hill Care Center	Traer	1 van-Ramp				Several employees with licensing requirements
	Nursing Home	Oakview Nursing Home	Conrad	No - they use Public/Private Transit, family members				
Hardin	Senior housing	Estabrook Lodge (part of Eldora Nursing & Rehab)	Eldora	Assisted Living facility. Residents used public/private transit or family members				
Hardin	Senior housing	Ashbrook Assisted Living	Iowa Falls	No - they use Public/Private Transit, family members				
Marshall	Senior housing	Bickford Cottage	Marshalltown		1-lift 15 pass			bus is shared with Ames facility
Marshall	Senior housing	Embers	Marshalltown	2-Non ADA				1 FT employee who also works in Activities
Tama	Senior housing	Sunrise Terrace Apartments	Traer	Independent living - residents transport themselves				
	Senior housing	Oak Estates	Conrad	No - they use Public/Private Transit, family members				
	Senior housing	Franklin Prairie Apartments	Hampton					

Appendix H: Region 6 Board Meeting Minutes for April 29, 2019

REGION 6 PLANNING COMMISSION
MEETING MINUTES FOR 4/29/2019

The Region 6 Planning Commission Board met at the Marshalltown Community Y at noon on 4/29/19

Present: Anderson, Schoborg, Thompson, Roudabush, Granzow, Spohnheimer, Luehring, and Jordan.

The first action item was the consent agenda which includes the 3/25/19 meeting minutes, current balance sheet and check register, current planning projects, Region 6 Passenger Transportation Plan Approval, and Region 6 FY 2020 Transportation Plan Work Program Approval. Spohnheimer made the motion to approve these consent items and seconded by Jordan. All voted aye – motion carried.

The second action item was the economic development representative board member. Spohnheimer made the motion to approve Buschkamp for this position (Iowa Falls Area Development Corporation) and seconded by Schoborg. All voted aye – motion carried.

The FY 2020 Region 6 Transit Application public hearing was the next agenda item. There were no oral or written comments. Wymore reviewed the projects in the application. Thompson made the motion to close the hearing and seconded by Roudabush. All voted aye – motion carried.

The FY 2020 Region 6 Transit Application resolution was the next agenda item. Schoborg made the motion to approve the resolution as presented and seconded by Roudabush. All voted aye – motion carried.

A public hearing on FY 2019 Region 6 Transportation Improvement Program amendments and new projects in the Region 6 2020-2024 Transportation Improvements Program was the next agenda item. Wymore indicated that the 2019 amendments include – increase FTA Region 6 operating assistance from $170,791 to $195,740; and increase FTA Marshalltown Transit operating assistance from $189,752 to $233,171. The only new regional funded project in the FY 2020-2024 program is from State Center. The Region 6 Transportation Committee recommended that the State Center 4th Street project from 3rd St NW to 3rd Ave SW be funded at $200,000 not the $256,000 request level. This total will add onto the $194,000 that was approved last year. So the full Lincoln Highway through State Center will be supported in FY 2020. All the other changes in the program are project delays. Thompson made the motion to close the hearing and seconded by Jordan. All voted aye – motion carried. Luehring next made the motion to approve all these projects at the levels recommended by the committee. Schoborg seconded the motion. All voted aye – motion carried.

The next agenda item was the Region 6 Marshalltown Disaster Coordinator position. We have applied for EDA assistance to fund this position for 2 years. 50% funding from EDA and 50% funding from Tye Foundation. EDA has commented that they want to fund the project but are waiting on written approval. Spohnheimer made the motion to approve the one year contract for this position once the EDA funding is known. Jordan seconded the motion. All voted aye – motion carried.

The FY 19/20 Region 6 Planning Budget and Salaries was the next agenda item. Spohnheimer made the motion to table this until the next meeting and seconded by Schoborg. All voted aye – motion carried.

The next Region 6 Planning meeting was set for May 20, 2019 at noon here in Marshalltown. Roudabush made a motion to adjourn and seconded by Spohnheimer. All voted aye – motion carried.

Marty Wymore